

Someone not receiving Marketing Cloud messages ^[1]

February 14, 2019 by [Melanie Jones](#) ^[2]

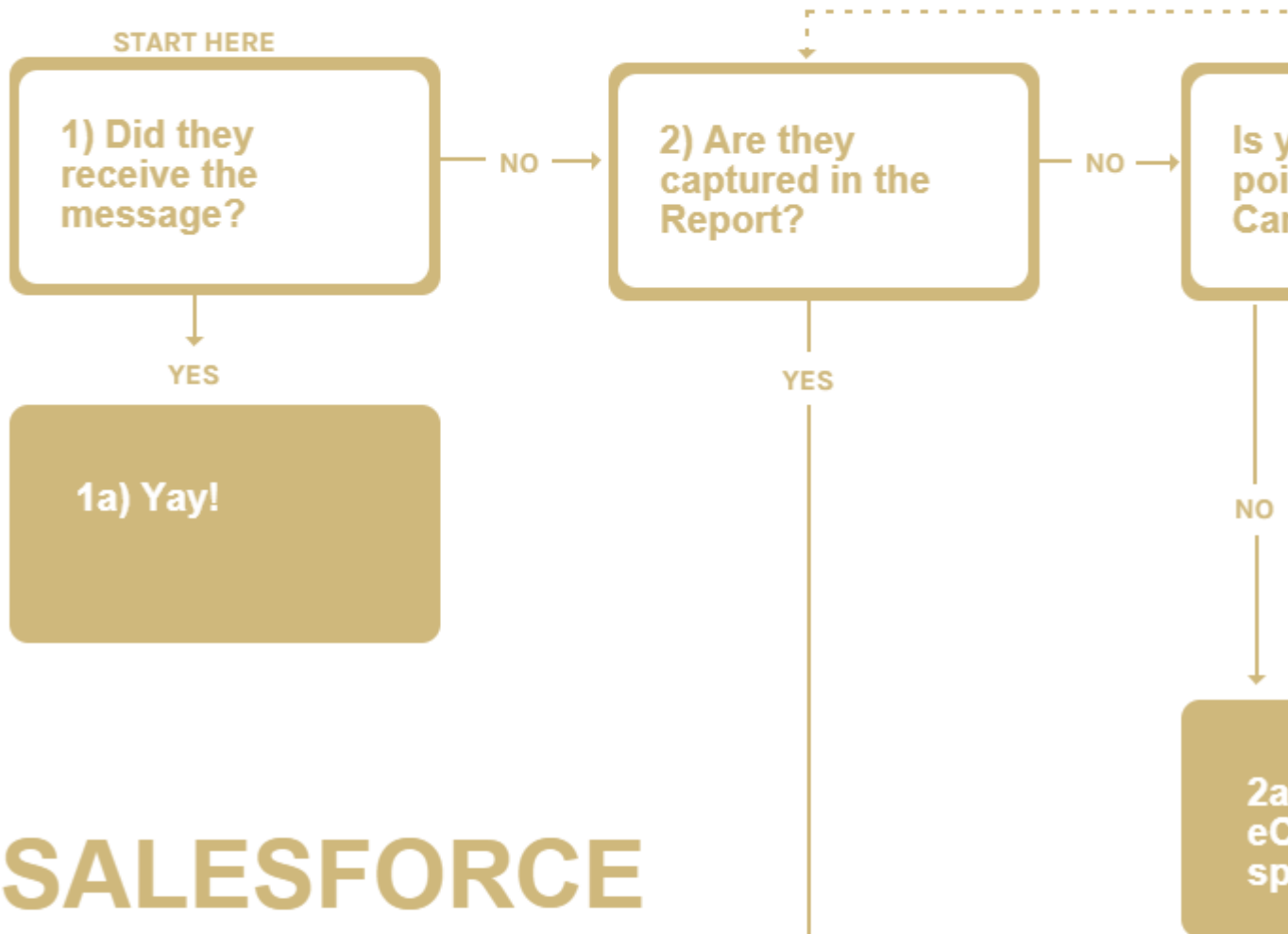
Often when a Contact is not receiving emails, there are several logical reasons why, including actions taken by constituents themselves. If you are investigating why a Contact is not receiving communications, review the steps below to troubleshoot.

[DETAILED STEPS](#) ^[3]

[VISUAL 1-PAGER](#) ^[4]

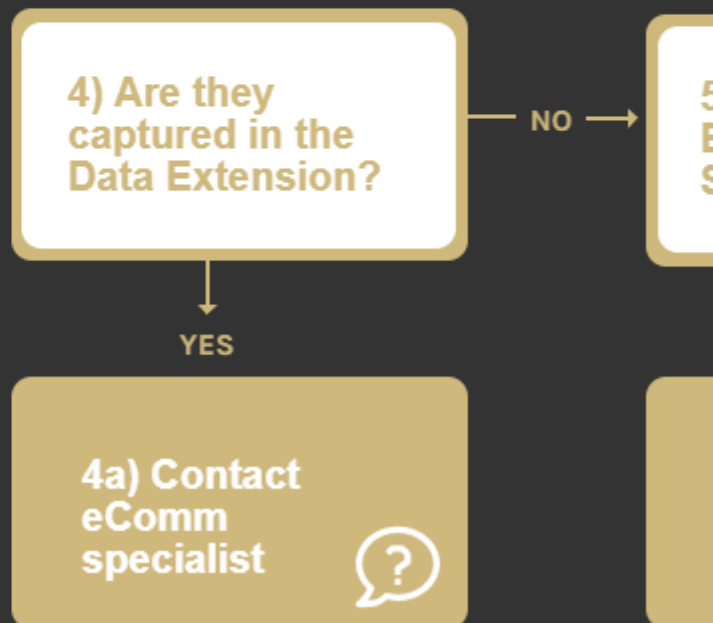
HOW TO TROUBLESHOOT

CONTACT NOT RECEIVING



SALESFORCE

MARKETING CLOUD



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- [Marketing Cloud Permissions](#) ^[5]
- [Unable to Send Email via Marketing Cloud](#) ^[6]

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Someone not receiving Marketing Cloud messages

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