

## **Someone not receiving Marketing Cloud messages** <sup>[1]</sup>

February 14, 2019 by [Melanie Jones](#) <sup>[2]</sup>

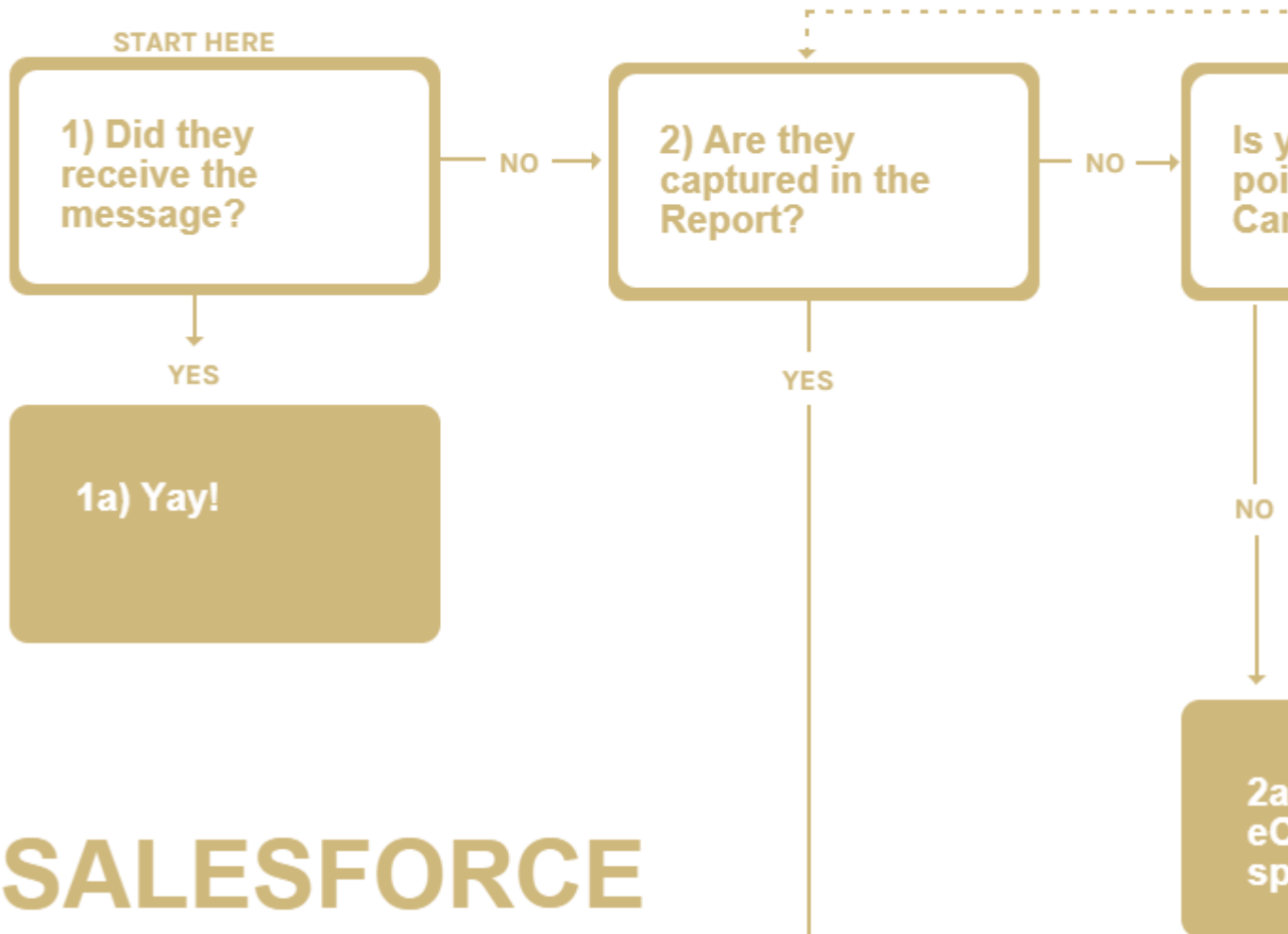
Often when a Contact is not receiving emails, there are several logical reasons why, including actions taken by constituents themselves. If you are investigating why a Contact is not receiving communications, review the steps below to troubleshoot.

[DETAILED STEPS](#) <sup>[3]</sup>

[VISUAL 1-PAGER](#) <sup>[4]</sup>

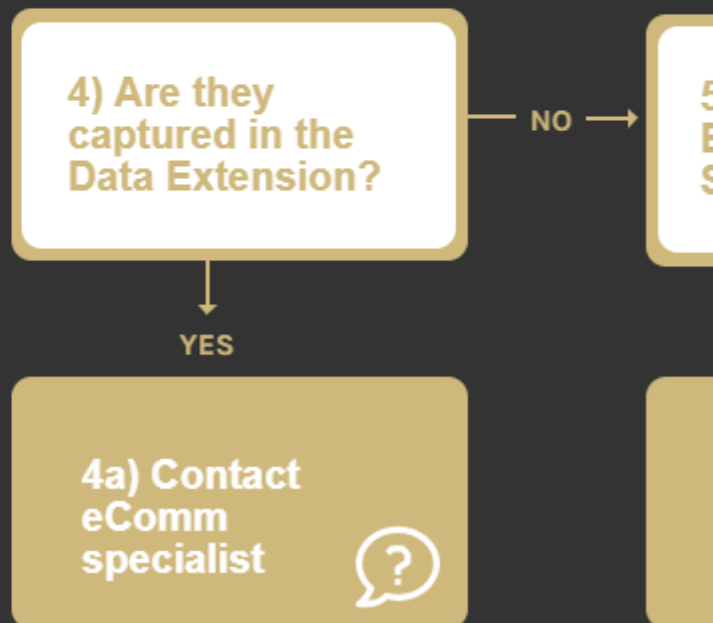
# HOW TO TROUBLESHOOT

## CONTACT NOT RECEIVING



## SALESFORCE

## MARKETING CLOUD



## Related Wikis

- [Marketing Cloud Permissions](#) <sup>[5]</sup>
- [Unable to Send Email via Marketing Cloud](#) <sup>[6]</sup>

### Display Title:

Someone not receiving Marketing Cloud messages

### Send email when Published:

No

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**Source URL:** <https://www.cu.edu/blog/ecommerce-wiki/someone-not-receiving-marketing-cloud-messages>

### Links

[1] <https://www.cu.edu/blog/ecommerce-wiki/someone-not-receiving-marketing-cloud-messages>

[2] <https://www.cu.edu/blog/ecommerce-wiki/author/39>

[3]

<https://docs.google.com/document/d/1TjawlSIC40KAQp4lgNdJju6OoQ090M60vABuvOxmNsE/edit?usp=sharing>

[4]

[https://docs.google.com/document/d/120GE9\\_CkOP7yCYvltr8TahBYTaez8\\_F60VAQ1rqA4co/edit?usp=sharing](https://docs.google.com/document/d/120GE9_CkOP7yCYvltr8TahBYTaez8_F60VAQ1rqA4co/edit?usp=sharing)

[5] <https://www.cu.edu/blog/ecommerce-wiki/marketing-cloud-permissions>

[6] <https://www.cu.edu/blog/ecommerce-wiki/unable-send-email-marketing-cloud>