

SedonaWeb 2.0 Registration Emails are Not Being Sent/Received

06/09/2025 1:40 pm EDT

When a customer tries to register on a Sedona Web 2.0 site, they are required to complete the Two Factor Authentication 2FA process. If the system can't send them an email, it will cause an error message to appear in the log. It may even make a customer a user in the company portal, but without the registration email being sent, the process stops and prevents the user from being able to be used as is.

The first thing to check and resolve for these is the SMTP information in the Company Preferences.

Note: SMTP settings need to be updated from the default info in both **HOST** and the **Company Endpoint Preferences**

Company/Branch Preferences

Branch Company Preferences

Drag a column header and drop it here to group by that column

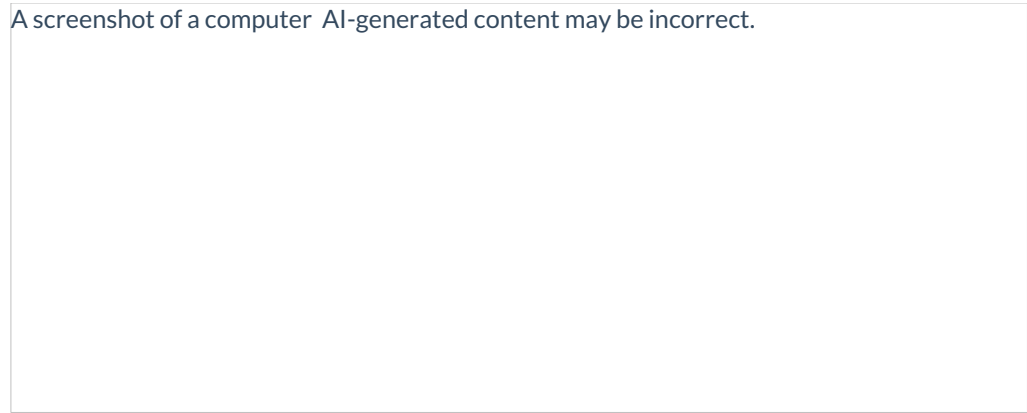
Name	Description	Value	Category	
Service Report Acceptance Text	If entered, this text is included at the bottom of the service invoice report.			
Site Contact for New Accounts	Sets up the new account as a site contact	true		
SMTP Enable SSL	Enable SSL for sending emails over secure channel	false		
SMTP Password	Password for SMTP server	***		
SMTP Port	The port to use for smtp server			
SMTP Server	The email server used to send emails			
SMTP Username	Username for SMTP server			
Split Payment Batch	Split Payment Batch	1		
Support Email	Support Email			
Support Phone Number	Support Phone Number			
Trust Address	automatically insert address fields (City, Zip, etc.) into Geographic tables; may result in bad data if not checked	1		
Trust Customer Group	Trust Customer Group	1		
Unobtrusive JavaScript Enabled	Unobtrusive JavaScript Enabled	true		
Use Utc Offset	Use Utc Offset	1		
UserCode for SY_Edit_Log	Default for all inserts/updates where UserCode is logged	WebSvcs		

1 2 3 4 5 20 items per page 81 - 95 of 95 items

As of v SW 1.50. x You also need to make sure the sending email sections in the **host** and **company** are also valid see images below

A screenshot of a computer AI-generated content may be incorrect.

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For Enterprise customers: Unless the customer is already configured to send emails using their own domain in SedonaSync or SedonaWeb 1.0, we will *not* know their SMTP settings and they will need to have their IT/MSP obtain and enter the correct information.

If the Customer is hosted, we can utilize our Mandrill Relay SMTP information we use to send emails as the @SedonaOffice.com domain or if they have already validated their email domain DNS for use with our Mandrill [SedonaSync/SedonaEmail] we can use their domain for the sender email . This can be copied from an existing SedonaCloud API site.

After resolving the SMTP email settings you can test forgot your password from both Host and the Company Endpoint to verify they work.

If needed you can also remove the new SW 2.0 user from the Users > Customers section and have them attempt to re-register for confirmation that the process works.
