
Mailerlite Troubleshooting

Posted by pollyhearsey - 2023/08/24 19:08

I have integrated Mailerlite with one of my quizzes and it seems as though the information is not patching through. Someone who was already on my list did get added to the right group to trigger an automation but anyone who is not already on my email lists is not appearing in Mailerlite. Any ideas what is going on?

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Re:Mailerlite Troubleshooting

Posted by admin - 2023/08/24 19:14

Hello,

Do you mean quiz takers are not assigned to quiz Mailerlite group if they were assigned to another MailerLite group before?

Regards,
ARI Soft

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Re:Mailerlite Troubleshooting

Posted by pollyhearsey - 2023/08/24 19:18

If they are not already in Mailerlite, or actively subscribed to be more accurate, the details aren't even appearing. I had someone complete the quiz who is actively subscribed and they made it to the right group. Does that help?

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Re:Mailerlite Troubleshooting

Posted by pollyhearsey - 2023/08/25 10:15

I have a little more information now.

It seems that if someone does the quiz but is previously unsubscribed it is not resubscribing them. For new subscribers, the subscription date is invalid, so they are going into the unconfirmed section of the list and therefore the automation is not triggering. Also, it is not importing the name, only the email address is coming through.

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Re:Mailerlite Troubleshooting

Posted by pollyhearsey - 2023/08/29 14:43

Mailerlite have looked into this for me and resolved one part of the issue - Double opt in is the default setting for API integrations, but I had switched this off. So after a delay new subscribers were ending up in the unconfirmed section and the automation was not triggering.

However that still leaves the other issue that the name data is not transferring, which is a big issue for my mailings. Only the email address is being imported. Could someone please look at this?

Thanks

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Re:Mailerlite Troubleshooting

Posted by admin - 2023/08/30 14:28

We are trying to reproduce the problem. Try to provide a solution soon.

Regards,
ARI Soft

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Re:Mailerlite Troubleshooting

Posted by admin - 2023/09/06 10:17

Update the plugin to v. 1.8.3 please. It should help to resolve the problem with "name" field in MailerLite.

Regards,
ARI Soft

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Re:Mailerlite Troubleshooting

Posted by pollyhearsey - 2023/09/06 11:12

It does fix it thank you. However it has not resolved the issue of previously unsubscribed email addresses transferring to Mailerlite. I have tried this a few times with one of my email addresses and it does not appear at all. Any idea why?

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Re:Mailerlite Troubleshooting

Posted by admin - 2023/09/06 11:48

Try to update the plugin to v. 1.8.4.

Regards,
ARI Soft

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Re:Mailerlite Troubleshooting

Posted by pollyhearsey - 2023/09/06 17:58

Fabulous, that's sorted it. Thank you for your help, it's much appreciated.

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Re:Mailerlite Troubleshooting

Posted by arntrs77 - 2023/09/12 18:56

Any resolution on this?I am having the same issue. New leads not being added to ML. This is too tedious to have to do manually. Please advise.

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Re:Mailerlite Troubleshooting

Posted by admin - 2023/09/13 13:38

Hello,

Make sure double opt-in option on MailerLite side is switched off.

Regards,
ARI Soft

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Re:Mailerlite Troubleshooting

Posted by arntrs77 - 2023/09/13 19:42

the double optin has been switched off.

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Re:Mailerlite Troubleshooting

Posted by admin - 2023/09/14 17:29

If you can provide a temporary access to your WordPress backend by email then we can make sure all data are sent correctly to MailerLite. If everything is good with it then this is required to check settings on MailerLite side.

Regards,
ARI Soft

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