
Double opt in not working on Mailerlite

Posted by charliebrown44 - 2020/05/09 03:35

I've set up a contact form in CF7 with 2 acceptance boxes, each linked to a different group on Mailerlite. I'm using CF7 Connector Pro.

On filling in the form, the name and email are added directly to Mailerlite, in the corresponding group(s), without any double opt-in taking place.

If I can't fix this, then the plugin is useless because I need double opt-in.

This happens even though double opt-in is switched on in Mailerlite, and works when using a Mailerlite form.

I have the plugin logs activated. The error log shows no errors. The other log lists the sign-ups as successful. I've tried it various times with different email addresses - same result each time.

Thanks in advance for any help.

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Re:Double opt in not working on Mailerlite

Posted by admin - 2020/05/09 10:08

Hello,

Double opt-in should be enabled on MailerLite side. You can read here how to do it.

Regards,
ARI Soft

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Re:Double opt in not working on Mailerlite

Posted by charliebrown44 - 2020/05/09 16:13

Yes, Double opt-in is already enabled on Mailerlite side, exactly as in the instructions at this link.

That is why I am surprised that the plugin sends contacts directly to my Mailerlite list with no double opt-in happening. Unless I can get the double opt-in to work, this plugin is unuseable for me.

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Re:Double opt in not working on Mailerlite

Posted by admin - 2020/05/09 19:02

When double opt-in is enabled on MailerLite side, it should be handled by MailerLite, not by our plugin. It is normal that the plugin sends data to MailerLite, but MailerLite should keep contacts in pending state till approve if double opt-in is enabled.

Contact MailerLite support about this issue, but we guess something is incorrectly configured in MailerLite settings.

Regards,
ARI Soft

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Re:Double opt in not working on Mailerlite

Posted by charliebrown44 - 2020/05/16 20:23

Hello,

Ah-ha! I've narrowed down the problem further...

I have found that the CF7 Connector plugin works fine with Mailerlite double opt-in as long as it's a NEW contact/subscriber. Previously, I did not realize that it was working fine so long as it's a new contact/subscriber.

If it is an EXISTING contact/subscriber who is resubscribing, they DO NOT GET OFFERED any double opt-in. This is the bit that's not functioning. What can I do to add this functionality?

I did see on the Mailerlite tab of your plugin a "Resubscribe" button. So, I have tried with this both ticked and unticked, but for some reason it makes no difference. No matter what I do, when an existing subscriber resubscribes, they DO NOT RECEIVE the double opt-in.....

Any suggestions?

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Re:Double opt in not working on Mailerlite

Posted by admin - 2020/05/17 20:34

Our plugin works with MailerLite via their API. This endpoint is used to subscribe users. We tried to change "type" parameter, but it always resubscribes users silently without confirmation. We sent a request to MailerLite support so they specify what parameter should be sent to use opt-in for existing users.

Regards,
ARI Soft

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Re:Double opt in not working on Mailerlite

Posted by admin - 2020/05/18 19:56

We contacted MailerLite support and received the following answer:

I'm afraid we don't provide support when it comes to API - sorry about that! We do have an API overview document which may be useful, feel free to check it out here:
<https://developers.mailerlite.com/docs>

Unfortunately their API doc doesn't contain any description about double opt-in for existing users. We checked different parameters and each time it subscribes silently. It seems this implemented in that way on MailerLite side.

Regards,
ARI Soft

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