



*If you have to think about how long it's been
since your last email from your
WordPress Contact Form.*

YOU'VE GOT A PROBLEM!



This blog post was inspired by an email I received from a new client shortly after we jumped in and fixed her WordPress Contact Form issues:

'Since you got our contact page up and running again yesterday I have received 4 super important emails through it! How many did I miss before your fixed it???'[Click To Tweet](#)

Yikes and wow!

So often we set things up on our website and then forget about them.

But here is the thing. Technology changes. Software needs to stay up to date on both your WordPress website and on your Hosting. If one or either gets out of date you become prone to not only hacks but functional issues, like your contact forms breaking.

So what's a small business owner to do? The answer is fairly simple. Test.

Every time you do an update or if your inbox has been too quiet use your own contact form to send yourself an email.

If it works, you are good to go. If not ... well, let's chat about that

So something is broken.

While this is not an ideal outcome at least you can do something about it.

Here are the steps I take to get WordPress Contact Forms up and running again.

Step 1: Check your spam folder

So often emails get caught up in overzealous spam filters.

If you do discover your emails in there you can skip to **Step 4**.

Why not call it good you might ask? Well if your emails are getting caught by your spam filter most likely they are being caught by your customer's as well. Setting up SMTP is a way to improve the health of your emails in the spam filters eyes.

Alas, if it was not in your spam filter ... it's onto **Step 2**.

Step 2: Update all WordPress Software

As you may, or may not know, your WordPress website uses 3 different types of software:

1. WordPress Core (the foundation of WordPress functionality)
2. Theme (controls how your site looks)
3. Plugins (add functionality to your website)

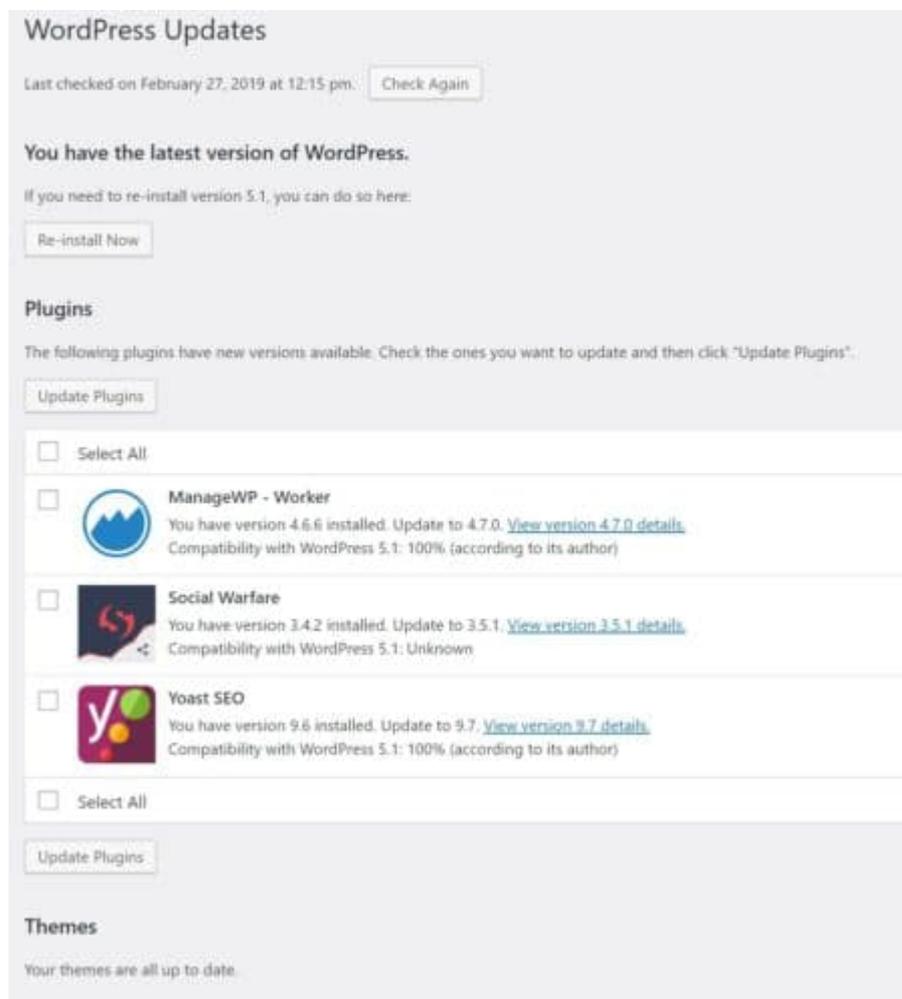
We need to ensure each is up to date.

Now, if you have a **Website Maintenance & Care Plan** with your WordPress Developer then you should be all up to date on this front.

However, if you are maintaining your own WordPress website then doing monthly updates of this software is part of the responsibility of owning a WordPress website.

I know, one more thing for the to-do list.

I suspect that is why I take care of well over **50 WordPress sites** for business owners so they don't have to ☐



The screenshot shows the WordPress Updates interface. At the top, it says "WordPress Updates" and "Last checked on February 27, 2019 at 12:15 pm." with a "Check Again" button. Below that, it states "You have the latest version of WordPress." and provides a "Re-install Now" button. The "Plugins" section lists three plugins with update options: "ManageWP - Worker" (update to 4.7.0), "Social Warfare" (update to 3.5.1), and "Yoast SEO" (update to 9.7). Each plugin entry includes a checkbox, the plugin name, the current version, the update version, a link to view details, and compatibility information. At the bottom, there is a "Themes" section stating "Your themes are all up to date."

To see what needs updating on your website head over to: <https://{insert your website url}/wp-admin/update-core.php>

This will give you an overview of the current health of your website.

Note: You'll want to make sure you make a Backup or use a [Staging Site](#) before you start clicking update buttons.

Once you have a backup or Staging Site in place you can go in order down the list updating WordPress, Plugins & Themes as indicated.

Step 3: Update Hosting Software Setting

As I mentioned before, software updates need to occur both on your WordPress Website and on your Hosting.

Now depending on your host, they might take care of that for you. That is one of the reasons I love **WP Engine** as they take care of this stuff for you.

But if you're not that lucky and use an alternate host like GoDaddy or BlueHost you'll need to log into your host and check the PHP settings yourself.

The easiest way I've found for non-techy business owners to handle this is to hop on their host's tech support chat.

As of the writing of this post (February 2019) the question you'll want to ask is: **Is my PHP set to 7.2?** If they answer yes, all is well. If they answer no, ask them to guide you through their system on updating it.

Step 4: Install SMTP eMail Support

I like to use the plugin: [Post SMTP Mailer/Email Log](#).



Post SMTP Mailer/Email Log [Install Now](#)

Send, log and troubleshoot your Outgoing Email easily.
Supports everything: SMTP, Gmail, Mailgun, Mandrill, SendGrid, Elastic Email and OAuth 2.0

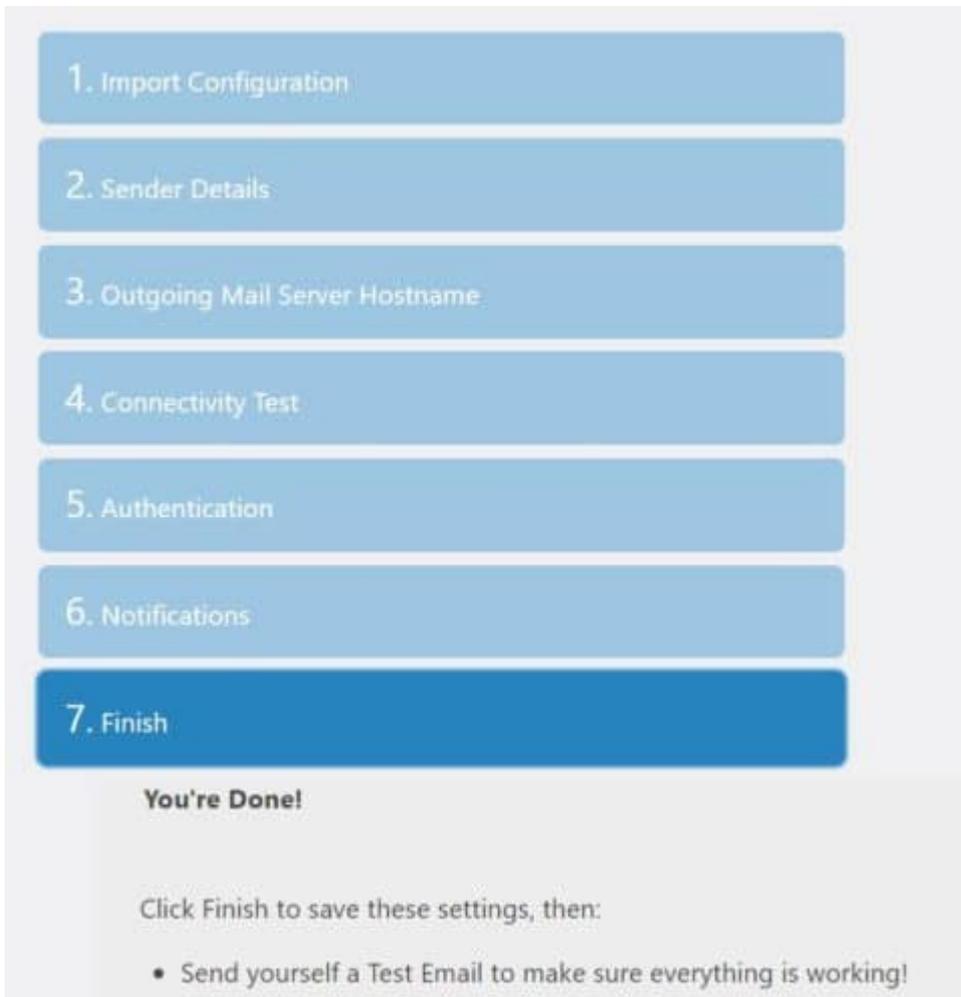
By Yehuda Hassine

★★★★★ (113)
90,000+ Active Installations

Last Updated: 1 week ago
Untested with your version of WordPress

You can find it and install it by logging into your website and going to: <https://{insert your website url}/wp-admin/plugin-install.php>.

Once activated you can begin setting things up by going to: <https://{insert your website url}/wp-admin/admin.php?page=postman> where you will see a blue "Start the Wizard" button. Click the blue **"Start the Wizard"** button. This will take you through a step-by-step process to setup SMTP.



1. Import Configuration
2. Sender Details
3. Outgoing Mail Server Hostname
4. Connectivity Test
5. Authentication
6. Notifications
7. Finish

You're Done!

Click Finish to save these settings, then:

- Send yourself a Test Email to make sure everything is working!

Post SMTP Setup

Configuration

Start the Wizard

or Show All Settings

Actions

Grant OAuth 2.0 Permission

Send a Test Email

Import/Export/Reset Plugin

Postman is **not** configured and is mimicking out-of-the-box WordPress email delivery.

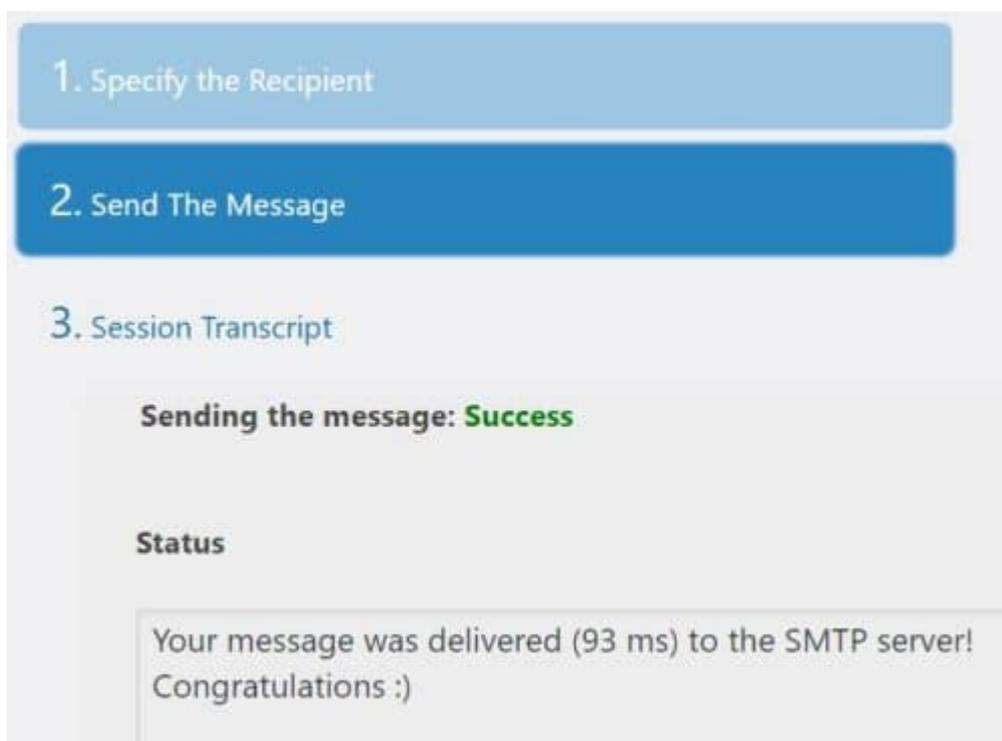
Postman will send mail via  SMTP to localhost:25 using no authentication.

Postman has delivered 0 emails. The last 250 email attempts are recorded [in the log](#).

Depending on how you have your email configured, i.e. whether you use Gmail, Yahoo or your Hosting provider, the plugin will ask you for specific details to get you all setup. I use Google Suite for my @mozakdesign.com email.

Once you are done with the setup it's time to test!

https://{insert your website url}/wp-admin/admin.php?page=postman%2Femail_test



Actions

Grant OAuth 2.0 Permission



Send a Test Email

Import/Export/Reset Plugin

If all went well you should see a success message!

Head on over to your inbox and ensure you see it there as well.

The great thing about this plugin is that not only does it improve your email delivery, but it also logs every email sent my your website so even if you somehow miss one you have a record.

This is especially helpful if you are using a form plugin like Contact Form 7 which does not store emails on its own.

Step 5: Test**Time to give your WordPress Contact Form another spin ... fingers crossed ...**

I'm hoping it is working and you are feeling a huge sense of relief.

If it's not it might be time to look at another form solution, personally, I love Gravity Forms, or to reach out to a WordPress Website Developer like myself when can dig even deeper into how your email is set up for your site.

Till next time,

A handwritten signature in black ink that reads "Jocelyn Mozak". The signature is written in a cursive, flowing style.