Unconfirmed Email Addresses

Getting Started · https://www.codereadr.com/knowledgebase/unconfirmed-email-addresses/

What Is an Unconfirmed Email Address?

An unconfirmed email address refers to an email address associated with an app user account that has not been verified by the owner. This status may appear on the Users page of your app, and it’s important to address unconfirmed email addresses to ensure seamless account functionality.

Types of App Usernames

Email Address

- Password Management: Users can create and manage their own passwords using email addresses. The Forgot Password feature provides a convenient way to reset passwords.
- Google Login: If a user registers with a Google account, they can use the Sign in with Google feature.
- SSO Integration: Enable Single Sign-On (SSO) for fast and secure login experiences.
- Shared Devices: Use a generic email address for accounts accessed by multiple people on the same device.

Plain Text Username

- When to Use: Opt for plain text usernames when you don’t know the user's email address or when you associate scans with activities, locations, or other non-personal identifiers.
- Admin Control: You create and manage the app usernames, giving you full control over how they’re assigned.
- Alternative Tracking Methods: Note that activities or locations can also be captured through other means, eliminating the necessity of relying solely on app usernames.

Confirming Email Addresses

Why Is Email Confirmation Important?

For email usernames created before June 2024, the system did not automatically send confirmation emails to users. These email addresses must be confirmed by January 31, 2025, to remain active.

Starting February 1, 2025, accounts with unconfirmed email addresses will no longer be able to sign in.

How to Confirm Email Addresses

- From the Users Page:
  - Locate the “Unconfirmed” label next to the email address.
  - Click the “Confirm Email” link to prompt the system to send a confirmation email to the account owner.
- Alternative Option:
  - Rename the app user with a plain text username and set a password for login.
  - This method bypasses the need for the user to confirm their email address.

Key Deadlines

- January 31, 2025: All unconfirmed email addresses must be verified.
- February 1, 2025: Unconfirmed email accounts will lose access to the app until the email address is confirmed.