

Forum:[Hack Forums](#)

Thread: [Improving Forgotten Password](#)

Omniscient - March 7, 2017, 2:29 pm

Our email system works very well. Unfortunately some member put us into their spam filter or unsubscribe. Also emails could bounce for other reasons. Once one of these occurs our email service puts your email into Inactive Status. And then you will no longer get any emails from HF which does include the Forgotten Password function emails.

In order to reduce the amount of lost accounts due to the above circumstances I've begun to add functions (plugins) which checks the service via API for the email. It does then when you run your email through the Forgotten Password function. If your email is indeed blocked then you will get an error message about it along with instructions for removal.

Exact wording of error:

Quote:Sorry, that email is currently blocked either because it bounced, it's invalid, or you unsubscribed from our email service. For the block to be lifted you will need to contact an admin. You will not be able to get emails from our service until this is resolved. Please use the contact form.

I've also cleared the entire block list. That should help us from a clean slate. I'm adding additional admin features for myself in order to readily fix continuing problems with email delivery. Using the API I may even be able to automatic the closing of accounts which no longer have active emails. At the very least I can ensure that members are notified about emails which don't get sent.

Thank you.

C?rrupt - March 7, 2017, 2:31 pm

This is a good idea, can't say I've ever had this problem, but quite clever considering the dilemma.

YayHar - March 7, 2017, 2:32 pm

Ah, so that's what this was from.

Good to know we're starting clean.

M?xim - March 7, 2017, 3:08 pm

You did good Omni c: Sounds like a great update

Wires - March 7, 2017, 3:09 pm

(Mar 7, 2017 04:06 PM)xadamxk Wrote: [\[CITE\]](#) How are you able to tell if an email is active or not? O.o

Can be determined by the bounceback message. A mail delivery message gets sent to Omni if the email doesn't exist on at the remote destination. I guess that's how he's doing it anyway.

Charger - March 7, 2017, 5:19 pm

This is pretty cool. Ive never understood why MyBB doesn't send a forgotten password email if you unsubscribe. I guess it has to do with spam.

PhalleN - March 7, 2017, 6:27 pm

That is a fantastic update. Hopefully I don't have to come across a forgotten password in future though.

Omniscient - March 7, 2017, 10:18 pm

Quote:I've never understood why MyBB doesn't send a forgotten password email if you unsubscribe.

It's unrelated to MyBB. If you unsubscribe from our mail provider you will never get emails no matter it is.

Every email we send includes an unsubscribe link. It also clearly warns with this message:

Quote:(Warning: unsubscribing will permanently remove your ability to get any emails from us including forgotten passwords.)

exploit.c - March 8, 2017, 6:28 pm

(Mar 7, 2017 11:18 PM)Omniscient Wrote: [CITE](#) It's unrelated to MyBB. If you unsubscribe from our mail provider you will never get emails no matter it is.

Every email we send includes an unsubscribe link. It also clearly warns with this message: Maybe hook via API on login if they're unsubscribed give them the option on login to resubscribe?

NurSpec - March 9, 2017, 12:27 am

This is great. I just retrieved my account after a long battle with the email system.

Jas.son - March 9, 2017, 4:12 am

good idea. I love you omni

Omniscient - March 9, 2017, 12:39 pm

Quote:Maybe hook via API on login if they're unsubscribed give them the option on login to resubscribe?

Prefer to limit API calls. Forgotten Password feature is used about 300-400 times a day which login is more into the thousands. But I may offer an option to manually check if you're email is valid for sending and then remove it. However, that has to be something that's logged to avoid excess API calls and the persistent removing of invalid emails which could be abused.

Quote:This is great. I just retrieved my account after a long battle with the email system. That's because I removed all blocks. Don't unsubscribe again.

ZuGgY - March 9, 2017, 6:42 pm

Sounds good to me. Thanks for the update.