

CUNY Academic Commons - Bug #11415

Blog Subscriptions in Jetpack

2019-05-01 11:10 AM - Laurie Hurson

Status:	Reporter Feedback	Start date:	2019-05-01
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	WordPress Plugins	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi All,			
On the TLC blog Visible Pedagogy (https://vp.commonsc.gc.cuny.edu/) we use Jetpack's blog subscription to give readers the option to sign up to receive new posts via email. It appears the subscription feature is not working since our 40 subscribers did not receive the most recent posts via email.			
I recently connected Jetpack to my WP.com account but I think this feature should work without that connection set up. Other than that, I couldn't see anything the back end to indicate why this isn't working. Any ideas what might be causing this bug?			
Thanks, Laurie			

History

#1 - 2019-05-01 01:08 PM - Boone Gorges

- Status changed from New to Reporter Feedback

Hi Laurie - I believe that the Subscriptions tool **does** require a wordpress.com connection. Jetpack Subscriptions doesn't send email from the server, but relies on wordpress.com to generate and send the messages.

Can you verify that the problem exists **after** your connection to wordpress.com?

#2 - 2019-05-14 10:34 AM - Boone Gorges

- Category name set to WordPress Plugins

- Target version set to Not tracked