

Unable to Receive Verification Code Troubleshooting Guide

Having trouble receiving the verification code? This guide provides simple steps to address the issue.

Steps to troubleshooting:

1. **Check Your Email Address:** Ensure the email address in your account settings is correct. Mistakes in your email can prevent you from receiving the verification code.
2. **Inspect Spam or Junk Folder:** Verification emails might be filtered into your spam or junk folder. Search these folders for the verification email and mark it as "Not Spam" if found.
3. **Wait for a Few Minutes:** Delays due to network congestion can occur. Allow a few minutes for the email to arrive before attempting further actions.
4. **The Code Expired:** Verification codes expire after 15 minutes. If your code has expired, request a new one and use it within this timeframe. Also, every time a new code is requested, the previous code becomes invalid. Please ensure you use the most recent code received.
5. **Enter the Code Correctly:** Make sure to input the verification code exactly as it is provided, paying attention to avoid common mistakes with similar characters.

If you continue to have trouble with verification code issues, please contact Linxura customer support at support@linxura.com for further assistance.