WordPress E-mail problems

Brad Coudriet - 2026-11-04 - Web Hosting

The default **From** address in system emails sent from a wordpress install is derived from the DNS name of the server that Wordpress is hosted from.

All of our wordpress installs are hosted with a DNS name of ***.cad.rit.edu**; this causes issues when it comes to email delivery.

If you are not receiving emails from your wordpress site, or you are getting a message about mail() being disabled, the following steps can be used to get your email delivery flowing again.

You will need to install a plugin that CAD has provided.

1. Download the Plugin
   here: https://gitlab.cad.rit.edu/cadtech-public/mail-from-address/-/raw/master/cad-mail-from-address.zip?inline=false
2. Login to your wordpress admin dashboard
3. Select Plugins → Add New from the menu system
4. Click "Upload Plugin"
5. Find the zip file you downloaded earlier and select it.
6. Click the 'Install Now' button
7. After the plugin has been installed you will need to click "Activate Plugin"

Once these steps are complete you should be all set and email should be flowing!