Roadblock: The email address cannot accept payments

Campaign Payment Troubleshooting · https://connectionpoint.com/help/docs/roadblock-the-email-address-cannot-accept-payments/

"The email address cannot accept payments" is one of PayPal's most generic error messages, so unfortunately, it could mean various things.

Did you try to contribute to a campaign and receive this error message? Please contact the campaign owner and let them know! You may also let us know at ConnectionPoint, and we can contact the owner.

Is there a typo?

First, check that your email address is spelled correctly. Sometimes, this error message means that the email address provided is not registered to any PayPal account, and when this is the case, a small typo is usually the cause. Fix the spelling and click Save changes.

Do you have a PayPal account with that email address?

The second thing you'll want to do is make sure you have an existing PayPal account registered with that email address.

- If you don’t have a PayPal account, you can create one at https://www.paypal.com and then return to our site.
- If you have a PayPal account but haven’t added that email address to it, simply add that email address to your PayPal account (and click the confirmation link they email to you right afterwards)

Are you using a supported currency?

Click here to find out.

Could there be a technical issue?

If none of the previous steps apply to you, there may be some technical issue with your PayPal account that is preventing the PayPal system from communicating your account details to us. Please contact PayPal’s support team to rule out any technical issues.

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