# Emails saying I have outstanding actions, yet I can’t find them?

Your Worker Checks Account · https://workerchecks.com/es/docs/emails-diciendo-que-tengo-acciones-pendientes-pero-no-las-encuentro/

## *Understanding “Outstanding Action Required” Notifications from Worker Checks*

If you’ve received an email titled **“Outstanding action required on your check(s)”**, it means your police check or other background check has been **paid for but not yet completed** through your Worker Checks account.

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## Why You’re Receiving This Email

This automated reminder is sent when:

- You’ve **paid for a check** but **have not yet submitted** your application, or
- You’ve **registered an account** but haven’t completed the ID verification or document-upload steps.

Worker Checks will send up to **three daily reminder emails** prompting you to log in and complete your check.

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## Common Reason: Email Address Mismatch

Sometimes, this happens because of an **email address mismatch** — for example:

- You used one email when paying at checkout (e.g. via Apple Pay or Google Pay),
- But registered your Worker Checks account using **a different email address**.

In this case, your payment is recorded, but the system can’t automatically link it to your registered account — so reminders keep sending until the check is linked or manually reconciled.

*This can also occur if your Apple Pay or Google Pay profile contains an old or secondary email address.*

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## How to Fix It Quickly

If you're unsure or can't see any outstanding checks in your account:

1. Click the **chat icon**
2. Type **"Talk to human"** to connect with our support team.
3. Provide your **name**, **mobile phone number**, **email used at checkout**, and **email used for registration** — we'll locate and link your record within minutes.

Alternatively, email us directly at **ask@workerchecks.com** with your details.

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## Worker Checks Tip

To avoid future issues, always:

- Use the **same email address** for both **checkout** and **account registration**.
- Complete your check immediately after payment — it only takes a few minutes.

# Still Need Help

Click on the chat icon to chat to our support team.

We're happy to assist you in understanding your results and next steps.