

How To Fix “There Has Been A Critical Error On This Website”

In WordPress Forms By Setting Up WP Mail SMTP Plugin

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Introduction

Are you encountering the error message "**There has been a critical error on this website**" when you click send or submit on a form on your WordPress site?

Or perhaps the form simply doesn't respond or submit the data?

Don't worry—this step-by-step guide will walk you through the quick and easy process of fixing this issue by setting up the WP SMTP plugin.

Follow along to get your forms working smoothly again in a few simple steps.

Step One (I): Install & Activate SMTP Plugin

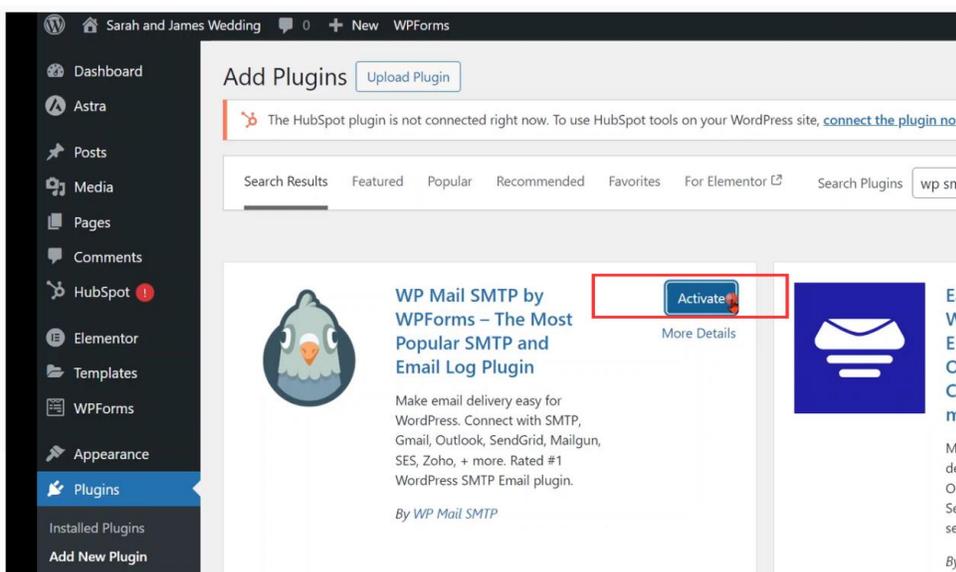
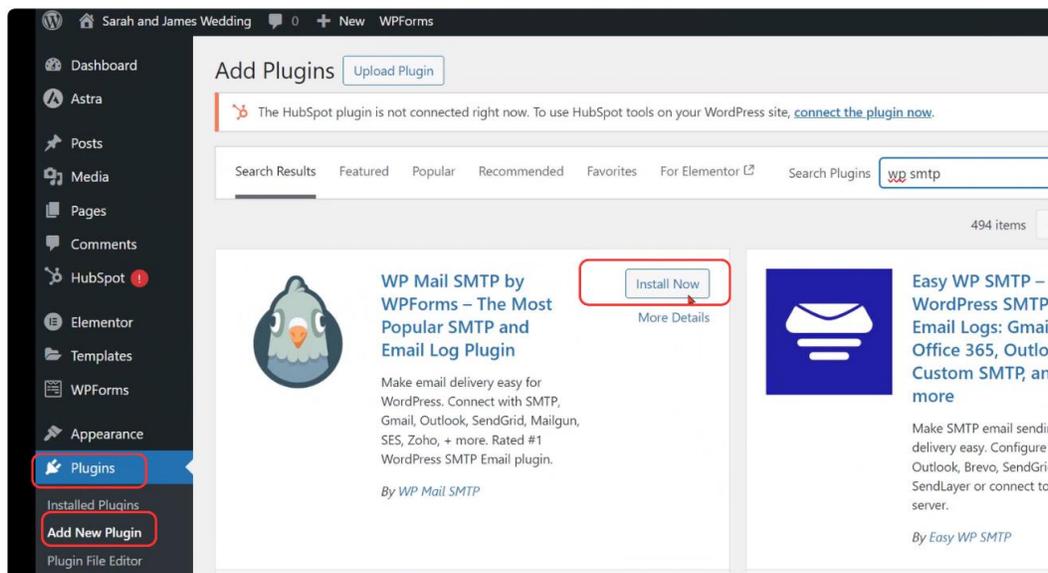
Login to your WordPress dashboard.

Click on **Plugins**, then click Add **New Plugin**.

Type **WP SMTP** in the search box.

Look for a plugin called **WP Mail SMTP** by WPForms.

Once you find it, click on **Install Now**, then click **Activate**.



Step One (II): Let's Get Started

Once the plugin is activated, it will automatically start the **setup wizard**.

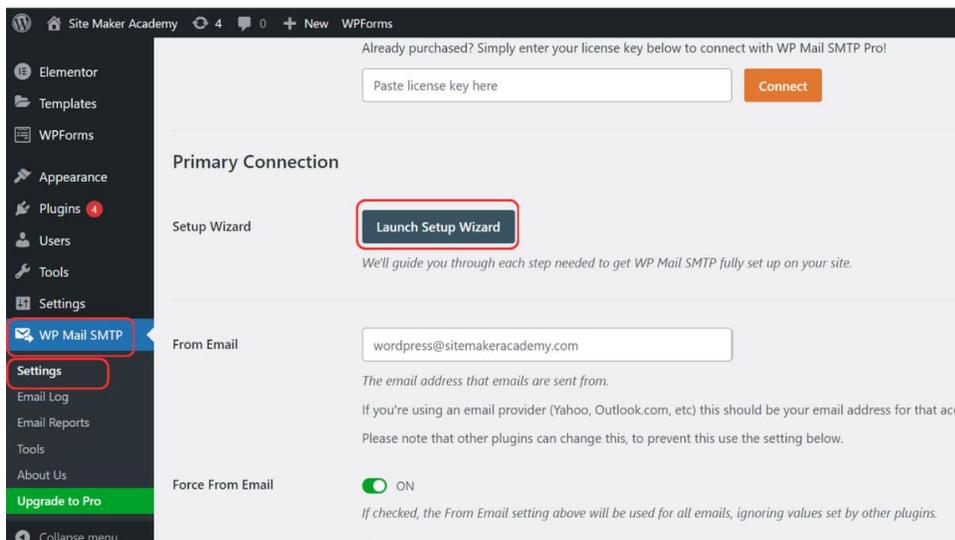
Click the **Let's Get Started** button.



If the wizard doesn't start automatically, locate **WP Mail SMTP** on your WordPress dashboard, and click **Settings**.

Click **Launch Setup Wizard** The setup wizard will open.

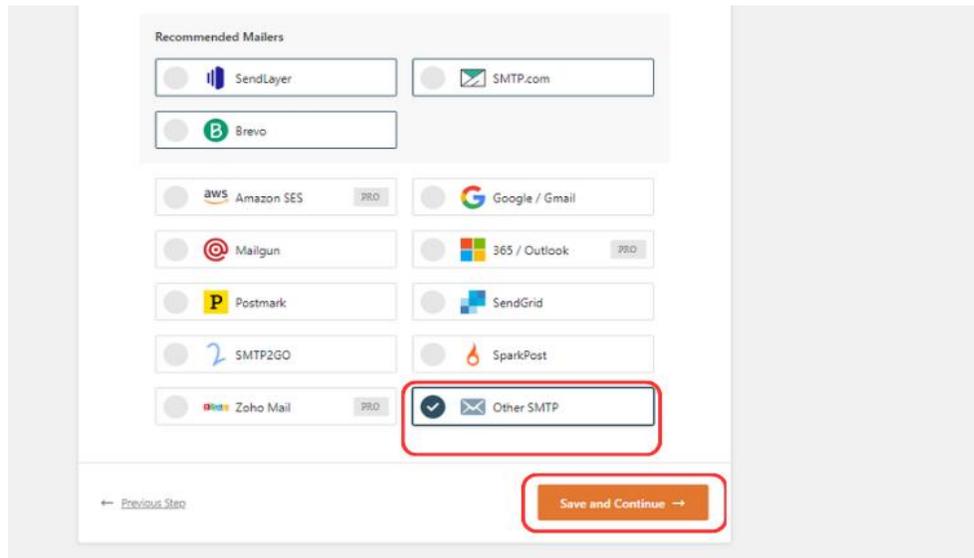
Click the **Let's Get Started** button.



Step Two: Set Up WP Mail SMTP Plugin

Under **Choose Your SMTP Mailer**, choose **Other SMTP**.

Click **Save and Continue**.

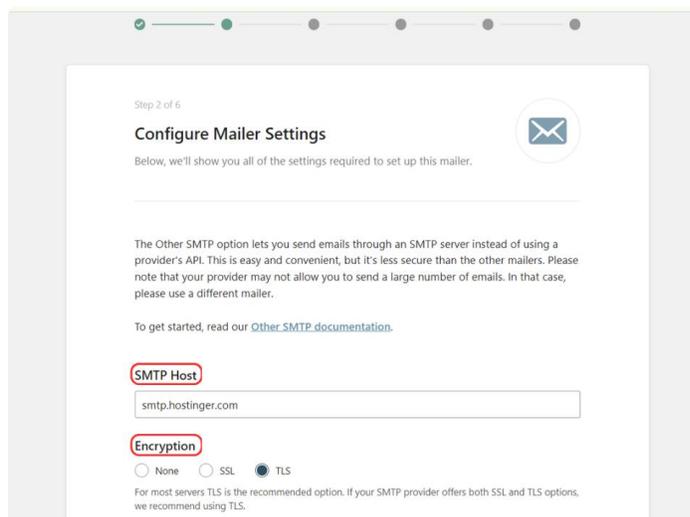


Next fill in the following details:

SMTP Host: e.g., mail.hostgater.com

If you're using cPanel, you can find this information in your cPanel welcome email. This is normally written as Outgoing Server or Server host name. If you can't find this information on your own, contact your web host's customer support.

Encryption: TLS



SMTP Port: 587

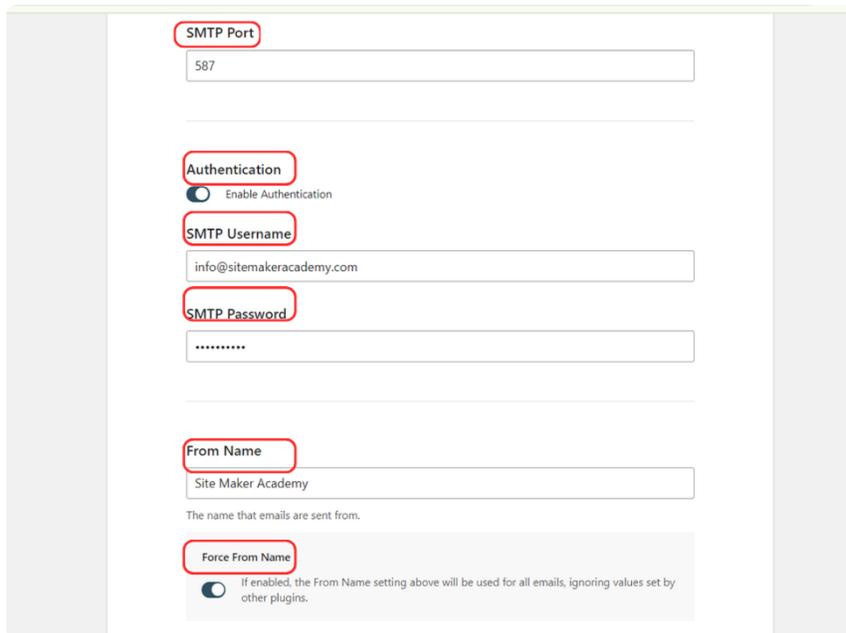
Authentication: Enable Authentication

SMTP Username: Full email, e.g, *info@sitemakeracademy.com*

SMTP Password: Password of the email above. (The **SMTP Username** Password)

From Name: Website Name, e.g., *Site Maker Academy*

Force From Name: Enabled



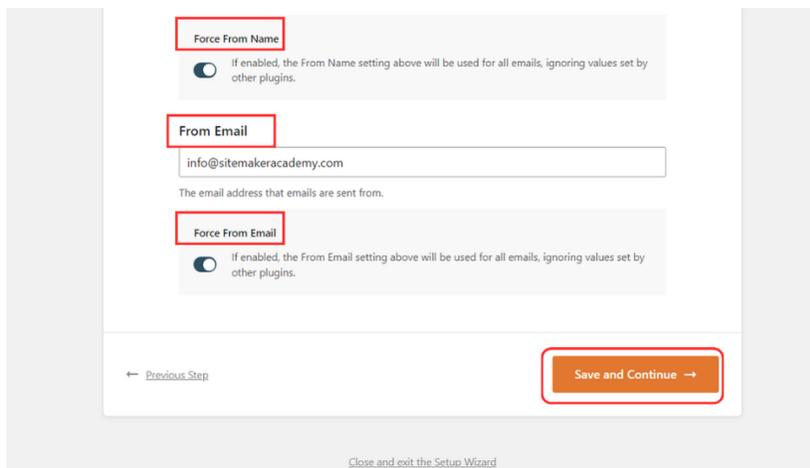
The screenshot shows a configuration form with the following fields and options:

- SMTP Port:** Text input field containing "587".
- Authentication:** Radio button labeled "Enable Authentication" which is selected.
- SMTP Username:** Text input field containing "info@sitemakeracademy.com".
- SMTP Password:** Password input field with masked characters "*****".
- From Name:** Text input field containing "Site Maker Academy". Below it is the text "The name that emails are sent from."
- Force From Name:** Radio button which is selected. Below it is the text "If enabled, the From Name setting above will be used for all emails, ignoring values set by other plugins."

From Email: Full email (*this email should be the same as the SMTP Username*).

Force From Email: Enabled

Confirm that you've entered all the details correctly, then click **Save and Continue**.

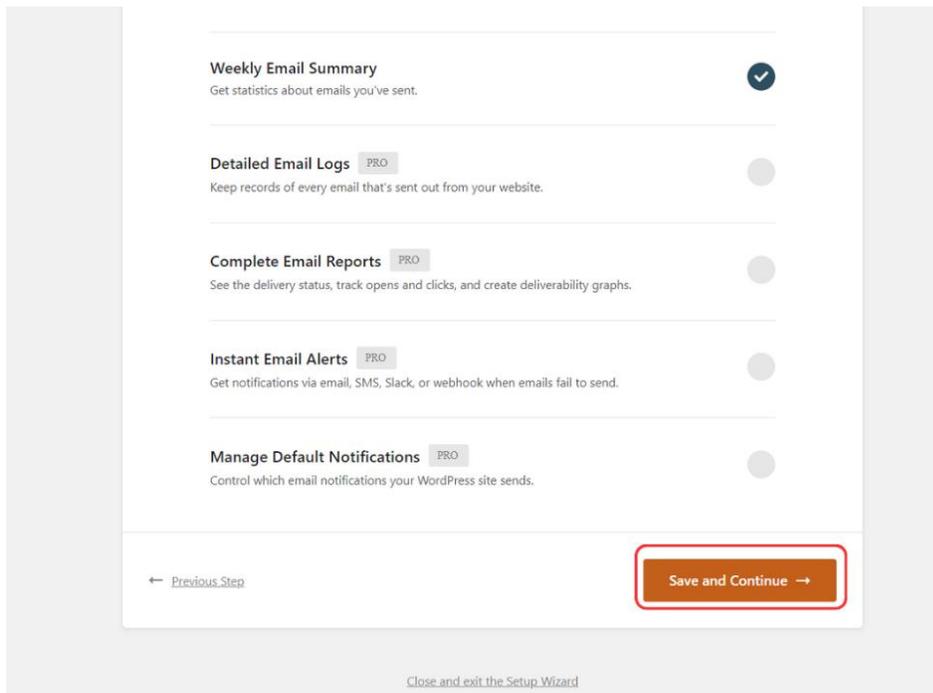


The screenshot shows the final configuration step of the Setup Wizard with the following fields and options:

- Force From Name:** Radio button which is selected. Below it is the text "If enabled, the From Name setting above will be used for all emails, ignoring values set by other plugins."
- From Email:** Text input field containing "info@sitemakeracademy.com". Below it is the text "The email address that emails are sent from."
- Force From Email:** Radio button which is selected. Below it is the text "If enabled, the From Email setting above will be used for all emails, ignoring values set by other plugins."

At the bottom of the form, there is a navigation bar with a "Previous Step" button on the left and a "Save and Continue" button on the right. Below the navigation bar is a small link that says "Close and exit the Setup Wizard".

Click **Save and Continue** on the next page.



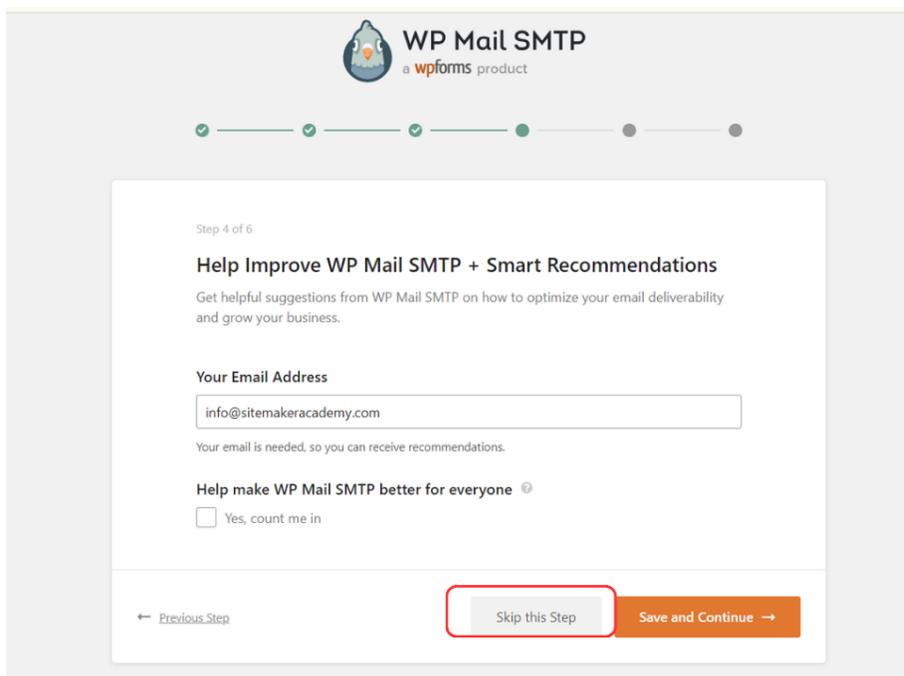
The screenshot shows a setup wizard interface with five options, each with a toggle switch on the right:

- Weekly Email Summary** (checked): Get statistics about emails you've sent.
- Detailed Email Logs** (PRO): Keep records of every email that's sent out from your website.
- Complete Email Reports** (PRO): See the delivery status, track opens and clicks, and create deliverability graphs.
- Instant Email Alerts** (PRO): Get notifications via email, SMS, Slack, or webhook when emails fail to send.
- Manage Default Notifications** (PRO): Control which email notifications your WordPress site sends.

At the bottom, there is a "Previous Step" button on the left and a "Save and Continue" button on the right, which is highlighted with a red border.

Close and exit the Setup Wizard

Click **Skip this Step** on the next two pages.



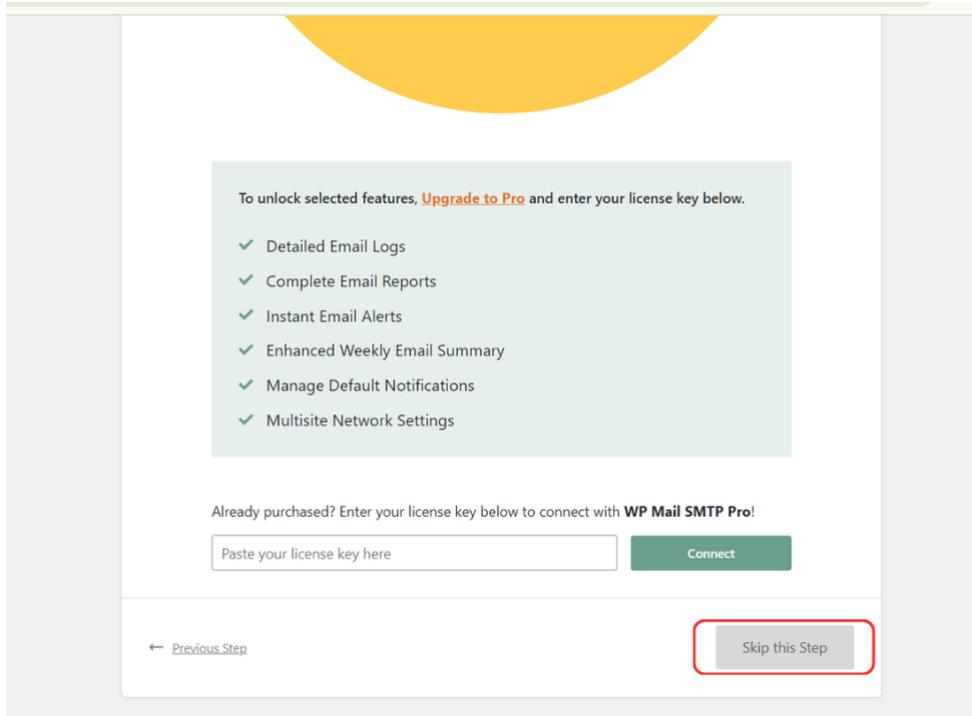
The screenshot shows the "WP Mail SMTP" setup wizard, a wpforms product. It features a progress bar at the top with six steps, where the first three are completed (green) and the next three are not (grey).

The current screen is "Step 4 of 6" titled "Help Improve WP Mail SMTP + Smart Recommendations". The subtitle reads: "Get helpful suggestions from WP Mail SMTP on how to optimize your email deliverability and grow your business."

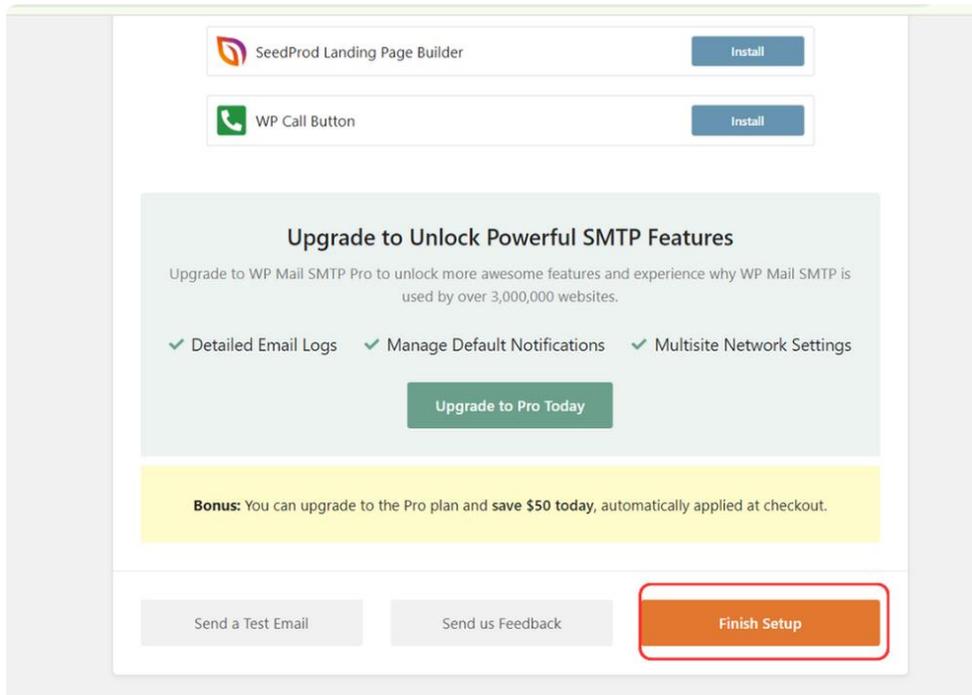
Under "Your Email Address", there is a text input field containing "info@sitemakeracademy.com". Below it, a note says: "Your email is needed, so you can receive recommendations."

Under "Help make WP Mail SMTP better for everyone", there is a checkbox labeled "Yes, count me in" which is currently unchecked.

At the bottom, there is a "Previous Step" button on the left, a "Skip this Step" button in the middle (highlighted with a red border), and a "Save and Continue" button on the right.



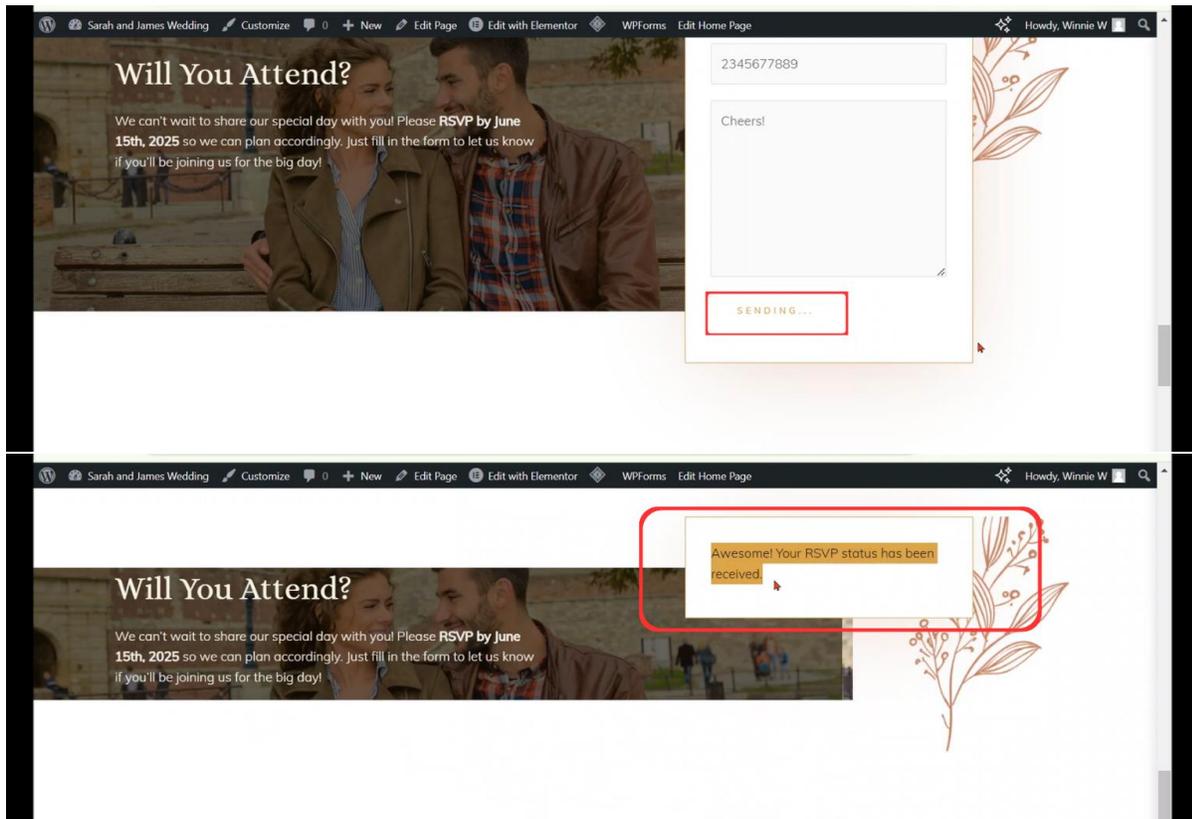
Click the **Finish Setup** button.



Step Three: Test The Form

If the details are correct, the setup will be completed successfully and redirect you back to the WordPress dashboard.

A test email will also be sent to the email you provided



Watch the Video Tutorial

If you prefer a visual walkthrough, check out our detailed [YouTube video tutorial](#) where we guide you step-by-step on how to fix this issue using the WP SMTP plugin.

Youtube Link: <https://bit.ly/3CZYnyX>

Read the Full Blog Post

You can also [read the blog post](#) about how to fix this error on our [website](#).