

Stripe Pay with Link Disabled🔒

This article applies to:

[Pro](#)


[Max](#)

[Max Classic](#)

We are currently experiencing multiple issues with Stripe's [Link](#) payment option. We have temporarily disabled this option while we address these issues. We are working on a fix for this now and will update when it has been completed. We apologize for this inconvenience.

The two issues are:

1. Transactions via Link are not always passing the customer's name, nor their email address to the Stripe Dashboard. This is making it difficult to reconcile the transaction. We recommend using Keap and Stripe's payment dashboards together to see if there are any transactions that you need to reach out for more information.



Testorder Tester	\$7,875.00 USD	1	\$0.00 USD	\$0.00 USD	Sep 8, 2:24 PM	Sep 8, 2:24 PM
	\$0.00 USD	0	\$0.00 USD	\$0.00 USD		Sep 8, 12:44 PM
	\$1,575.00 USD	1	\$0.00 USD	\$0.00 USD	Sep 8, 9:22 AM	Sep 8, 9:22 AM
	\$0.00 USD	0	\$0.00 USD	\$0.00 USD		Sep 5, 2:48 PM

2. Recurring transactions are not triggering any follow up transactions. We recommend aligning the Stripe dashboard (pictured above) with any recurring transactions that came through Link and asking those customers to run a repurchase so you can continue to collect.