**Why is Wise requiring that an email address be added for a new patron?**

Last updated: Wed, 08 Sep 2021 19:08:08 GMT

**Symptom**

- Wise will not allow a new patron to be created unless an email address is added

**Applies to**

- Wise configuration

**Resolution**

Wise will only require that an email be included for a new a patron if the *Is entry of email address required?* setting is enabled. To disable the setting, do the following:

1. In the Wise Manager, expand the Customers menu and click [Customer type definition](#).  
2. Remove the checkmark from the box next to *Is entry of email address required?*.  
3. Click OK.