

CUNY Academic Commons - Support #10387

remove user page

2018-09-26 11:17 AM - Marilyn Weber

Status:	Resolved	Start date:	2018-09-26
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	Membership	Estimated time:	0.00 hour
Target version:	Not tracked		

Description

Gisely Colón López writes "I am emailing about this page: <https://commons.gc.cuny.edu/members/gcolonlopez/> I created it a few years ago and no longer have access to the email account used to create it. It has personal contact information that comes up on google searches, I would like to remove this information, or delete this page- whichever is possible."

I think it'd be best if simply delete her account. If we insist that she does it herself, please change her Commons associated email to g.colonlopez@gmail.com Thanks!

I had thought there was a fix in place which removed phone numbers?

History

#1 - 2018-09-26 03:08 PM - Boone Gorges

Matt, what should our protocol be for this kind of case? Should there be some verification step? I don't want to be the one making the call to delete user accounts.

#2 - 2018-09-27 10:25 PM - Matt Gold

Typically we ask for someone from the institution (identified through an institutional address) to verify that she is no longer there and no longer has access to that address. Might it be possible for her to provide a contact address of someone there we can check in with?

#3 - 2018-09-28 12:11 PM - Marilyn Weber

I went ahead and wrote to her, "Is there anyone from Brooklyn College who can verify that you are no longer there? We like to take steps to make sure this is being requested by the actual page owner. Thank you!"

She hasn't yet replied. I was just talking with Matt about this on the community call. In this particular case, the request was made from g.colonlopez@gmail.com, and the address listed on the profile is the same. So her feels confident that this is the same person and this user can be deleted.

#4 - 2018-09-28 12:13 PM - Marilyn Weber

He also wanted me to ask about the phone number issue. Here are a few conversations we had earlier about this - <https://redmine.gc.cuny.edu/issues/9199>, <https://redmine.gc.cuny.edu/issues/9780>

#6 - 2018-09-28 02:26 PM - Boone Gorges

- Category name set to Membership
- Status changed from New to Resolved
- Target version set to Not tracked

I've deleted the user.