

## CUNY Academic Commons - Support #13288

### log in problems on iPhone 6

2020-09-04 11:55 AM - Marilyn Weber

<b>Status:</b> Abandoned	<b>Start date:</b> 2020-09-04
<b>Priority name:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category name:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Description</b> Christina Tortora writes  "I have found it impossible to log on to the Commons from two different iPhones (both iPhone 6 with software version 12.4.8). The actual problem is this: there is no way to type in my password into the password field. The password field remains frozen. I have no problem logging on from my laptop."	

#### History

##### #1 - 2020-09-04 02:34 PM - Boone Gorges

- Status changed from New to Reporter Feedback

Could we please get some more detailed instructions on how to reproduce this? Some questions for clarification:

- What browser is being used? Safari?
- What method is being used to log in? Are you clicking the Log In link at the upper left, which opens a login panel over the existing page, or are you attempting at a standalone login page (like <https://commons.gc.cuny.edu/wp-login.php>)?
- When you say "password field remains frozen", does that mean that you can't get the blinking cursor to appear when clicking it? Or something else?
- Does the phone use any software for password assistance, such as 1Password?

Screenshots may also help.

##### #2 - 2020-09-04 10:56 PM - Marilyn Weber

"Dear Friends,

To respond to your questions:

- What browser is being used? Safari?

SAFARI

- What method is being used to log in? Are you clicking the Log In link at the upper left, which opens a login panel over the existing page, or are you attempting at a standalone login page (like <https://commons.gc.cuny.edu/wp-login.php>)?

IT DOESN'T MATTER WHICH WAY I TRY TO LOG IN; IT HAPPENS BOTH WHEN I GO STRAIGHT TO THE COMMONS SITE AND THEN CLICK LOGIN IN THE UPPER LEFT CORNER (SCREENSHOT 1) AND ALSO WHEN I GO TO SYNTAX.COMMONS.GC.CUNY.EDU (SCREENSHOT 2)

- When you say "password field remains frozen", does that mean that you can't get the blinking cursor to appear when clicking it? Or something else?

I MEAN THAT WHEN I CLICK ON THE FIELD FOR THE PASSWORD, MY KEYBOARD IS ACTIVATED BUT THEN I AM NOT ABLE TO TYPE IN MY PASSWORD (NOTHING HAPPENS WHEN I TYPE IN MY PASSWORD -- NO LETTERS OR DOTS APPEAR; NOTHING); THIS IS IN CONTRAST WITH WHEN I CLICK ON THE FIELD FOR THE USERNAME -- WHICH WORKS (THE KEYBOARD IS ACTIVATED AND I CAN TYPE IN CTORTORA)

- Does the phone use any software for password assistance, such as 1Password?

I DON'T KNOW WHAT 1PASSWORD IS, AND I AM NOT SURE IF I HAVE ANY SOFTWARE FOR PASSWORD ASSISTANCE BUT I THINK NO

##### #3 - 2020-09-05 08:02 AM - Boone Gorges

Marilyn, did the user send along any screenshots? If so, could you please attach them here?

##### #4 - 2020-09-05 06:33 PM - Marilyn Weber

- File screenshot1.PNG added

- File screenshot2.PNG added

Here they are, mea culpa

**#5 - 2020-09-07 10:20 AM - Boone Gorges**

Thank you. I will try wrangling access to more iOS devices in the next day to see if I can reproduce.

**#6 - 2020-09-07 04:54 PM - Marilyn Weber**

Possibly related, here's a new ticket: Hi!! I am unable to log into commons in my iPad. I'm not able to enter my username & password. I can only access the website on my phone. Any help would be greatly appreciated

I replied: What version of the ipad do you have and what is the operating system? Thank you. And sorry for the trouble.

I'll ask for screenshots as well.

**#7 - 2020-09-08 10:11 AM - Boone Gorges**

Thanks, Marilyn. I've tested on another half-dozen iOS devices and still can't reproduce the issue. The password entry field works as expected across all devices I've tried.

I've added a few team members as watchers, in hopes that one or more of them has an iOS device they can test with. (Ideally an iPhone 6, though I don't know how old/common they are.)

**#8 - 2020-09-08 10:24 AM - Matt Gold**

I have an iPhone 6s and just tested -- I can log in through Safari without a problem.

**#9 - 2020-09-08 10:29 AM - Marilyn Weber**

What's your operating system? (I mean what version - she has 12.4.8)

**#10 - 2020-09-08 12:07 PM - Colin McDonald**

Glad that there's a contingent of iPhone 6 users on the Commons team. I have one too (6S), and I just logged in fine using the upper-corner login dropdown and the main homepage login link in the center. My OS is 13.6, soon to be 13.7 -- it seems like this user's OS is pretty outdated. That may be an issue. Perhaps we ask them why they're not updated? From there, it may be hard to troubleshoot this remotely. Perhaps they have access to a lab or Genius Bar or other support that can provide device- or user-specific help in person? Just a thought.

**#11 - 2020-09-08 12:13 PM - Matt Gold**

Marilyn Weber wrote:

What's your operating system? (I mean what version - she has 12.4.8)

My OS is 13.6.1. I agree with Colin's suggestion that she consider updating her phone's OS. She may also want to try another mobile browser, like Chrome to see if the issue persists.

**#12 - 2020-09-08 03:54 PM - Marilyn Weber**

I did suggest updating the iOSs, will do so (and suggest another browser) again.

**#13 - 2020-10-27 10:26 AM - Boone Gorges**

- *Status changed from Reporter Feedback to Abandoned*

Closing due to inactivity. Please feel free to reopen if more details emerge.

**Files**

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screenshot1.PNG	275 KB	2020-09-05	Marilyn Weber
screenshot2.PNG	163 KB	2020-09-05	Marilyn Weber