

# CUNY Academic Commons - Support #2161

## Account Confirmation Email Edits

2012-10-01 11:32 AM - Matt Gold

<b>Status:</b>	Resolved	<b>Start date:</b>	2012-10-01
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Chris Stein	<b>% Done:</b>	0%
<b>Category name:</b>	WordPress (misc)	<b>Estimated time:</b>	0.50 hour
<b>Target version:</b>	1.5		
<b>Description</b>			
<p>I've been working with someone who had trouble signing up for the Commons. One of the things he did was to forward the account confirmation email. I'd like to see us add some styling to it (bold formatting, blink tags, etc.) to really make it clear that people understand that action is required and that their accounts won't be created until they click the link.</p> <p>As far as I can tell, right now there is just a single line in the email that tells people to click the link. I think we need to make the process clearer for people who are reading quickly.</p>			

### History

#### #1 - 2012-10-01 11:41 AM - Boone Gorges

- Target version changed from 1.4.7 to 1.5

This will have to wait until we are equipped to send HTML emails, which is one of our goals for 1.5.

#### #2 - 2012-10-01 11:43 AM - Matt Gold

Agree that fancy bolding will need to wait, but I think we can and should consider editing the subject line and body of the email to make things more clear. At the very least, we should review the text we have and think about whether it can be improved through better wording or even plain text asterisks.

#### #3 - 2012-10-01 11:47 AM - Boone Gorges

- Target version changed from 1.5 to 1.4.7

OK.

#### #4 - 2012-10-11 08:44 PM - Boone Gorges

- Target version changed from 1.4.7 to 1.4.8

#### #5 - 2012-10-21 01:19 AM - Chris Stein

Matt, can you forward that email to me as well and I'll start thinking about the text changes?

#### #6 - 2012-10-21 09:25 AM - Matt Gold

Sent!

#### #7 - 2012-10-22 10:58 AM - Boone Gorges

- Target version changed from 1.4.8 to 1.4.9

#### #8 - 2012-11-01 09:57 PM - Boone Gorges

- Target version changed from 1.4.9 to 1.4.10

#### #9 - 2012-11-11 10:45 PM - Boone Gorges

- Target version changed from 1.4.10 to 1.4.11

#### #10 - 2012-11-21 09:49 PM - Boone Gorges

- Target version changed from 1.4.11 to 1.4.12

#### #11 - 2012-12-02 07:33 AM - Boone Gorges

- Target version changed from 1.4.12 to 1.4.13

**#12 - 2012-12-12 01:42 AM - Boone Gorges**

- Target version changed from 1.4.13 to 1.4.14

**#13 - 2012-12-21 09:18 PM - Boone Gorges**

- Target version changed from 1.4.14 to 1.4.15

**#14 - 2013-01-02 09:56 AM - Boone Gorges**

- Target version changed from 1.4.15 to 1.4.16

**#15 - 2013-01-11 02:30 PM - Boone Gorges**

- Target version changed from 1.4.16 to 1.4.17

**#16 - 2013-01-21 04:32 PM - Boone Gorges**

- Target version changed from 1.4.17 to 1.4.18

**#17 - 2013-02-01 04:39 PM - Boone Gorges**

- Target version changed from 1.4.18 to 1.4.19

**#18 - 2013-02-11 03:59 PM - Boone Gorges**

- Target version changed from 1.4.19 to 1.4.20

**#19 - 2013-03-01 02:50 PM - Boone Gorges**

- Target version changed from 1.4.20 to 1.4.21

**#20 - 2013-03-11 02:20 PM - Boone Gorges**

- Target version changed from 1.4.21 to 1.4.22

**#21 - 2013-03-21 11:39 AM - Boone Gorges**

- Target version changed from 1.4.22 to 1.4.23

**#22 - 2013-04-01 09:55 PM - Boone Gorges**

- Target version changed from 1.4.23 to 1.4.24

**#23 - 2013-04-11 08:04 PM - Boone Gorges**

- Target version changed from 1.4.24 to 1.4.25

**#24 - 2013-04-21 08:00 PM - Boone Gorges**

- Target version changed from 1.4.25 to 1.4.26

**#25 - 2013-05-01 02:29 PM - Boone Gorges**

- Target version changed from 1.4.26 to 1.4.27

**#26 - 2013-05-14 10:18 PM - Boone Gorges**

- Target version changed from 1.4.27 to 1.4.28

**#27 - 2013-05-21 09:49 PM - Boone Gorges**

- Target version changed from 1.4.28 to 1.4.29

**#28 - 2013-06-02 03:10 PM - Boone Gorges**

- Target version changed from 1.4.29 to 1.4.30

**#29 - 2013-06-11 08:59 PM - Boone Gorges**

- Target version changed from 1.4.30 to 1.4.31

**#30 - 2013-06-27 10:18 AM - Micki Kaufman**

- Target version changed from 1.4.31 to 1.5

Hi Chris: Can you update this issue with an ETA for the updated text? We're slating this for the next major release.

#31 - 2013-06-28 12:43 PM - Chris Stein

\_Ideally this would be broken into two emails. One just asking for activation and then a congratulations confirmation email with the links. In case that's adding too much programming work at this time I added an option with one email after the ===== lines.

Suggestions on wording changes are welcomed. I changed the link to the how to create a group to a blog post because the codex was a little sparse on that point. Also a minor point, the link to how to create a blog ( [http://codex.commonsgc.cuny.edu/faq/#How\\_can\\_I\\_create\\_a\\_blog.3F](http://codex.commonsgc.cuny.edu/faq/#How_can_I_create_a_blog.3F) ), has the title off screen which may be a little confusing.

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Dear [First] [Last],

You are almost done registering for the CUNY Academic Commons. To complete your registration and begin using the site you must click the following link:  
[ Activation Link <http://commons.gc.cuny.edu/activate/?key=9695693a56ca29eb>]

Enjoy using the Commons, we're looking forward to seeing you there,

The Commons Team

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*Then when the link is clicked the user would get a second email with the suggested links like so:*

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Congratulations! Your registration is complete.

Welcome to the CUNY Academic Commons, an academic network for faculty members, graduate students, and administrators across the CUNY system. We look forward to your contributions to our community and hope you'll explore the full range of ways you can connect with others on the site. Here are some options to help get your started.

**Friends and Colleagues**

With thousands of members from every CUNY campus, there is bound to be someone you know already on the Commons. Head over to the Members section to find them or meet new people: <http://commons.gc.cuny.edu/members>

**Blogs and Groups**

From casual to academic there is a wide variety of fields and interests represented in the blogs and groups of the Commons.

Blogs: <http://commons.gc.cuny.edu/blogs>

Groups: <http://commons.gc.cuny.edu/groups>

**Create Your Own**

Part of what's great about the Commons is that you are free to create as many blogs or groups as you like. Each only takes a few minutes to get started and offer a range of privacy options. Here's how to get started:

How to create a blog:

[http://codex.commonsgc.cuny.edu/faq/#How\\_can\\_I\\_create\\_a\\_blog.3F](http://codex.commonsgc.cuny.edu/faq/#How_can_I_create_a_blog.3F)

How to create a group:

<http://codex.commonsgc.cuny.edu/groups/how-to-create-join-and-maintain-groups/>

**Dig Deeper**

For a list of 10 things you can do to get started on the commons read this:

<http://help.commonsgc.cuny.edu/10-things/>

You can also take the Commons Video Tour:

<http://help.commonsgc.cuny.edu/take-the-tour/>

For a comprehensive introduction to many features of the Commons, please take a look at the Codex:

<http://codex.commonsgc.cuny.edu/>

Enjoy using the CUNY Academic Commons,  
The Commons Team

=====

For practical reasons if we want to stick with just one email then here is that option.

=====

Dear [First] [Last],

You are almost done registering for the CUNY Academic Commons. To complete your registration and begin using the site you must click the following link:

Activation Link

[ <http://commons.gc.cuny.edu/activate/?key=9695693a56ca29eb>]

The CUNY Academic Commons, is an academic network for faculty members, graduate students, and administrators across the CUNY system. We look forward to your contributions to our community and hope you'll explore the full range of ways you can connect with others on the site. Here are some options to help get you started after you have clicked the activation link above.

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Enjoy using the CUNY Academic Commons,  
The Commons Team

### #32 - 2013-06-28 03:39 PM - Boone Gorges

- Estimated time set to 0.50 h

Thanks, Chris. For 1.5, let's stick with the single email, since doing so won't require any additional programming work. We can open a ticket against a future milestone for sending an additional, post-confirmation message.

Reassigning to myself for implementation. If anyone has suggestions or edits for the emails above, speak now or forever hold your piece.

### #33 - 2013-06-28 04:06 PM - Matt Gold

Lovely, Chris -- thanks for this great work. I'd just request that if we're bolding things (don't we can, right, Boone?) that we bold something related to the activation link, too, since that was the main concern of the original ticket.

But I love the intro to the site email you've set up here, Chris -- nice work.

### #34 - 2013-08-21 04:51 PM - Boone Gorges

- Status changed from Assigned to Resolved

The single email is implemented in <https://github.com/castiron/cac/commit/234c7c458bf759e8bc8b32f20a4ff7454f4dc6c4>. It turns out that we already had a custom email, but due to a bug it was only being sent to users who registered without blogs. I've fixed that bug as well.

I'm going to mark this one resolved, to clear the milestone. We can discuss HTML formatting at some future date, when we have a broader system for this purpose in place on the Commons.

### #35 - 2013-08-21 04:53 PM - Matt Gold

Great - thanks, Boone.

"Don't we can, right, Boone?" is a typo-of-art.

### #36 - 2013-08-21 04:54 PM - Boone Gorges

Don't you know, it.