

CUNY Academic Commons - Bug #2168

Member cannot register

2012-10-03 10:45 AM - Sarah Morgano

Status:	Resolved	Start date:	2012-10-03
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:		Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
A prospective member who was sent an invitation to register for the Commons and join a public group said she that after multiple registration attempts, she never received any type of email with the activation key. Is it possible to look on the back end to see if any email was triggered? Boone, I will send you her email address via email.			

History

#1 - 2012-10-03 11:16 AM - Boone Gorges

- Status changed from New to Reporter Feedback
- Assignee set to Boone Gorges
- Target version set to Not tracked
- Severity set to Normal

Hi Sarah. I do see two registration attempts by the user from this morning. I've resent the activation email. Have the user check her spam folder. If she still can't find it, let me know and I'll activate her manually.

#2 - 2012-10-03 12:31 PM - Sarah Morgano

- Status changed from Reporter Feedback to Resolved

The member is now on the site, thanks for resending Boone! Marking as resolved, though I'm not sure if I'm supposed to leave it as reporter feedback so please feel free to change.

#3 - 2012-10-03 12:33 PM - Boone Gorges

Great news - thanks, Sarah! You're welcome to mark this kind of ticket Resolved when it's fixed to your satisfaction.