

## CUNY Academic Commons - Support #2524

### Request to delete account

2013-03-25 01:41 PM - Sarah Morgano

<b>Status:</b>	Resolved	<b>Start date:</b>	2013-03-25
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Boone Gorges	<b>% Done:</b>	0%
<b>Category name:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Not tracked		
<b>Description</b>			
One of our non-cuny members has requested that we delete her account because the email account associated with her commons account is no longer valid. Her username is twitter_florina_t. If you need any additional information in order to delete her account please let me know.			

### History

#### #1 - 2013-03-25 01:47 PM - Matt Gold

Sarah -- can you ask her whether she'd just like us to change the email associated with the account? Please let her know, too, that she'll need a CUNY email account if she wants to register.

#### #2 - 2013-03-25 04:41 PM - Sarah Morgano

She previously responded that she wanted to have her account deleted. Should I follow up asking whether or not she has a valid CUNY email address and if not suggest that we reset her email instead of deleting her account? Would we not allow her to sign up again if she doesn't have a CUNY email address?

#### #3 - 2013-03-25 08:58 PM - Matt Gold

Yes, I think it's worth following up to make sure she knows that if she no longer has a CUNY address, she won't be able to rejoin. Many thanks.

#### #4 - 2013-03-27 11:39 AM - Sarah Morgano

She does not wish to rejoin so please move forward with deleting her account.

#### #5 - 2013-03-27 08:03 PM - Boone Gorges

- Status changed from New to Resolved

- Target version set to Not tracked

I've deleted the user.