

CUNY Academic Commons - Support #2820

Member cannot register with CUNY email

2013-10-07 02:53 PM - Sarah Morgano

Status:	Resolved	Start date:	2013-10-07
Priority name:	Normal	Due date:	
Assignee:	Matt Gold	% Done:	0%
Category name:	Registration	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
A member just reported not being able to register because it's not recognizing her CUNY email address ending in "@qc.cuny.edu." It's prompting her to enter a special code. Is it possible to check what emails we are allowing to see if perhaps there is a bug of some sort?			

History

#1 - 2013-10-07 03:12 PM - Matt Gold

- Tracker changed from Bug to Support
- Status changed from New to Assigned
- Assignee set to Matt Gold

Hi Sarah --

I just tested the system (you can do so yourself by logging out, clicking register, and entering a qc address), and I wasn't asked for a code. Can you see what email address this person entered and ensure there were no spaces in the name, etc.?

#2 - 2013-10-07 03:19 PM - Sarah Morgano

Thanks, Matt. I asked her to try cutting and pasting her email address into the field. I'll update the ticket when I hear back from her.

#3 - 2013-11-01 02:01 PM - Boone Gorges

- Target version set to Not tracked

#4 - 2014-01-28 09:55 PM - Matt Gold

Can you check in again with this member, Sarah? Thanks.

#5 - 2014-01-29 01:51 PM - Sarah Morgano

I just emailed her and will update this ticket once she responds, but as of this morning she is still not a member of the Commons.

#6 - 2014-01-29 02:05 PM - Matt Gold

Great - thanks, Sarah.

#7 - 2016-01-26 11:23 AM - Boone Gorges

- Category name set to Registration
- Status changed from Assigned to Resolved

Hi all - I'm assuming this ticket was resolved in one way or another, but I don't have enough info in the above to verify. If there's still a problem, please let me know.