

## CUNY Academic Commons - Bug #3485

### Member unable to register

2014-09-22 02:55 PM - Sarah Morgano

<b>Status:</b>	Resolved	<b>Start date:</b>	2014-09-22
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Boone Gorges	<b>% Done:</b>	0%
<b>Category name:</b>	Registration	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Not tracked		
<b>Description</b>			
Ola Galal completed the registration form about a week ago and never received an email to activate her account. Her email address is: <a href="mailto:ogalal@gc.cuny.edu">ogalal@gc.cuny.edu</a> .			

### History

#### #1 - 2014-09-22 03:01 PM - Sarah Morgano

As an update, she just tried to register again and did get the email with the activation link, but says that it's giving her the following error message:

Could not create user  
Activate your Account  
Please provide a valid activation key.  
Activation Key:

#### #2 - 2014-09-22 06:31 PM - Matt Gold

- Status changed from New to Assigned

#### #3 - 2014-09-22 06:31 PM - Matt Gold

- Assignee set to Boone Gorges

#### #4 - 2014-09-22 08:27 PM - Boone Gorges

- Status changed from Assigned to Reporter Feedback  
- Target version set to Not tracked

The user is already activated - that's why she was seeing an error. She should be able to log in using the password she used when registering.

The issue of imprecise error messages should have been fixed in [#446](#). I'm not sure what's happened in the meantime. I'm going to reopen that ticket for further discussion.

#### #5 - 2016-01-26 03:24 PM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

I'm assuming this has been sorted out. If not, please feel free to provide some details.