

CUNY Academic Commons - Support #3613

Request to activate account

2014-10-29 12:33 PM - Sarah Morgano

Status:	Resolved	Start date:	2014-10-29
Priority name:	Normal	Due date:	
Assignee:	Sarah Morgano	% Done:	0%
Category name:	Registration	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Can someone please activate Brian Haller's account on the Commons. He is part of the Invest in CUNY CFR group and is have difficulty activating registration. I asked some follow up questions to pinpoint where the issue is, but he doesn't seem to understand what I'm asking and it would be much easier and faster to just activate his account. His email is bhaller@bmcc.cuny.edu . Thanks!			

History

#1 - 2014-10-29 12:42 PM - Sarah Morgano

- File *reg.png* added

I just emailed him and asked if he could try to activate the registration one more time before we manually activate his account in case there is a bug. Attached is the screenshot he sent earlier when first reporting this issue, but I don't have any additional information as to how he arrived at that page. Adding Marilyn as a watcher.

#2 - 2014-10-29 12:51 PM - Sarah Morgano

- Status changed from *New* to *Assigned*

- Assignee set to *Boone Gorges*

Brian just responded that he did cut and paste the URL into his browser and received the same error message that I attached to this ticket in my last update. Can we move forward with activating his account?

#3 - 2014-10-29 08:12 PM - Matt Gold

- File *Screen Shot 2014-10-29 at 8.12.06 PM.png* added

Just tried to activate through Unconfirmed but received the error shown in the attached screenshot.

#4 - 2014-10-29 10:25 PM - Boone Gorges

- Assignee changed from *Boone Gorges* to *Sarah Morgano*

Unconfirmed is throwing an error because there's already an account in the system with the email address bhaller@bmcc.cuny.edu. The username is brianh and was registered in 2010. I'm not sure how this would have happened - the registration process would have thrown an error if it detected an in-use email. Maybe Brian recently changed the email address on his Commons account? In any case, please have him use the other account, using the password reset tool if necessary.

#5 - 2014-11-01 02:27 PM - Boone Gorges

- Target version set to *Not tracked*

#6 - 2014-11-01 02:30 PM - Matt Gold

- Status changed from *Assigned* to *Resolved*

Sarah has informed the user. Sarah, please reopen if needed

Files

reg.png	106 KB	2014-10-29	Sarah Morgano
Screen Shot 2014-10-29 at 8.12.06 PM.png	13.9 KB	2014-10-30	Matt Gold