

## CUNY Academic Commons - Feature #3729

### Add 'contact us' line to failed login screen

2014-12-29 04:58 PM - Matt Gold

<b>Status:</b>	Resolved	<b>Start date:</b>	2014-12-29
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Daniel Jones	<b>% Done:</b>	0%
<b>Category name:</b>	WordPress (misc)	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	1.7.11		
<b>Description</b>			
Per this comment - <a href="http://redmine.gc.cuny.edu/issues/446#note-31">http://redmine.gc.cuny.edu/issues/446#note-31</a> - can we add the line "If you can't log in and continue to have problems activating your account, please contact us at <a href="mailto:commons@gc.cuny.edu">commons@gc.cuny.edu</a> " to the login failure screen? Many thanks.			

#### History

##### #1 - 2014-12-30 11:11 PM - Daniel Jones

Alright so I did this assuming that we only wanted this extra message to come up if someone was coming from the "Account already activated" error screen, but it'd be easy to change it so that it came up for all failed login attempts.

Here's the changeset: <https://github.com/cuny-academic-commons/cac/commit/bfdb172be20433800fdded0b061e13e1e46d2a04>

What I did was add a GET variable to the redirect\_to URL in the login form on that error page, and tested for it by hooking into the login\_errors filter called in wp\_login.php. It's a kind of hack-y solution, but the only one I could think of without messing with Wordpress Core. Let me know if I should change it, either to appear on all failed logins (in which case I think we'd have to change the language), or to also appear when someone fails to login from the form on the successful activation page (which I also think would warrant a change in the language).

##### #2 - 2014-12-31 05:41 PM - Matt Gold

Thanks for this work, Daniel! If it wouldn't be too much trouble, I would say that it would be great to add the following line to the failed login screen, regardless of where people are coming from:

"If you are unable to log in and have trouble using the "Forgot Password?" link above, please contact the CUNY Academic Commons team at [commons@gc.cuny.edu](mailto:commons@gc.cuny.edu) for assistance"

##### #3 - 2015-01-02 02:55 PM - Boone Gorges

- Target version set to 1.7.9

##### #4 - 2015-01-12 01:48 AM - Raymond Hoh

- Target version changed from 1.7.9 to 1.7.10

Moving this to 1.7.10.

Daniel's commit was part of the 1.8.x branch and there are quite a few differences between the registration template on 1.8.x branch vs. 1.7.x.

##### #5 - 2015-01-22 05:15 AM - Raymond Hoh

- Target version changed from 1.7.10 to 1.7.11

Sorry, I meant to get to this for 1.7.10, but forgot.

Will definitely get to this for 1.7.11!

##### #6 - 2015-01-23 03:00 PM - Daniel Jones

Again, sorry for the delay on this one. Now the message shows up on every failed login attempt, not just ones from the account activation page. Here's the changeset: <https://github.com/cuny-academic-commons/cac/commit/a59d1102424dd1c3b60f0304ef45e49a3dc8639f>

I made the changes on the 1.8.x branch again - let me know if I should also add them to 1.7.x

Thanks!

##### #7 - 2015-01-23 03:10 PM - Matt Gold

Thank you, Daniel

**#8 - 2015-02-02 12:48 AM - Raymond Hoh**

I've made some minor changes to Daniel's commits and merged them into 1.7.x branch:

<https://github.com/cuny-academic-commons/cac/commit/19e19e5d84e89dd0e8560a7ecd32f553ddc68328>

Marking this as resolved.

Thanks Daniel!

**#9 - 2015-02-02 01:16 AM - Raymond Hoh**

- *Status changed from Assigned to Resolved*