

CUNY Academic Commons - Bug #4445

user alisonorlando is trying to register - no email received

2015-08-18 09:19 AM - scott voth

Status:	Resolved	Start date:	2015-08-18
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Registration	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi - Can you research log files for user alisonorlando. She is staff from John Jay and registered, but did not receive email. She checked in spam folder too. Thanks.			

History

#1 - 2015-08-18 10:56 AM - Boone Gorges

- Status changed from New to Reporter Feedback
- Assignee set to Boone Gorges
- Target version set to Not tracked

Hi Scott - It looks like Alison's registration was, in fact, successful - I see it in the list of unactivated accounts. I've just resent the activation email. If she still doesn't have it, I'll manually activate the account, and she'll be able to log in using the password with which she registered.

#2 - 2015-08-20 11:37 AM - scott voth

Hi Boone - Still no luck. She says she did not receive. Can you manually activate the account? Thanks.

#3 - 2015-08-20 12:35 PM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Thanks, Scott. I've activated her account. She should now be able to log in using the credentials she provided when she registered.

Let's chalk this up to a one-off, possibly due to overly strict spam checks on her email client. If we get more reports like this in the near future - especially from the same email domain (jjay.cuny.edu) - we'll investigate the broader problem. Thanks!