

CUNY Academic Commons - Support #5037

Another Forgotten password for user with new email address

2015-12-16 12:42 PM - Marilyn Weber

Status:	Resolved	Start date:	2015-12-16
Priority name:	Normal	Due date:	
Assignee:	Boone Gorges	% Done:	0%
Category name:	Registration	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
<p>But this one has a twist. Mari Gorman apparently signed up for the commons originally with the old user name "timeiseverything." She then created a new account with the username "marigorman." She forgets her password for "timeiseverything," and needs it to get into a blog she'd created then - marigorman.commons.gc.cuny.edu</p> <p>Can the two identities be merged? Her email is mgorman@gradcenter.cuny.edu</p> <p>Thanks! - Marilyn</p>			

History

#1 - 2015-12-16 03:25 PM - Boone Gorges

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

I can't really merge accounts, at least not in a wholesale way. If the user simply wants the old blog, I can assign the new user 'marigorman' to be an administrator there. I'll do that - let me know if there's anything else that she'd like moved.

#2 - 2015-12-16 03:33 PM - Marilyn Weber

Excellent, Boone. I think having 'marigorman' be an administrator there will solve it. Let me know when that happens. Thanks!

#3 - 2015-12-16 03:40 PM - Boone Gorges

Already done!

#4 - 2015-12-22 04:10 PM - Marilyn Weber

Feel free to close this. (It turned out that the other admin had deleted the blog.) Thanks for your help!

#5 - 2015-12-22 05:24 PM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Thanks for the update!