CUNY Academic Commons - Feature #5316

Prompt user email address updates

2016-03-10 03:08 PM - Matt Gold

Status:	Assigned		**Start date:**	2016-03-10
Priority name:	Normal		**Due date:**	
Assignee:	Stephen Real		**% Done:**	0%
Category name:	User Experience		**Estimated time:**	0.00 hour
Target version:	Future release			

Description

I think it can be hard for people to figure out how to change the email address they have associated with the Commons -- sometimes because of confusion between the display email in the profile and the one associated with their account, sometimes due to trouble figuring out where to go to change the email address.

In a separate ticket (https://redmine.gc.cuny.edu/issues/3657), Boone wrote:

> How's this for a plan: For all gc.cuny.edu users, show a prompt on next visit that says something like "The Graduate Center has recently migrated student accounts from the gc.cuny.edu domain to gradcenter.cuny.edu. If your email has changed, we can change your Commons profile for you. [No, keep mgold@gc.cuny.edu] [Yes, change to mgold@gradcenter.cuny.edu]"

I routinely run into such alerts on social media services, and I think running a one-time alert for Commons users that appears after log-in would be really useful in that it could enable people to either confirm their email addresses or quickly take them to a space where they can change their address. I think that most people are under the misapprehension that they need to use CUNY addresses for the site, even though we just require that at sign up.

Luke, Chris, Sam, Boone -- what do you think?

Related issues:

Related to CUNY Academic Commons - Feature #3657: Create alert for GC email a...	**New**	**2014-11-14**

History

#1 - 2016-03-10 10:12 PM - Boone Gorges

I think this is a fine, non-obtrusive thing to do, especially if you think it would bring value to people. I suggest something like:

```
_Verify your email address_

Get the most out of the Commons by making sure that activity notifications and other communication is sent to
your email address of choice. Once registered, you can use any address you wish, CUNY or otherwise.

Change your email at any time at <Settings>.

[Keep mgold@gc.cuny.edu] [Go to Settings]
```

#2 - 2016-03-10 10:17 PM - Matt Gold

That looks great to me.

#3 - 2016-03-11 09:26 PM - Boone Gorges

- Target version set to 1.10

Let's hold off on this until after we finish the survey popups. Otherwise we have to handle the logic of potentially showing multiple popups to some users, which will have to be reconciled with each other. Putting in 2.0 just to get out of the way.

Sam, if you have any ideas about styling, etc, please feel free to chime in. Otherwise I'll steal something from some other website.

#4 - 2016-03-15 11:06 AM - Samantha Raddatz

Styling for this could match the 'non-urgent' notification styling suggested in ticket #3501
(thanks for asking -- this request prompted me to finally respond to that ticket too!)

#5 - 2016-03-15 03:24 PM - Boone Gorges

Sure, I think it's good excuse to settle on styling for [#3501](#).

#6 - 2016-10-17 11:52 PM - Boone Gorges

- Target version changed from 1.10 to 1.10.1

Moving to 1.10.1 with [#3501](#).

#7 - 2016-11-11 10:49 AM - Boone Gorges

- Assignee changed from Samantha Raddatz to Boone Gorges

- Target version changed from 1.10.1 to 1.10.2

#8 - 2016-11-21 10:17 PM - Boone Gorges

- Target version changed from 1.10.2 to 1.10.3

#9 - 2016-12-01 03:49 PM - Boone Gorges

- Target version changed from 1.10.3 to 1.10.4

#10 - 2016-12-11 09:44 PM - Boone Gorges

- Target version changed from 1.10.4 to 1.10.5

#11 - 2016-12-21 03:30 PM - Boone Gorges

- Assignee changed from Boone Gorges to Stephen Real

- Target version changed from 1.10.5 to Future release

Stephen - I'm reassigning this ticket to you for the time being. The tool for sitewide announcements has been built [#3501](#) and is ready to use. But I think we should plan when would be the best time for posting (and removing) this message. It might get more eyeballs if we wait until the beginning of the semester. On the other hand, we could roll it out now, and let folks dismiss it, but leave it up and running into February. Could you have a think?