

CUNY Academic Commons - Support #5772

User email change and forgotten password

2016-07-06 05:04 PM - Marilyn Weber

Status:	Resolved	Start date:	2016-07-06
Priority name:	Normal	Due date:	
Assignee:	Matt Gold	% Done:	0%
Category name:	Membership	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
A user at CUNY Central has a new email address and cannot remember her CAC password for her old address. Is it possible to have a reset password sent to her at Ann.Kirschner@cuny.edu ? She was formerly at ann.kirschner@mhc.cuny.edu . This is: Ann Kirschner Special Advisor to the Chancellor Strategic Partnerships Or it can be sent to me. Thanks!			

History

#1 - 2016-07-06 05:04 PM - Matt Gold

- Status changed from New to Assigned
- Assignee set to Matt Gold

I will take care of this

#2 - 2016-07-06 05:06 PM - Matt Gold

Okay -- I've changed the email address associated with her account and I will email you separately with a temporary password I set up for her

#3 - 2016-07-06 05:07 PM - Matt Gold

- Status changed from Assigned to Reporter Feedback

Please ask her to confirm that she can get in, and then we can close this ticket

#4 - 2016-07-11 10:42 AM - Boone Gorges

- Category name set to Membership
- Target version set to Not tracked

#5 - 2016-07-11 11:56 AM - Marilyn Weber

This can be closed. Thanks!

#6 - 2017-11-15 06:18 PM - Marilyn Weber

- Status changed from Reporter Feedback to Resolved