CUNY Academic Commons - Bug #7337

User with new email

2017-01-05 07:25 PM - Marilyn Weber

Status:	Resolved		**Start date:**	2017-01-05
Priority name:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category name:	Membership		**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

I have a request on zendesk from an old user who now has a new email. What's odd is that I cannot find her in the User list. She writes:

"My username is "stefka" ; according to the message I got it's been already taken. It's a very unusual name and I garante I'm the only Stefka in CUNY. I hope this information helps."

She has been employed at several CUNYs and is not sure of the address associated with the account:

"My email at Lehman was : stefka.tzanova@lehman.cuny.edu
I'm adjuct at John Jay as well : stzanova@jjay.cuny.edu
Prior to that I used to work at CSI and Baruch.
My first job @ CUNY was in 2010 with Qeensborough CC : STzanova@qcc.cuny.edu"

Her current email is stzanova@york.cuny.edu. LMK if you need more info. Thanks!

History

#1 - 2017-01-06 10:44 AM - Boone Gorges

- Category name set to Membership

- Target version set to Not tracked

Yes, I've found the user. https://commons.gc.cuny.edu/members/stefka/

Does Matt usually have a protocol for changing email addresses like this? Do we need some sort of verification that the user owns the old or new email account?

#2 - 2017-01-06 10:56 AM - Marilyn Weber

I think he only does that with someone asking to cancel their account or change it to a non-CUNY address. I just don't see how one could have a CUNY address without an actual affiliation. She's the Science Librarian at York - I'm willing to call to verify that.

#3 - 2017-01-06 11:05 AM - Boone Gorges

- Status changed from New to Resolved

Oh, that makes sense. Thanks for the clarification, Marilyn.

Stefka is listed on the library faculty page: https://www.york.cuny.edu/library/about-the-library/faculty-and-staff

I've changed her account's email address to stzanova@york.cuny.edu, so she should be able to reset passwords, etc.

Please feel free to reopen if there are more issues. Thanks!