CUNY Academic Commons - Bug #8200

Announcements has disappeared

2017-05-25 12:12 PM - Marilyn Weber

Status:	Resolved		**Start date:**	2017-05-25
Priority name:	Normal		**Due date:**	
Assignee:	Boone Gorges		**% Done:**	0%
Category name:	Groups (misc)		**Estimated time:**	0.00 hour
Target version:	Not tracked			

Description

Two Zendesk users - including Lizzie Macauley - report that the Announcements tool has disappeared from Groups.

I don't see it either. Boone, do you?

Related issues:

Related to CUNY Academic Commons - Feature #3175: Replace Announcements with ...	**Resolved**	**2014-04-25**

History

#1 - 2017-05-25 12:40 PM - Boone Gorges

- Priority name changed from Urgent to Normal

- Target version set to Not tracked

This feature was removed as part of the 1.11 release, and replaced with a force-email option when creating a new forum post. See [#3175](#3175).

I guess we need some user-facing documentation of the change? Pinging Scott and Steve for ideas.

#2 - 2017-05-25 12:40 PM - Boone Gorges

- Related to Feature #3175: Replace Announcements with a force-email option on new forum posts added

#3 - 2017-05-26 01:46 PM - Marilyn Weber

This is 100% clear, and I have notified the users and am writing up documentation.

But I am now having a problem. I sent an announcement as the admin of a group, but I'm not receiving the email (under my separate user name and password). As the group user I can see it in the forum, but it's been 20 minutes and I don't have an email. Is it supposed to be immediate?

Thanks!

#4 - 2017-05-26 02:00 PM - Boone Gorges

Yes, it should be immediate. I've just tested the feature and it appears to work fine, so I'm not sure what may be going on. To be clear, here's what I've done:

1. Group has two members, A and B. A is an admin. B is a regular member, and has subscription level "No Email" for the group.
2. As user A, go to group > Forum
3. Scroll to bottom, write a post. Check the "Send an email about this topic to all members" checkbox
4. Hit Submit
5. B gets an email about the post

Does this match what you've tested? If not, what did you do? If so, have you checked your spam folders?

#5 - 2017-05-26 03:48 PM - Marilyn Weber

It arrived, but took 45 minutes. I assume the GC servers are slow.

I created a Help page for it - https://help.commons.gc.cuny.edu/making-announcement-group-administer/

#6 - 2017-05-26 03:50 PM - Matt Gold

thanks, Marilyn!!

#7 - 2017-05-26 04:04 PM - Boone Gorges

- Status changed from New to Resolved

Weird about the delay! But thanks so much for making the Help page.