

CUNY Academic Commons - Support #8380

Commons In a Box login issue

2017-06-29 03:33 PM - Matt Gold

Status:	Resolved	Start date:	2017-06-29
Priority name:	Normal	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	commonsinbox.org	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Hi Ray,			
I'm having a problem logging into the commonsinbox.org site. Here is what is happening:			
<ol style="list-style-type: none">1. try to log in; browser-stored pw doesn't work2. click link on login page requesting a new password3. click on link in email to reset password4. come to login page and accept WP suggested password5. the page I'm taken to after trying to reset pass doesn't work6. still unable to log in.			
Maybe I tripped the security process again through too many failed attempts. but if you could help, I would appreciate it.			

History

#1 - 2017-06-29 03:40 PM - Raymond Hoh

Hi Matt,

On cbox.org, we do not use the WP Cerber plugin that is currently on NYCDH and IHC so you shouldn't encounter any issues attempting to login or to reset your password.

I just tried resetting my password and was able to.

If you are still running into issues, I can reset the password to something of your choosing privately.

#2 - 2017-06-29 03:44 PM - Matt Gold

- Status changed from Assigned to Resolved

Thanks so much, Ray. I just tried again and it worked. Nevermind! Thanks again for your help.