

CUNY Academic Commons - Support #8934

RBE "could not post" email should have info about attempted From address

2017-11-22 01:22 PM - Marilyn Weber

Status:	Resolved	Start date:	2017-11-22
Priority name:	High	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Reply By Email	Estimated time:	0.00 hour
Target version:	1.12.4		
Description			
<p>Allison Lehr Samuels initially joined the commons using the email "Allison.Lehr-Samuels@baruch.cuny.edu". Baruch then changed her official email to "Allison.LehrSamuels@baruch.cuny.edu". When she tries to post to a group using RBE, she gets this error message:</p> <p>To: Allison Lehr Samuels; Hi there,</p> <p>You tried to use the email address - Allison.LehrSamuels@baruch.cuny.edu - to reply by email. Unfortunately, we could not find this email address in our system.</p> <p>This can happen in a couple of different ways:</p> <ul style="list-style-type: none">• You have configured your email client to reply with a custom "From:" email address.• You read email addressed to more than one account inside of a single Inbox. <p>Make sure that, when replying by email, your "From:" email address is the same as the address you've registered at CUNY Academic Commons.</p> <p>Can this be solved by changing her email address to Allison.LehrSamuels@baruch.cuny.edu?</p>			

History

#1 - 2017-11-22 04:06 PM - Boone Gorges

I'm assuming that the email mismatch is indeed the problem, and the user is still getting emails because the old inbox forwards to the new one.

Ray, can you confirm that this is what would result from that kind of setup?

The user ought to be able to change her own email address (see the Settings > General section of the top-right admin bar dropdown), but we can make the change on her behalf if she'd prefer not to for some reason.

#2 - 2017-11-22 04:56 PM - Raymond Hoh

Yes, she should just change her email address on the "Settings > General" page.

But, maybe she is not aware of that functionality on the Commons?

Does the feedback email need to be amended to include that a user can change their email address on their profile page?

#3 - 2017-11-22 05:15 PM - Boone Gorges

I don't think it's worth adding this to the email. In the vast majority of cases, when people have the wrong email address, they won't get the notification email at all. It's only because of the forwarding that this is an issue.

#4 - 2017-11-22 05:24 PM - Matt Gold

I have to disagree with you there, Boone. People receive this email when they try to reply to a post via RBE from an email address not associated with the Commons. That means that the post to which they replied had reached their inbox, and it means that they'll get this error message. In such cases, I do think it would be worthwhile to point people to a place where they can change their email addresses. I don't know whether we should provide a link to documentation which includes screenshots, or just write something in plain text, but I do think it would be useful to include this info, because the people receiving it may be just the people who need that info and may not know about the functionality

#5 - 2017-11-22 05:48 PM - Boone Gorges

Oh right, the error message. Yes, I think it's fine to add information there. I was thinking of the **original** email.

#6 - 2017-12-01 10:33 AM - Boone Gorges

- Subject changed from *Director of Baruch Center for Teaching and Learning needs email changed to RBE "could not post" email should have info about attempted From address*
- Category name set to *Reply By Email*
- Assignee set to *Raymond Hoh*
- Target version set to *1.12.4*

#7 - 2017-12-12 11:06 AM - Raymond Hoh

I'm about to push a fix for this, but Boone, let me know if I'm too late for 1.12.4.

#8 - 2017-12-12 11:25 AM - Raymond Hoh

- Status changed from *New to Resolved*

Thanks for your patience, Boone!

Fixed in <https://github.com/cuny-academic-commons/cac/commit/c8d5c1f244bf6ccd2aaff3731b7afbb617287a18>

At the end of the 'no_user_id' email, the following line is added:

If you have changed your email address recently, please make sure to change your email address in your profile's Settings page:
<http://commons.gc.cuny.edu/members/me/settings/>

Hopefully, that is enough to inform users that they are able to change their email address to match their new one.