

CUNY Academic Commons - Support #9779

user not sure if she is registered.

2018-05-14 10:53 AM - Marilyn Weber

Status:	Resolved	Start date:	2018-05-14
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	Membership	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
User melissasantiago106 (melissa.santiago106@spsmail.cuny.edu) is not sure if she is registered. I'd seen her on the Unconfirmed list and resent the activation email, but now I don't see her anywhere. She writes: "I did try to log in and I am getting "ERROR: Your account has not been activated. Check your email for the activation link." Also, I clicked to have the activation email sent to me." Can you see what her status is? Thanks!			

History

#1 - 2018-05-14 02:31 PM - Boone Gorges

- Status changed from New to Reporter Feedback

- Target version set to Not tracked

I see a registration with the email address melissa.santiago106@login.cuny.edu. This may be the wrong email address, which would explain why the user hasn't received a confirmation email.

I've corrected the email address in the signup, and resent the activation email. Please contact the user to ask whether she's received it.

#2 - 2018-12-10 03:53 PM - Boone Gorges

- Category name set to Membership

- Status changed from Reporter Feedback to Resolved