

IELTS - Bug #139

Students don't have access even after welcome mail is sent

12/02/2020 06:39 AM - ram sharma

Status:	Closed	Start date:	12/02/2020
Priority:	Urgent	Due date:	
Assignee:	selva QA	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
factor:			

Description

This problem has been there since we started the IELTS course.

Some students receive their welcome mail, which means he/she has access to the course.

But when they go into Moodle, they are not able to access the course.

This does not happen for all students, but only for some students.

Most recent case: srinivasan.g2833@gmail.com

This student was given access on 30th November. But he complained to the Course Managers on 1st December that he couldn't access the tasks.

I had to manually give him access then.

Please look into why this is happening.

History

#1 - 12/04/2020 05:34 AM - selva QA

- Status changed from New to In Progress

- Assignee changed from selva QA to sasidharan v

#2 - 12/08/2020 01:21 PM - sasidharan v

- Status changed from In Progress to Resolved

- Assignee changed from sasidharan v to selva QA

This issue is resolved as of now. But pls do not close this issue. Let's take this up in the Saturday bug smash week.

#3 - 12/24/2020 04:15 AM - selva QA

- Status changed from Resolved to Feedback

#4 - 01/11/2021 09:31 AM - selva QA

- Status changed from Feedback to Closed

Webhook issues, which cannot be resolved permanently until the drupal retire.