

## D4Science Infrastructure - Support #2666

### Redmine: request to improve "Forgot Password" procedure

Mar 15, 2016 05:27 PM - Leonardo Candela

<b>Status:</b>	Closed	<b>Start date:</b>	Mar 15, 2016
<b>Priority:</b>	High	<b>Due date:</b>	
<b>Assignee:</b>	Luca Frosini	<b>% Done:</b>	100%
<b>Category:</b>	Other	<b>Estimated time:</b>	0.00 hour
<b>Infrastructure:</b>	Production		
<b>Description</b>			
The current helper for users that forgot their password consists of this string only			
"Please note: if you lost your password please use the forgot password utility on your D4Science Gateway"			
I see rooms for improvement (some users are asking how to do this).			
Is it possible to add a button / link "Forgot Password" that calls the procedure on services.d4science.org for this activity? This should be added close to the Login button.			

#### History

##### #1 - Mar 15, 2016 05:54 PM - Luca Frosini

- Status changed from New to Feedback

- % Done changed from 0 to 100

I think that is technically possible.

To do it, we should allocate effort to patch Redmine templates and keep the patch up to date with Redmine/template updates.

Otherwise we should allocate effort to develop a plugin.

##### #2 - Mar 15, 2016 06:03 PM - Leonardo Candela

- Description updated

I'm confident that the request is "technically" possible/feasible, at the end of the story it is a matter of adding a link.

What is the feedback that you expect? What is the effort needed?

What is the meaning of having 100% done for this ticket? Do you mean you already have a solution :) ?

##### #3 - Mar 15, 2016 06:16 PM - Luca Frosini

Leonardo Candela wrote:

I'm confident that the request is "technically" possible/feasible, at the end of the story it is a matter of adding a link.

What is the feedback that you expect? What is the effort needed?

What is the meaning of having 100% done for this ticket? Do you mean you already have a solution :) ?

This is a support request which from my point of view was completed (so that 100%). Feedback is for requesting you if you agree with the prospected solutions or I missed something.

If you want someone (i.e. me), implementing (adding the link) this you should create a Task (relating it to this Support). This is the standard behaviour.

You should also close this ticket.

##### #4 - Mar 15, 2016 06:44 PM - Leonardo Candela

- Status changed from Feedback to Closed

[#2679](#) was created