Grading going to wrong email address

Gina Longo (Udacity)
May 10, 3:32 PM

Hi Carlton,

Make sure that on the project submission page, you click 'Logout'. You should log out of your Classroom as well. Once you're logged out of everywhere, log back in from the Classroom and then click on the Submit button again. That should log you into the reviews app with the correct account.

You may need to re-submit your projects with the correct account. If you receive a different evaluation that you already got, please respond to this email thread, and I'll make sure the Reviews team addresses that issue.

Best,

Gina

...

We'd love to hear what you think of our service. Please take a moment to answer one simple question below:

How would you rate the support you received?

Good, I'm satisfied

Bad, I'm unsatisfied

Gina Longo (Udacity)
May 10, 3:32 PM

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Best,

Gina

Carlton Joseph
May 6, 12:38 PM

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Hi Gina,

Thanks for the explanation.
I will make sure I follow the instructions you provided in the future.

Though at present I do not have any grades in either account for the projects that have been submitted and graded.
Could you please help me update my carlton.win8@gmail.com account so that it shows that I have submitted the

projects and they have been graded.

Thanks,
Carlton.

Gina Longo (Udacity)
May 6, 12:28 PM

Hi Carlton,

I reached out to our Reviews team regarding this issue, and this is what they had to say:

"It's a symptom of having multiple accounts. The linkage between reviews and the classroom can cause some issues if you have two accounts. So you can be in the classroom on one account and then be in the reviews app in another. My main suggestion in regards to people who have two different accounts is using two different browsers or using incognito mode for the other account. If you use the same one you can get into this state where the classroom is one account and the reviews app is another."

As it's not possible to fully delete Udacity accounts due to the way our system is set up, I recommend following the above advice. My apologies for this inconvenience!

Let me know if you have any further questions.

Best,

Gina

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Hi Udacity Support,

...

I have Udacity accounts with the following emails.
appsfortracking@gmail.com
carlton.win8@gmail.com

I submitted two projects with the carlton.win8@gmail.com account.
The grading was sent to appsfortracking@gmail.com and grading email is copy and pasted at the end of this email.

The carlton.win8@gmail.com account does not show that I submitted the assignments which I did.

Please help me resolve this issue.

Thanks,
Carlton.

Udacity Support Team <review-support@udacity.com>
May 3, 2016, 7:51 PM
to:

* "appsfortracking@gmail.com" <appsfortracking@gmail.com>

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Front End Grit: A Developer Mindset

Carlton, your project review is ready. Be sure to read through your full review and rate your reviewer.

Continue to project review (http://mailer.udacity.com/wf/click?upn=yr-2ByCYmOuIeky8I3mzCveea3lphxHx2
lMy4DpOO0Q1Spz3nhyF2A2rD-2BNay3PRYorYPTig-2FUWgC7UoOTCsNLzw-3D-3D_
ZZNEY6m47ATiIvxxGyWn0lhQ4WE96SgbyXBGrfhwB0Hjl8yggDmXYP-2FzJNm7HXZ5eHAtyk7DIdlfbZizX3Q-
2BfMhD87gU8FaM4B3BvTTeHzjcnn91CRado9L9O9JslAw2pA0gN1dtu5DUHCihz7Vwu4GG12NBQk1kvhrsi1gJdNUg
t2ccrHIXt8XWgUPgnRREpAvatORpaVofIfg-2FmYgeSp2aX3vaKgUca8Zxn9ZwzlI-3D)

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For questions or concerns regarding your review, email review-support@udacity.com.

Udacity · 2465 Latham St. · Mountain View · CA 94040

Udacity Support Team <review-support@udacity.com>
May 3, 2016, 10:26 PM
to:

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* "appsfortracking@gmail.com" <appsfortracking@gmail.com>

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Article to Mockup

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Carlton, your project review is ready. Be sure to read through your full review and rate your reviewer.

Continue to project review (http://mailer.udacity.com/wf/click?upn=yr-2ByCYmOuIeky8I3mzCveea3lphxHx2
lMy4DpOO0Q1T8nIlvweNkt4-2Bar5slvsrmAZgXXx2244gpcf95-2BjcN0w-3D-3D_ZZNEY6m47ATiIvxxGyWn0lhQ4WE96S
gbyXBGrfhwB0GxMSfjhAQ2Us1DE1Vg5wHdTpDD4my-2BwZoQ8ug5D-2BMwmUQo2SDO-
2B5d3BmFrX78dFovog4lYJ3jVgH-2FfO7d3EgHWOJJjVl-2F1H5B625VInw-2F-2BYz-
2Biduv9oTXNJzOsY4TUirB3rTbnoWLgGSl2-2FDHjAf9llfMluGFuorRnHFMjLSccIyWbFY1XGCvjNuoEnvGHnx0-3D)

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For questions or concerns regarding your review, email review-support@udacity.com.

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