

Announcement from Rally:

NEW DISABLED USER FUNCTIONALITY



Today, Rally reintroduced the functionality that sends out notification emails to users who have been disabled by their administrators. This time, we have added new functionality based on customer feedback.

Please read below for details concerning **what** is changing and the **options available for subscription administrators** to disable these new features if desired:

What?

1. We are reintroducing the email notification sent to users that have been disabled;
2. This time, we also have introduced an option that upon a login attempt, there will be a new message flair and an email will be sent to the disabled user;
3. In addition, there are new admin capabilities to turn off either or both of these capabilities as seen below:

EMAIL SETTINGS	
Email Functionality:	<input checked="" type="checkbox"/> Enable features that rely upon email such as notification emails, automatic password reset and new user welcome emails
Disable User:	<input checked="" type="checkbox"/> Users who have been disabled will receive a notification email when they are disabled
Disabled Login Attempt:	<input checked="" type="checkbox"/> Users who have been disabled will receive an email when they attempt to login

When?

Date: Wednesday, April 1, 2015

Time: 10 AM Mountain Standard Time

Both settings “Disable User” and “Disable Login Attempt:” will be turned on by default. The two options can be turned on or off by a Subscription Administrator independent of each other and ‘Email Functionality’ being checked. This can be done in your subscription settings. (Setup > Subscription, Edit Subscription).

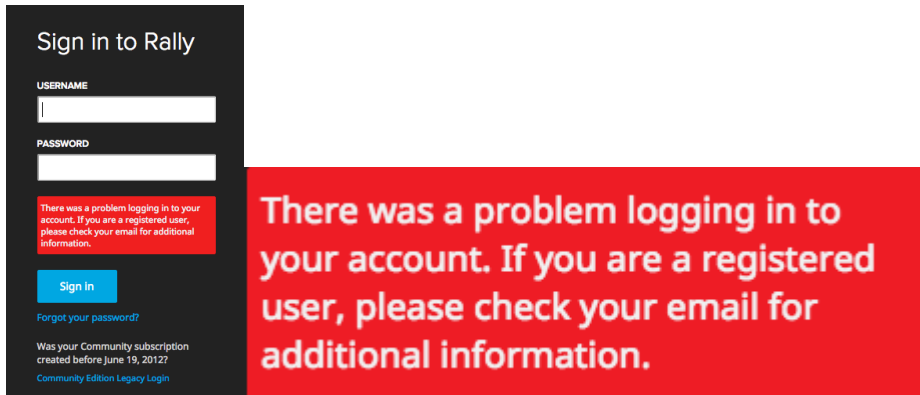
We have also updated the [help documentation](#) with the information below:

Disabled Users: Select this box to send an email to users to notify them when their account has been disabled. Note: an email will be sent to disabled users even if the Email Functionality checkbox is not selected. The Disabled Users box is selected by default.

Disabled Login Attempt: Select this box to send an email to disabled users upon login to notify them that their account has been disabled.

Login Flair

If the option called “Disabled Login Attempt:” is selected, when a user attempts to login and their account has been disabled, a new message flair will displayed as seen below:



Notification

Finally, you can see a new template email that will be sent to users, now less descriptive, with the goal to direct the user to look internally to resolve their need for access to Rally. At this time, we are not allowing customization of this message.



UNLEASH WHAT'S NEXT

Hi jonmahoney+1@gmail.com,

Your Rally account has been disabled. If you need access, please follow your internal process and contact the appropriate party or group responsible for managing Rally in your organization.

This automated message was sent to you as a result of your organization deactivating your Rally account.

Please let us know if you have any questions or concerns with the changes described above by [submitting a case](#), or posting to the [Product Feedback](#) group.