

Merge User

The **Merge Users** option is used to combine two profiles for the same person into one user profile.

User merge will delete the user record you are merging from, so be careful how you use this tool.

Why would you use this function? You may use this function if: A person created profile in error; person gets married and changes their name; and/or the User Profile does not match the Admin created profile.

Quick Steps:

1. Hover over **User Management** and click **Merge Users**.
2. **Search** for users by entering **identification info**.
3. Select users on the left to merge into the right.
4. Click **Merge** to start the process.
5. Confirm the merge on the next screen by clicking **Merge** again.
6. **Review** the confirmation at the bottom of the page after the merge completes.

Step-by-Step Instructions:

1. **Prerequisites:** Ensure the user account is **enabled**. Check that the user has a **user type** selected. If the user doesn't show up in the merge report, visit the user's profile to confirm these settings.
2. **Access the Merge Users Tool:** Hover over the **User Management** icon. Click on **Merge Users**.
3. **Search for Users:** Enter a valid identification detail (e.g., full or partial User name, Last name, Email address, Student number or Employee number) in both search fields to locate the users.
4. **Select Users to Merge:** On the left side, select the users you want to merge into the user on the right side.
5. **Initiate the Merge:** Click the **Merge** button to begin the merge process.
6. **Confirm the Merge:** A confirmation page will pop up showing the username to merge into. Click **Merge** again to finalize.
7. **Final Confirmation:** The screen will refresh to the main page.
8. **What Happens After a Merge?: To User (Right Column):** The user profile on the right will remain active with updated information. **To User (Left Column):** The user profile on

the left will be archived.

9. **Transferred Data:** Data from the **FROM User** (left column) that doesn't exist in the **TO User** (right column) will be transferred to the **TO User**.
10. **Merged data includes: Vehicles, Violations, Permits, Lockers, and Items Awaiting Payment.**

Important Notes:

Ensure the **TO User** profile contains the most accurate or up-to-date information before merging.

After the merge, you can find the merge record by viewing the **Completed History** on the profile of the **TO User**.

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