Merge User

Merging Users

A user account must be enabled and contain a user type to perform a merge. If the user is not showing on the merge report please go to that users profile and make sure they are enabled and have their user type selected.

To merge two or more users, hover over the **User Management** icon and click **Merge Users**.

Enter in a valid piece of identification information to search for the users in both fields.

Select the users on the left-hand side that you wish to merge into a single user account on the right-hand side.

Click the **Merge** button to complete the merge process.

A confirmation page will appear confirming the merge to the username selected. Click **Merge** to complete the process.

The screen will refresh to the main screen and a further confirmation of the merged user will appear at the bottom of the page.

All records relating to username **user_65** have been merged to username **jsmith**.
The merged user(s) have been deleted from the database.

What is merged and what is NOT?

When a merge is performed the important thing to understand is that the user you are merging **TO** should be the one with the most up to date or accurate information.
The tool uses a two-column window to facilitate this process.
The **TO** user will be in the right column. The information for the **TO** user will take precedence over the **FROM** user. The **FROM** user will appear in the left column.

Where information exists in the MERGE TO user it will remain in the profile post-merge.
If there are fields that have no information in the MERGE TO profile yet something exists in the FROM user, the merge will bring this information into the resulting single user profile

The merged items include

- Vehicles
- Violations
- Permits
- Lockers
- Items awaiting Payment

IMPORTANT: The user selected in the left column will be archived. The user in the right column will remain in the database.

Finding User Merge Records

Once you have performed a user merge you should be able to see the merge record by going to the users profile that you merged to. On the **Completed History** for that user you will see this:

User History - Completed

Account Status: ENABLED
Mr. James Smith [jsmith]
jsmith@tomahawk.ca
2100 Bridge St
Carleton Place, Ontario
K7C2V3
6137891011
Stu. Number: 12345
Emp. Number: 2312432

Apr. 8, 2021 - 10:46:29 am
by jessica.tomahawk

[admin] user_65 have been merged to jsmith by Admin: jessica.tomahawk; IDs: 65

Mar. 31, 2021 - 11:23:15 am
by bradley.tomahawk

[admin] User account created

[View Info] Vehicle Plate: **ABC123**

Apr. 24, 2019 - 11:43:22 am
by nick.tomahawk

[admin] User was associated with vehicle by admin through users profile.

[View Info] Vehicle Plate: **ABC123**

Apr. 24, 2019 - 11:43:21 am
by nick.tomahawk

[admin] Vehicle was added to the system by admin.

Apr. 24, 2019 - 11:37:07 am
by nick.tomahawk

[admin] User account created

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