



one45 Resource

DUPLICATE ACCOUNTS POLICY

It is possible that duplicate accounts exist for users in one45. If you come across students, residents, administrators or Faculty that have duplicate accounts in one45, your system support analyst has the ability to combine them to ensure no historical data is lost and that the correct user is selected for Evaluations, Scheduling, Reporting, etc.

Identifying duplicate accounts may be difficult if the users do not have the same personal information/identifiers.

If you suspect a duplicate account, the user's details must be reviewed and confirmed with the user(s) prior to combining them. The administrator that identifies a duplicate account can follow up with the user as appropriate to confirm if A. They are the same user and B. What information they want to use moving forward (Name, Email, and Rank).

Please email the one45 support analyst at fomeas.support@ubc.ca if you suspect a duplicate account in one45. The following user information is required:

First Name, Last Name, Email Address, Rank

Once an account is combined, the result is permanent and cannot be reversed.

Note: To avoid creating duplicate accounts, be sure to **do a thorough search before creating any new accounts** to see if the user already exists, this should also be communicated to anyone that can create new accounts. Some good searching tips include only searching by one name, searching for only the first three or four characters of the last name, if searching on the first name take into consideration names like Bob/Robert, Jim/James as they could be entered as either/or.