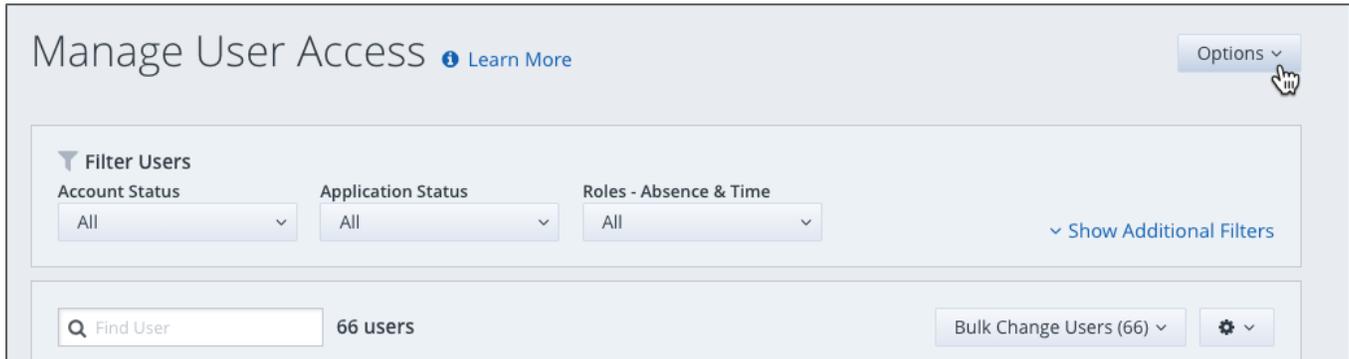




# Understanding Merge Details

The system provides a merge feature within the application access page that combines repeat instances of a single user’s name/account details. As you perform this merge through the “Options” dropdown, we recommend you review the following user and system requirements.



## USER REQUIREMENTS

To consider a user as a single entity, the system requires either a last name and external ID or a last name and email address.

Please use the reference table below to identify the unique term in each Frontline application (if one applies).

Application	Role (if used)	Field Name (if supported)
Absence & Time	Organization User	Identifier
Absence & Time	Campus User	Identifier
Absence & Time	Employee	Identifier
Absence & Time	Substitute	Identifier
Recruit & Hire	(none)	External ID
PLM & EEM	(none)	Employee Number/ Employee ID
C&C	(none)	Employee ID
Frontline Central	(none)	External ID
SEI Tri-State	(none)	Local Staff ID (NJ only)
SEI Enrich	(none)	Staff ID

## MERGE REQUIREMENTS

The criteria that identifies users does not necessarily confirm whether a merge will take place. Aside from the user mandates, the system requires three factors before it can successfully combine multiple user instances into a single entity. Review the following requirements to determine whether a merge will or will not occur.

### → Do users have different Frontline accounts?

During a merge validation, the system identifies all Frontline accounts associated with the users you want to merge. If multiple instances are found, the merge will not take place.

This safeguard occurs because the system must identify a single Frontline account as that user's primary, and this would subsequently delete any alternate accounts. This validation process essentially ensures the user does not lose access to alternate organizations in the event those Frontline accounts are associated with other organizations not being used in the merge.

To identify which users have a Frontline account, reference the Frontline ID column in the user's CSV download file (available on the "Manage User Access" page).

### → Do users have the same Last Name and Email Address but different values for the External ID?

Once the system matches users by Last Name and Email Address, the system will verify that the users do not have conflicting External IDs. (This is only a factor if an External ID is provided.)

Last Name and External ID are the preferred method to identify users as the same person. The system considers a user with the same Last Name and Email Address as two different people *if* those accounts have two different External IDs.

### → Will the users violate unique user constraints for any of the applications?

All applications except Absence & Time are configured to restrict multiple users from sharing a Frontline account. This means the system will first verify whether the end result of a merge will have a single user in each of the applications. If the system detects multiple instances in a single application, the merge will not occur.

To further explain this rule, the system considers a single user as one person within a single organization and a single application. This means two employees within the Frontline Central application cannot have the same Frontline account. *Only* Absence & Time is exempt from this rule because the system has its own internal user roles in the Org. User, Campus User, Employee, and Substitute setup.

Consider these factors as you perform your merge.

