

How to Merge User Accounts

If multiple accounts were created for a user, the accounts can be merged into one. Doing so affects all historic actions, so it will appear as though they were the same account all along, but, first, the duplicate account must be deactivated.

To begin, navigate to the Admin tab. Click Users from the Site Data column. Use the search bar or manually locate the duplicate account, then click Deactivate. A deactivation confirmation page will appear. Click the Deactivate User button.

If a user has site responsibilities, you will see additional options here. Click the Merge Duplicate Accounts link near the bottom of the page. If they do not, you will first need to click Inactive User in the top blue bar, locate the user in the list, and click transfer responsibilities. You will then have the ability to click the Merge Duplicate Accounts link.

Enter the username of the original account into the textbox. Suggestions will appear as you type.

With the correct user selected, click Merge Users and the account are now combined.