

# *Learn*Connect

## **MERGE TWO USER ACCOUNTS**

## Overview

Occasionally, there are times where you must merge two user accounts. This is usually when someone has created two accounts due to a name change, or an alternative email address. This guide will walk you through the process to merge the data together and then archive the extra account.

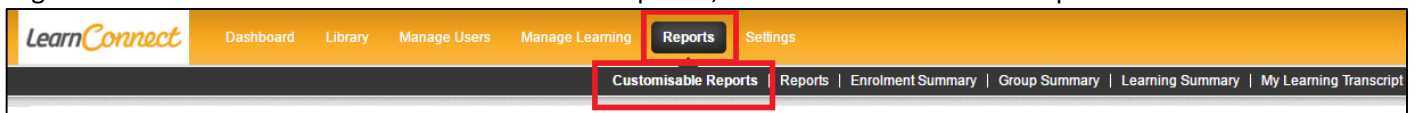
## What is involved with the process?

There are three steps to merging accounts:

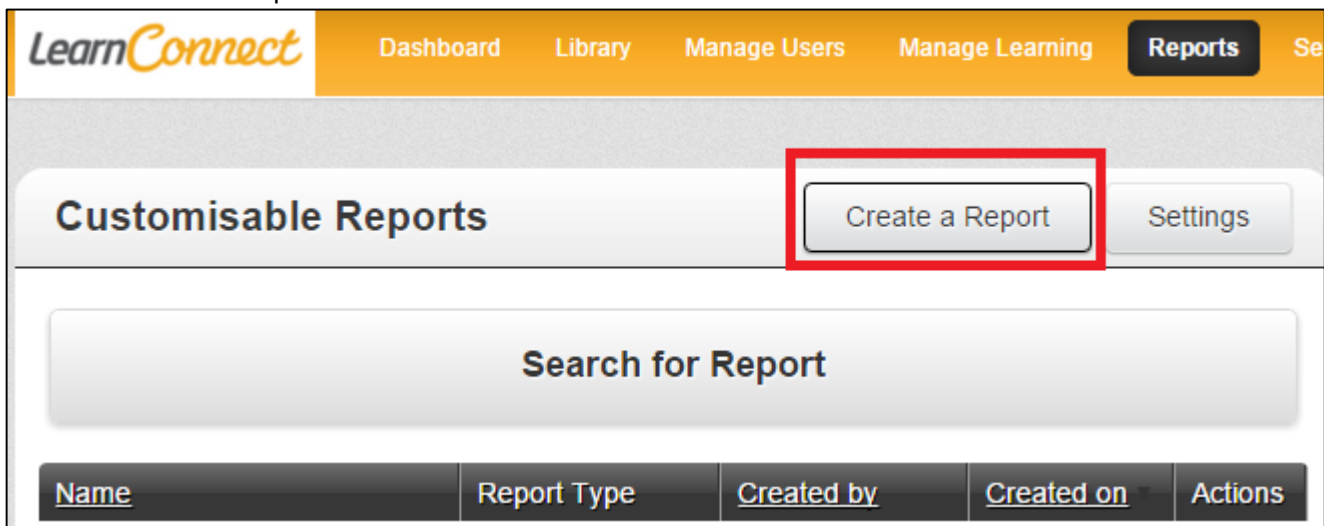
1. Run an Enrolment report for the user account you want to archive
2. Import that report into the user account you want to keep active
3. Archive the extra user account

## Step 1: Run an Enrolment Report for the user account you want to archive

Login to LearnConnect as an Administrator. Click "Reports", then click "Customisable Reports".



Now click "Create a Report".



Change the Report Type to "Enrolment" and then click "Add Filter"

Change the field to "Username" and under "Value", ensure you put the username of the user which you want to archive.

### New Report (Unsaved)

This report has not yet been saved.

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**Report Type**

Enrolment

**Filters**

AND
Add filter
Add group
Delete all filters

Field	Operator	Value	Control
<span>Username</span>	<span>=</span>	<span>matthew.kirkey@learningseat.com</span>	<input type="checkbox"/> <span style="color: red;">-</span>

Ensure that there are ticks in the “Full Name” and “Username” tickboxes under the “User Details” group.

▼ Select Columns

User Details

Full Name

Active

Address Line 1

Address Line 2

Country

Date of Birth

Email

First Name

Gender

Home Phone

Language

Last Name

Mobile

Org Unit

Organisation

Postcode

Preferred Name

State

Suburb

Title

Username

Work Phone

Account Source

Next, put a tick in the tickbox beside the “Enrolment Details” group, ensuring all the tickboxes are ticked for the columns in that group, then click “Run Report”.

<input type="checkbox"/> Organisation	<input checked="" type="checkbox"/> Enrolment Details
<input type="checkbox"/> Postcode	<input checked="" type="checkbox"/> Library Item
<input type="checkbox"/> Preferred Name	<input checked="" type="checkbox"/> Catalogue Item Identifier
<input type="checkbox"/> State	<input checked="" type="checkbox"/> Provider
<input type="checkbox"/> Suburb	<input checked="" type="checkbox"/> Completed Date
<input type="checkbox"/> Title	<input checked="" type="checkbox"/> Enrolment Date
<input checked="" type="checkbox"/> Username	<input checked="" type="checkbox"/> Due Date
<input type="checkbox"/> Work Phone	<input checked="" type="checkbox"/> First visit
<input type="checkbox"/> Account Source	<input checked="" type="checkbox"/> Expiry Date
<input type="checkbox"/> Created	<input checked="" type="checkbox"/> Cancelled Date
<input type="checkbox"/> Extra Role Scopes	<input checked="" type="checkbox"/> Has Expired
<input type="checkbox"/> Extra Roles	<input checked="" type="checkbox"/> Enrolment Completed
<input type="checkbox"/> Identifier	<input checked="" type="checkbox"/> Enrolment Status
<input type="checkbox"/> Image Url	<input checked="" type="checkbox"/> Score Raw
<input type="checkbox"/> Is Locked	<input checked="" type="checkbox"/> Score Scaled
<input type="checkbox"/> Last Logged on	<input checked="" type="checkbox"/> Points
<input type="checkbox"/> Last Password Change	<input checked="" type="checkbox"/> Start Date
<input type="checkbox"/> Modified On	<input checked="" type="checkbox"/> Test Attempt
<input type="checkbox"/> Organisation Identifier	<input checked="" type="checkbox"/> Time Spent
<input type="checkbox"/> Organisation Unit Identifier	<input checked="" type="checkbox"/> Visits
<input type="checkbox"/> Password	<input checked="" type="checkbox"/> Approx Duration (minutes)
<input type="checkbox"/> Previous Log-on	<input checked="" type="checkbox"/> Certificate Number
	<input checked="" type="checkbox"/> Price
	<input checked="" type="checkbox"/> Library Item Price
	<input checked="" type="checkbox"/> Receipt Number
	<input checked="" type="checkbox"/> Custom Payment Group
	<input checked="" type="checkbox"/> Enrolment Method
	<input checked="" type="checkbox"/> Subdomain
	<input checked="" type="checkbox"/> Modified On

or [Cancel](#)

You will get results from the specified user, so ensure Export as: “Excel format (.xlsx)” is selected and click “Export”.

**New Report (Unsaved)**  
This report has not yet been saved.

Refine Report Save Report Export as: Excel format (.xlsx) Export

Full Name	Username	Library Item	Catalogue Item Identifier	Provider	Completed Date	Enrolment Date	Due Date	First visit	Expiry Date
Matthew Kirkey	matthew.kirkey@learningseat.com	Front End Developer Assessment	front-end-developer-assessment			3/03/2014 12:18 PM			3/03/2014 12:18 PM
Matthew Kirkey	matthew.kirkey@learningseat.com	Induction Program 2013	induction-program-2013			5/03/2015 3:32 PM			

You will now have an excel report with the user’s entire enrolment history.

## Step 2: Import Learning History to the user account you wish to keep

Login to LearnConnect as an Administrator. Click “Manage Users”, click “Enrolments” and then click “Import Learning History”.

**LearnConnect** Dashboard Library **Manage Users** Manage Learning Reports Settings

Users **Enrolments** Assign Learning Approve Learning Groups Group Types Roles M

**Enrolments** Import Learning History

Search for Firstname, Lastname, Email OR Username

Click the linked called “Template”. It will download an excel file which is used as a template to import learning history.

You'll need to copy the data from the excel file you downloaded in Step 1 to the import template you've just downloaded in Step 2.

Here is how you copy the data.

Template File	Where does the data come from?
OwnerID	Learning History File : Catalogue Item Identifier or Library Item Identifier
Program ID	Ignore or Blank Out
User ID	Username of User to remain active (which account are you importing data to?)
Lesson Status	Learning History File : Enrolment Status
Date Last Visited	Ignore or Blank Out
Date Completed	Learning History File : Completed Date
First Visit	Learning History File : First visit
Date Created	Learning History File : Enrolment Date
Due Date	Learning History File : Due Date
Start Date	Learning History File : First visit
Expired Date	Learning History File : Expiry Date

Score	Learning History File : Score Raw
Points	Learning History File : Points
Comments	Add any comments you wish to this record
Certificate Number	Learning History File : Certificate Number

The next image shows an example of data from each of the different files discussed, and what your final result should look like.

**LEARNING HISTORY FILE**

	A	B	C	D	E	F	G	H	I
1	Full Name	Username	Library Item	Catalogue Item Identifier	Provider	Completed Date	Enrolment Date	Due Date	First visit
2	Matthew Kirkey	matthew.kirkey@learningseat.com	Front End Developer Assessment	front-end-developer-assessment			3/03/2014 12:18 PM		3/03/2014 12:18
3	Matthew Kirkey	matthew.kirkey@learningseat.com	Induction Program 2013	induction-program-2013			5/03/2015 3:32 PM		
4	Matthew Kirkey	matthew.kirkey@learningseat.com	TestEvent1	testevent1			29/04/2014 9:36 PM		
5	Matthew Kirkey	matthew.kirkey@learningseat.com	Driver Licence	driver-licence			10/06/2014 4:48 PM		
6	Matthew Kirkey	matthew.kirkey@learningseat.com	Compliance Essentials Workplace Bullying	85852			18/03/2015 10:56 AM		18/03/2015 10:58
7	Matthew Kirkey	matthew.kirkey@learningseat.com	Compliance Essentials Consumer Law	99022	Learning Seat		18/03/2015 11:02 AM		18/03/2015 11:54
8	Matthew Kirkey	matthew.kirkey@learningseat.com	Compliance Essentials Trade Practices and Consumer Law	98900	Learning Seat		18/03/2015 11:02 AM		18/03/2015 11:27
9	Matthew Kirkey	matthew.kirkey@learningseat.com	Compliance Essentials Equal Opportunity in Employment	98921	Learning Seat		18/03/2015 11:02 AM		18/03/2015 11:06
10	Matthew Kirkey	matthew.kirkey@learningseat.com	Compliance Essentials Workplace Bullying	98898	Learning Seat		18/03/2015 11:02 AM		18/03/2015 11:02
11	Matthew Kirkey	matthew.kirkey@learningseat.com	Compliance Essentials New Zealand Equal Opportunity in Employment	98947	Learning Seat		18/03/2015 11:02 AM		18/03/2015 11:06
12	Matthew Kirkey	matthew.kirkey@learningseat.com	COMPLIANCE (GREG TEST)	compliance-greg-test			18/03/2015 12:03 PM		18/03/2015 12:03
13	Matthew Kirkey	matthew.kirkey@learningseat.com	The SAFE Files Equal Opportunity in Employment	98904	Learning Seat		27/03/2013 1:48 PM		18/03/2015 10:41

**TEMPLATE FILE**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Ownerid	Programid	User Id	Lesson Status	Date Last Visited	Date Completed	First Visit	Date Created	Due Date	Start Date	Expired Date	Score	Points	Comments	Certificate Number
2	Course101	Program100	MyUsername01	Completed	21/09/2012	21/09/2012	11/09/2012	11/09/2012	01/10/2012	01/09/2012	01/09/2012	60	10	Comment on user enrolment progress	11432

**TRANSFERRED DATA - NOW READY TO IMPORT TO OTHER ACCOUNT**

	Ownerid	Programid	User Id	Lesson Status	Date Last Visited	Date Completed	First Visit	Date Created	Due Date	Start Date	Expired Date	Score	Points	Comments
2	front-end-developer-assessment		newmatthew.kirkey@learningseat.com	Incomplete			3/03/2014	3/03/2014		3/03/2014				This is a merge from
3	induction-program-2013		newmatthew.kirkey@learningseat.com	Not Attempted			5/03/2015	5/03/2015						This is a merge from
4	testevent1		newmatthew.kirkey@learningseat.com	Not Attempted			29/04/2014	29/04/2014						This is a merge from
5	driver-licence		newmatthew.kirkey@learningseat.com	Not Attempted			10/06/2014	10/06/2014						This is a merge from
6	85852		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
7	99022		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
8	98900		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
9	98921		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
10	98898		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
11	98947		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
12	compliance-greg-test		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	18/03/2015		18/03/2015				This is a merge from
13	98904		newmatthew.kirkey@learningseat.com	Incomplete			18/03/2015	27/03/2013		18/03/2015				This is a merge from

Once the spreadsheet looks like the one under Transferred Data, save it and return to LearnConnect.

We're now going to import the spreadsheet, but first we need to get the settings correct.

Ensure there's a tick in the tickbox beside "Overwrite existing enrolments", enter your email address under "Email Address" and then click "Select File..." and then select the file that represents the Transferred Data spreadsheet.

Finally, click "Import and email result" to import the data.



**LearnConnect** Dashboard Library Manage Users Manage Learning Rep

## Add Enrolments from spreadsheet

You can add new Enrolments from a spreadsheet ([Template](#))

Allow custom attribute list item creation ?

Overwrite existing enrolments ?

Email Address

Spreadsheet File

EnrolmentImportTemplate (3).xls

You will likely be brought to a screen that says the enrolments have been sent for processing. Check your email for confirmation the processing has succeeded.

We're now ready for the final step.

### Step 3: Archive the extra user account

Click on "Manage Users", then "Users". Click on "Search for Names, Email or Username" to expand the search box. Once that's open, enter the username of the extra user account you wish to archive.

Put a tick in the tickbox beside the user account, and then click "Archive". You've successfully archived the extra account.

**Manage Users**

**Users**

Search for Names, Email or Username

matthew.kirkey@learningseat.com

Created (after) Created (before)

Search for Groups

User range

Search [Reset Search](#)

Active (1) Inactive (1)

<input checked="" type="checkbox"/>	Name	Title	First Name	Last Name	Username	Email	Unique St
<input checked="" type="checkbox"/>	Basic User		Basic	User	basicuser	matthew.kirkey@learningseat.com	

20 items per page

Archive

You've now successfully merged two accounts together.

If at any time you require assistance, please don't hesitate to contact our support team at 1300 133 151.