**Step 1**

**Searching for a Person record in MHPOD (to find the duplicate)**

If you are having difficulty finding a person in MHPOD, they may not be *missing* but may require a more thorough search.

Not all the data submitted and uploaded was of a comprehensive nature so a number of records only have an Initial in place of a Forename. (For example: D instead of David)

Another check may be on email address as some people have various emails and the system can only hold ONE and this will be the one we were provided to upload.

When searching, it is suggested you first search for:

1. Email address (removing any spaces after the last character)
2. Surname
3. First Name and Surname

The search will look for parts of a criteria too so you can search for all people at an organisation by searching something like @ncetm.org.uk to find a user that way.

If the Person is genuinely missing, you can then add them as a new record. (Administration > People > Add)

Ensure you add their:

* Forename in full
* Surname
* Email address
* NCETM Username (if known)

**Cannot Save Duplicate Record**

If you follow these steps and get a SAVE error, it will have text such as

***'per.Person' with unique index 'IX\_Person\_UNIQUE\_Person\_Email\_s'***

This will imply there are aspects of the record that would create a DUPLICATE and need to be resolved before you continue.

The system will not allow:

* Duplicate email addresses
* Duplicate NCETM Usernames
* BLANK email field

Most commonly the email may be used by another user, or the person already exists and will not require a new record.

To solve this, ensure you have followed all the steps above in **Searching for a Person record in MHPOD.**

When you identify the duplicate record, you will need to disable one (you cannot delete) by forcing a false email address in the record you are disabling e.g: iam@aduplicate.com or update it with the correct email address if another names user has tried to use an email is not their own.

This will allow you to save the record and update or create the new one. This process is the same for NCETM Usernames except this field is not mandatory so do NOT enter a false value here. If you do not know the username, simply leave this blank.