UPPER IOWA UNIVERSITY
Established in 1857®
Information Technology
**Duplicate ID process**

1. Duplicate ID identified – once a duplicate ID# has been identified, an email should be sent to the UIU I.T. dept.’s helpdesk email account (helpdesk@uiu.edu), stating what ID# is the “good” ID# and which one is the “bad” ID#.

2. UIU I.T. dept. staff will run a quick check to verify whether or not there is registration information in either ID#. If there is registration information, the email will be forwarded to Holly Streeter so she can review the ID# and place ‘USE ID ####’ (where ‘####’ is the “good” ID#) in the middle_name field on the ‘Name’ tab in the Jenzabar EX software.
   a. If registration information is not in either ID#, the UIU I.T. dept. staff will place ‘USE ID####’ (where ‘####’ is the “good” ID#) in the middle_name field on the ‘Name’ tab in the Jenzabar EX software.

3. UIU I.T. dept. staff will work off the assumption that any information included in the “bad” ID# is not valid and will be deleted. Once the “bad” ID# has been deleted, an email will be sent to the person whom initially identified the duplicate ID#.