

Modify User/Preferred Name Bug Created 8/3/2021

The Bug:

When using the Modify User Wizard, the first user opened will correctly display the account selection in the “Use preferred name” checkbox (checked or unchecked as appropriate). The first user will be correctly saved.

HOWEVER: After opening the first user with the Modify User Wizard, if a new account is opened:

- By clicking “Modify a Different User” at the bottom of the screen
- Or by choosing “Modify Another User” from the pop-up window that appears after the changes to the first account has been saved

After doing either of those actions, the second account opened will ONLY show the “Use preferred name” checkbox as unchecked, regardless of whether or not this field had been selected on the account previously. If library staff then make changes to the account and save them, the new (incorrect) preferred name selection will also be saved.

This is a known bug which has been reported to SirsiDynix, but we have not yet heard any news of a solution.

See next page for screenshots demonstrating this bug in greater detail.

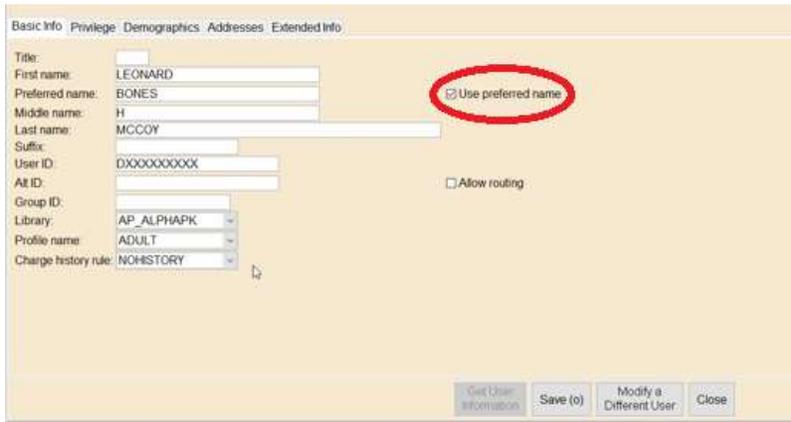
The Solution/Work Around:

RSA’s current recommendation is to save your changes and close the Wizard between each patron if you need to make changes to multiple user accounts, rather than choosing “Modify a different user” to switch between users.

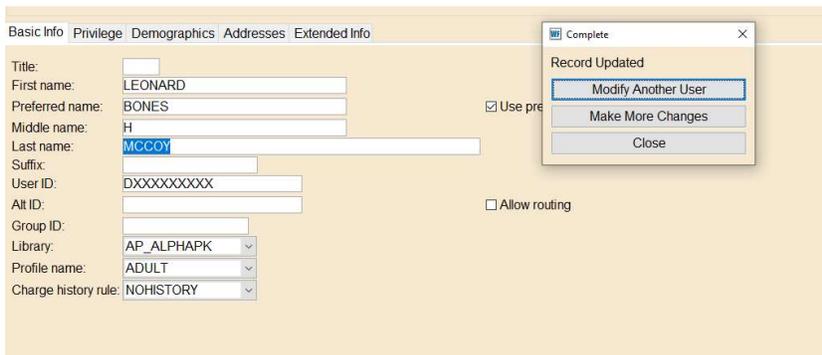
We recommend this whenever using the Modify User Wizard, to avoid accidentally changing Preferred Name settings.

Details:

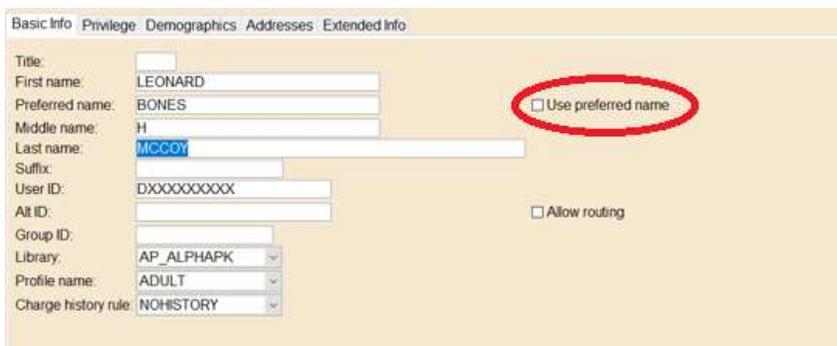
This user has the “Use preferred name” check box marked.



The changes to the account are saved by clicking “save” at the bottom of the screen.



In this example, I have chosen “Modify Another User,” then re-opened the same account. This bug occurs if you open a different account as well. It will also occur if you switch accounts by clicking “Modify a Different User” at the bottom of the screen and then saving the changes.



Note that the “Use preferred name” checkbox is now unchecked. If I save my changes, the new (incorrect) selection will be saved and this user’s preferred name will not be used.