### eFaculty QuickTip: Access Solution-Merge Accounts

Users who cannot access forms or view candidate information, even though they logged in from one.sjsu.edu, may have more than one Interfolio account. These are instructions that allow the user to solve the issue quickly.

#### **How to Merge Your Accounts**

1. Login to eFaculty from <u>one.sjsu.edu</u>. Click the User Menu on the top right corner, and then select Account Settings.



2. Select Email & Communications

interfolio				Marcus Moreno 🗸
Settings				
Basic Information	Personal Information			
ID Numbers	First Name *		Last Name *	
Subscription & Billing	Marcus		Moreno	
Signing in & Password	Status (Pick the option that best describes you)*	~		
	Scholarly Discipline *			
	Select a discipline	~		
	I am or would use Dossier to *			
	Apply to graduate degree programs			
	Apply to grants     Apply to ishe in bicher education			
	Find grant and fellowship opportunities			
	Give feedback to students and/or colleagues			
	Deconstrations of a constraint during			

## 3. Select the Merge Accounts button

N.	Settings			
	Basic Information	Email C Add Emai		
	ID Numbers	Email notifications related to your Dossier account (such as renewal notices) will only be sent to your primary email address.		
	Subscription & Billing Signing in & Password	Primary xxmarcus		
		If you have another account under a different email address you can merge the accounts to access all the information in one place. Learn more about merging accounts  Merge Accounts		
		Communications		
		password, or when a requested letter or evaluation arrives.		
		Keep me informed about product updates, best practices, and promotions.		

4. Type in the credentials for the other account you want to merge with your SJSU Account.

Merge Accounts				
To get started, please enter the email address and password of the account you'd like to merge with this one.				
Account to be merged Email address *	Or sign in with:	Why merge accounts?		
marcus@interfolio.com Password*	G Google	letters, deliveries, and other information from the merged accounts in one place.		
Forgot email or password?	Show password	Learn more about merging accounts		

5. Carefully read every line and check to confirm you understand what will occur when you merge your accounts. Click the button to confirm.

interfolio		×				
Merge Accounts						
Accounts to be Merged						
Current User Marcus Moreno xxmarcus	Marcus JMoreno marcus@interfolio.com					
<ul> <li>Before merging, please check acknowledge the following:</li> <li>Merging is permanent and canno</li> <li>As always, your institution will ne interfolio Dossier.</li> <li>The email address where you reconnected in the interfolio accounts are merged.</li> </ul>	t the boxes below to ot be undone. ever be able to access data in your ceive email notifications will be If you would like to update the kinds of o, visit account settings after your					
<ul> <li>Profile data (address, preferences) from the account will be retained. The other account's profile data will be lost. (See here for a detailed list on will what will be kept and lost.)</li> <li>All contents of the accounts will be merged, so there may be duplicate items after merging.</li> <li>Merge Accounts Cancel</li> </ul>						

Zoom:

6. Your merge is now complete, or if one account is a Faculty180 account, you will have to wait for a waiting period for the merge to be complete.

# Merge Complete!



Your accounts are now merged.

## How do I sign in now?

You can now sign in to your Interfolio account with either email address. You **must** use the password of the account you're currently signed into.

## What else?

We've combined the data from the two accounts together.

Now that your accounts are merged, all Interfolio emails will now be sent to

(how do i change this?) You can manage what

communications you receive in account settings.

