

Duplicate Students

Duplicate students must be deleted.

In order to do so you will need to email me (David Levine) so that I can submit a Heat Ticket for the correction. Please use as the subject of the email: **Duplicate Students**.

Once the Heat Ticket has been submitted, I will email you back to confirm that this has been done. If you continue to get error reports beyond a week after the submission of the ticket please let me know.

As per Level 2 requirements:

Information Required to Delete a Student:

The following information must be submitted within the Issue Description within the Heat Ticket for deleting a student:

Student to Keep:

Student ID#, Legal Last Name, Usual Last Name, Legal First Name, Usual First Name, Gender, Birth Date, PEN

Student to Delete:

Student ID#, Legal Last Name, Usual Last Name, Legal First Name, Usual First Name, Gender, Birth Date, PEN (if there is one)

And you can include multiple student deletion requests within the same Heat Ticket.

Every student to be deleted must have the information about that student's record that is to be kept as shown above. Both records may not have a PEN, so only the record that has the PEN needs to have that recorded.

The record to be kept must have the **lower** BCeSIS number of the two records as that would have been the first record entered in BCeSIS. The newer record is the one that must be deleted.

Related Issue: One Student with Two PENS

The Issue:

One student has received two PENS and exists in BCeSIS in two separate student records.

For this issue follow the procedures as outlined above.