

Users - Troubleshooting

Creating / editing user records

It won't save the record because it says the email address is not unique

This may be because:

- the email address exists in another record - check to see if there is already a record for this user
- the email address exists in a [deleted record](#)

The changes I made are not appearing

This may be because:

- when you finished making changes, you clicked on **Close** or **Back** instead of **Save** - you have to explicitly click on **Save** before exiting the record

When selecting a location, not all of the sub-units are appearing

This may be because:

- in the definition for the Office, you have not defined the [language options](#)

When I go to the Access Rights tab, everything is greyed out so I can't select permissions

This may be because:

- you haven't saved the record: you have to do this before you can define access permissions

The user is not getting the automatic welcome email

This may be because:

- you haven't defined an [email address](#) for the user
- you haven't enabled it in System Configuration ([Common Settings](#))
- your organisation may block emails from [noreply addresses](#)
- there may be a problem on the Soutron mail server - please contact the [Soutron Help Desk](#) if you have exhausted the above possibilities

Searching

I can't find the records I am expecting

This may be because:

- the user you are searching for has left or been deleted - click on **Show Advanced Options** and check both boxes

Deleting user records

There is no Delete button in the Actions menu

This may be because:

- the user still has outstanding loans - you cannot delete the user record until these are returned