Duplicate Notification, Unmarking a Duplicate, and Merge Error Processes

Duplicate Notification/Merge Request

1. **Identify a Duplicate**
   When a Mobius User finds a duplicate client in Mobius they must identify the Keeper EIIID and the Duplicate EIIID.
   a. The Keeper should be the file with the most complete & relevant information. It will remain as the "main" file in Mobius; the duplicate file will be merged onto it.

2. **Close the Cases**
   The Mobius User will close any open Service Plans and Integrated Cases in the Duplicate EIIID with the Reason as "Opened in Error."

   Note: If the Mobius User cannot close the cases, they are to have their Supervisor complete it.

3. **Email Mobius Requests**
   The Mobius User will send an email to Mobius Support at CSS.MobiusRequests@gov.ab.ca in this format:

   > **Subject:** Duplicate Mobius ID
   >
   > **Body:** Keeper Name: Last Name, First Name
   >
   > Keeper EIIID:
   >
   > Duplicate Name: Last Name, First Name
   >
   > Duplicate EIIID:

4. **Investigation**
   Mobius Support will investigate to confirm the Duplicate EIIID. Once confirmed, the Duplicate will be marked.

   If the Duplicate cannot be confirmed a "Not a Duplicate" Alert will be entered on both client records and the Integrated Cases reopened.

   Note: If Mobius Support staff finds that the Keeper EIIID and Duplicate EIIID should be switched an email will be sent to the Mobius User advising them to close any required cases.

5. **Confirmation**
   Mobius Support will inform the Mobius User that the Duplicate has been marked.

Unmarking a Duplicate

1. **Email Mobius Requests**
   If a Duplicate must be unmarked, the Mobius User will send an email to Mobius Support at
   CSS.MobiusRequests@gov.ab.ca in this format:

   Subject: Unmark Duplicate

   Body: Client Name: Last Name, First Name

   Mobius EIIID:

2. **Confirmation**
   Mobius Support will unmark the Duplicate and notify the Mobius User that the Duplicate has been
   unmarked.

Merge Error

1. **Email Mobius Requests**
   If a merge has been done in error, the Mobius User will send and email to Mobius Support at CSS.MobiusRequests@gov.ab.ca in this format:

   Subject: Merge Error

   Body: Client #1 Name: Last Name, First Name

   Client #1 EIIID:

   Client #2 Name: Last Name, First Name

   Client #2 EIIID:

   Reason the merge should be reversed

2. **Investigation**
   Mobius Support will investigate to determine if the merge was indeed done in error. Mobius Support may request the Mobius User's help in the investigation.

3. **Confirmation**
   If the merge was done in error Mobius Support will unmark the Duplicate and enter a "Not a Duplicate" Alert on both client records.

   If the error cannot be confirmed the merge will remain.

4. **Notification**
   Mobius Support will notify the Mobius User that the Duplicate has been unmarked or if the merge will remain.

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