

11/23/12

CONNECTIONS Clue:

## *Seeing Double?*

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“I was working on my service plan review letters for a case and when I printed out the letters for two recipients, they had the children listed twice. No other person invited had this. Why? What should we do about this?”

“I went to enter Health information on a child and found they were listed twice in the Health tab. Why?”

“I went to the Education tab to update information on a child, but found the child’s name listed twice in the grid. How did this happen?”

“When adding people to the Person Demographics tab in the FSI, the same person showed up twice. How do I get rid of the duplicate?”

When a person has more than one current Primary address or phone number recorded in CONNECTIONS, some odd things can happen: They can show up twice in the FSI or on the Health tab, the Education tab, or in SPR letter print outs in an FSS.

The solution?

Be sure there is only ONE current address or phone number marked as Primary. The old address and/or phone number needs to be end-dated to correct this. Once this correction is made, the duplicate listings will disappear!

Past CONNECTIONS Clues are available on the CONNECTIONS Websites at:  
Intranet: