

## CDOL Tip of the Week. October 3, 2011

### Using Membership Record Number or LDS Account User Name to Add an Assignment

Users with rights can add individuals to assignments under the “Assignments” tab with either

- **The individual’s membership record number** (usually found on the individual’s temple recommend or individual ordinance summary)
  - **Useable record number formats in CDOL:**
    - XXX-XXXX-XXXX (eleven-digit hyphenated number)
    - XXX00XXXXXXXX (thirteen-digit non-hyphenated number where the two hyphens are replaced by two zeroes inserted between the third and fourth numerals)
    - XXXXXXXXXXX (eleven-digit number without the hyphens)
  - **Note:** Some record numbers may contain a letter. This is not an error.
- **The individual’s LDS Account User Name** (if the individual has already set up an LDS Account).
  - **Useable LDS Account User Name formats**
    - User names entered in CDOL are not case-sensitive and may be entered in lower case (even if the account name was created with mixed or all upper case)
    - Special characters must be exactly as they appear in the user name
  - **The LDS Account User Name may be easier to use than the record number if**
    - The individual being added is difficult to reach
    - The individual is a Church employee and listed in Outlook
  - **The LDS Account user can often be determined by**
    - Looking at the individual’s Church email address: the user name is often the characters that precede the “@” symbol
    - Checking the individual “Alias” in Outlook, almost always the user name, by double clicking on the individual’s name in:
      - The Outlook contacts list
      - The “To:” field on a new email
      - The “From” field on a received email

The screenshot shows a software window titled "Mel Broberg" with several tabs: "General", "Organization", "Phone/Notes", "Member Of", and "E-mail Addresses". The "General" tab is active. The form contains the following fields:

<b>Name</b>	
First: Melvin	Initials: W
Last: Broberg	
Display: Mel Broberg	Alias: BrobergMW
<b>Address:</b> COB - 19th Floor	
Title: Analyst,GSC 3	Company: The Church of Jesus Christ o
City: Salt Lake City	Department: GSC
State: UT	Office: WOB4
Zip code: 84150	Assistant:
Country/Region: USA	Phone: +1(801)240-5369

At the bottom of the form are buttons for "Add to Contacts", "Actions", "OK", "Cancel", and "Apply".

- **Troubleshooting:** If the entry returns the error “A person could not be found using . . .” then
  - The LDS Account user name is different than what was entered
  - The individual has not connected the membership record number with the LDS Account.
    - **Note:** If the LDS Account user name is not tied to the membership record number, then the individual would need to provide the record number or update the LDS Account with the record number
  - The record number was entered or provided incorrectly
  - The record number does not belong to a member of the Church