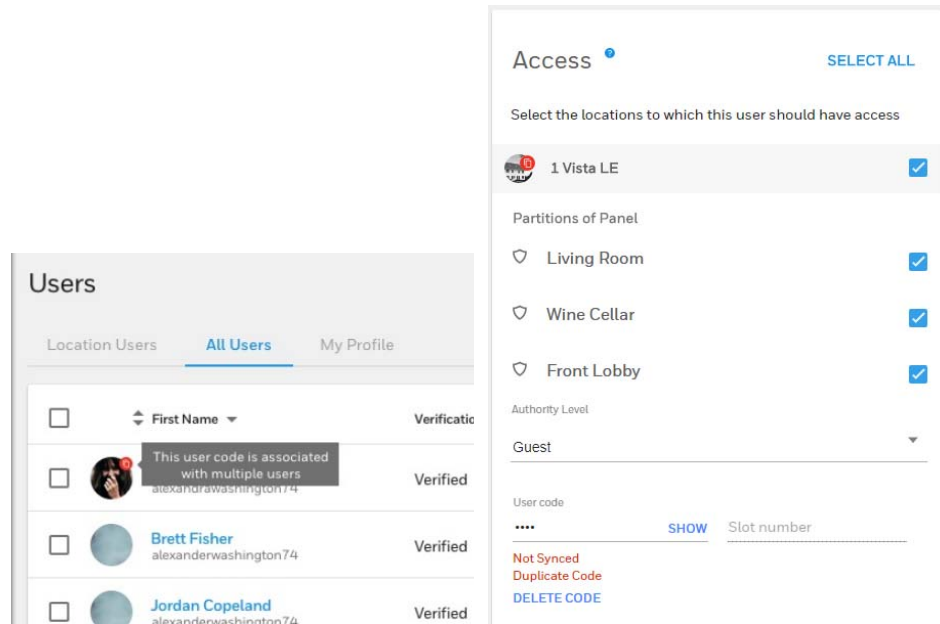


# Duplicate User Codes

Duplicate user codes are codes that are shared by multiple users of the same location. We will no longer be allowing duplicate user codes in Total Connect (TC) for VISTA multi-partition locations. And you will not be able to activate partitions in TC for locations which have duplicate user codes.

If you have users with duplicate codes, you will see an indicator next to the user image on the user list page. When you open the user's details you will see the indicator next to the locations where duplicates occur. You can then update the user code to a unique code or leave it blank.



When adding or updating a user code, we will check the new code against other users' codes for the same location. If you are adding the code for multiple locations where there are many users, then this verification will take noticeably longer when saving the user.

If you leave a user code blank for multi-partition systems, then please take extra care to assign them the same access and authority as they have in the panel. We will build the user interface based on their TC profile and if that does not match the panel it could cause confusion.