

Identifying and Reporting Duplicate Student Accounts

Duplicate student accounts may be created due to data entry errors, system glitches, or students re-enrolling under slightly different information. This guide outlines how to identify potential duplicate student accounts and properly report them for review and resolution.

Review the Potential Duplicates Report

1. Navigate to: Reports tab > District Reports > Weekly Reports > Demographic - Potential Duplicate Students – School
2. Click the **green "Run"** button next to the report name.
3. Choose the correct school year, then click **"Run"** again to generate the report.

Review the Duplicate Report

For each flagged pair, compare:

- Full name
- Date of birth
- Enrollment records
- Addresses & Contacts

Confirm whether they are:

- True Duplicates (same student, two accounts)
- False Positives (e.g., siblings or similar names)

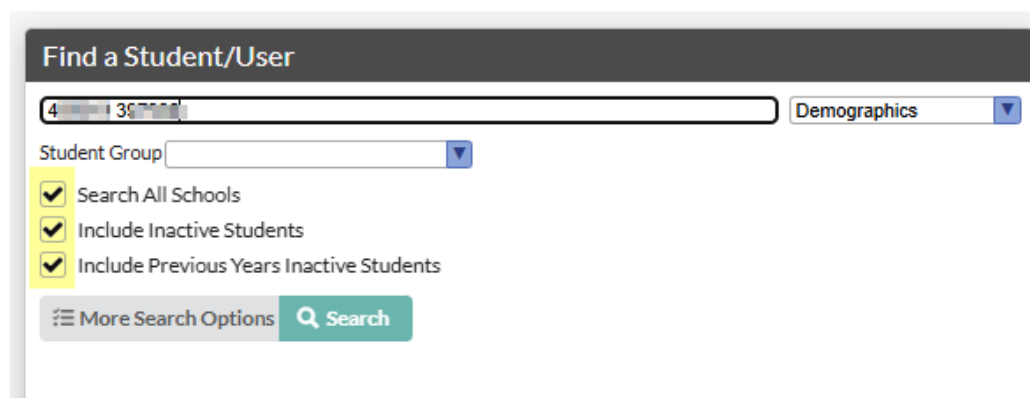
Review and Compare Student Information in FOCUS

After reviewing your duplicate report and identifying possible duplicate entries, compare the information in FOCUS to ensure accuracy.

When searching for students in FOCUS, make sure to enable the following options:

- Search All Schools
- Include Inactive Students
- Include Previous Years' Inactive Students

Remember that you may also need to go to **Students > Add a Student** to locate students who may not appear when performing a normal search but are listed on the report.



The screenshot shows the 'Find a Student/User' search form in the FOCUS system. It includes a search bar with a student ID '4' and a dropdown menu set to 'Demographics'. Below the search bar is a 'Student Group' dropdown. Three checkboxes are checked: 'Search All Schools', 'Include Inactive Students', and 'Include Previous Years Inactive Students'. At the bottom, there are buttons for 'More Search Options' and 'Search'.

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Report Confirmed Duplicates

Prepare the following info for each case:

- Full name of the student
- Both Student ID numbers
- Reason for identifying as a duplicate

Complete the Duplicate Student Account VOID form

1. Access the **Duplicate Account Void Request Form**.
Go to: http://liquidoffice.collierschools.com/lfserver/Duplicate_Student
2. Log in to LiquidOffice using your **network credentials**.
3. The form will open after logging in. Your name and info will auto-fill in the **Requestor Information** section.
4. In the student information section, enter the student IDs
 - On the left, enter the first Student ID and press Tab or click outside the field to auto-populate details from FOCUS.
 - On the right, enter the second Student ID, then press Tab or click outside the field.
5. The **Match** column highlights exact matches between fields to help verify duplication.
6. In the **Reason for Void** field, enter a brief explanation (e.g., "Possible duplicate").
7. Click the **Signature box** to sign electronically.
Note: You cannot submit without signing.
8. A confirmation box will appear. Click **OK** to confirm.
9. Your digital signature will appear in the signature field.
10. Click the **green Submit** button.
11. Your request will be submitted for processing. You will receive confirmation once your request has been processed.