



Process Documentation

Department:

Customer Support

Last Updated:

2/25/2025 5:21 PM

NAME OF PROCESS

Searching for a User ID [Roleplay]

Use Case / Objectives

This how-to guide will show you how to find a User's ID (Profile) by searching the system using their name.


Menu options to access:

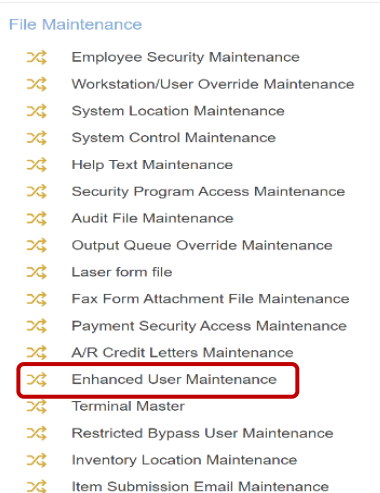
System File Maintenance => Enhanced user Maintenance

Training

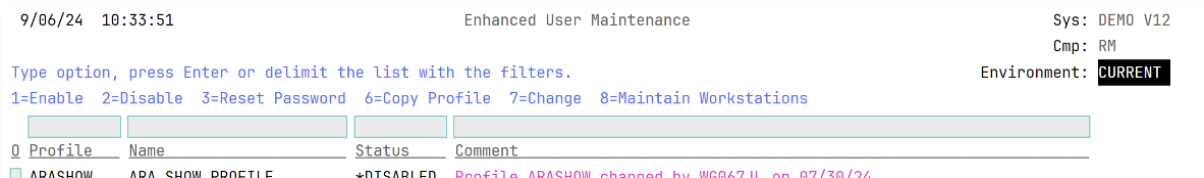
Role	Description
Admin, Manager(s)	N/A

Searching for a User ID [RolePlay]

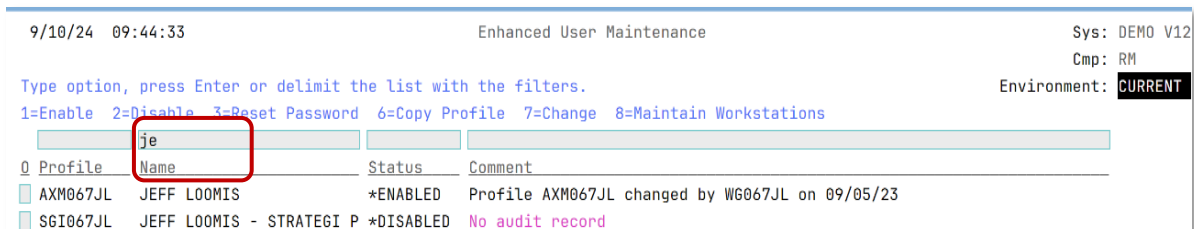
1. Log into the [Roleplay environment](#) using your credentials.
2. Click on the **System File Maintenance** menu . Under the **File Maintenance** section, click on *Enhanced User Maintenance*. NOTE: You may need to scroll down or use the **Search** bar for this option to be visible.



- a. The *Enhanced User Maintenance* screen opens.



3. In the field above the *Name* column, search by the user's first and/or last name. Type all or part of the desired user's name in the BLANK field and press enter.
 - a. The screen refreshes and displays any users with names containing the letters entered.



Note: Searching for users may require their full, registered names. If a user, like “Catherine Smith,” goes by a nickname (“Cathy”), you’ll still need to search by their full name if that’s how their account is listed. Similarly, if a user changes their last name (e.g., “Catherine Smith” to “Catherine Taylor”), search using the prior name until the account is updated.