I need to have the patrons update all the patrons accounts to our email domain, what is the best way to do it?

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Symptom

- You are requiring all emails to go out through your domain and you need the patrons to update their emails to your domain

Applies to

- ILLiad

Resolution

Here are some steps you can take to have your patrons update their email addresses to your domain:

1. You can update the logon and logon2 Web pages asking users to update their information.
2. You can also set a Web Alert, so when they sign in, they see a message to update their email address by a specific date or be disavowed.
3. It is up to the patrons to update their email addresses. So if they do not read your notes and Web Alerts or choose not to update the information, you cannot force them to update it. You can, however, set a date in which they must have their email updated. Otherwise, you will Disavow them, and they will not be able to sign in at all. They will have to contact the library with their correct campus email address, and then the librarian can update the patron record from Disavowed to Cleared. For instance, you can run a query to Disavow any patron account that does not have a campus email address. It will take two seconds to update after running the query. If you are hosted by OCLC, we can help you with this issue by contacting OCLC Support.

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