Merging Parent Accounts

Blackboard merges parent accounts when two of the following fields match:

- ID
- Name (First and Last, not case sensitive)
- Phone Number (Primary or Home)

Parent accounts will also merge if they have an identical name and both accounts are tied to the same student.

Merging Existing Accounts

For account already in the system, Blackboard will merge them based on the following:
- ID and Name match
- Name and Phone Number match
Please note that ID and Phone Number will not suffice to match accounts already in system.

To merge existing accounts, you must enable the **Reevaluate merging of existing parent accounts** option in the import.

When data now matches for two accounts that were previously not merged due to data not matching, the system will try to merge the accounts and keep the *account-of-record*. The *account-of-record* is the account the parent uses to log into their information. When accounts are merged, only one account can be the account-of-record.

- If one of the accounts has logged in, Blackboard keeps that account as the account-of-record.
- If neither account has logged in, then the account that has the login ID that matches the file will be kept as the account-of-record.
- If multiple accounts have logged in, then Blackboard does not automatically merge the accounts and both accounts will be accounts-of-record.