SJSU | UNIVERSITY PERSONNEL

eFaculty QuickTip:
Access Solution-Merge Accounts

Users who cannot access forms or view candidate information, even though they logged in from one.sjsu.edu, may have more than one Interfolio account. These are instructions that allow the user to solve the issue quickly.

How to Merge Your Accounts

1. **Login to eFaculty from one.sjsu.edu. Click the User Menu on the top right corner, and then select Account Settings.**
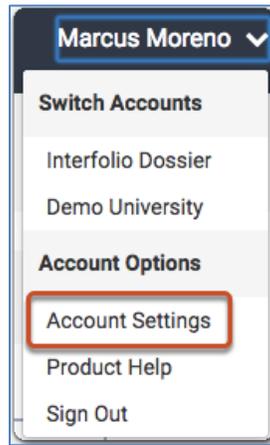
2. **Select Email & Communications**
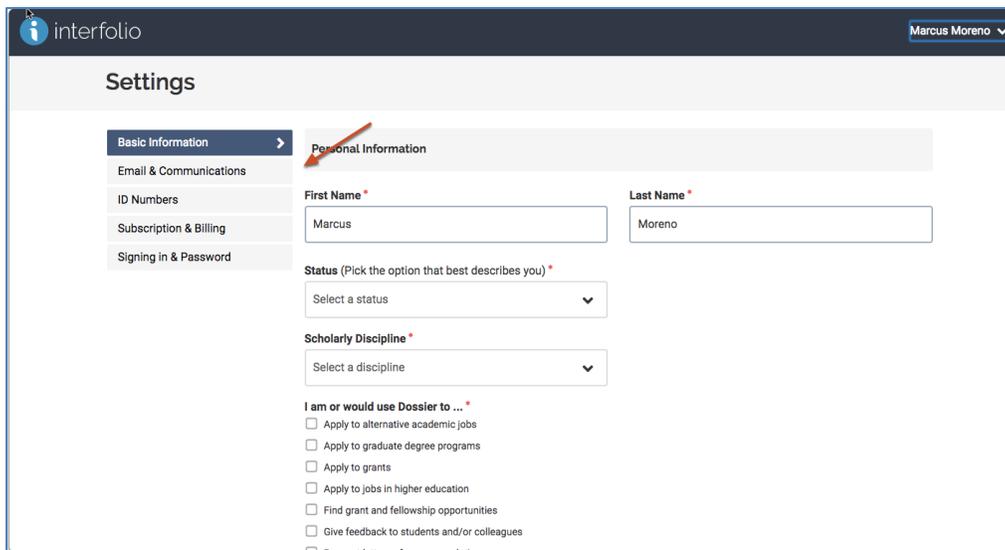
3. **Select the Merge Accounts button**
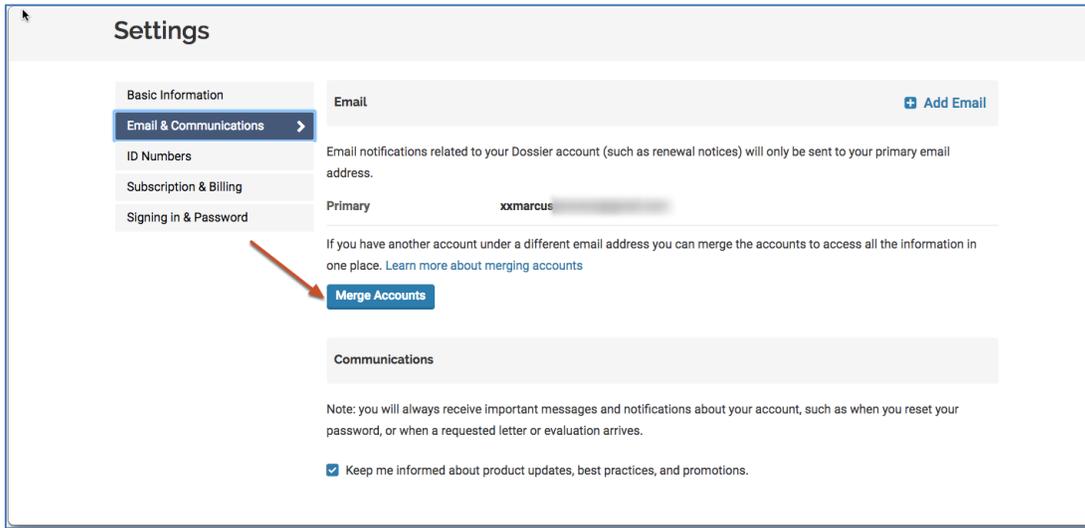
4. **Type in the credentials for the other account you want to merge with your SJSU Account.**
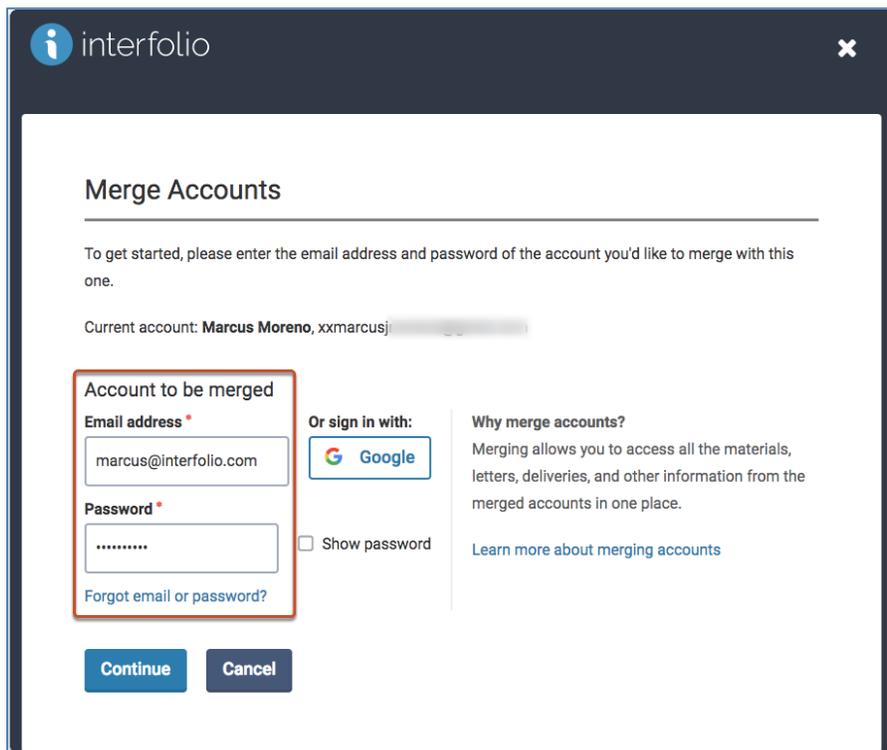
5. **Carefully read every line and check to confirm you understand what will occur when you merge your accounts. Click the button to confirm.**

Zoom:

6. **Your merge is now complete, or if one account is a Faculty180 account, you will have to wait for a waiting period for the merge to be complete.**

Merge Complete!

✓ Your accounts are now merged.

How do I sign in now?

You can now sign in to your Interfolio account with either email address. You **must** use the password of the account you're currently signed into.

What else?

We've combined the data from the two accounts together.

Now that your accounts are merged, all Interfolio emails will now be sent to ⟩████████████ (how do i change this?) You can manage what communications you receive in account settings.

OK