HELIX

FREQUENTLY ASKED QUESTIONS

DUPLICATE RECORDS

If you discover a duplicate **Client** or **Enterprise** record in Helix, or you are about to add a new Client/Enterprise record and want to check if an existing record is a duplicate, please email Gordon or Chris with the details. For Client records, please refer to them using their Client Reference rather than the client's name.

We try to keep duplicates to a minimum but with so many people using the system, duplicates do occur on a regular basis.

When there are duplicate records we will merge them together into one record, which will include all support added to both original records and make the remaining record available to both sites.

NB Please remember to check whether a client or enterprise already exists in Helix, before adding a new record.