

User cannot be found via search

When giving an individual user permission to your space or adding a user to your group, sometimes a user cannot be found via the search function.

Individual Users

Grant permissions to individual users, regardless of which groups they are a member of.

Emma Sebastian (886362@ucsf.edu) Deselect All

× 🔍 Add

⚠️ No matches found

Create group Rename group Delete group Add user Remove user

Membership: demospace-wikitempgroup

Show ▼ Search

Full Name	▲ Username	🔍 Email	🔍
No matching user found.			

Showing **0-0** of **0** (total: **1**) Prev Next

There are a few causes to this situation.

User being added is a UCSF employee or affiliate:

Cause 1) The user has never logged into [Wiki@UCSF](#).

Recommendation: Ask the user to try to login to [Wiki@UCSF](#). Logging into wiki (via MyAccess or Single Sign On) the first time will auto-create the user's wiki account. This will send the appropriate credentials of the user to confluence (the software application behind wiki) and establish the user's confluence userid. After the initial login, the user is searchable by his/her **last name**. This is the default Full Name that is set at initial login. The user may edit his/her Full Name later by editing his/her profile.

Cause 2) If the user has already logged in at least once, the Space Administrator is searching for full name (first and last name) of the user. If the user has not updated his/her profile and still has his/her last name as their Full Name, the user will not be found in searches that include the first name. Sometimes, the user may have a middle name or initial as well.

Recommendation: Try to search for the user's last name. Or ask the user to update his/her profile name.

Recommendation: Alternatively, instead of searching by name you can enter the user's confluence id which is derived from the user's SFID or '02' ID (if known by the Space Admin) in this format: [123456@ucsf.edu](#) (use digit 3-8 of SFID: 021234569).

Cause 3) On some occasion, if the user has a confluence userid established prior (using another last name for example), the Space Administrator may be searching for a name or an email address that is different from the user's name or email in his/her confluence profile.

Recommendation: In this situation, ask the user to confirm his SFID or '02' ID and update his/her profile email address and full name, as appropriate.

User being added is from another UC location:

Cause 1) The user has never logged into [Wiki@UCSF](#).

Recommendation: Ask the user to try to login to [Wiki@UCSF](#). Logging into wiki (via MyAccess or Single Sign On) the first time will auto-create the user's wiki account. This will send the appropriate credentials of the user to confluence (the software application behind wiki) and establish the user's confluence userid. After the initial login, the user is searchable by his/her **last name**. This is the default Full Name that is set at initial login. The user may edit his/her Full Name later by editing his/her profile.

Cause 2) On some occasion, if the user has a confluence userid established prior (using another last name for example), the Space Administrator may be searching for a name or an email address that is different from the user's name or email in his/her confluence profile.

Recommendation: In this situation, ask the user to confirm his campus/location single sign on and update his/her profile email address and full name, as appropriate.