

Question Asked	Answer Given
Does Unique change the address fields in the account, to the new address?	SWAN overlays the new address information in the patron's Primary Address fields. Their previous address is retained in the account notes for reference.
For those that I have resubmitted to Unique, how do I make sure they don't age out during the monthly patron purge?	These patrons would show up in the monthly BCA report. Libraries should access these patron accounts individually and change something in their address field so that the Last Activity date is updated, as detailed in our support site documentation. https://support.swanlibraries.net/documentation/87627
Who will have received the email? Director? Or library tech staff?	I believe the Director and tech contact were both contacted. If you did not receive an email, your firewall is in spec and does not need to be replaced.
I thought we were sharing the login and password for BC Analytics - we don't have individual logins anymore.	BLUEcloud Analytics password are in the Director's logins page on the support site. The Director or delegate in your library can share that with anyone they choose in the library.