ID Lookup instructions for use

Contents

Introduction

This plug-in contains two elements IDLookup and IDLookup Search.

IDLookup is the perfect tool for looking up individual and organisation constituents in Raiser's Edge and retrieving their ID values. It can be used as a means of preparation prior to importing or simply as a way of removing existing constituents from a cold list of prospects.

IDLookup Search gives you advanced search criteria to allow you to look up individual constituent records on the fly in The Raiser's Edge, you can then open and edit records as you would from a standard search.

Note that the screenshots shown below are taken from the UK version. If IDLookup is run in the US or Canada some of the field names will differ. The functionality however is identical.

Starting IDLookup

To enable the ID Lookup function to work effectively, your data must be saved in an 'xls' file format, 'csv' or tab delimited format and all data fields separated out into individual columns. The instructions are as follows:
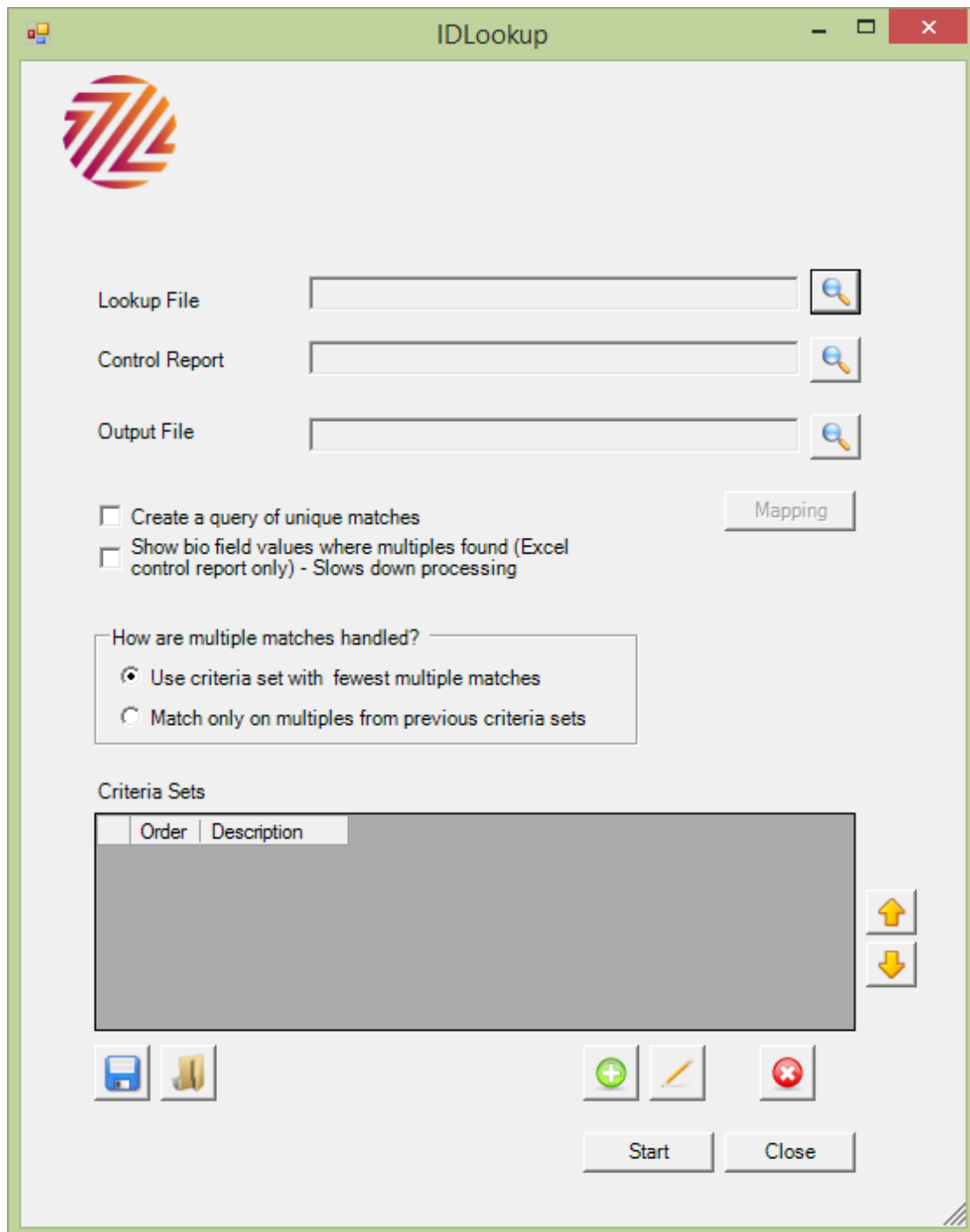
- Go to **Plug-ins** on in the left hand menu in Raiser's Edge and find the plug-in named '**ID Lookup**' in the list as shown below.
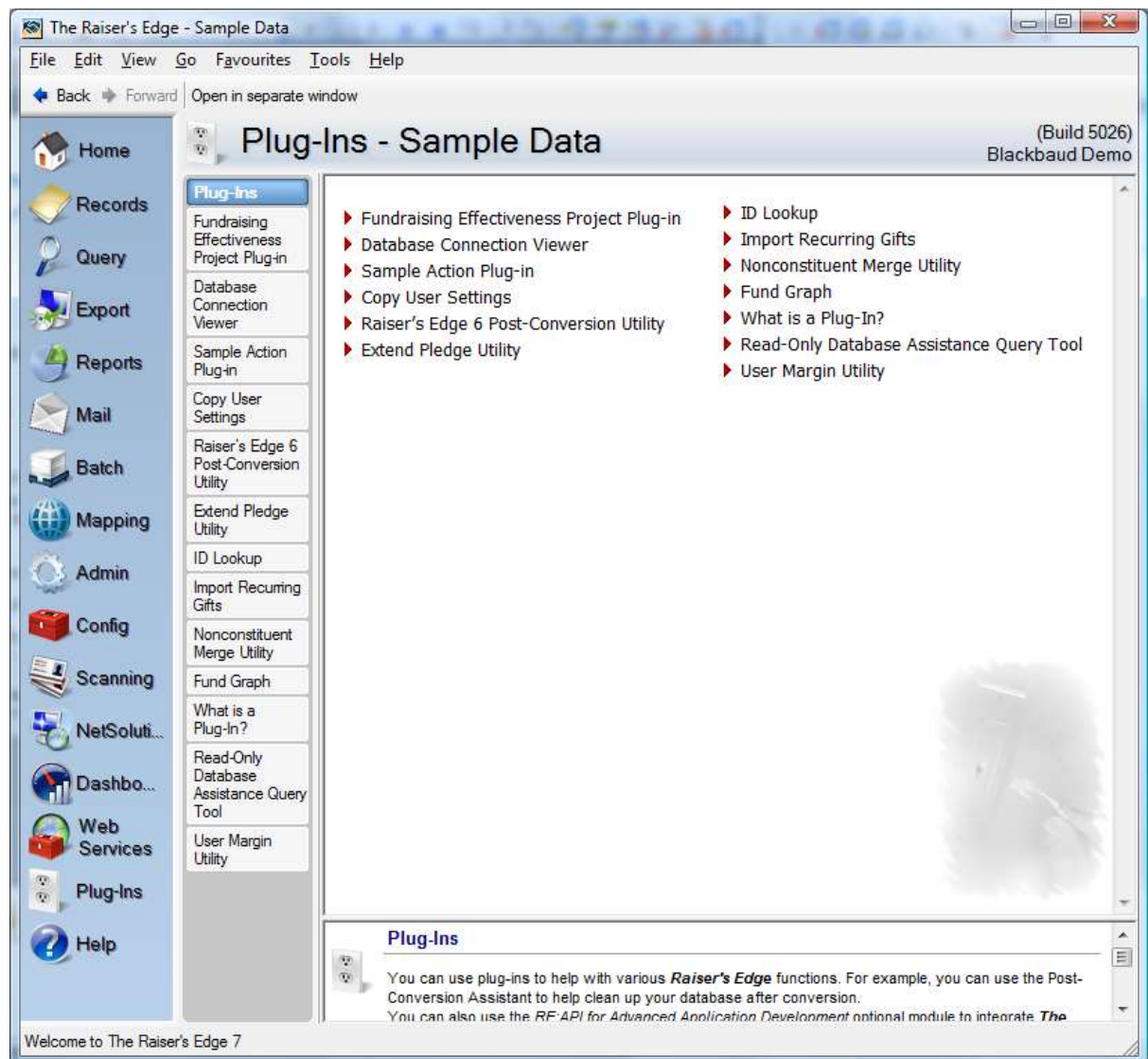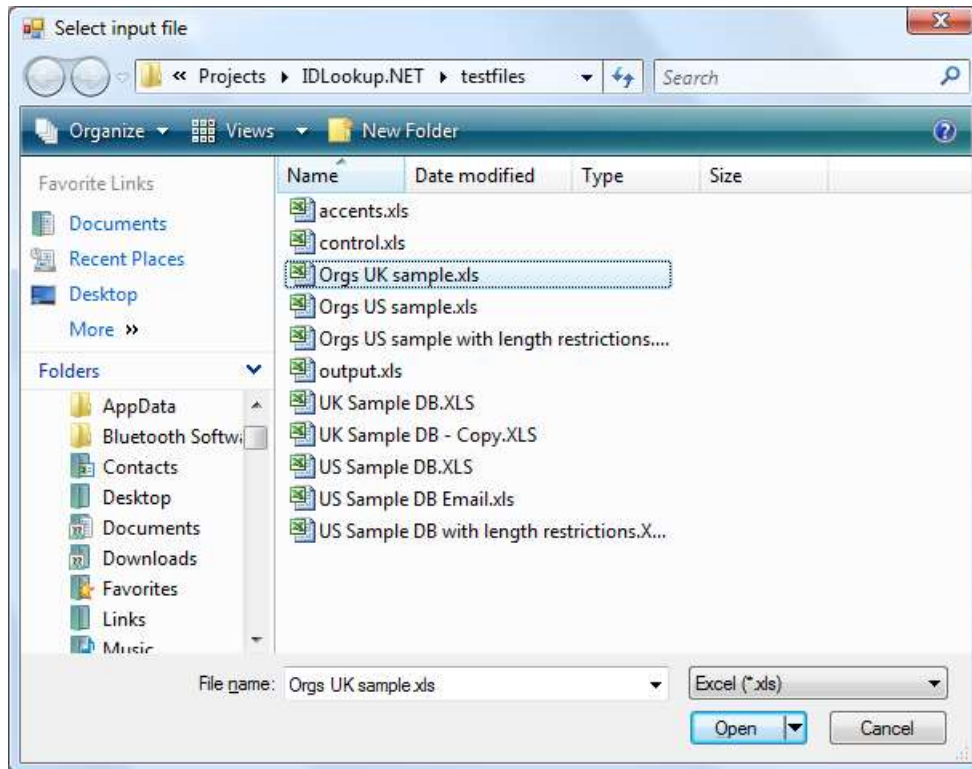
Click on the link. The following screen will appear:

This is the main lookup form where report file names are entered, search fields are mapped, the search criteria sets are created and other options set.

Preparing the search

- In the first field, '**Lookup File**:', click on the search icon the following screen will appear:

- Here you can search through the relevant directories for your data file. When you have located the file, highlight it, so the name of the file appears in the '**File name:'** field, then click on '**Open**'.
- The plug-in creates a Control Report and an Output File of the results. Before you can run the plug-in you must name these two files. To do this, click on the search icon in the '**Control Report:'** field, search for an appropriate directory to save the new document in, and write the name of the new file in the '**File name:'** field.
- Follow the same procedure to create the Output file. However you may either select an existing file (which will be overwritten) or after navigating to the desired directory, type in the name of the file. The three fields look as follows:

- After selecting a lookup file you are able to click on the mapping button and the following screen will appear:
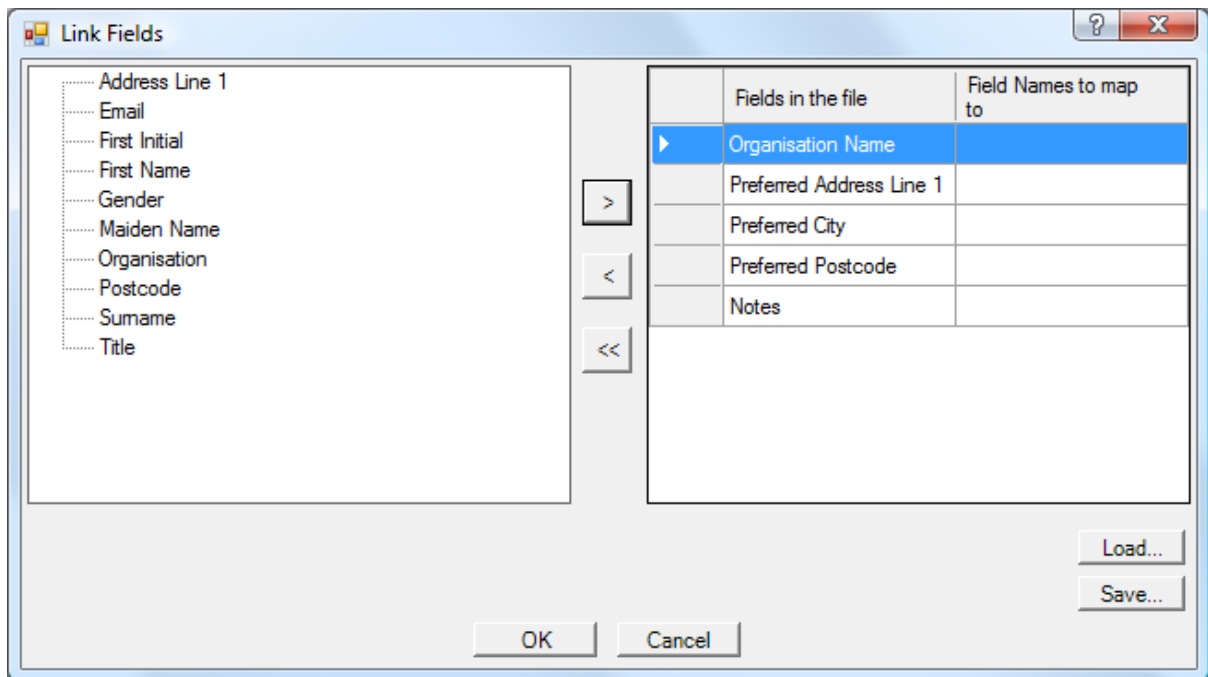
- The plug-in will automatically match as many of the fields from your data file as it can, based on the column headings.
- It is possible to minimise or maximise the number of fields that are mapped as appropriate, by using the chevrons in the middle of the screen.
- If you find that you are mapping many files of exactly the same format you may find it more time effective to create a mapping template. To do this map an example file and click on '**Save**'. The directory search screen will appear, save and name the **Mapping file** in an appropriate location and click on '**Save**'.
- When you next use the ID Lookup plug-in with a file of a matching file format to your template, click on the '**Mapping**' button and then in the next screen click on '**Load…**', choose from the directory the appropriate mapping file and the correct fields will be mapped automatically.
- When all the fields you need for the search are mapped, click on '**OK**'.
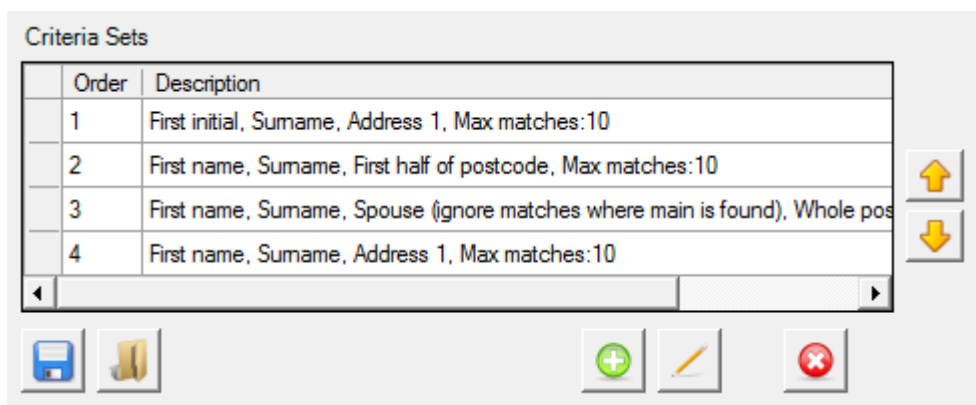
Managing the Search Criteria

IDLookup can be set up so that there are several sets of search criteria. If a unique match is not found on the first criteria set a comparison will be made using subsequent criteria sets until the best possible match is found.

The search criteria are managed using the criteria set grid shown below.
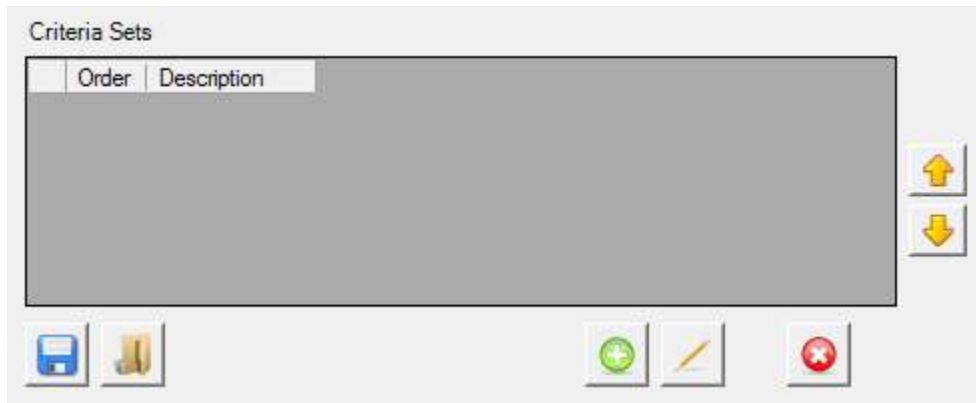
- By pressing the green **'Add'** button you can add a criteria set. The image below shows several criteria sets that have been added. For each set a description of the criteria used is given. Note that for each field used in the criteria the corresponding field must exist and be mapped in the Lookup File. (The exception is first name/initial where the same field can be used for both.)

Order	Description
1	First initial, Surname, Address 1, Max matches:10
2	First name, Surname, First half of postcode, Max matches:10
3	First name, Surname, Spouse (ignore matches where main is found), Whole pos
4	First name, Surname, Address 1, Max matches:10

- Criteria sets can be edited by pressing the **'Pencil'** edit button and removed by pressing the red cross button
- To change the priority order of the criteria sets use the up and down arrow buttons or drag the row you want to change
- It is possible to save criteria sets for later use or to load previously saved criteria sets using the save or load buttons respectively.

Creating a Criteria Set

On pressing the green **'Add'** button a new criteria set window appears as shown below.

An explanation of the different fields is given below:

Constituent Type

- It is possible to limit your search to either individual or organisation records only, or to include both, by selecting the appropriate radio button, shown below:

Biographical

- Select the fields to match on. Note that the more fields that are matched on, the less likely it is to find a match. However in such a case if a match *is* found, it is more likely to be a positive match.
- Where appropriate it is possible to select the number of characters to match on.
- For surname/last name, organisation and maiden name it is possible to match on a soundex value. Soundex functions calculate a number for each combinations of letters so that the name "Zeidman" would have the same value as "Zidman".
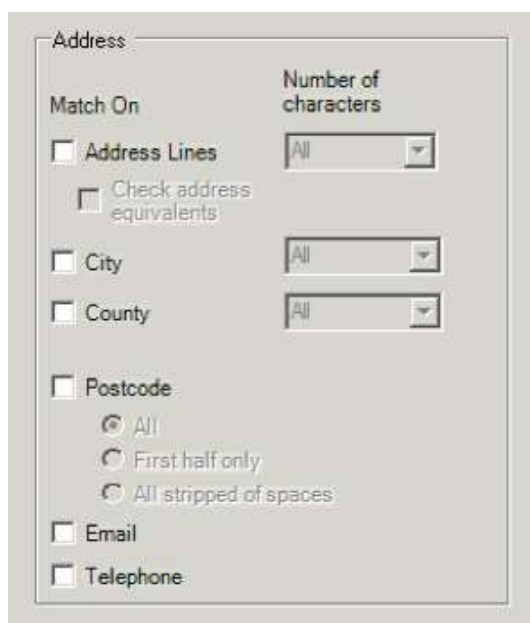
- For first name it is also possible to search the first name equivalents. For example a first name equivalent may have been set up for a constituent "Robert" so that if the names "Rob", "Bob" or "Bobby" for example, are in the file the constituent "Robert" will be found.
- The '**Surname/Org Name Aliases** tick box will check any aliases that may have been entered for an individual or organisation.
- The **'Spouse'** tick boxes allow you to use spousal information as an identifier in the search. If you check this box then you are also offered the option to ignore spousal matches if the main record you are searching for is found. E.g. A household may consist of Jenny and Jim Smith (main constituent and spouse respectively). If you are

searching on initial and address then both matches will be found. However if the Ignore spouse tick box is ticked Jim's match will be ignored.

- The Date of Birth tick box will match fuzzy dates both in the file and on the record. For example there will be a match if on the file the date is "03/01/1967" and on the record there is a date "1967". There will also be a match if the reverse is true and in the file the date is "1967" but on the record the date is "03/01/1967". Note the date format used is the same as the Windows settings. The fuzzy date rules are the same as in The Raiser's Edge.

Address
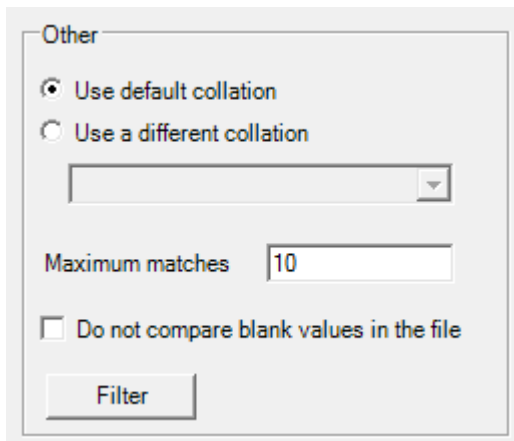
- If you have mapped the '**Address Line 1**' field, then the '**Use address equivalents**' tick box is enabled. This allows you to match on address abbreviations that may exist within your database. For more information on viewing and customising the address equivalents see Advanced Options later in this document.
- The screenshot is from the UK and international edition. In the US and Canada edition county is replaced with state and with province respectively.
- It is possible to expand or limit your search to either half or the whole of your postcode, by checking the '**All** or '**First half only**' option buttons. You can also compare the postcode by removing any spaces (UK, Australian and Canadian versions only).
- The '**Email**' tick box will check all telephone types in Raiser's Edge that have been designated emails. This is found in Config when you edit the phone type code table entry.
- The '**Telephone**' tick box will compare any telephone type that has been designated a telephone, a fax or other. The phone number in the file will be stripped of any
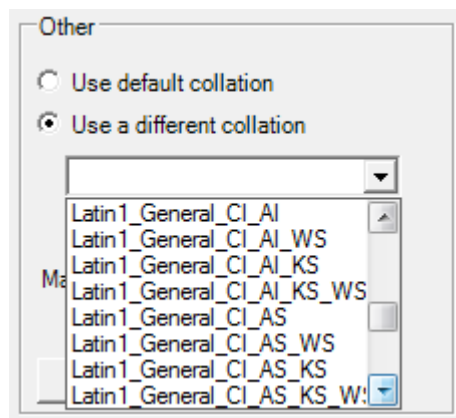
character other than a number. The comparison, however, will be against all fields stripped of the following characters: **( )** **.** **‒** and any spaces.[1]

Other

- The collation is the way in which the database treats text. The entries consist of alphabet types and methods of comparison and sorting. In the majority of cases the default collation will suffice (it will search the same way as The Raiser's Edge searches). However by selecting one of the alternatives it is possible to make the search case sensitive or accent insensitive. For more information speak to your organisation's network or database administrator.

- The '**Maximum matches'** figure allows you to limit the number of matches per record in your search file. Therefore, if there are many duplicates in your database or multiple matches are found for your given criteria, you can limit the number of results returned in the Output file.

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[1] The reason that there is a difference between what punctuation is removed is due to the techniques used. The field in the file can be stripped of all but numbers much more efficiently than can every field in the database.

- If the '**Do not compare blank values in the file**' tick box is ticked then IDLookup will not attempt to compare a blank value in the file with a value on the record. If it is ticked then any blank value in the file will only be a match if there is also a blank value on the record. For example, when the tick box is ticked, if no first line of the address is given in the file then for there to be a match the address block should also blank. However if it is not ticked then the record will match no matter what the value is in the address block, blank or otherwise.
- The final function in this section is '**Filter**'. This allows you to filter the search within your database to a query of constituents, specific Constituent codes and/or Constituent attributes. If you click on the '**Filter**' button the following screen will appear:
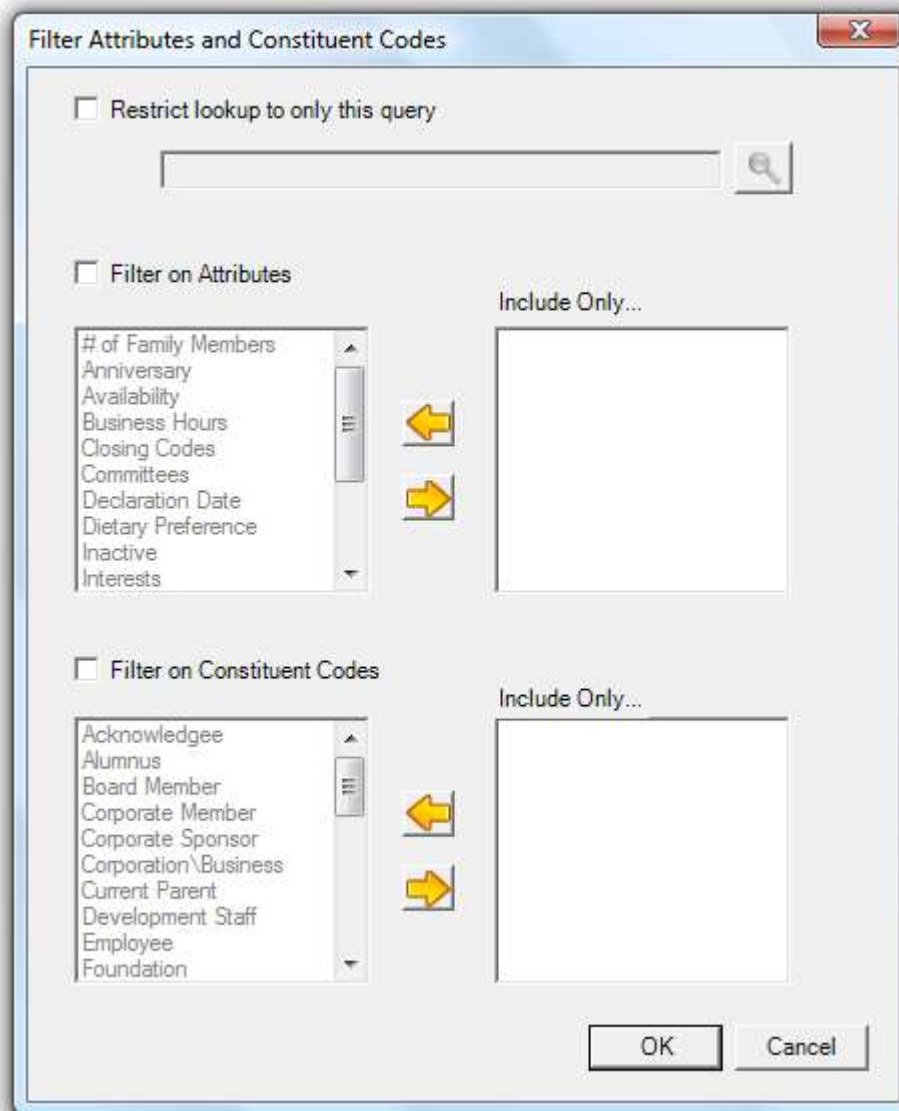
- You can select a query of constituents that will filter the results. Only the results appearing in the query will be matched against the criteria.[2]
- Here, you have access to your full table of Constituent Code entries and Constituent Attribute entries. Using the arrows you can select as many or as few as you wish to filter on.
- When you have selected the appropriate filters, click on '**OK**'

When the critieria set has been created press **'OK'** to add it to the list of criteria sets to be used for this lookup.

Further Search Options

☐ Create a query of unique matches
☐ Show bio field values where multiples found (Excel control report only) - Slows down processing

- If you tick the '**Create query of unique matches**' box then a query will be created containing all of the unique constituents found on the database that match your given criteria.
- If you tick the '**Show bio field values...**' box the control report will include the biographical details of all multiple results found. With this information it will be easier to determine the correct match. This only works when Excel is used for the control report format and it may slow down your processing. See 'Running the Lookup' below for more information.

How are multiple matches handled?
◉ Use criteria set with fewest multiple matches
○ Match only on multiples from previous criteria sets

The lookup process loops through all the criteria sets that you supply. Where there are multiple matches the process can do one of two things.
With the first option, the plug-in takes each criteria set individually and selects the criteria that produced the fewest matches.
With the second option, the plug-in uses the multiples for each subsequent criteria set so that depending on the criteria the multiples may get fewer and fewer. With this option it is best suited to select a lax criteria set to begin with and move on to increasingly detailed criteria.

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[2] In order to make IDLookup as efficient as possible the query is only run once when the value is first set. If the results change during an IDLookup session then these will not be reflected in the output.
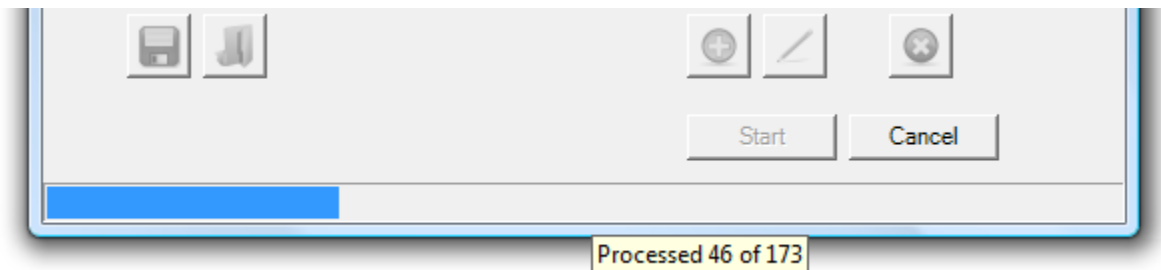
Running the Lookup

- To start the lookup, click on the '**Start**' button from the main lookup screen
- If there are any errors that prevent you from proceeding these will be displayed with a warning symbol alongside the area that needs correcting. The image below shows that no criteria sets have been added:
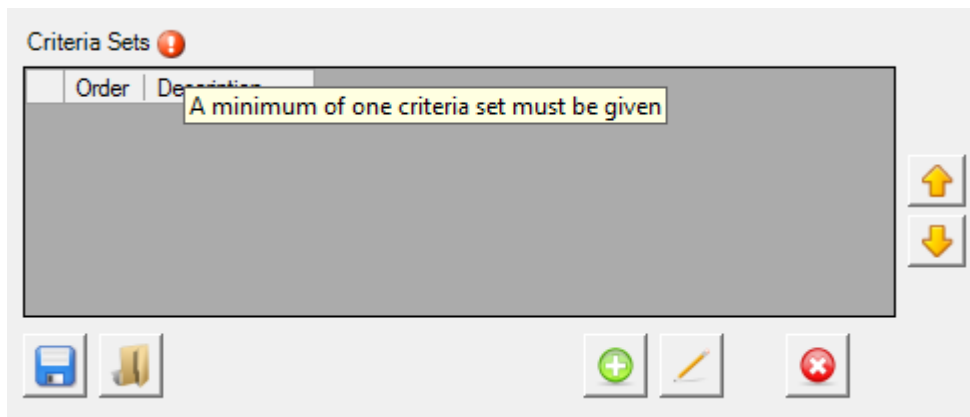
- When the lookup has started, the progress bar will show the amount processed. By hovering with the mouse over the progress bar the exact numbers will show:

- You will be able to click on '**Cancel**' and stop the lookup at anytime during this stage.
- To view your results go to the directory where your 3 files are stored.
- The original file linked to the '**Lookup**' field will be unchanged

Control Report
- The '**Control Report**' created will look as follows:

	A	B
1	**IDLookupTest Control Report**	
2		
3	Date run	28/01/2009 12:34
4	Import file	E:\Projects\IDLookup.NET\testfiles\UK Sample DB.XLS
5	Exception File	E:\Projects\IDLookup.NET\testfiles\output.xls
6	Number of Rows	174
7	Time Finished	28/01/2009 12:35
8	Number of records processed	173
9	Number of unique records found	159
10	Number of mulitiple match records	4
11	Number of zero match records	10
12	Number of Exceptions	0
13		
14	Criteria set 1	First initial, Surname, Address 1, Max matches:10
15	Criteria set 2	First name, Surname, First half of postcode, Max matches:10
16	Criteria set 3	First name, Surname, Spouse (ignore matches where main is found), Whole postcode, Max matches:10
17	Criteria set 4	First name, Surname, Address 1, Max matches:10
18	Unique Matches using criteria set 1	155
19	Unique Matches using criteria set 2	0
20	Unique Matches using criteria set 3	0
21	Unique Matches using criteria set 4	4
22		
23		

- This shows a summary of the lookup including the number of matches, multiple matches and zero matches, a description of the different criteria sets used and the number of unique matches using the different criteria sets

38	
39	
40	
41	

◄ ► ►| **Summary** / Errors / Sheet3 /

Ready
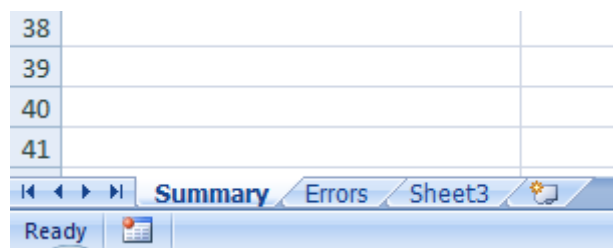
- This document contains 2 workbooks, one named '**Summary**', which contains the statistical result shown above, the second named '**Errors**' which contains any exceptions. These may be programmatic errors or errors reaching the database

Output File - Matches

- The '**Output file**' will be a copy of your '**Lookup File**' with a further 7 columns added to the beginning of the data. Note: for a more detailed output select an Excel file as the output. Much of the functionality is diminished when using a CSV file.

- The first column 'Best Match Found In' indicates which criteria set was used for this result whether it is a unique or multiple match.
- The next two columns, '**Constituent Id**' and 'Import Id' list the constituent IDs of all the records the lookup has been able to identify (see above).
- It is possible that your data returns multiple matches, if so then the Constituent and Import Id fields will remain blank but the following three fields , '**Multiple Reference No**', '**Multiple Constituent Id**' and '**Multiple Import Id**' will be populated. The reference number is a link to the Multiples tab in the work sheet. The Ids shown are separated by a semi-colon.
- The final additional field shows the number of matches; 0 for no matches, 1 for a unique match and anything greater for multiple matches. If there have been any exceptions then the number of matches will show an '**X**'.

Output File - Multiples

The second tab includes multiple match details. If the 'Show bio fields...' tick box was selected on the main lookup screen (shown below) then the output will include much more detail about the multiple match values

The output from the Multiples tab (without extra bio details) looks as follows:

And with the extra bio details:

The first column is a reference to the **'Multiple Reference No'** column of the previous tab. The following two columns give the specific constituent and import ids for the multiple match. With the extra bio details switched on the remaining columns give more details about the potential matches.

Advanced Options

The advanced options can be reached from the main IDLookup screen by clicking on the Zeidman Development logo:

This brings up the About box. Click on the advanced button below for a menu of advanced options.
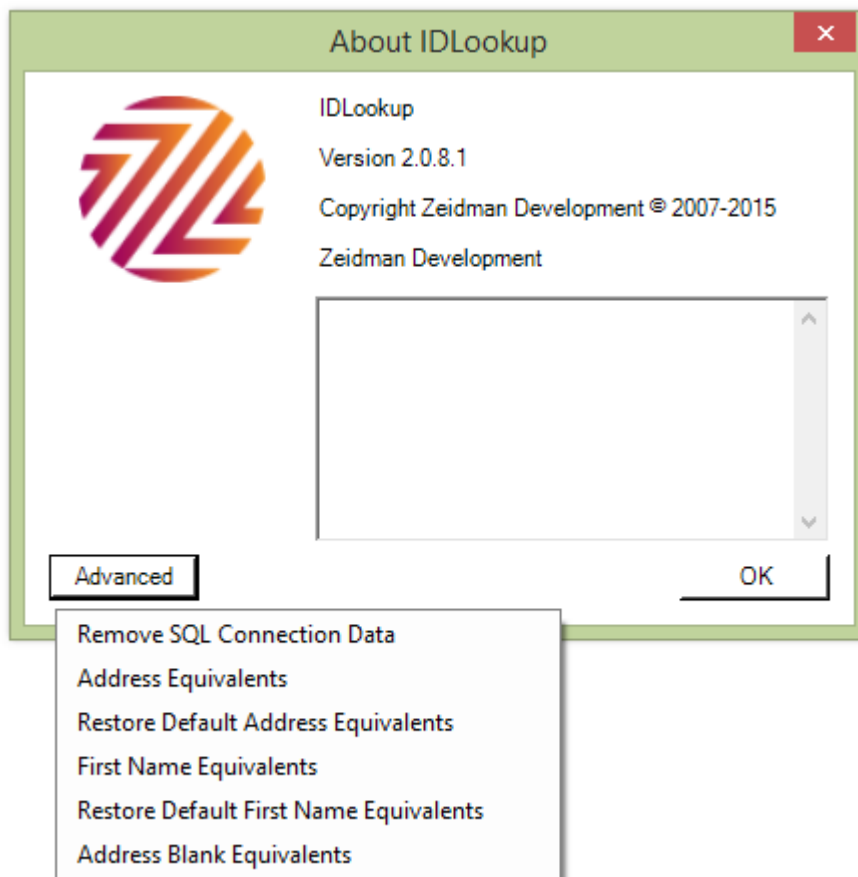
Removing the SQL Database Connection Settings

It is possible to remove the saved SQL database connection settings (e.g. you want to change the password or point to a different database than currently logged in). Select 'Remove SQL Connection Data' from the drop down menu. For some background to this see the installation section of this document.
Click OK to the prompt and the stored connection settings will have been removed.

Address Equivalents

It is possible to add, edit and remove address equivalents. Address equivalents are words used in an address that have the same meaning but may be abbreviated. Any direct comparison between two addresses will fail unless address equivalents are being used. For example on the lookup file there may be an address "100 London Rd" whereas in The Raiser's Edge the address line may be "100 London Road". By making "Road" and "Rd" equivalent we are able to equate the addresses in the comparison.
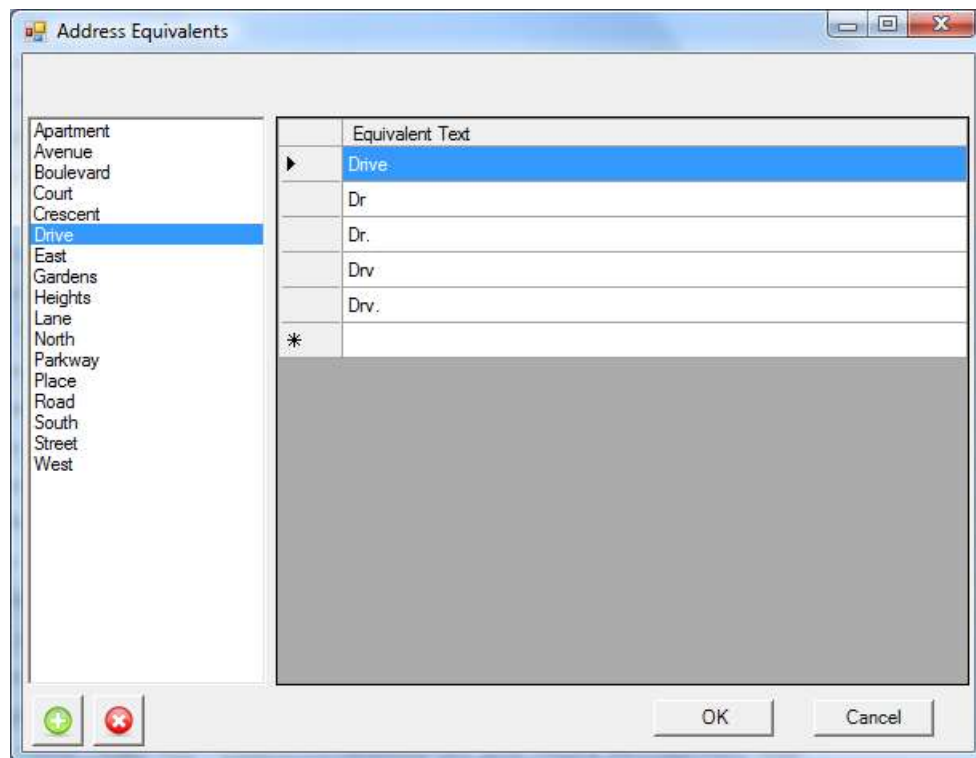
The address equivalents screen above shows the list of main entries on the left and a grid of their equivalent values. No precedence is given to the main entry but is merely a method of review the equivalent addresses.

- To add a new main entry press green plus button . You are prompted to enter a value for the new entry. On pressing OK the entry is added to both the main entries list on the left and the corresponding equivalents grid on the right of the screen.
- To remove main entries press the red cross button .
- Enter a new equivalent entry by typing it into the bottom row of the grid (marked with an asterisk).
- Edit equivalent entries by clicking on the row and typing over the existing entry
- Delete equivalent entries by selecting the whole row and pressing delete (on the keyboard)
- **Note** it is not possible to edit or delete main entries from the equivalent's grid. This should be done from the main entries list instead.
- Press OK to save your changes or Cancel to close without saving.

Restore Default Equivalent Addresses
It is possible to restore the equivalent addresses to their default state by selecting this from the advanced dropdown menu. Any changes that have been made to the address equivalents will be lost.

First Name Equivalents

First name equivalents follow exactly the same concept as the address equivalents. It is possible to select synonyms for first names such as Robert, Rob, Bob, Bobby, etc. See address equivalents section above for information about how to add, edit and remove first name equivalents.

Restore Default Equivalent First Names

Just as address equivalents it is possible to restore the equivalent first names to their default state by selecting this from the advanced dropdown menu. Any changes that have been made to the address equivalents will be lost.

Address Line Blank Equivalents

When comparing address lines there sometimes certain characters that you do not want to be compared because they may or may not be in the address. The more common examples may include "C/O", "#", "Flat", "Suite", etc. By adding these values to this table IDLookup will ignore these values when comparing address lines.

IDLookup Search

Available in version 2.4.0 IDLookup search gives you the power of the advanced search options of IDLookup to search for individual constituents in RE. After installing IDLookup you will find a new menu item 'IDLookup search' in the main menu.

Open this up and you'll see a large number of search fields available.

There are two search methods:

Simple Search

Select 'simple search' to simply use IDLookup search as you would the regular RE search screen. You can use fields in combination or alone.

Note: Wildcard searches are not supported in the following fields SSN/NIN/SIN, ConsID, Import ID

Criteria Sets Search

This allows you to use criteria sets to search for constituents, you can use pre-defined sets or create new ones on the fly by clicking the 'define' button. See Creating a criteria set for more details.

Note: Once you select 'criteria sets search' you will only be able to search using fields included in those criteria sets.

Options

Select how multiple matches should be handled, match only on multiples from previous criteria sets to drill down from set to set or using criteria sets with fewest multiple matches will search on each set individually.

How are constituents opened in the grid?

You can select either 'as search' which will close IDLookup search before opening the constituent so you can go back to RE immediately from closing the constituent. Alternatively select 'with navigation option' which will allow you to open and close records whilst keeping your search open and available as you look into records.

Use the expand button to hide the search criteria if you have lots of matches.

Choose to save the results as a query for later use.

IDLookup Dedupe

Available in version 2.4.0 IDLookup Dedupe gives you the power of the advanced search options of IDLookup to Dedupe The Raiser's Edge.

The built in Constituent Duplicate Report makes use of Blackbaud's own fuzzy logic to find duplicates. However if you would like to control exactly what is matched or be able to match on equivalent first names or address lines then IDLookup Dedupe will enable you to dedupe RE more effectively.

From the plug-ins menu select IDLookup Dedupe.

The initial screen shares a lot in common with IDLookup and IDLookup Search
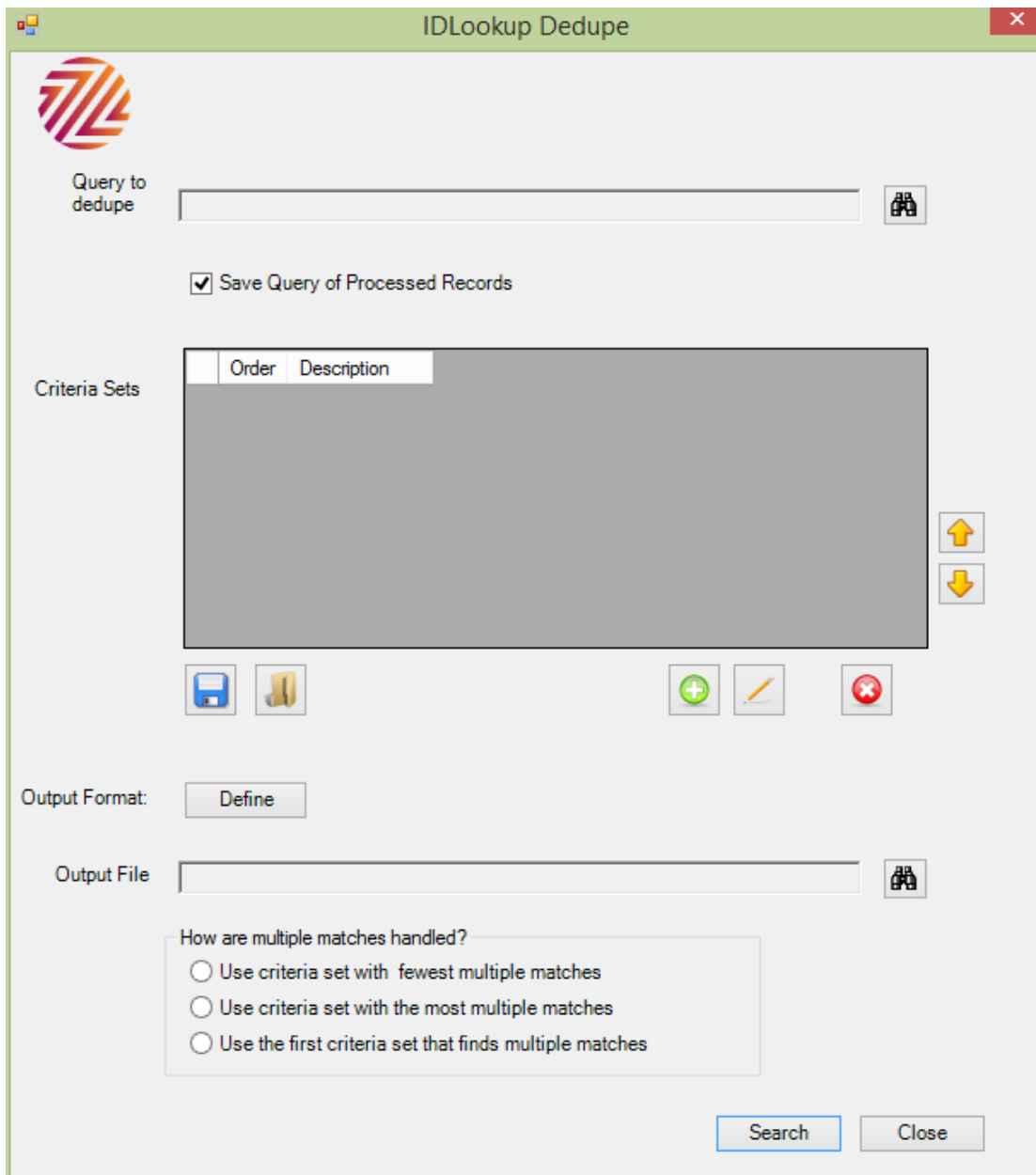
Select a query to dedupe. If you would like to dedupe the whole database then select a query that includes everybody e.g. add query criteria such as "Constituent Import Id is not blank".
Each of the other areas should be familiar.
Note that depending on the size of your database this process may well take a long time before finishing.

IDLookup Installation

IDLookup has to be installed on the server and on each client that is going to use the plugin from within The Raiser's Edge. This guide gives you an overview of how to install the plugin in both locations. If you have a standalone version of The Raiser's Edge (a single user license of Raiser's Edge where everything is installed on one machine) then skip the server installation section. For the latest information about IDLookup view the IDLookup download page at
http://www.zeidman.info/downloads/IDLookup.htm

Server Installation

IDLookup requires read only access to your Raiser's Edge database. In order to do this it is necessary to set up a user name and password. Note that this is **not** same as your Raiser's Edge login.

There are two methods for doing this.

1. The recommended method is to run the ZDServerInstall.exe application on database server. Ensure that you are logged in as a local admin user. This application will collection the name of the server, database and username and password that will be added to the database. **Make a note of the chosen username and password as this will need to be entered the first time you run IDLookup.**

2. The alternative method is aimed at IT staff who are skilled in the use of SQL Server. The script in Appendix A shows the user that is set up and required for running IDLookup.

Client Installation

When you download IDLookup from Zeidman Development you receive a zipped file consisting of one other installation file (IDLookup.msi). On the workstation ensure that Raiser's Edge is installed. Then simply double click on the installation file. You will be guided through the simple installation of IDLookup.

You will be able to install all three components i.e. IDLookup, IDLookup Search and IDLookup Dedupe by selecting the complete install option or decide which one to install by selecting custom install. Selecting the typical install will install IDLookup and IDLookup Dedupe.

The first time you start IDLookup you will be prompted to configure the database settings. This is where you need to enter the values that you entered from the server installation. This is shown below:
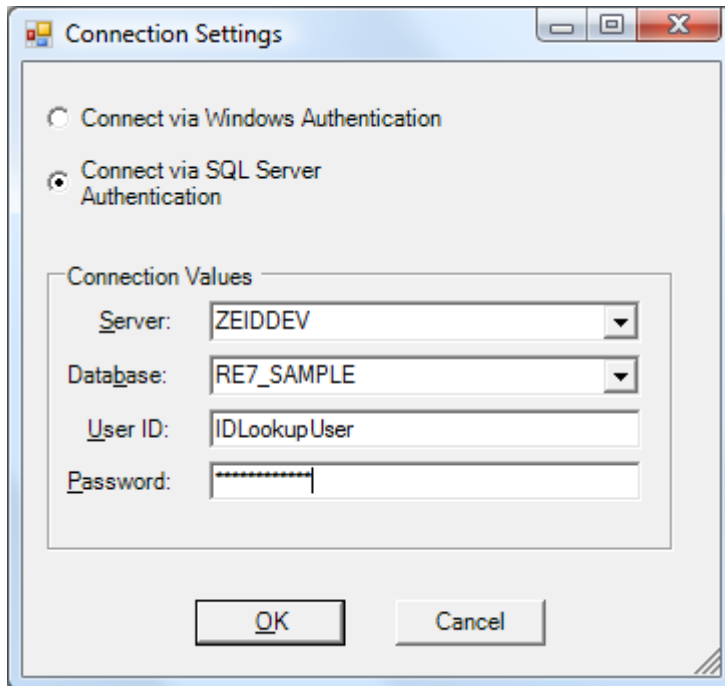
The form is prepopulated with the server and database values based on your current connection through The Raiser's Edge. These values are per server and database and are stored in the database and will not need to be reentered for each client.

If you have a standalone version of The Raiser's Edge then select "Connect via Windows Authentication". DSN, driver and database should be as above (for the sample database otherwise "RE7"), user id and password should be blank. The server uses the name of your machine which can be found by right clicking on My Computer, Properties, Computer Name tab and then Full Computer Name. e.g. "MyMachine\RE_EXPRESS".

If all the details are correct and the script (for the server installation) has been run correctly then the lookup will start. This step above only needs to be performed once per Raiser's Edge database instance (e.g. once for the sample database and once for the live database)

If you do decide to purchase IDLookup then you will have to repeat these steps for your live database.

Contact

If you need any assistance in using or installing IDLookup then please do not hesitate to contact us: development@zeidman.info or via our website http://www.zeidman.info

Appendix

The following is a sample script for setting up the user names on the database server. The same script is used in the server installer application. The text in bold will need to be changed.

This script sets up a SQL Server user with sufficient rights to read from the Raiser's Edge database. It also allows the user to execute a user function that splits the address lines from the address block

 You should change the username (where it says "MY_USERNAME") , password (where it says "MY_PASSWORD") and change the name of the database that it works against (MY_DATABASE).

```
if not exists (select * from master.dbo.syslogins where loginname = N'MY_USERNAME')
BEGIN
            declare @logindb nvarchar(132), @loginlang nvarchar(132) select @logindb = N'MY_DATABASE', @loginlang =
N'us_english'

            if @logindb is null or not exists (select * from master.dbo.sysdatabases where name = @logindb)


                    select @logindb = N'master'
                    if @loginlang is null or (not exists (select * from master.dbo.syslanguages where name = @loginlang) and
@loginlang <> N'us_english')
                            select @loginlang = @@language

            exec sp_addlogin N'MY_USERNAME', 'MY_PASSWORD', @logindb, @loginlang
END
GO


if not exists (select * from dbo.sysusers where name = N'MY_USERNAME' and uid < 16382)
            EXEC sp_grantdbaccess N'MY_USERNAME', N'MY_USERNAME'
GO

CREATE ROLE [db_zd_lookup] AUTHORIZATION [dbo]
GO

GRANT SELECT ON SCHEMA :: dbo TO [db_zd_lookup]
GO

GRANT EXECUTE ON ADDRESSLINE TO [db_zd_lookup]
GO

exec sp_addrolemember N'db_zd_lookup', N'MY_USERNAME'
GO
```