

Patron Update for Voyager TotalCare

- **Product:** Voyager
 - **Product Version:** All
 - **Relevant for Installation Type:** Total Care
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Question

We are a Voyager TotalCare customer and have patron records that need to be updated. What is the procedure?

Answer

1. Create SIF or XML patron file(s).
2. Open Case to request patron update & attach files.
3. Fix any issues with patron files identified by Support.
4. Support will process files and provide names of log and error files for review (available via WebAdmin > Report Files).

Additional Information

*TotalCare customers can also use Voyager [WebAdmin](#) to run *Patron Batch Jobs in XML including patron update and forgive fines* (see the Technical User's Guide).*

Support must place the input files for patron and circulation batch jobs (i.e., patron import and forgive fines) on the server prior to the TotalCare customer running WebAdmin.

See [Voyager Technical](#) User's Guide for details of SIF file structure

See [Patron XSD](#) on [Developer Network](#) for details of XML file structure

[Resources and FAQs for Patron Utilities in Voyager](#)

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