



Clone This User - Frequently Asked Questions (FAQ)

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This product is 100% native to Salesforce so inherits all the security, compliance, and regulatory conditions provided by Salesforce.

Arkus does not provide any other security documentation.

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Q: Is Clone This User free and where do I get it?

A: No catch, it really is free and you can get it on the Salesforce [AppExchange](#).

Q: Does Clone This User work in Classic and Lightning?

A: Yes, Clone This User works in both. The Classic version is only supported and all new features are developed for Lightning. The Lightning version provides: more standard fields to edit while cloning, cloning of custom fields and more memberships/assignments.

Q: What permissions are needed to use Clone This User?

A: For a user to be able to create users, generate passwords and assign them to permission sets they need the following permissions: “Manage Users”, “Reset User Passwords and Unlock Users”, and “Assign Permission Sets”. System Administrators already have these permissions, but some organizations also count on Delegated Administrators and non-System Administrators to manage their users. If you installed the app with access to all profiles, these permissions may be bypassed by Salesforce, so Clone This User checks for these permissions when accessing it. If you want to allow non-System Administrators to use Clone This User but without giving them full Manage Users permission, you can configure in the settings page to not check for this permission.

Q: Does Clone This User allow you to clone an inactive user?

A: Yes, all users with no restrictions will appear in the search for a user to clone.

Q: Does Clone This User allow you to clone a community user?

A: No, Clone This User does not support cloning of Community Users so they are not displayed in the search. Community Users must be created from a Contact.

Q: Does license type matter when cloning users?

A: Yes, you may only create users with the same license of the user selected to clone. When the clone is going to be created, if your organization does not have any more licenses of that type Clone This User will display the message “Error: You do not have enough feature licenses to clone this user.”

Q: Does Clone This User follow the validation rules defined on the User object?

A: Yes, there’s no way for Clone This User to bypass them unless a System Administrator of the



organization performs some additional manual steps to bypass a particular validation rule. See the section “Bypassing Validation Rules” in the installation guide for either Classic or Lightning.

Q: What are the required fields to create a user?

A: Per Salesforce documentation [User | Object Reference for Salesforce and Lightning Platform](#) the following fields are required by Salesforce to create a user:

- Last Name
- Email
- Username
- Alias
- Profile
- Time Zone
- Language
- Locale
- Email Encoding

Other fields are also required but they have default values defined by Salesforce or the company defaults. All of these fields are required by Clone This User and if one of them is not shown on screen, it is cloned in the background with the information from the original user.

Clone This User additionally requires First Name and Nickname to create a user (the nickname is created automatically from the Email field, just like when creating a User through the Setup).

Q: Which fields are pre-populated in Clone This User from the original user?

A: There are several variables that come into play to decide whether Clone This User shows, requires, allows to hide and prepopulates a field with the information from the original user:

- Are you using Clone This User in Classic or Lightning?
- Is the field Standard or Custom?
- Is the field required?
- Does the field contain information that is personal or unique?
- Is the field hidden in Clone This User?
- Does the field have a default value defined?

If you are using Clone This User in Classic, only the minimum required standard fields that do not appear on screen will be cloned from the original user (such as Profile, Time Zone, Language, Locale, Email Encoding). In Lightning, however, here's how they come into play:



- If the field is standard, personal or unique, and required (such as Last Name, Email, Username, Alias), then Clone This User will not allow to hide it from the form, will not prepopulate the information from the original user and will require to input the new user information.
- If the field is standard, not personal or unique, and required (such as Profile, Time Zone, Language, Locale, Email Encoding), Clone This User will allow to hide it from the form, will prepopulate the information from the original user and will require to input the new user information.
 - If the field is marked to be hidden in Clone This User, it will clone the information from the original user in the background as it is required.
- If the field is standard, not personal or unique, and not required (such as Title, Company, Department, Division, Manager, Delegated Approver), Clone This User will allow to hide it from the form, and will prepopulate the information from the original user.
 - If the field is marked to be hidden in Clone This User, it will not clone the information from the original user in the background, but may be populated with the default value defined in it.

The following standard fields are prepopulated with the information from the original user and Clone This User allows to modify them for the new user:

- Active
- Role
- Profile
- Title
- Company Name
- Department
- Division
- Time Zone
- Language
- Locale
- Email Encoding
- Delegated Approver
- Manager

The following standard fields are prepopulated with the information from the original user in the background and Clone This User does not allow to modify them for the new user:

- Call Center
- Work.com User
- Marketing User
- Offline User
- Force.com Flow User
- Salesforce1 User



- Salesforce CRM Content User
- Development Mode
- Allow Forecasting
- Receive Salesforce CRM Content Alerts
- Receive Salesforce CRM Content Alerts as Daily Digest
- Knowledge User
- Newsletter
- Admin Newsletter
- Site.com Contribution User
- Site.com Publisher User
- Data.com Monthly Addition Limit

All custom fields are prepopulated with the information from the original user (unless it's a picklist field and the value in the original field is no longer active - see [this](#) question) and Clone This User allows to modify them for the new user. If a custom field is not shown in Clone This User, then that field will not be populated with the information from the original user in the background, but may be populated with the default value defined in it.

Q: Are fields cloned even if they are not shown in the Clone This User page?

A:

- If the field is standard, not personal or unique, required, and is marked to be hidden in Clone This User (such as Profile, Time Zone, Language, Locale, Email Encoding), it will clone the information from the original user in the background as it is required.
- Some other standard fields are also cloned in the background, but Clone This User never shows them on screen.
- If a custom field is not shown in Clone This User, then that field will not be populated with the information from the original user in the background, but may be populated with the default value defined in it.

Q: If the original user contains a value that is now inactive in a picklist field, how does Clone This User handle that?

A: In the form to enter the data for the new user the picklist will not be prepopulated (since that value is no longer active), and only active values will appear in the dropdown for that picklist field.

Q: Does Clone This User transfer ownership of records to the cloned user?



A: No, this would require to go through every single record of every single object, this would be a very heavy load to do such a mass update.

Q: Does Clone This User clone manual sharing of records to the cloned user?

A: No, this would require to go through every single record of every single object, this would be a very heavy load to do such a mass update.

Q: Does Clone This User allow you to select which memberships/assignments to copy to the cloned user?

A: No, due to the limits of how many there could be of each. This would also kind of miss the point of “cloning”. If you add a couple too many permissions by cloning, then it’s better to remove them manually afterwards.

Q: Does Clone This User allow you to add more memberships/assignments to the cloned user (that are not in the original user)?

A: No, due to the limits of how many there could be of each. This would also kind of miss the point of “cloning”. If you need to add a couple more permissions, then it’s better to add them manually afterwards.

Q: What is the maximum number of memberships or assignments that can be handled in cloning one user?

A: Clone This User can do any number of public group membership, queue membership, permission set assignments and permission set license assignments. If the cloned user needs to be assigned to more than 25 of these assignments they will be processed asynchronously, the current user will receive an email when all assignments are effectively completed.

Q: I received a message with a critical update or an ‘ACTION REQUIRED’ subject in an email from Salesforce. Will this affect Clone This User?

A: We review our product periodically with every Salesforce release to make sure any critical



update will not impact our functionality. Stay tuned for updates to Clone This User on the Salesforce [AppExchange](#).

Q: How Do I Share Feedback with Arkus?

If you need additional support related to this app or have an app issue to share with us, please reach out to support@arkusinc.com so we can assist you.

We also encourage you to let us and others know how Clone This User is working for you in a review on the Salesforce AppExchange. We are continually building upon Clone This User to increase its functionality and usefulness. We appreciate your feedback.

If you are interested in learning more about Arkus and our consulting services, visit us at www.arkusinc.com or contact us at www2.arkusinc.com/contact. Please send requests for app support to the support@arkusinc.com email, not in the contact form.

Learn more about our other free app, The Permissioner, at <https://www2.arkusinc.com/thepermissioner>