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# Allowed Additional Symbols (-, \_) in the User's Email Account Field

Up to BioStar 2.8.12, the User Information had limitations with symbols. Putting 'hyphen(-)' or 'underscore(\_)' in the fore most space or '@' sign for the email address was regarded as invalid values. So, the users could not enroll new users or update user information with such values. Since variety of enterprises' email policies differ, some customers could not enroll users with their appropriate information and could not use Suprema Mobile Access for some users. To meet their conveniences, Suprema improved BioStar's email address policy.

1. 'Hyphen' and 'underscore' can be put any where before '@' sign.
2. 'Dot' cannot be put in the fore most space or right before the '@' sign.
3. CANNOT put other special symbols in the email address.

- Can be enrolled: Karina@suprema.com, K.rina@suprema.com, -Karina@suprema.com, Karina-@suprema.com, \_Karina@suprema.com, Kraina\_@suprema.com
- Can not be enrolled: .Karina@suprema.com, Karina.@suprema.com, Kari#na@suprema.com

## Difference between BioStar 2.7.12 and 2.7.14

### 1) Up to BioStar 2.7.12

- CANNOT enroll user with email address '-laney.test@email.com' due to the position of hyphen symbol.

← Add New User **BioStar 2.7.12**

Information

HYPHEN is in the most front.

• Name: Laney

• ID: 2

• Group: All Users

• Period: 2001/01/01 00:00 ~ 2030/12/31 23:59

• Operator Level: None

• Login ID:

• Password:

• Email: -laney.test@email.com

• Telephone:

• Status: ☒ Active

+ Add Photo

Credential

Error Cannot enroll user. Invalid Email. ( 131079 )

Ok

## 2) BioStar 2.7.14

- CAN enroll user with email address '-laney.test@email.com'.

← Add New User **BioStar 2.7.14**

Information

• Name: Laney

• ID: 2

• Group: All Users

• Period: 2001/01/01 00:00 ~ 2030/12/31 23:59

• Operator Level: None

• Login ID:

• Email: -laney.test@email.com

• Telephone:

• Status: ☒ Active

• Access Group:

• USER IP:

+ Add Photo

All Users

	ID	Name	Email
<input type="checkbox"/>	1	Administrator	-
<input type="checkbox"/>	2	Laney	-laney.test@email.com

From:  
<https://kb.supremainc.com/knowledge/> -

Permanent link:  
[https://kb.supremainc.com/knowledge/doku.php?id=en:allowed\\_additional\\_symbols\\_-\\_in\\_the\\_user\\_s\\_email\\_account\\_field](https://kb.supremainc.com/knowledge/doku.php?id=en:allowed_additional_symbols_-_in_the_user_s_email_account_field)

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