

How do I remove duplicate member profiles?

Michael C. - 2021-11-11 - Membership Management

From time to time the same member might have two member profiles. This could be due to erroneous RI integration syncing, or the member's original profile may have been marked as an Inactive Member and a new account was created for the member.

If you would like to mark the duplicate profile and deactivate it, please determine which profile is most complete and has the most correct data about the member. You can do this by asking the member which login name they use to login to the Club, checking the Attendance data, the volunteer data and which profile contains the most profile information for the member.

Note: When terminating a member as a duplicate in ClubRunner, the duplicate profile will be removed from any Club Membership Reports, like the Club Dashboard Report.

To remove the duplicate member profile and resolve RI Integration errors please follow these steps:





1. To access the Member List feature, you must go to your club homepage and log in. Then, click on **Member Area** near the top right of the page.
2. Along the top of the screen you will see several tabs. Click on the **Membership** tab.
3. Now, click on **Member Lists**.
4. From here, find the duplicate profile for the member. It will have a different login name than the one the member uses. You can find the login name under the Settings tab inside the member's profile.

Active Members List

Members per Page: 25 ▼

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Add New Member

| Email | <input type="checkbox"/> By First Name | Name ▲ | Type | Access | Action |
|---|--|-----------------|--------|--------|--|
|  | | Aaronson, Aaron | Active | 90 | Change Status Reset Password |
| | | Aaronson, Erin | Active | 70 | Change Status Reset Password |
|  | | Arnold, Kathy | Active | 70 | Change Status Reset Password |
|  | | Bennett, Norma | Active | 70 | Change Status Reset Password |
|  | | Black, Johnny | Active | 70 | Change Status Reset Password |

5. Press the **Change Status** link on the duplicate profile you wish to terminate.

Active Members List

Members per Page: 25 ▼

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Add New Member

| Email | <input type="checkbox"/> By First Name | Name ▲ | Type | Access | Action |
|---|--|-----------------|--------|--------|--|
|  | | Aaronson, Aaron | Active | 90 | Change Status Reset Password |
| | | Aaronson, Erin | Active | 70 | Change Status Reset Password |
|  | | Arnold, Kathy | Active | 70 | Change Status Reset Password |
|  | | Bennett, Norma | Active | 70 | Change Status Reset Password |
|  | | Black, Johnny | Active | 70 | Change Status Reset Password |

6. Press the **Terminate Membership** button on the page that appears.

Change Status for Kathy Arnold

Please choose one of the following options to continue making changes to this person's status.
To change status from Active to Other, please terminate membership first.

Terminate Membership

Change this member to a former member; e.g. Ex Member, Duplicate, etc.

OR

Change Membership Status

Change this member from Active to Honorary

OR

Edit Active Member Type

Edit this member's Active member type; e.g. Active - Satellite, Active - Corporate, etc.

7. On this page, select the **Duplicate member on ClubRunner** menu option from the list of Termination reasons.

Kathy Arnold

Ex-Member as of: Sep 27 2019

Please indicate reason for termination:

- ☐ Classification
- ☐ Business Transfer
- ☐ Moved
- ☐ Attendance
- ☐ Business Pressure
- ☐ Disinterest
- ☐ Health
- ☐ Deceased
- ☐ None Given
- ☐ Joined Other Club
- ☐ Family Obligations
- ☐ Duplicate record on ClubRunner
- ☐ Non-payment of club dues
- ☐ By club for cause
- ☐ Lack of participation
- ☐ Other

If other, please specify:

Ex-Member Confirmation

Please note that once you confirm this member to be marked as an ex-member, the following actions will take place. These cannot be undone if the member is reinstated.

The member's access rights will be changed to access level 70 (Member) and this member will no longer be able to login.

8. You will see that the **Do NOT report this termination to Rotary International** is set and cannot be changed. To confirm the change, click **Terminate Member**.

Kathy Arnold

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- ☐ Classification
- ☐ Business Transfer
- ☐ Moved
- ☐ Attendance
- ☐ Business Pressure
- ☐ Disinterest
- ☐ Health
- ☐ Deceased
- ☐ None Given
- ☐ Joined Other Club
- ☐ Family Obligations
- ☒ Duplicate record on ClubRunner
- ☐ Non-payment of club dues
- ☐ By club for cause
- ☐ Lack of participation
- ☐ Other

If other, please specify:

☐ Report this termination to Rotary International

☒ Do NOT report this termination to Rotary International

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Terminate Member

This will move the duplicated member profile into the Inactive Members List .

Related Content

- [How do I terminate or delete an active member?](#)
- [How do I add a new member?](#)
- [How do I add a non-member? \(Other User\)](#)
- [How do I add or terminate a member past the 30 day limit?](#)