ClubRunner

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How do I remove duplicate member profiles? (Club Exec.)

Omar S. - 2021-03-08 - Membership Management

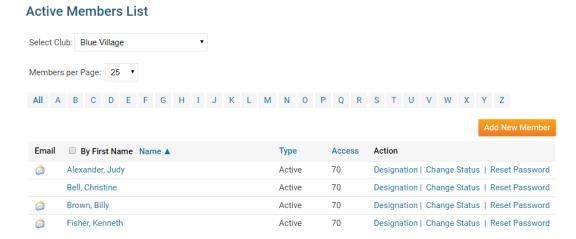
From time to time the same member might have two member profiles. This could be due to erroneous RI integration syncing, or the member's original profile may have been marked as an Inactive Member and a new account was created for the member.

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 data about the member.

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

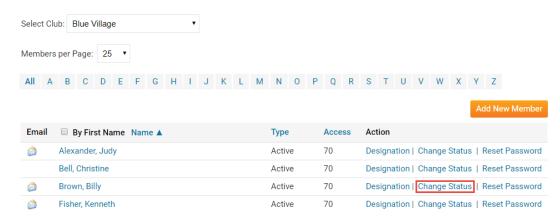
To remove the duplicate member profile and resolve RI Integration errors please follow these steps:

- 1. To access the Member List feature, you must go to your club homepage and log in. Then, click on **For Clubs** near the top right of the page.
- 2. Along the top of the screen you will see several tabs. Click on the **Membership Lists** tab.
- 3. 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.



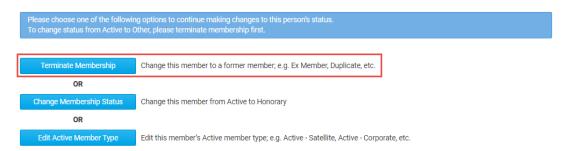
4. Press the **Change Status** link on the duplicate profile you wish to terminate.

Active Members List

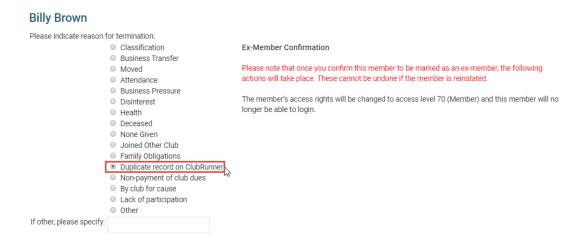


5. Press the **Terminate Membership** button on the page that appears.

Change Status for Billy Brown



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



7. Ensure that the **Do NOT report this termination to Rotary International** is selected and to confirm the change, click **Terminate Member**.

Billy Brown

Please indicate reason for termination:		
	 Classification 	Ex-Member Confirmation
	 Business Transfer 	
	Moved	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.
	 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		
	,	

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

Related Content

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- How do I terminate a member on the district's website?