## ClubRunner

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# How do I remove duplicate member profiles? (District Admin)

Michael C. - 2021-03-23 - 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 **Membership** near the top right of the page.
- 2. Along the top of the screen you will see several tabs. Click on the Clubs & Membership tab.
- 3. A list of Club's will appear for the District, find the Club with the duplicate member profile, then press the **Members** link under the action column for the Club.
- 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.



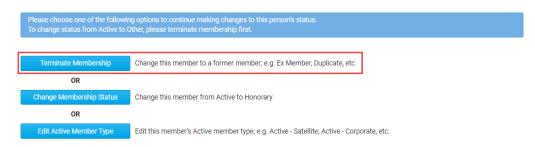
5. Press the  ${\bf Change\ Status}$  link on the duplicate profile you wish to terminate.

#### **Active Members List**



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

#### Change Status for Billy Brown



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

#### **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 Attendance actions will take place. These cannot be undone if the member is reinstated Business Pressure The member's access rights will be changed to access level 70 (Member) and this member will no Disinterest longer be able to login. Health Deceased None Given Joined Other Club Family Obligations Duplicate record on ClubRunner Non-payment of club duesBy club for cause Lack of participation Other If other, please specify:

8. 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: Business Transfer 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. Moved Attendance Business Pressure The member's access rights will be changed to access level 70 (Member) and this member will no Disinterest longer be able to login. Health Deceased None GivenJoined 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

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

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