ClubRunner

Help Articles > District Help > District - Administration Guide > Membership Management > How do I remove duplicate member profiles? (District Admin)

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.

Active Members List

Select Clu	ıb: I	Blue \	/illage	e				•																		
Members	per l	Page:	25	٠																						
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Email		By Fir	st Na	me	Nan	ne 🔺							Туре	•		Acce	SS	Act	ion							
	Alex	ande	r, Jud	y									Activ	/e		70		Des	signa	tion	Cha	ange	Statu	is F	Rese	t Password
	Bell,	Chris	stine										Activ	/e		70		Des	signa	tion	Cha	ange	Statu	is F	Rese	t Password
	Brown, Billy									Active			70		Designation Change Status Reset Password											
	Fish	er, Ke	nneth	ı									Activ	/e		70		Des	signa	tion	Cha	ange	Statu	is F	Rese	t Password

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

Active Members List

Select Club: Blue Village							٠																				
Members per Page: 25 •																											
All	Α	В	С	D	Е	F	G	Н	Т	J	К	L	М	Ν	0	Ρ	Q	R	S	Т	U	۷	W	Х	Y	Ζ	
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Bell, Christine										Active			70		Designation Change Status Reset Password												
								Active			70		Designation Change Status Reset Password														
Fisher, Kenneth								Active			70		Designation Change Status Reset Password														

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

Change Status for Billy Brown

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.

Billy Brown			
Please indicate reason for t	ermination:		
0	Classification	Ex-Member Confirmation	
0	Business Transfer		
0	Moved	Please note that once you confirm this member to be marked as an ex-member, the following	ber, the following
0	Attendance	actions will take place. These cannot be undone if the member is reinstated.	
0	Business Pressure		
0	Disinterest	The member's access rights will be changed to access level 70 (Member) and this member will no)
0	Health	longer be able to login.	
0	Deceased		
0	None Given		
0	Joined Other Club		
0	Family Obligations		
۲	Duplicate record on ClubRunn	iner	
0	Non-payment of club dues		
0	By club for cause		
0	Lack of participation		
U	Other		
ir 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:	
0	Classification	Ex-Member Confirmation
0	Business Transfer	
0	Moved	Please note that once you confirm this member to be marked as an ex-member, the following
0	Attendance	actions will take place. These cannot be undone if the member is reinstated.
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0	Deceased	
0	None Given	
0	Joined Other Club	
0	Family Obligations	
۲	Duplicate record on ClubRunner	
0	Non-payment of club dues	
0	By club for cause	
0	Lack of participation	
0	Other	
If other, please specify:		
Deport this termination	n to Potary International	
 Do NOT report this territiation 	mination to Rotary International	
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		Terminate Memberi
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9. This will move the duplicated member profile into the Inactive Members List.

Related Content

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