

## 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 Club: Blue Village ▼

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
	Alexander, Judy		Active	70	<a href="#">Designation</a>   <a href="#">Change Status</a>   <a href="#">Reset Password</a>
	Bell, Christine		Active	70	<a href="#">Designation</a>   <a href="#">Change Status</a>   <a href="#">Reset Password</a>
	Brown, Billy		Active	70	<a href="#">Designation</a>   <a href="#">Change Status</a>   <a href="#">Reset Password</a>
	Fisher, Kenneth		Active	70	<a href="#">Designation</a>   <a href="#">Change Status</a>   <a href="#">Reset Password</a>

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




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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
		Alexander, Judy	Active	70	Designation   Change Status   Reset Password
		Bell, Christine	Active	70	Designation   Change Status   Reset Password
		Brown, Billy	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 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. Ensure that the **Do NOT report this termination to Rotary International** is selected and to confirm the change, click **Terminate Member**.

## Billy Brown

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- ☐ 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

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

### Related Content

- [How do I find club & membership information?](#)