ClubRunner

[NOVA] How do I terminate a member as a duplicate?

Michael M. - 2025-10-08 - Members & Contacts

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.

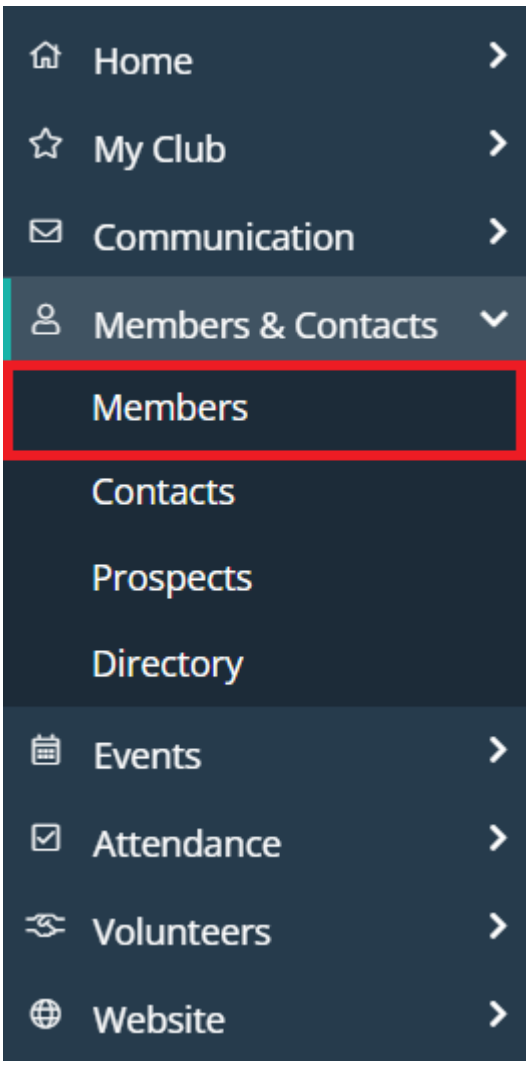
If you would like to mark the duplicate profile and deactivate it, please determine which profile is most complete and has the most correct data about the member. You can do this by asking the member which login name they use to log in to the club, checking the Attendance data, the volunteer data and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

Note

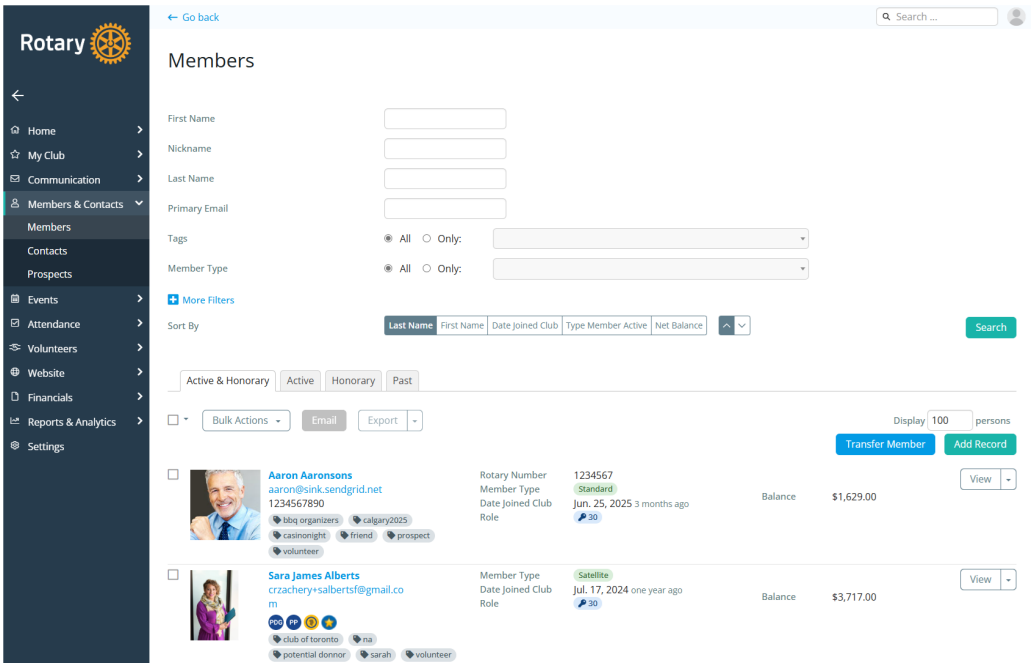
When terminating a member as a duplicate in ClubRunner, the duplicate profile will be removed from any Club Membership Reports, like the Club Dashboard Report.

1. Log in to your account through your club homepage, then click on **Member Area** on the top right under your club banner. **Alternatively, click here to go directly to the ClubRunner login page.**

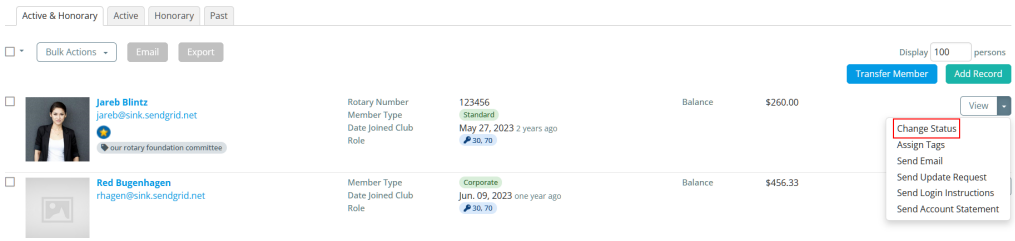
2. On the left-hand menu, click the arrow to the right of **Members & Contacts**, then click on **Members**.



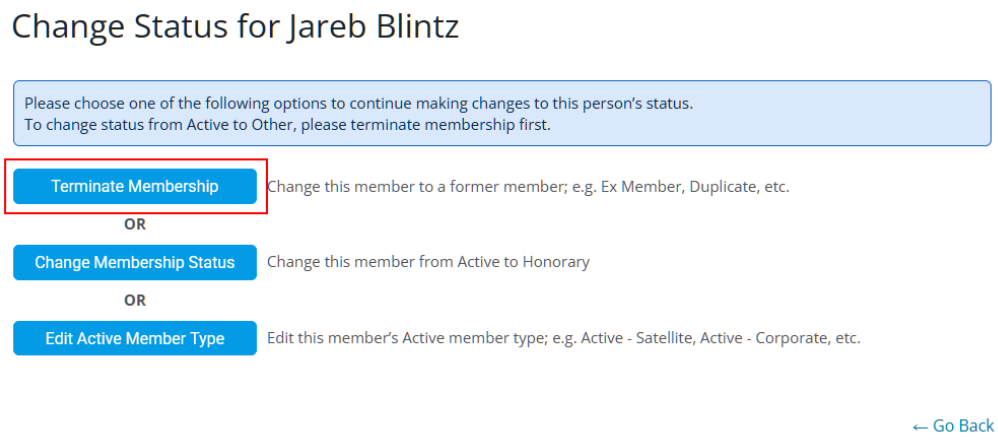
3. This brings you to the **Members** page where you will see a list of all your active members.



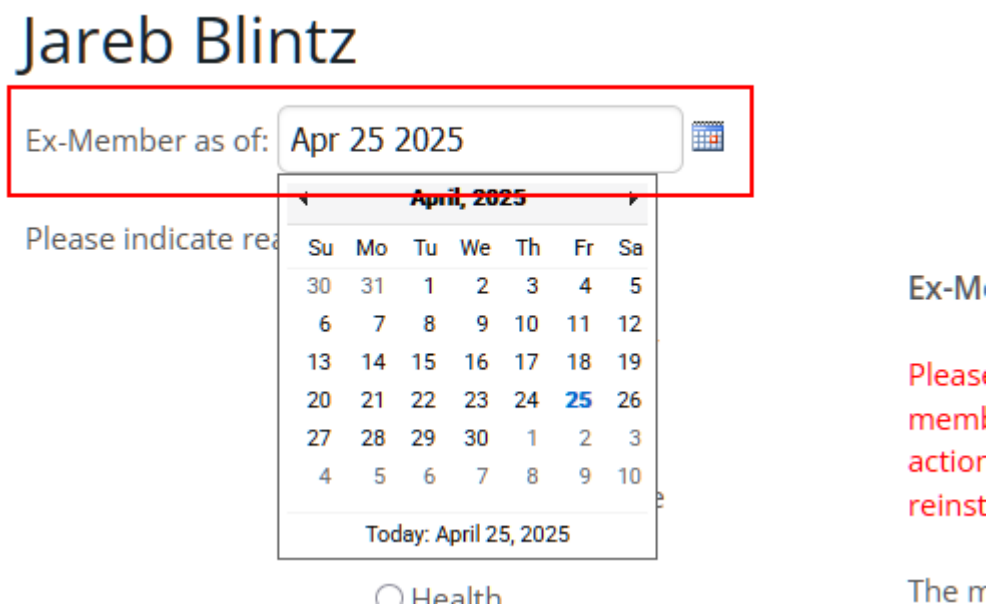
4. Click on the dropdown menu next to a member's record and select **Change Status.**



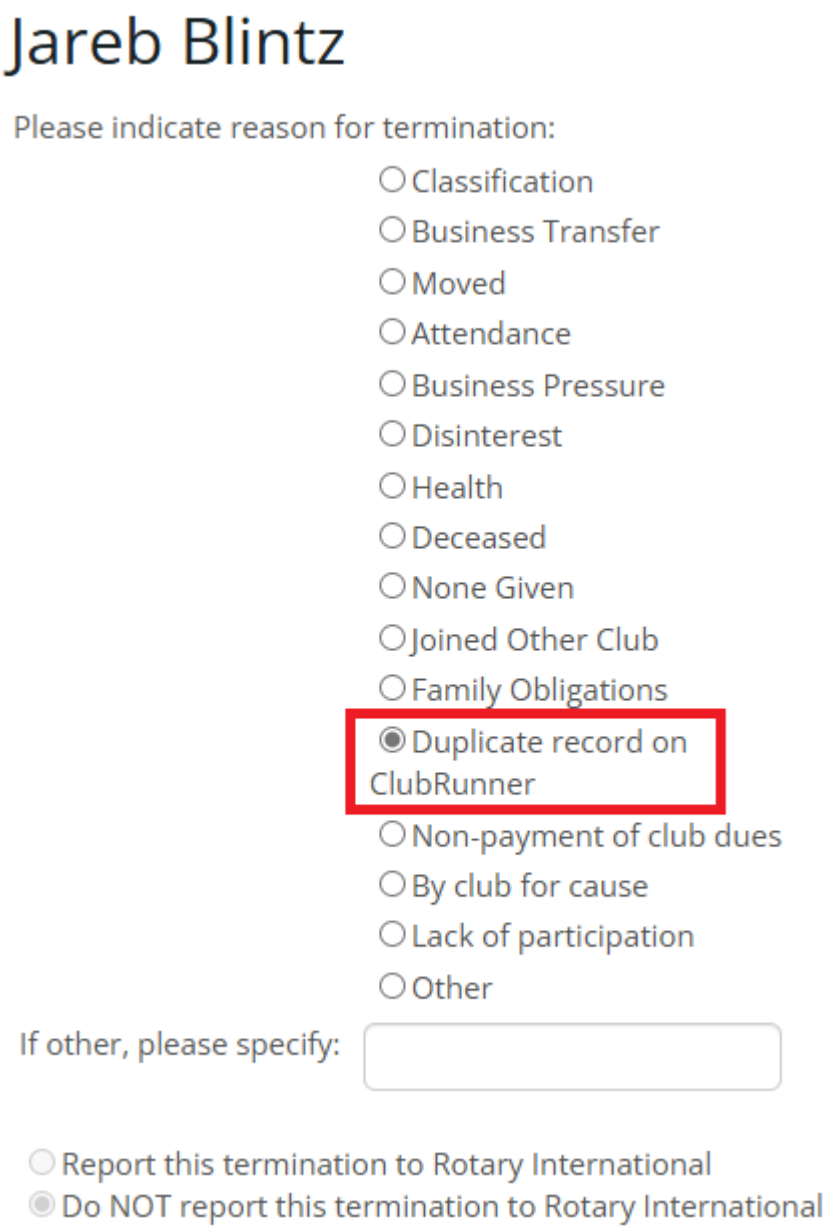
5. Next, click on the **Terminate Membership** button.



6. Enter the date of termination using the date selector.



7. Select **Duplicate record on ClubRunner** as the termination reason from the available list. If you are with a Rotary club, the option to not report this termination will be selected, as duplicate terminations are not reported to Rotary International.



8. Once you are ready, click on the **Terminate Member** button to complete the status change for the selected member.

Jareb Blintz

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:

- ○ Report this termination to Rotary International
- ◉ Do NOT report this termination to Rotary International

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.

This member will be removed from the following committee(s):

Fundraising Committee

This member will be removed from the following distribution list(s):

Robin's Version
New Distribution List

Terminate Member