

# How do I merge duplicate member profiles?

19/05/2025 11:15 am AEST

## Overview

GameDay's Duplicate Management feature allows administrators to merge multiple member profiles into one, if they happen to have matching member profiles. Whilst GameDay will typically merge member profiles automatically upon registration if they share the exact same name and date of birth with another member profile in the same organisation, duplicate profiles can sometimes occur in certain cases.

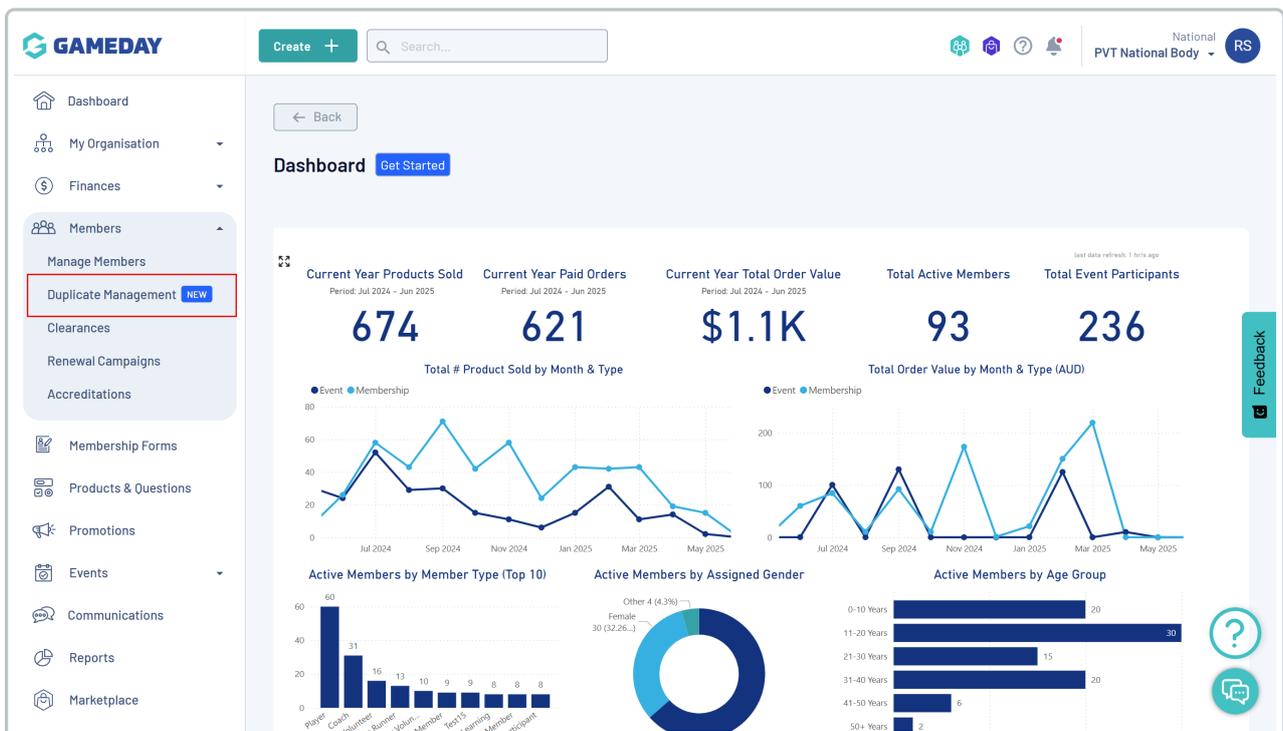
Using smart technology and machine learning, GameDay searches for any potential duplicates that may need to be merged in your sport's database. This could be either an exact match of name and date of birth, or a 90%+ match of the overall member record, incorporating core fields such as name, date of birth, contact details and account email.

Once a set of duplicates has been identified in your organisation, they can be merged following the steps below.

## Step-by-Step

### Step 1: Open your Duplicate Management page

In the left-hand menu, select **Members > DUPLICATE MANAGEMENT**



## Step 2: Find the relevant duplicate match

Find the matching records that you want to merge, and click the arrow to expand the details.

The screenshot shows the 'Duplicate Management' section of a web application. At the top, there is a 'Create +' button and a search bar. The main heading is 'Duplicate Management'. Below this, a blue box contains an information icon and text: 'Below is a list of identified duplicate profiles that will need to be managed by your organisation. These identified duplicate profiles can be resolved either by merging multiple profiles into a new profile or you can choose to keep certain profiles so they will not be merged. When merging, you will need to select one profile that is used as the base profile for the new merged profile. Merging duplicate profiles cannot be reversed.' Below the text is a 'Bulk Resolve Duplicate' button and a search bar containing 'simon'. A section titled 'Duplicates Identified' shows a dropdown menu with '3 Duplicate Profiles Identified: Simon Lane, Simon Lane, Simone Lane'. A red box highlights this dropdown. At the bottom, there are pagination controls showing 'Showing 1-1 of 1' and a 'Feedback' button on the right.

This will show you the core information stored on each member profile to allow you to distinguish between the members.

The screenshot shows the 'Duplicate Management' section with the dropdown menu expanded. It displays three columns of member profiles: 'Member Profile 1', 'Member Profile 2', and 'Member Profile 3'. Each profile has a 'View Profile' button. The profiles are as follows:

Member Profile 1	Member Profile 2	Member Profile 3
Member Name: Simon Lane	Member Name: Simon Lane	Member Name: Simone Lane
Date of Birth: 1992-11-11	Date of Birth: 1992-11-11	Date of Birth: 1992-11-11
Email: simon@email.com	Email: simon@email.com	Email: simone@email.com
Member ID(s): National ID: National000001ID	Member ID(s): +61390001000	Member ID(s): +613900010000
Address: 185 Cremorne Street, Cremorne, Victoria, 3121, ...	Address: (blank)	Address: (blank)
Status: Active	Status: Active	Status: Inactive
Member Organisation(s): PVT National Body, PVT Club A	Member Organisation(s): PVT National Body, PVT Club A	Member Organisation(s): PVT National Body, PVT State A
Date Created: 15/05/2019 03:03:11 PM (AEST) <span>Newest</span>	Date Created: 21/11/2018 10:25:03 AM (AEDT)	Date Created: 11/07/2018 12:55:09 PM (AEST) <span>Oldest</span>
Last Updated: 19/05/2025 07:44:13 AM (AEST)	Last Updated: 19/05/2025 07:46:18 AM (AEST)	Last Updated: 19/05/2025 07:55:40 AM (AEST) <span>Last Updated</span>
Account Email: (blurred)	Account Email: (blurred)	Account Email: (blurred)



**Note:** Duplicates are displayed in organisations only on a hierarchy permission basis. In other words, only if a member profile exists in your organisation or *any of your linked child organisations* will it be available for you to merge

### Step 3: Open the 'Manage' screen

Open the actions menu on the right-hand side of the page, then click **MANAGE**

The screenshot shows a web application interface for managing member profiles. At the top, there is a 'Create +' button and a search bar. The main content area is titled 'Duplications Identified' and shows '3 Duplicate Profiles Identified: Simon Lane, Simon Lane, Simone Lane'. Below this is a table with three columns: 'Member Profile 1', 'Member Profile 2', and 'Member Profile 3'. Each row contains detailed information for a member profile, including name, date of birth, email, member ID, phone number, address, status, member organisation(s), date created, last updated, and account email. A 'Manage' dropdown menu is open over the table, showing three options: 'This is the same person (use newest profile)', 'This is the same person (use oldest profile)', and 'Ignore these duplicates (keep separate profiles)'. The interface also includes a sidebar with navigation icons, a 'Feedback' button, and a help icon.

Member Profile 1	Member Profile 2	Member Profile 3
<b>Member Name</b> Simon Lane	<b>Member Name</b> Simon Lane	<b>Member Name</b> Simone Lane
<b>Date of Birth</b> 1992-11-11	<b>Date of Birth</b> 1992-11-11	<b>Date of Birth</b> 1992-11-11
<b>Email</b> simon@email.com	<b>Email</b> simon@email.com	<b>Email</b> simone@email.com
<b>Member ID(s)</b> National ID: National000001ID	<b>Member ID(s)</b> National ID: National000001ID	<b>Member ID(s)</b> National ID: National000001ID
<b>Phone Number</b> +61390001000	<b>Phone Number</b> +61390001000	<b>Phone Number</b> +61390001000
<b>Address</b> 165 Cremorne Street, Cremorne, Victoria, 3121, ...	<b>Address</b> 165 Cremorne Street, Cremorne, Victoria, 3121, ...	<b>Address</b> 165 Cremorne Street, Cremorne, Victoria, 3121, ...
<b>Status</b> Active	<b>Status</b> Active	<b>Status</b> Inactive
<b>Member Organisation(s)</b> PVT National Body, PVT Club A	<b>Member Organisation(s)</b> PVT National Body, PVT Club A	<b>Member Organisation(s)</b> PVT National Body, PVT State A
<b>Date Created</b> 15/05/2019 03:03:11 PM (AEST) <b>Newest</b>	<b>Date Created</b> 21/11/2018 10:25:03 AM (AEDT)	<b>Date Created</b> 11/07/2018 12:55:09 PM (AEST) <b>Oldest</b>
<b>Last Updated</b> 19/05/2025 07:44:13 AM (AEST)	<b>Last Updated</b> 19/05/2025 07:46:18 AM (AEST)	<b>Last Updated</b> 19/05/2025 07:55:40 AM (AEST) <b>Last Updated</b>
<b>Account Email</b> rory.stewart@mygameday.app	<b>Account Email</b> rory.stewart@mygameday.app	<b>Account Email</b> rory.stewart@mygameday.app

### Step 4: Choose a profile to use as the 'base'

When deciding which member profiles to merge, you'll need to select one as the 'base' record. Choosing a base record tells the system which data to use within the merged record. Whilst most information is combined on the merged record (previous registrations, orders, clearance history etc.), core member information including the member name, date of birth, contact details and Member ID will simply use whatever is on the base record when merging.

To choose a base record, tick the **USE THIS PROFILE** option on the relevant member profile.

## Manage Duplicate Profiles

Please select a profile to be used as the base for this duplicate resolution.

Profile One	Profile Two	Profile Three
<input checked="" type="checkbox"/> Use this profile	<input type="checkbox"/> Use this profile	<input type="checkbox"/> Use this profile
<b>Keep Profile</b>	<b>Keep Profile</b>	<b>Keep Profile</b>
<p>First Name Simon</p> <p>Last Name Lane</p> <p>Date of Birth 1992-11-11</p> <p>Member ID(s) National ID: National000001D</p> <p>Mobile</p> <p>Address 165 Cremorne Street, Cremorne, Victoria, 3121, Au...</p> <p>Status <b>Active</b></p> <p>Member Organisation(s) PVT National Body, PVT Club A</p> <p>Date Created 15/05/2019 03:03:11 PM (AEST) <b>Newest</b></p> <p>Last Updated 19/05/2025 07:44:13 AM (AEST)</p> <p>Account Email rory.stewart@mygameday.app</p> <p><b>View Profile</b></p>	<p>First Name Simon</p> <p>Last Name Lane</p> <p>Date of Birth 1992-11-11</p> <p>Member ID(s)</p> <p>Mobile +61390001000</p> <p>Address</p> <p>Status <b>Active</b></p> <p>Member Organisation(s) PVT National Body, PVT Club A</p> <p>Date Created 21/11/2018 10:25:03 AM (AEDT)</p> <p>Last Updated 19/05/2025 07:46:18 AM (AEST)</p> <p>Account Email rory.stewart@mygameday.app</p> <p><b>View Profile</b></p>	<p>First Name Simone</p> <p>Last Name Lane</p> <p>Date of Birth 1992-11-11</p> <p>Member ID(s)</p> <p>Mobile +613900010000</p> <p>Address</p> <p>Status <b>Inactive</b></p> <p>Member Organisation(s) PVT National Body, PVT State A</p> <p>Date Created 11/07/2018 12:55:09 PM (AEST) <b>Oldest</b></p> <p>Last Updated 19/05/2025 07:55:40 AM (AEST) <b>Last Updated</b></p> <p>Account Email rory.stewart@mygameday.app</p> <p><b>View Profile</b></p>

Profile One is the base of this resolution

Profile Two will be merged to Profile One

Profile Three will be merged to Profile One

Cancel

Resolve Duplicates

### Step 5: Choose any other profiles to keep (optional)

If you need to exclude any of the listed profiles from being merged, you can do so by selecting the **KEEP PROFILE** option before merging.

## Manage Duplicate Profiles

Please select a profile to be used as the base for this duplicate resolution.

Profile One	Profile Two	Profile Three
<input checked="" type="checkbox"/> Use this profile	<input type="checkbox"/> Use this profile	<input type="checkbox"/> Use this profile
<input type="button" value="Keep Profile"/>	<input type="button" value="Keep Profile"/>	<input checked="" type="button" value="Keep Profile"/>
<p>First Name Simon</p> <p>Last Name Lane</p> <p>Date of Birth 1992-11-11</p> <p>Member ID(s) National ID: National000001ID</p> <p>Mobile</p> <p>Address 165 Cremorne Street, Cremorne, Victoria, 3121, Au...</p> <p>Status <b>Active</b></p> <p>Member Organisation(s) PVT National Body, PVT Club A</p> <p>Date Created 15/05/2019 03:03:11 PM (AEST) <span>Newest</span></p> <p>Last Updated 19/05/2025 07:44:13 AM (AEST)</p> <p>Account Email rory.stewart@mygameday.app</p>	<p>First Name Simon</p> <p>Last Name Lane</p> <p>Date of Birth 1992-11-11</p> <p>Member ID(s)</p> <p>Mobile +61390001000</p> <p>Address</p> <p>Status <b>Active</b></p> <p>Member Organisation(s) PVT National Body, PVT Club A</p> <p>Date Created 21/11/2018 10:25:03 AM (AEDT)</p> <p>Last Updated 19/05/2025 07:46:18 AM (AEST)</p> <p>Account Email rory.stewart@mygameday.app</p>	<p>First Name Simone</p> <p>Last Name Lane</p> <p>Date of Birth 1992-11-11</p> <p>Member ID(s)</p> <p>Mobile +613900010000</p> <p>Address</p> <p>Status <b>Inactive</b></p> <p>Member Organisation(s) PVT National Body, PVT State A</p> <p>Date Created 11/07/2018 12:55:09 PM (AEST) <span>Oldest</span></p> <p>Last Updated 19/05/2025 07:55:40 AM (AEST) <span>Last Updated</span></p> <p>Account Email rory.stewart@mygameday.app</p>
<input type="button" value="View Profile"/>	<input type="button" value="View Profile"/>	<input type="button" value="View Profile"/>

Profile One is the base of this resolution

Profile Two will be merged to Profile One

Profile Three will be kept

Cancel

Resolve Duplicates

### Step 6: Merge the profiles

When you're ready to merge, click the **RESOLVE DUPLICATES** button.

## Manage Duplicate Profiles



Please select a profile to be used as the base for this duplicate resolution.

Profile One	Profile Two	Profile Three
<input checked="" type="checkbox"/> Use this profile	<input type="checkbox"/> Use this profile	<input type="checkbox"/> Use this profile
<b>Keep Profile</b>	<b>Keep Profile</b>	<b>Keep Profile</b>
<b>Profile One</b>	<b>Profile Two</b>	<b>Profile Three</b>
First Name Simon	First Name Simon	First Name Simone
Last Name Lane	Last Name Lane	Last Name Lane
Date of Birth 1992-11-11	Date of Birth 1992-11-11	Date of Birth 1992-11-11
Member ID(s) National ID: National000001ID	Member ID(s)	Member ID(s)
Mobile	Mobile +61390001000	Mobile +61390010000
Address 165 Cremorne Street, Cremorne, Victoria, 3121, Au...	Address	Address
Status <b>Active</b>	Status <b>Active</b>	Status <b>Inactive</b>
Member Organisation(s) PVT National Body, PVT Club A	Member Organisation(s) PVT National Body, PVT Club A	Member Organisation(s) PVT National Body, PVT State A
Date Created 15/05/2019 03:03:11 PM (AEST) <b>Newest</b>	Date Created 21/11/2018 10:25:03 AM (AEDT)	Date Created 11/07/2018 12:55:09 PM (AEST) <b>Oldest</b>
Last Updated 19/05/2025 07:44:13 AM (AEST)	Last Updated 19/05/2025 07:46:18 AM (AEST)	Last Updated 19/05/2025 07:55:40 AM (AEST) <b>Last Updated</b>
Account Email rory.stewart@mygameday.app	Account Email rory.stewart@mygameday.app	Account Email rory.stewart@mygameday.app
<b>View Profile</b>	<b>View Profile</b>	<b>View Profile</b>

Profile One is the base of this resolution

Profile Two will be merged to Profile One

Profile Three will be kept



Cancel

**Resolve Duplicates**

The profiles will then be merged into a single profile as per your selections.

# Watch

Your browser does not support HTML5 video.