Duplicate Management | Overview

22/05/2025 1:39 pm AEST

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Duplicate Management

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.

Navigation

To find the Duplicate Management, in the left-hand menu, open the **Members** sub-menu, then select **DUPLICATE MANAGEMENT**
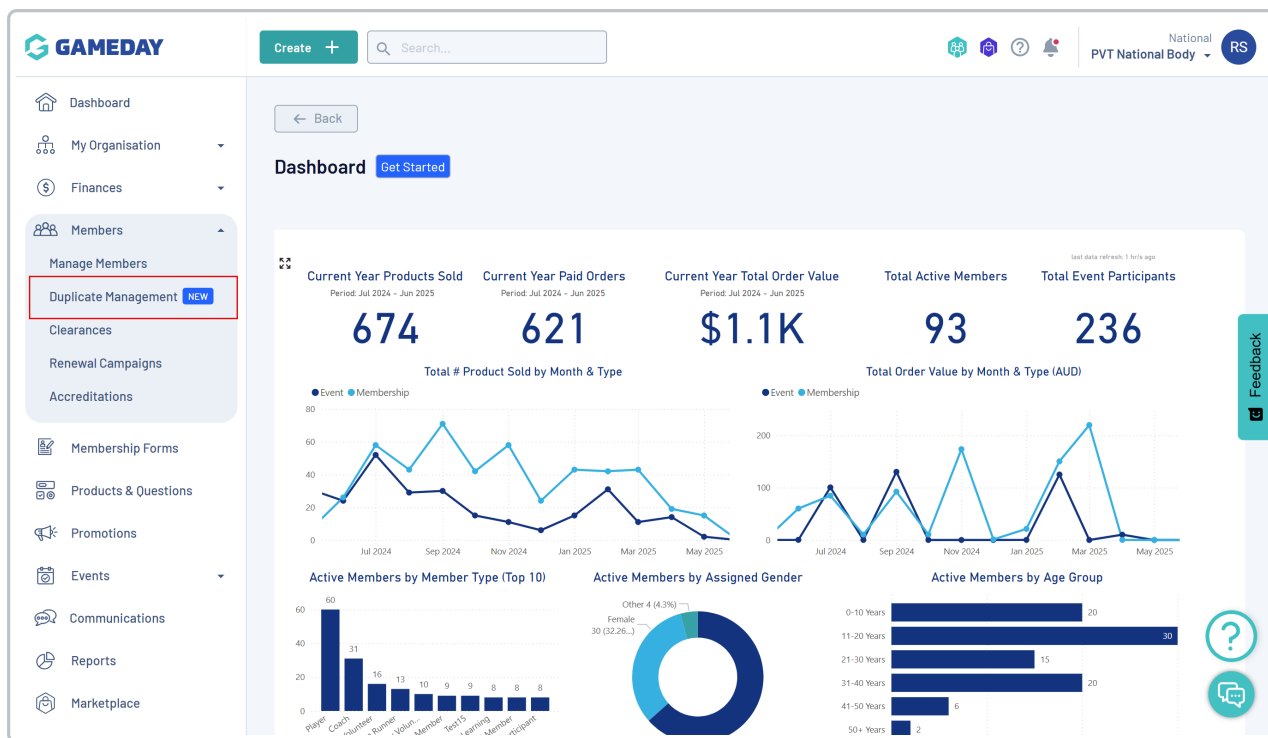
What makes a duplicate?

GameDay searches daily for any potential duplicates that may need to be merge in your sport's database. Duplicate profiles are identified using smart technology and machine learning to provide your organisation with a list of suggested duplicate profiles based on matching criteria. For clarity, this is noted at the top of your list of duplicates:

For example, this could be either an exact match of name and date of birth, or a 90%+ match of the overall member record, incorporating core member fields, including:

- First Name
- Last Name
- Date of Birth
- Gender

- Email Address
- Home Address
- Contact Mobile

Let's take a look at the example below:

	Member Profile 1	Member Profile 2	Member Profile 3
Member Name	Helena Simpson	Helena Simpson	Helen Simpson
Date of Birth	2010-02-01	2010-02-01	2010-02-01
Email	helena@email.com	helena@email.com	helena@email.com
Member ID(s)			
Phone Number	+61400100100	+61400100100	+61400200200
Address	165 Cremorne Street, Cremorne, Victoria, 3121, …	165 Cremorne Street, Cremorne, Victoria, 3121, …	165 Cremorne Street, Cremorne, Victoria, 3121, …
Status	Active	Active	Active
Member Organisation(s)	PVT Club A	PVT Club A	PVT Club A
Date Created	08/10/2018 09:56:05 AM (AEDT) Newest	08/10/2018 09:56:02 AM (AEDT)	01/10/2018 04:11:03 PM (AEST) Oldest
Last Updated	19/05/2025 02:20:42 PM (AEST)	19/05/2025 02:20:58 PM (AEST)	19/05/2025 02:21:10 PM (AEST) Last Updated
Account Email			
	View Profile	View Profile	View Profile

An example of three duplicates that have been flagged and added to the Duplicate Management list. Anything highlighted is a piece of member information that has been identified as matching with another

When flagging potential duplicates, GameDay will follow the logic below:
- If two member profiles have an *exact* match in **both name and date of birth**, they will be flagged as duplicates and added to the Duplicate Management screen
- If there is no exact match for both name and date of birth, but a member profile has an approximately **90% or higher match of core member fields**, it will still be flagged as a duplicate

Therefore, in the above example, Member Profile 1 and Member Profile 2 have been flagged as duplicates because they have an exact match of name and date of birth, and Member Profile 3 has been flagged because *most* of its member data is the same (only the first name and phone number differ).

Duplicate Visibility

Duplicates are displayed in organisations only on a hierarchical 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.

For example, if a member has two different profiles which are flagged as duplicates, but each profile is registered to a different club, then the club administrators will not have access to both profiles and will therefore not be able to resolve the duplicates through their GameDay database.

However, if both clubs belong to the same Association, then administrators of that Association database will see both member profiles and will be able to resolve the duplicate profiles.

Similarly, duplicates identified across different States may only be resolved by a National database administrator that has hierarchical access to both States.

Duplicate member profiles that may exist across completely different hierarchies (I.e. two different sports) will not be picked up as duplicates at any level.

Resolving Duplicates

Duplicates can be resolved in one of two ways:

Quick Merge

By opening the actions menu, you can quickly merge all duplicates into one base profile, or remove them from the duplicates list using one of the options below:

- **This is the same person (use newest profile)**: Merges all flagged profiles into the *newest* profile as the base record
- **This is the same person (use oldest profile)**: Merges all flagged profiles into the *oldest* profile as the base record
- **Ignore these duplicates (keep separate profiles)**: Removes all flagged profiles from the Duplicate Management screen and keeps them all as separate profiles in your database

If you're unsure which of the records are the oldest or newest records, check the 'date created' field when assessing the duplicate information

Manage Duplicates

For a more detailed breakdown and greater control over which profiles are merged, you can use the **Manage** option in the Actions menu

This allows you to select a specific profile to be used as the base using the **Use This Profile** selector, and also allows you to pick and choose specific profiles to be excluded from merge by enabling the **Keep Profile** option.

Manage Duplicate Profiles

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

Profile One	Keep Profile

✓ Use this profile ❓

First Name
Helena

Last Name
Simpson

Date of Birth
2010-02-01

Member ID(s)

Mobile
+61400100100

Address
165 Cremorne Street, Cremorne, Victoria, 3121, Au...

Status
`Active`

Member Organisation(s)
PVT Club A

Date Created
08/10/2018 09:56:05 AM (AEDT) `Newest`

Last Updated
19/05/2025 02:20:42 PM (AEST)

Account Email

View Profile

Profile One is the base of this resolution

Profile Two	Keep Profile

○ Use this profile ❓

First Name
Helena

Last Name
Simpson

Date of Birth
2010-02-01

Member ID(s)

Mobile
+61400100100

Address
165 Cremorne Street, Cremorne, Victoria, 3121, Au...

Status
`Active`

Member Organisation(s)
PVT Club A

Date Created
08/10/2018 09:56:02 AM (AEDT)

Last Updated
19/05/2025 02:20:58 PM (AEST)

Account Email

View Profile

Profile Two will be merged to Profile One

Profile Three	✓ Keep Profile

○ Use this profile ❓

First Name
Helen

Last Name
Simpson

Date of Birth
2010-02-01

Member ID(s)

Mobile
+61400200200

Address
165 Cremorne Street, Cremorne, Victoria, 3121, Au...

Status
`Active`

Member Organisation(s)
PVT Club A

Date Created
01/10/2018 04:11:03 PM (AEST) `Oldest`

Last Updated
19/05/2025 02:21:10 PM (AEST) `Last Updated`

Account Email

View Profile

Profile Three will be kept

Cancel   **Resolve Duplicates**

Base Profiles

When merging duplicate profiles, a base profile needs to be selected in order to tell the system which information to take into the merged profile for any fields where there may be varied data values. Whilst most information is combined on the merged record (previous registrations, orders, clearance history etc.), core member information will simply default to whatever is on the base record when merging. A full breakdown of the expected behaviour of each field when merged is below:

The following core member details will take the data from the base record when merged

- Basic Details
    - First Name
    - Last Name
    - Date of Birth
    - Gender
    - Email
    - Mobile Phone
    - Home Phone
    - Phone (Other)
    - Home Address
    - Mailing Address
- Parent/Guardian Details
- Emergency/Medical Details
- Preferences
- Other Details
    - Ethnicity
    - Occupation
    - Country of Birth
    - City of Birth
    - Member Note
    - Origin
    - Proof of age sighted
- Member IDs
- Member Types (if End Dates match for the same Member Type)

Any record-based information is combined from the duplicate profiles and made available on the merged profile:

- Activity

- Forms

  - Communications

  - Clearances

  - Key Dates

- Orders/Transactions

- Products

  - Membership

  - Events

  - Add-on Products

- Documents & Notes

  - Documents

  - Notes

- Accreditations

- Member Organisations Records

  - Active

  - History

  - Member ID (if no other IDs at the same org level exist)

  - Member Types (if End Dates are different for the same Member Type)

What's Next?

If you've got some duplicates to clean up, take a look at our step-by-step guide for merging member profiles:

👉 How do I merge duplicate member profiles?

👉 How do I remove records from my Duplicate Management list?