Duplicate Management | Overview

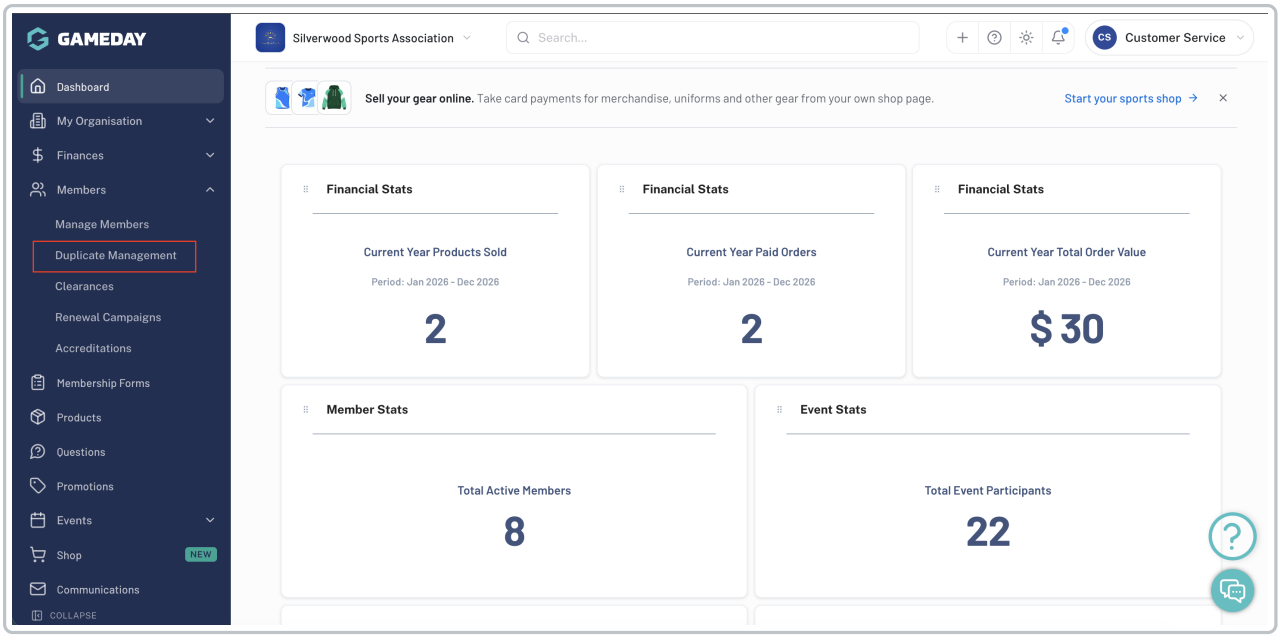
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Duplicate Management

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**



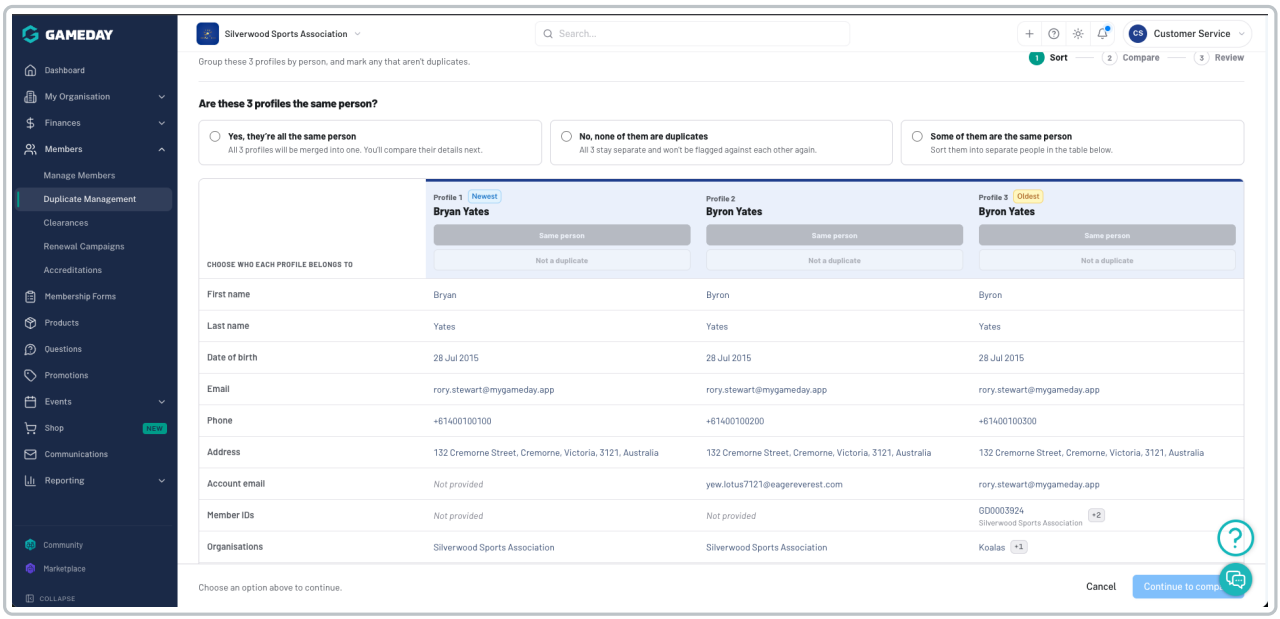
What makes a duplicate?

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 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:



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 2 and Member Profile 3 have been flagged as duplicates because they have an exact match of last name and date of birth, and Member Profile 1 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.

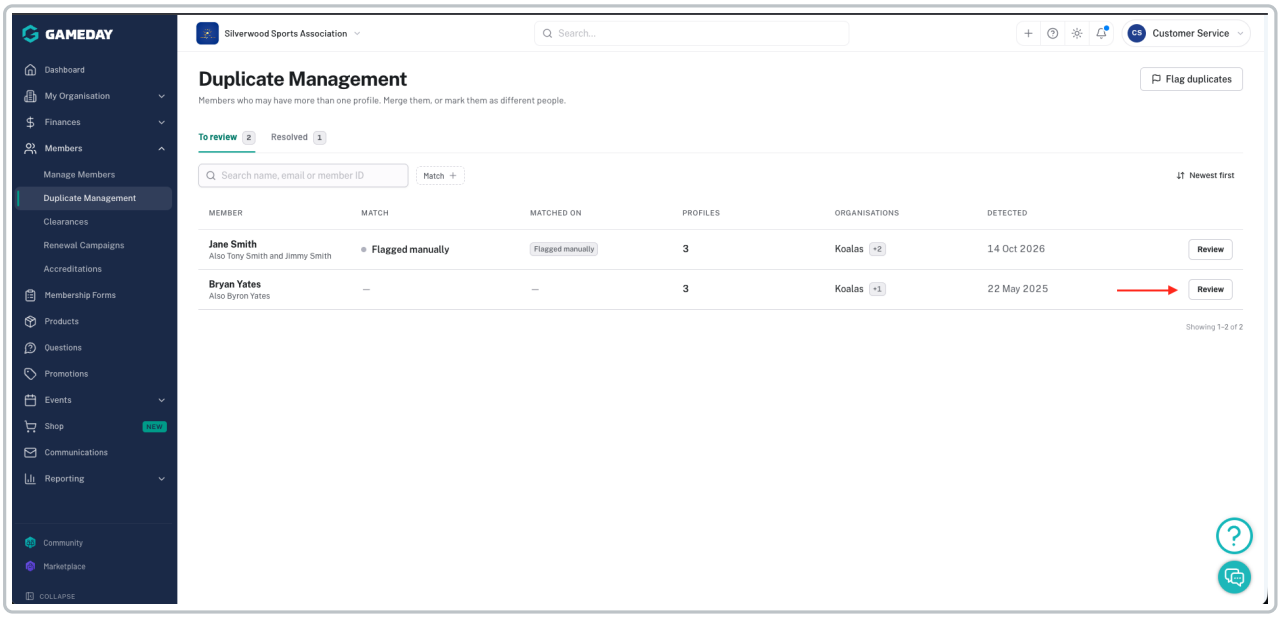
Similarly, duplicates identified across different States may only be resolved by a National database administrator that has hierarchical access to both States.

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

Sort Duplicates

For a detailed breakdown and greater control over which profiles are merged, you can use the Review option listed against the duplicate profile



This allows you to confirm whether these highlighted member records are indeed duplicates and need to be merged into a single profile a specific. You can manage these profiles via the following options:

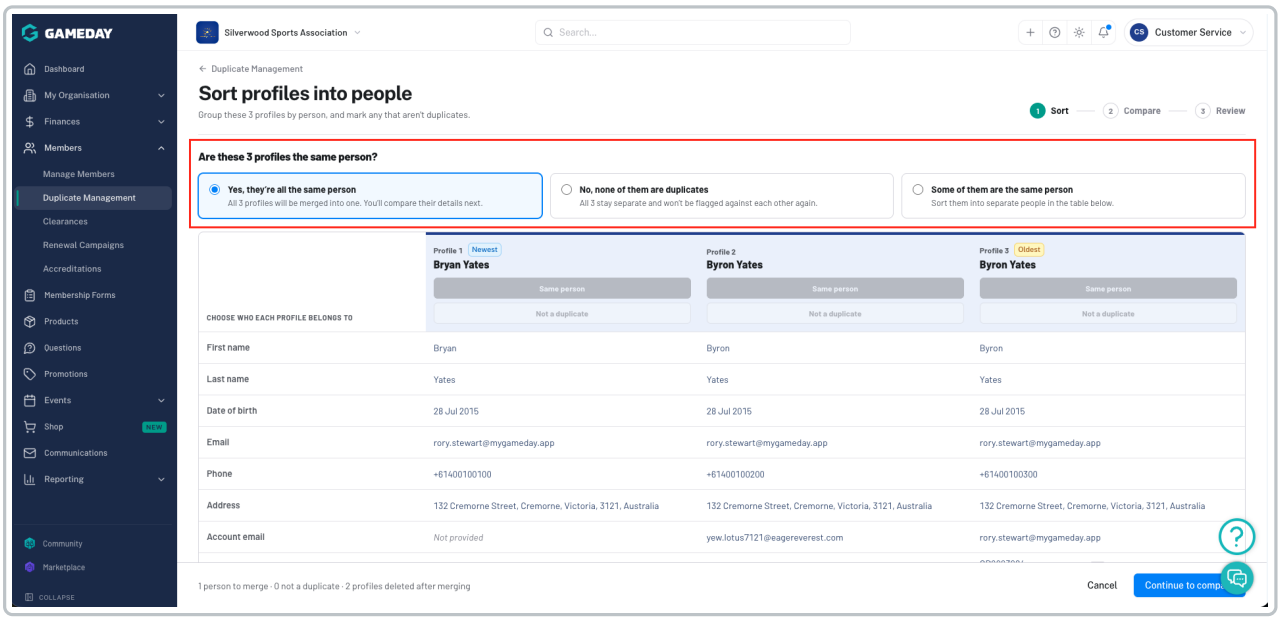
Yes. they're all the same person
All profiles will be merged into one

No, none of them are duplicates

All profiles stay seperate and won't be flagged against each other again

Some of them are the same person

Sort them into seperate people in the table below



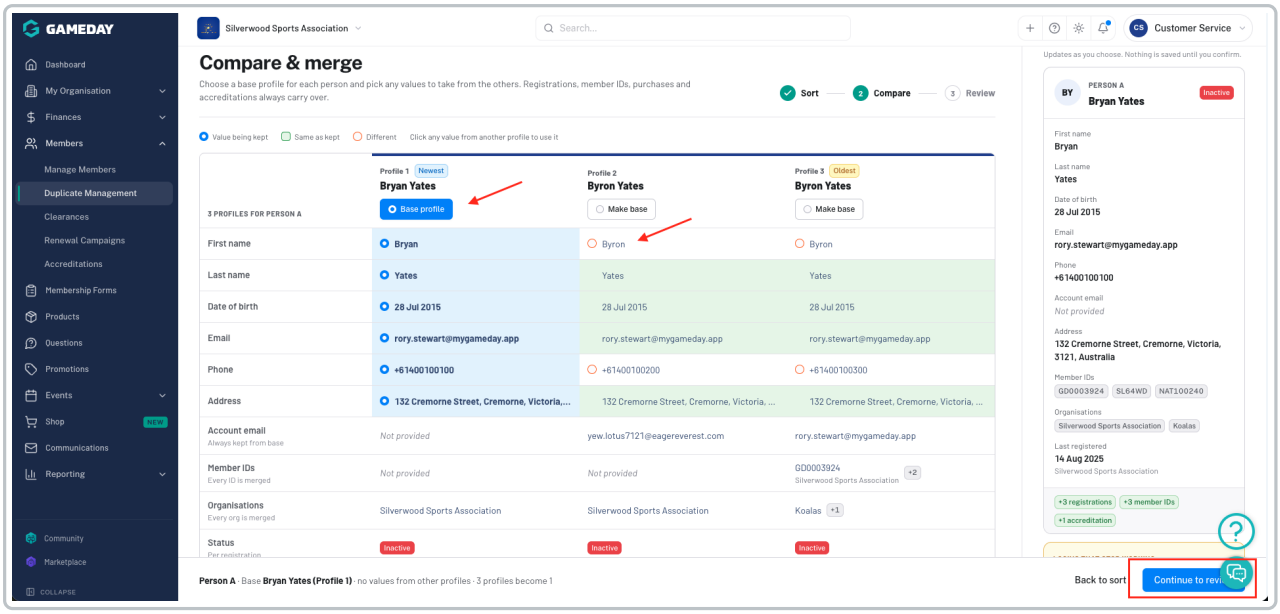
Compare & Merge

Once you have selected the sorting of the member profiles, you can then select the core member fields you wish to maintain from the member profile.

By default, the first member profile will appear as the base profile, this can be adjusted to any other matched profile on this page. the base profile will be used to merge information and data into.

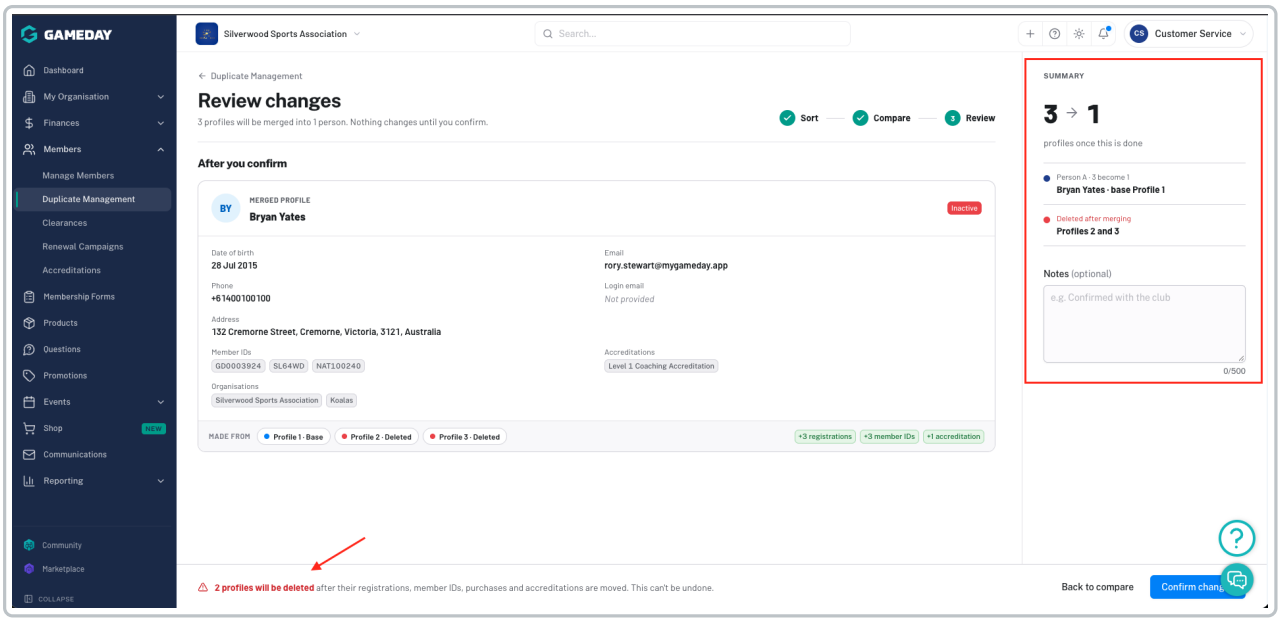
All differing fields will appear with a orange circle icon and can be selected if you wish to keep that specific element of a profile that is not listed as the base.

Once you have confirmed your changes, select "Continue to review" to finalise your changes.



Review Changes

The final step of the duplicate process is to review the specified changes. From the Review Changes screen, you will be presented with all the changes to the member profile, as well as a summary of the accounts being removed from the database. If you are happy with your changes, click "Confirm changes" to complete the process.



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 unless stated otherwise during the **Compare** process. 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?
