

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

20/05/2025 1:58 pm AEST

## Overview

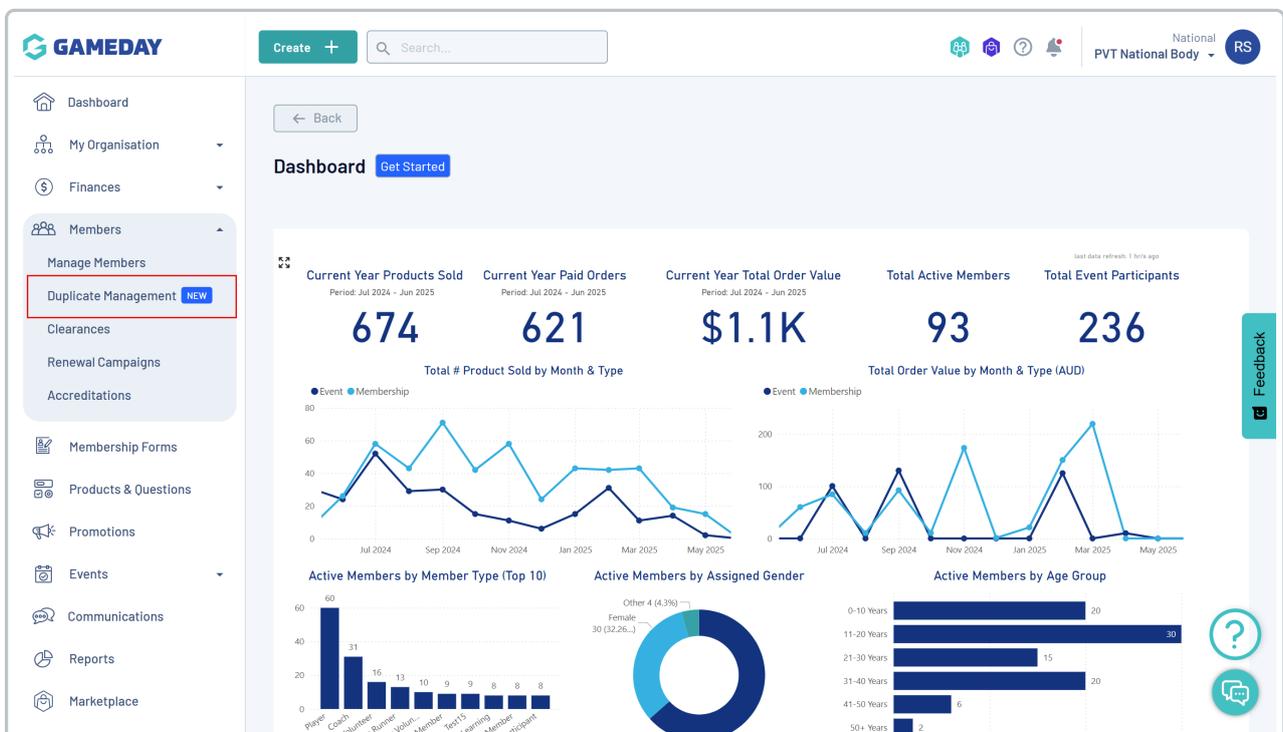
GameDay's Duplicate Management feature allows administrators to merge multiple member profiles into one, if they happen to have matching member profiles. Using smart technology and machine learning, GameDay searches for any potential duplicates that may need to be merge in your sport's database. This 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.

If you notice a set of duplicates that you know are different members that should have separate profiles, you can remove them from your list of duplicates 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.

**Duplicate Management**

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.

Bulk Resolve Duplicate

Duplicates Identified ✦

3 Duplicate Profiles Identified: Helena Simpson, Helena Simpson, Helen Simpson

Show 10 ▼  
Showing 1-1 of 1

Feedback

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

3 Duplicate Profiles Identified: Helena Simpson, Helena Simpson, Helen Simpson

	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) <span>Newest</span>	08/10/2018 09:56:02 AM (AEDT)	01/10/2018 04:11:03 PM (AEST) <span>Oldest</span>
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) <span>Last Updated</span>
Account Email	rory.stewart@mygameday.app	rory.stewart@mygameday.app	rory.stewart@mygameday.app
	<a href="#">View Profile</a>	<a href="#">View Profile</a>	<a href="#">View Profile</a>



**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 Actions menu

Open the actions menu on the right-hand side, indicated by the three dots:

3 Duplicate Profiles Identified: Helena Simpson, Helena Simpson, Helen Simpson

	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) <span>Newest</span>	08/10/2018 09:56:02 AM (AEDT)	01/10/2018 04:11:03 PM (AEST) <span>Oldest</span>
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) <span>Last Updated</span>
Account Email	rory.stewart@mygameday.app	rory.stewart@mygameday.app	rory.stewart@mygameday.app
	<a href="#">View Profile</a>	<a href="#">View Profile</a>	<a href="#">View Profile</a>

#### Step 4: Choose to ignore the duplicates

Select the **Ignore these duplicates (keep separate profiles)** option

3 Duplicate Profiles Identified: Helena Simpson, Helena Simpson, Helen Simpson

	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	Inactive
Member Organisation(s)	PVT Club A	PVT Club A	PVT Club A
Date Created	08/10/2018 09:56:05 AM (AEDT) <span>Newest</span>	08/10/2018 09:56:02 AM (AEDT)	01/10/2018 04:11:03 PM (AEST) <span>Oldest</span>
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) <span>Last Updated</span>

Manage

- This is the same person (use newest profile)
- This is the same person (use oldest profile)
- Ignore these duplicates (keep separate profiles)**

This will remove these duplicates from your Duplicate Management list and will not affect their existing member profiles.

## Watch

Your browser does not support HTML5 video.