How do I merge duplicate member records?

13/11/2025 2:41 pm AEDT

Overview

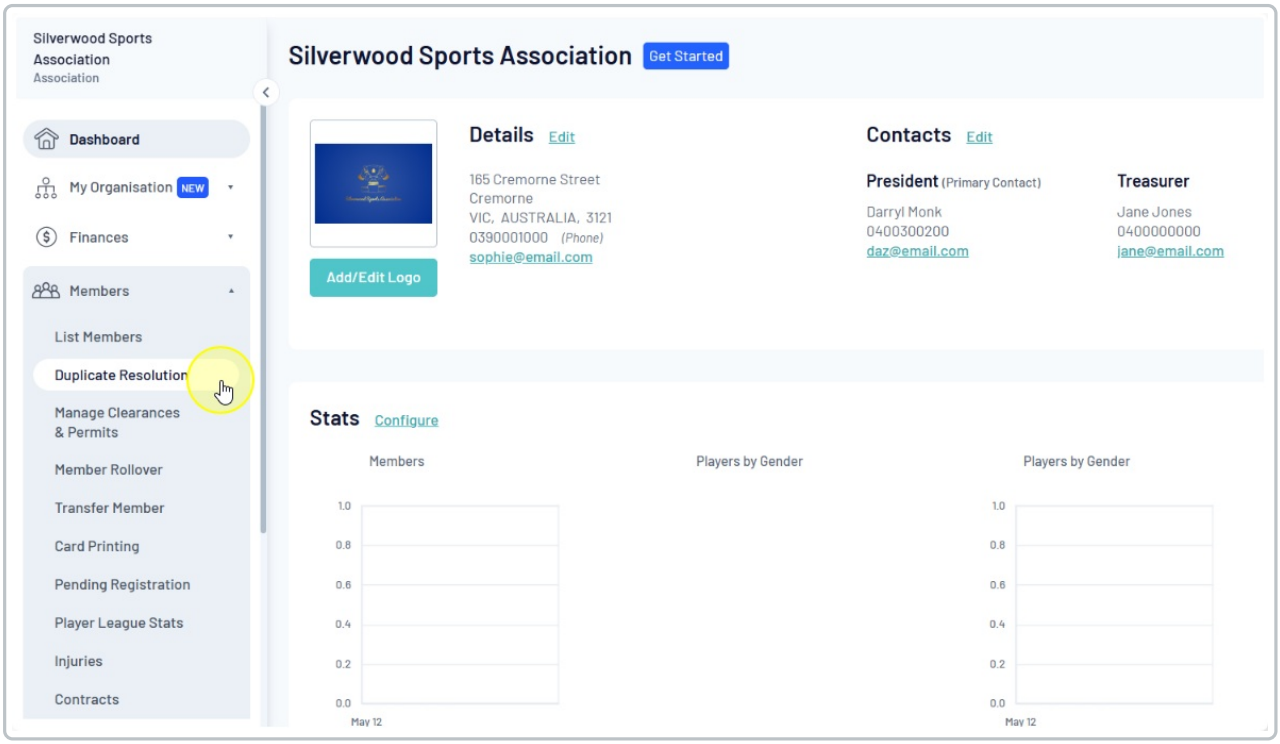
In Passport, a duplicate member record is created when a new member is added that **exactly matches** an existing member record in the database on all three key fields: **First Name**, **Family Name**, and **Date of Birth**.

If an administrator creates a new record for a member who has previously registered with a different club or association, the Passport database will identify this and allow the administrator to merge the member's new record with all of their historical data through the **Duplicate Resolution** feature.

Step-by-Step

Step 1: Navigate to the Duplicate Resolution screen

From an Association database, open the **Members** menu and select **DUPLICATE RESOLUTION**

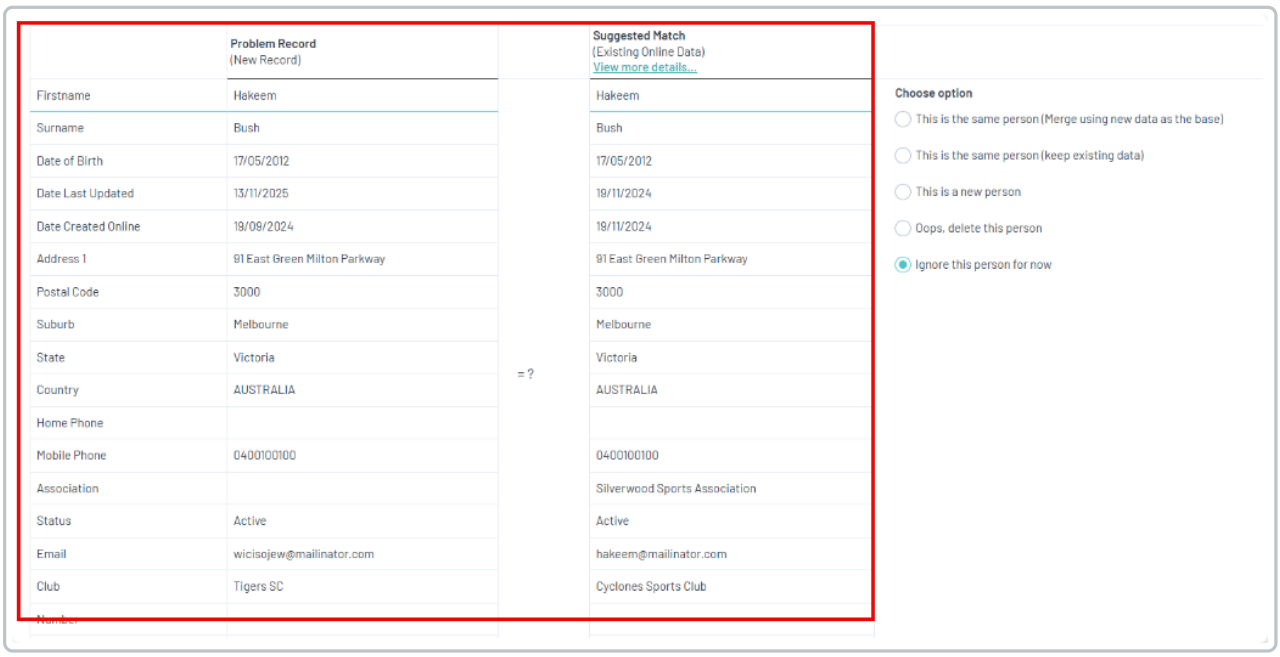


Step 2: Review Possible Duplicates

The **Duplicate Resolution** screen will appear, showing any possible duplicates recognized in your database. The member data is shown in two columns:

- **The Problem Record:** The left column, which is the newly created member record that caused the duplication.
- **The Suggested Match:** The right column, which is the existing member record that was already in the database.

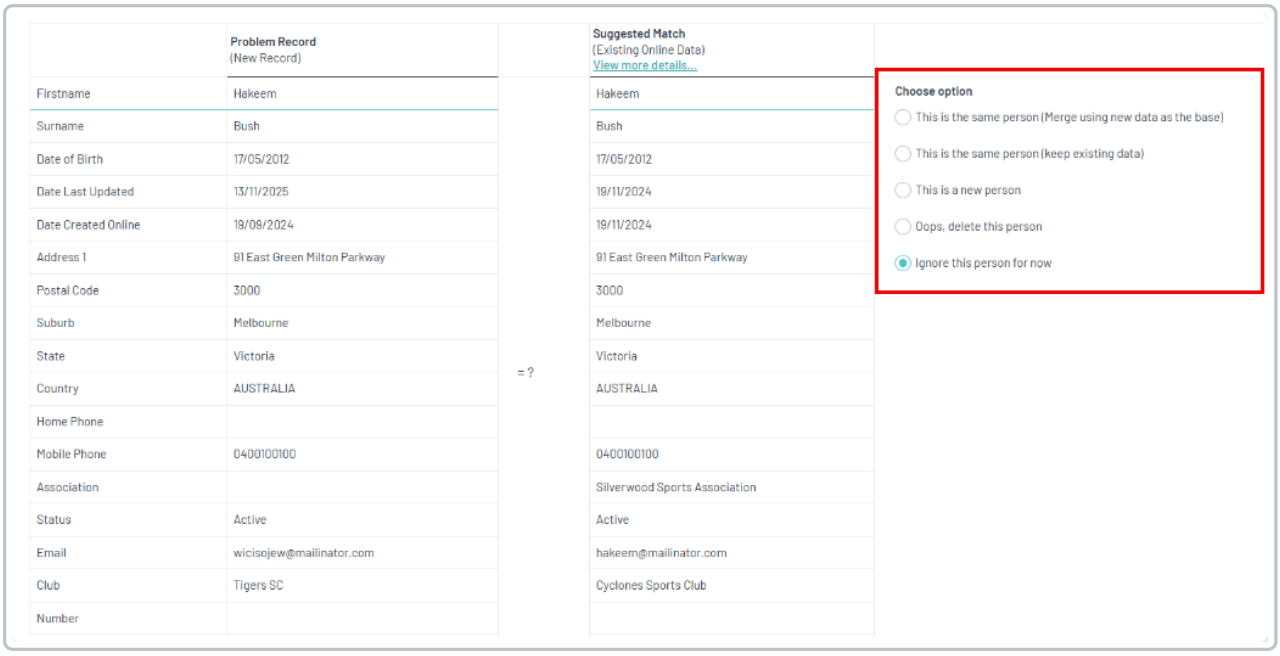
Other member data like contact details, association, club, active status, and member number are also shown to help you decide which member data to use



Step 3: Resolve the Duplicate

On the right side, under **Choose option**, select one of the following five options for each possible duplicate:

- **This is the same person (Merge using new data as the base):** Select this option if the **new record** is the same person and contains more up-to-date contact information. It uses all new member data unless a field is blank, in which case it uses the existing data
- **This is the same person (keep existing data):** Select this option if the new record is the same person, but the **existing record** contains more up-to-date contact information. This option will retain all of the member's existing information
- **This is a new person:** Select this option if the new record, despite having the same three matching fields, is in fact a **different person**
- **Oops, delete this person:** Select this option if the new record was added by mistake and you wish to **delete the new record**. This action will not affect the member's existing record
- **Ignore this person for now:** Select this option to **defer a decision** on resolving the duplicate until a later time.

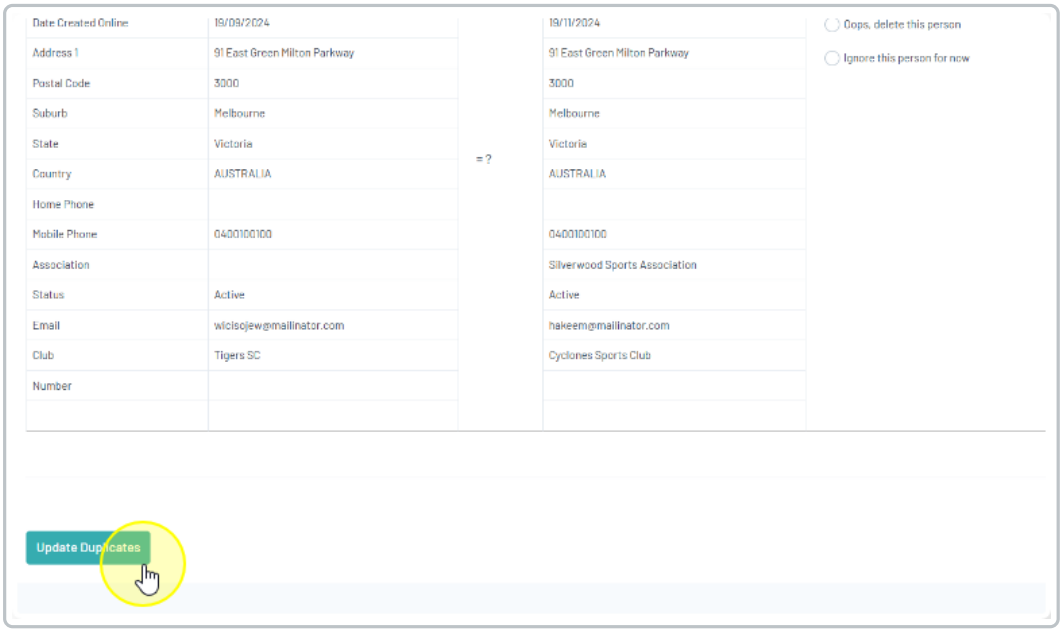


	Problem Record (New Record)		Suggested Match (Existing Online Data) View more details...
Firstname	Hakeem		Hakeem
Surname	Bush		Bush
Date of Birth	17/05/2012		17/05/2012
Date Last Updated	13/11/2025		19/11/2024
Date Created Online	19/09/2024		19/11/2024
Address 1	91 East Green Milton Parkway		91 East Green Milton Parkway
Postal Code	3000		3000
Suburb	Melbourne		Melbourne
State	Victoria	= ?	Victoria
Country	AUSTRALIA		AUSTRALIA
Home Phone			
Mobile Phone	0400100100		0400100100
Association			Silverwood Sports Association
Status	Active		Active
Email	wicisojew@mailinator.com		hakeem@mailinator.com
Club	Tigers SC		Cyclones Sports Club
Number			

Choose option

- ○ This is the same person (Merge using new data as the base)
- ○ This is the same person (keep existing data)
- ○ This is a new person
- ○ Oops, delete this person
- ◉ Ignore this person for now

After selecting the appropriate resolution option for each possible duplicate, click the **UPDATE DUPLICATES** button



Date Created Online	19/09/2024	19/11/2024	○ Oops, delete this person
Address 1	91 East Green Milton Parkway	91 East Green Milton Parkway	○ Ignore this person for now
Postal Code	3000	3000	
Suburb	Melbourne	Melbourne	
State	Victoria	Victoria	
Country	AUSTRALIA	AUSTRALIA	
Home Phone			
Mobile Phone	0400100100	0400100100	
Association		Silverwood Sports Association	
Status	Active	Active	
Email	wicisojew@mailinator.com	hakeem@mailinator.com	
Club	Tigers SC	Cyclones Sports Club	
Number			

= ?

Update Duplicates