Merge Duplicate Records

When to use

Follow this process to merge duplicate records.

Note: This is one of the more frustrating parts of GMS. Most of the time this process works. Occasionally it freezes “greyed out screen”. When this happens, try closing your browser and try again. It if freezes for a send time then contact GMS via email and ask them to merge the records for you, quoting the two RFU ID that you want to merge.

If a person has more than two records (the most I’ve seen so far is 4) then merge each in turn.

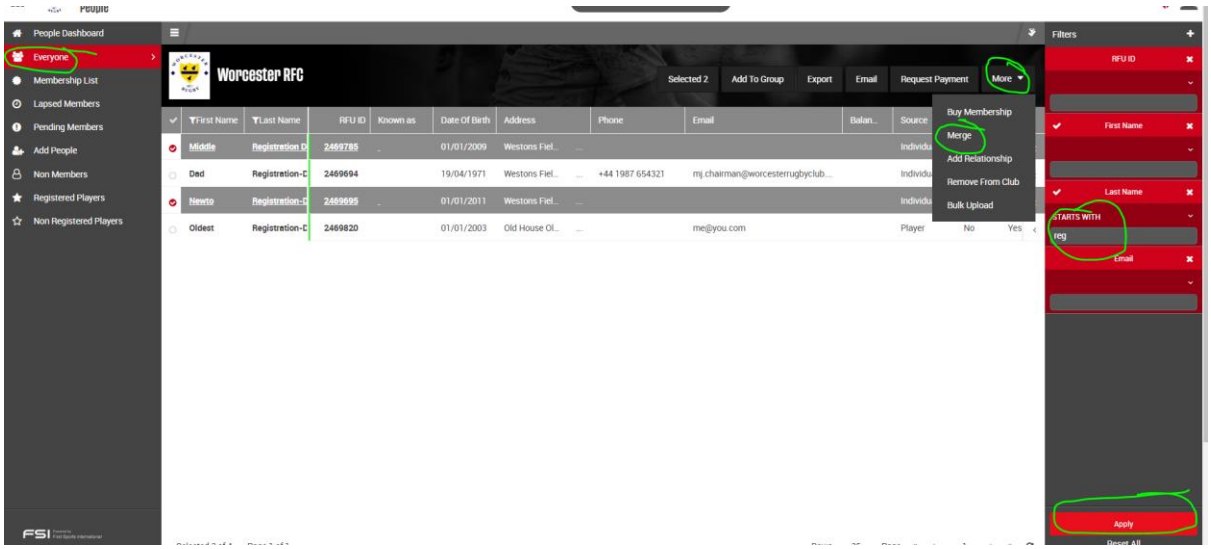
Required information

The most up to date information for the individual, e.g. name, address, phone, email.

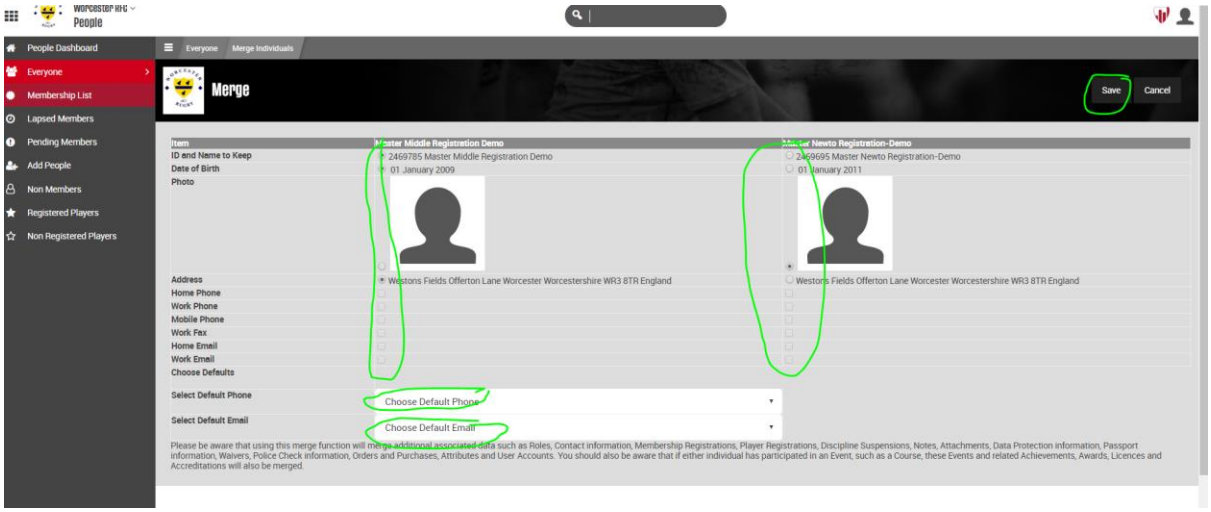
Process

Log into GMS, access people App

Select Everyone. Use filters to find the two records that you want to merge. Select both. Make sure “Select 2” is visible. Click More > Merge

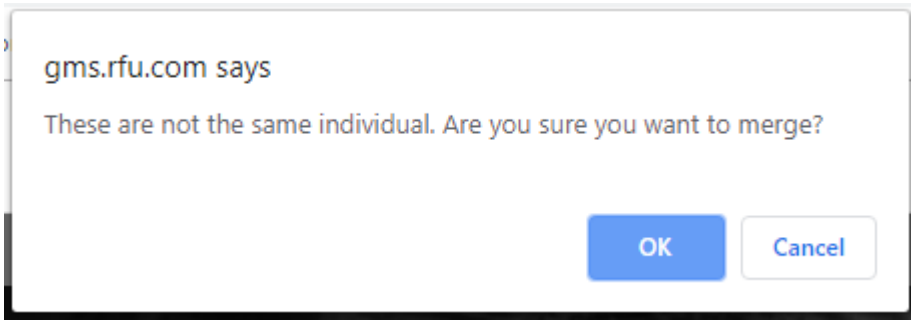


Tick the radio button with the correct information. Select default phone and email. Click save

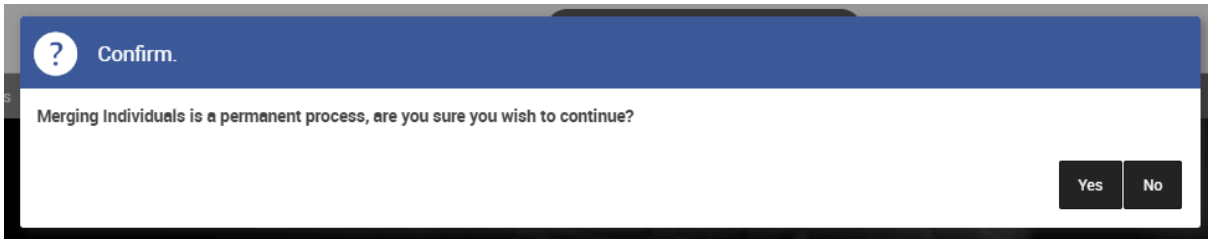


Clearly in this case GMS is correct, most of the time it's wrong, just because one is Mr and the other is Master. Click OK to continue.

If you do not see any message after a couple of seconds, then GMS has frozen – follow instructions above.



Read the warning, click Yes to continue



You will now see that the duplicate record is no more – congratulations.

