Merge Duplicate User Accounts

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Watch a Video

There are two methods to manage and merge user accounts duplicated on a campaign.

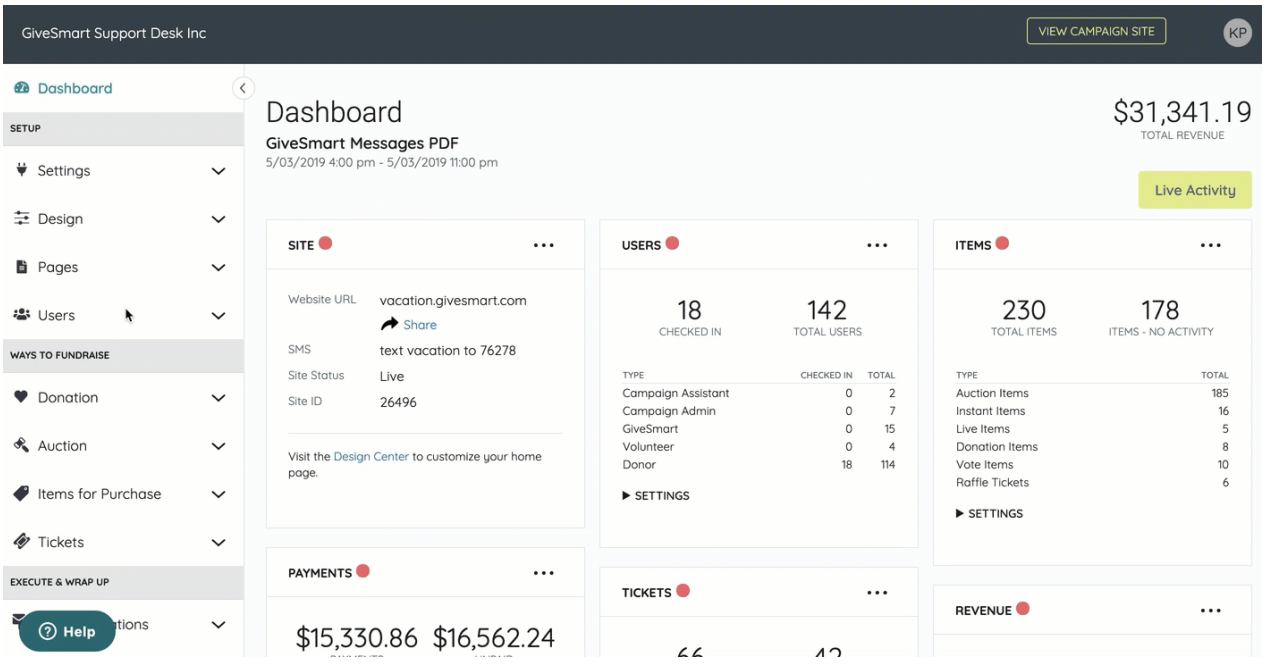
> **Tip:** With GiveSmart ticketing, to merge a duplicate ticketed user, visit Ticket Orders and un-assign the duplicated attendee.

Merge Users

Review all user account details to located user accounts to merge.

> **Note:** Confirm the two users being merged are the same user.

1. From the Users Container within the Dashboard, click the More button ("···").
2. Select Manage Users.
3. Locate a duplicated user account.
4. Select two user profiles.
5. Select Merge Users.
6. Select the information to keep.
7. Select Continue.
8. Confirm the information is correct.
9. Select Save Updated Account.

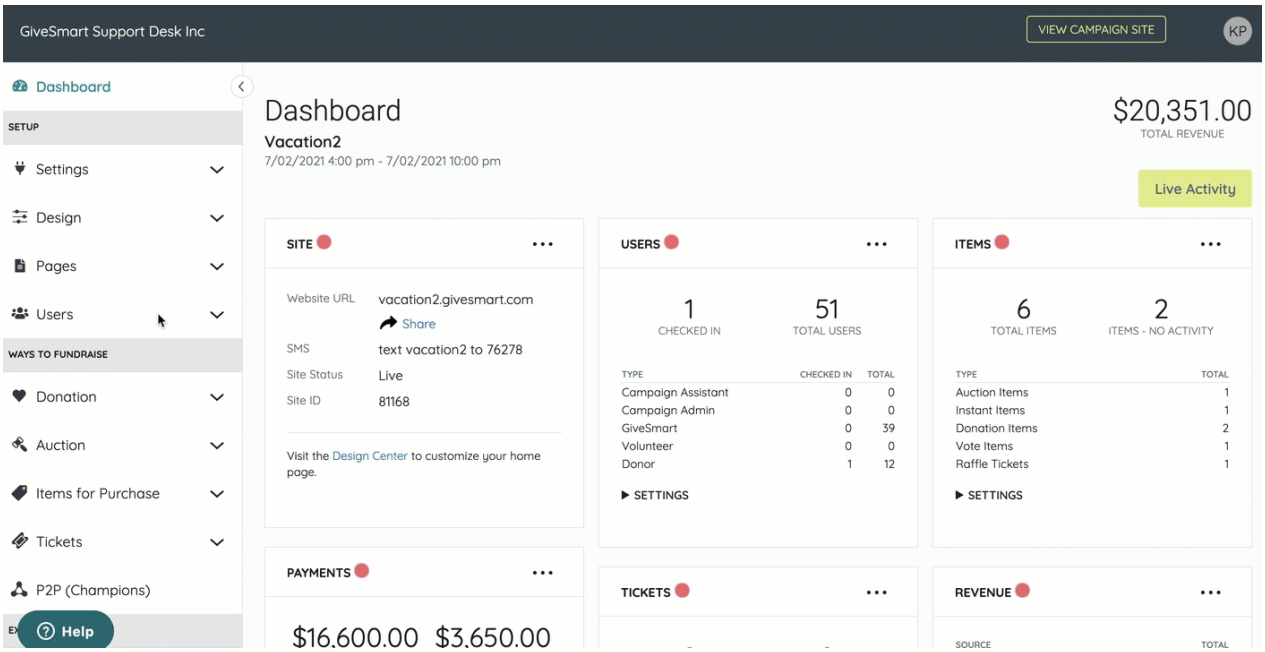


Manage Duplicates

Review all user accounts and find two matches based on similar first and last names and non-conflicting account details.

> **Note:** Only Org Admins have access to the Manage Duplicate feature.

1. From the Users Container within the Dashboard, click the More button ("···").
2. Select Manage Users.
3. Click the More button.
4. Select Manage Duplicate.
5. Select either Show me matches first or Merge Matches Now.



> **Tip:** GiveSmart recommends choosing "Show me matches first" to review before merging.

Show me matches first

Review matches based on Low, Medium, or High-Risk.

1. Select Continue.
2. Review the possible matches and select the information to save.
3. Complete the Merge.

> **Note:** Select the Skip for Now button to skip the merge process.

Merge Matches Now

All duplication identified, regardless of risk, are merged automatically.