Duplicate Family Records
Sometimes, through various means and despite all safeguards, there are two records for the same family in 4-H Online. Once you identify them, you need to consolidate all member/adult information into one family record and delete the extra one.

Sometimes families THEMSELVES consolidate into one household—there were two houses, but then somebody got married or moved in together, and now there’s one household. The same procedure will work for both of these circumstances.

Identifying duplicate families:
If you’re not sure whether you have duplicate records for families, you can find them by using the Families tab, and selectively sorting.

1. Sorting alpha by last name is a good place to start. In the screen print at right, you can see that there are 2 Coover and 2 Cronbaugh family records, and because the street address is the same, one of each is a duplicate.

2. Sort alpha by ADDRESS (click on the word “Address” at the top of the column), then select “ALL” from the alpha click-list at the top. This will reveal possible duplicate families with different family names, but the same address. **There should only be one record per household address.** In the example at right, the “Craft” and “West” families have the same street address.

3. The same sort as #2 will also reveal incomplete family records that should be deleted. Each family record is required to have a street address, city, state, and zip before members can be added. In the example at right, these family records are incomplete and should be deleted so that you don’t end up creating a new record if someone in that family joins 4-H. When you click on the Login icon beside these families, you will see that there are no adult volunteer/youth associated with them. There is a “Delete Family” button at the bottom of the family information.
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Consolidating duplicate families:

Once you’ve identified that you have duplicate family records, you need to consolidate the information in each so that all youth/adults are members of the same family record. In the examples above, there are very minor differences in the records (Coover vs. coover, 7355 19th Ave. vs. 7355 19 Avenue). It helps to have a screen print that displays those differences so that you can keep track of which record you’re working with. If there are no differences in the name/street address, make some. **Alter the street address one record so that it can be distinguished from the other one.**

Begin by clicking Login on one of the duplicate records. Note who is “in” that family, email, etc. To make a change so that you can tell the records apart, use the Edit Family link at the top.

Check the other family record. Use the “Return to County Account” link to switch between family records. (If no one in the family is Active, you can’t use the Manager Control Panel on the left.)

If either of the family records contains no adults/youth (left), just click the Edit Family link, delete that record and you’re done. **IMPORTANT:** If there are no members listed, and you do not have the option of the “Delete Family” button, it’s because there WERE members and they show up under the “ReActivate” option at the top. **CONTACT ME** for details about how to consolidate/remove those families.

You will “lose” your sort as you go back and forth between the County Account and the family records. Having a screen print will help you keep track of which records you are working with

If both family records contain youth/adult members, you should choose the family record that you want to be the one that remains. Login to the OTHER family record, and click Edit on one of the youth/adult records listed. (doesn’t matter if they’re Active or not).

Notice that your Manager Control Panel on the left now includes an option to “Move Current Member to a Different Family”. Use the drop-down to find the family that you decided was the record you were keeping. Click the “Change Family” button, but do not check the Login to New Family box, as you need to stay in this “old” record a bit longer.
After you click “Change Family”, you’ll get an “Are you sure” message: Click OK.

Then move any additional youth/adult records from this family. When you’re done, click the Delete Family button. Click OK on the warning.

Now return to the County Account, and login to the family that contains all the records. If there are discrepancies in the records (slightly different addresses, whatever) you can fix those. If you “Edit Family,” there is a checkbox that says “Update member records with the same address” to get all youth/adult records to contain the same Family information.
Sometimes, if a family cannot remember their login or password, they just decide to start over and create a brand-new record. Then you’re left with a record that was created this year, as well as the old one from last year. You can only delete records in their first year of existence. Once a record has existed for a year, then it’s archived and always truly exists.

Here’s what you will need to do if a family creates a new record for themselves:

1. Print out the info from the new account. (at least the email address they used)
2. Delete the new account—first the member record and then the family. If you have activated the youth already, you may have to return them to pending or incomplete before you do that.
3. Go to the OLD account, and (optional) START the re-enrollment process.
   a. **DO NOT SUBMIT** the record at any point. It has to remain as “incomplete” or the family will not be able to edit authorizations.
   b. If you wish, you can add info that was entered on the new account, like project changes, etc.
4. Change the family’s email to the one used on the “new” account.
5. Contact the family and ask them to go BACK into the program and complete the forms on the correct record. They will use the same email address that they used on the “new” record they created, and their password should also be the same.