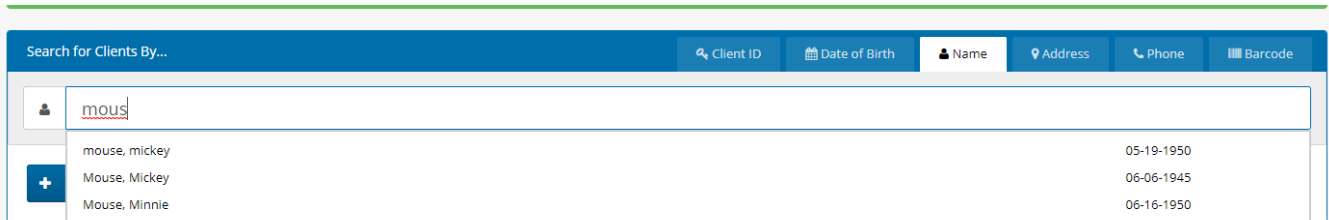# Link2Feed: Managing Duplicates

Link2Feed will constantly search the database against the data you are entering. Because of this, entering duplicates within the system is difficult, but not impossible. Depending on your level of access, you will be able to manage duplicates during intake as well as overall for your agency.

Managing Duplicates

Always begin by searching through existing neighbors before entering new data. If no neighbor match is found, **then** create a new neighbor profile.
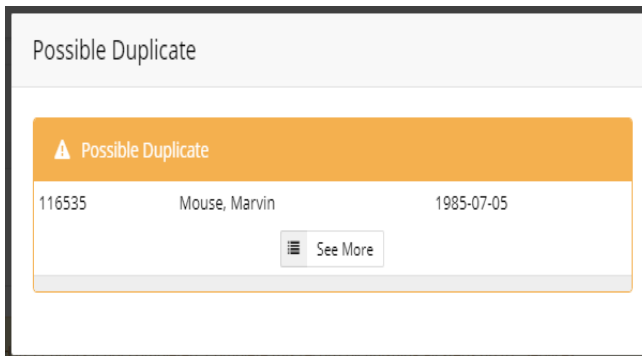

In instances where separate households are claiming a single neighbor, it is possible to associate the neighbor with each household to avoid duplication. Most commonly, this will become evident when a new neighbor entering information during intake lists a member that is already within the Link2Feed system. **When this happens, a "Possible Duplicate" pop-up will appear.**

First, verify whether the information entered matches the possible duplicate listed and is in fact the same person. You may do this by clicking the "See More" button.

This will generate a new window with additional information for you to compare against the information entered for the potential duplicate profile.

- If the information does not match, please click the "No" button to dismiss the duplicate. This instance of possible duplication will still be recorded and can be reviewed or modified later, if necessary.

- If the information matches, please click the "Yes" button to confirm that this is the same person.

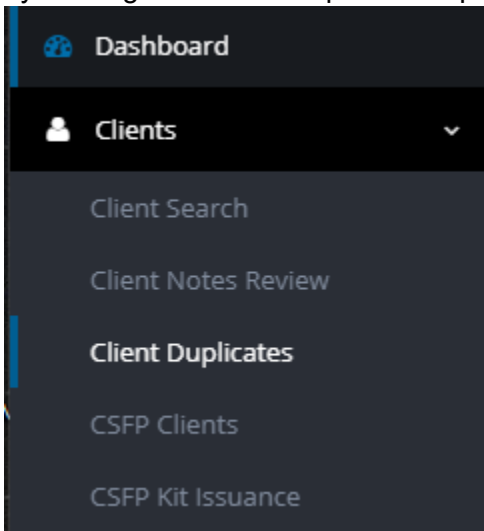If this neighbor is associated with another household, this will populate a new option:
- Choose **"Link"** if this member belongs to more than one household. This may be the case for grandparents who take care of grandchildren during the summer, other custody arrangements, et cetera.
- Choose **"Move"** if the member has completely vacated the other household and now solely resides in the household being entered.

As you may notice, the system **does not** allow for duplicate accounts to be created. Every instance of possible duplication, and possible duplications that have been marked as dismissed, are recorded for review by the agency manager and Regional Food Bank. This is to help ensure and maintain the integrity of unduplicated data regarding the neighbors we serve.

Reviewing Potential Duplicates

As an agency manager, you have access to manage duplicates that have been dismissed. You may access them by clicking the "Client Duplicates" option under "Clients" from the left-side dashboard.

This will open a new page where any instances of possible duplicates will be recorded and separated into potential and dismissed duplicates.

Potential duplicates will open by default, with the fields that match highlighted. The system will also display the name of the intake worker who entered the information for that neighbor.

ID	First Name	Last Name	Date of Birth	Address	Created By		
116612	Minni	Mouse	04-05-1989		Agency Manager	⬇ Merge	
116614	Sasha	Mouse	04-05-1989		Agency Manager	⬆ Merge	🗁 View ✖ Dismiss

For additional information on the neighbor, you may click the "View" button to see a side-by-side comparison of the information entered for both profiles.

Comparing the details of "Minni Mouse" to "Sasha Mouse"

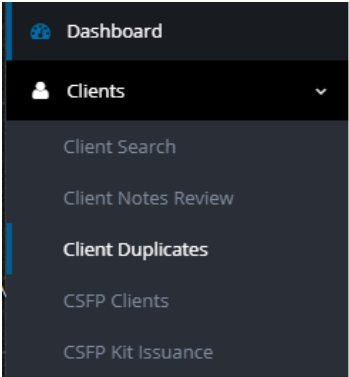| Client Details			✖ Close Window
	Minni Mouse	Sasha Mouse	
Personal Details			
Client ID #	116612	116614	
Status	Active	Active	
Created By	Agency Manager	Agency Manager	
Created At	TEFAP Pantry	TEFAP Pantry	
Last Updated	10-10-2019 @ 08:52 AM	10-10-2019 @ 08:55 AM	
Last Visit to Agency			
Date Ignored	10-10-2019 @ 08:54 AM	10-10-2019 @ 08:54 AM	
First Name	Minni	Sasha	

If it is determined that the information is a duplicate, you may click "Merge" with the corresponding profile that should be merged into the existing profile (clicking the bottom merge will merge the bottom profile into the top).

If it is determined that the information is for two separate people, you may click "Dismiss" to dismiss the duplicate. This will populate on a separate page to be further reviewed and will no longer pop-up as a potential duplicate during intake.

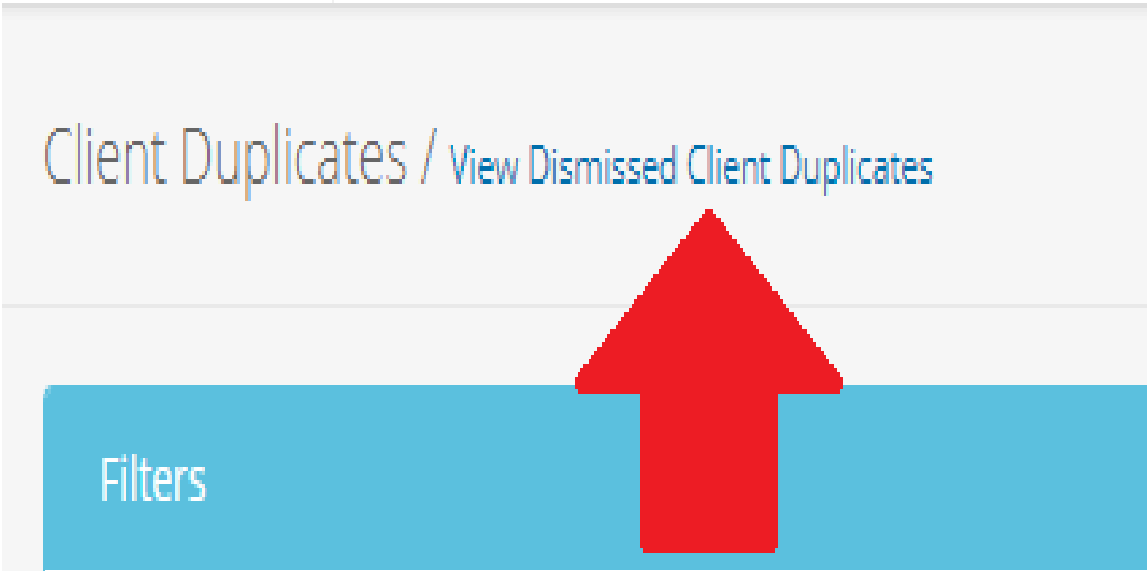| ID		First Name		Last Name		Date of Birth		Address		Created By			
116612		Minni		Mouse		04-05-1989				Agency Manager		↓ Merge	
116614		Sasha		Mouse		04-05-1989				Agency Manager		↑ Merge	

(View × Dismiss)

Dismissed Duplicates
Duplicates that have been dismissed will still populate in the system for review. To access these, you may access them by clicking the "Client Duplicates" option under "Clients" from the left-side dashboard.

🎨 Dashboard

👤 Clients ˅

Client Search

Client Notes Review

Client Duplicates

CSFP Clients

CSFP Kit Issuance

This will open a new page where any instances of possible duplicates will be recorded and separated into potential and dismissed duplicates.

Potential duplicates will open by default. To switch to dismissed duplicates, please click the "View Dismissed Client Duplicates" option at the top of the page.

Client Duplicates / View Dismissed Client Duplicates

Filters

This page will look **the exact same** as the undismissed duplicates page: any potential duplicates will list in a table below, with the similar information highlighted.

Filters

Q Filter

Location

Any ▾

Start Date

📅 01-01-2015

End Date

📅 10-08-2019

Keywords

Number of Matching Criteria

Any ▾

Household Details

Any ▾

Client details inside the bracket represent what profile looked like when it was originally added to the list. ✕

ID ⬍	First Name ⬍	Last Name ⬍	Date of Birth ⬍	Address ⬍	Created By ⬍	
⊕ 113730	Mickey	Mouse	06-06-1945	11221 Coachmans Rd	Kara Stewart	▷ View ✔ Un-dismiss
116264	mickey	mouse	05-19-1950		Kara Stewart	

Count: 1   ❮ First   ❮ Previous   **1**   Next ❯   Last ❯

If you determine that the dismissed duplicate is in fact the same neighbor, you may click the "Undismiss" option on the right to return the neighbor duplicate to the duplicates screen, where you may then merge as appropriate.