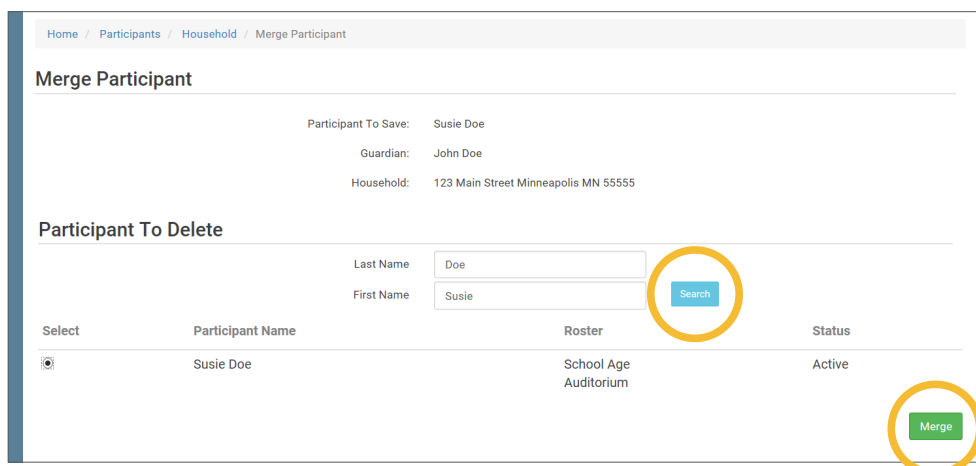


My Food Program prevents users from creating children with the exact same name and birthdate. However, if a duplicate child is created in error, it is possible to merge them together **As long as neither child has been included in a claim**. If either the “original” child or the duplicate child have been included in a claim, then a merge is not possible. In that instance, we recommend contacting My Food Program customer support for additional assistance. We can assist with manually moving the meal counts from the duplicate child to the original child and then deleting the duplicate. If both the original child and duplicate child have been included in a claim, then the only way to resolve the situation is to roll-back the claim, correct the meal counts, and then re-process the claim.

To merge participants:

- Click on “Participants & Rosters” on the main dashboard.
- Click on the name of the primary parent/guardian to bring up the Household Info page. (Alternatively, click on the child’s name and then click on “Household” on the bread crumbs menu in the upper-left corner.)
- Click on the orange “Merge with Participant” button.
- Input the information for the duplicate child in the “Participant to Delete” section and click the blue “Search” button.
- Select the child you wish to delete. Click the green “Merge” button.
- If the merge is successful, you will get a blue confirmation message at the top. If either the “Participant to Save” or “Participant to Delete” have been included in a claim, you will get a red error message and the merge will not proceed.



The screenshot shows the 'Merge Participant' form. At the top, there is a breadcrumb trail: Home / Participants / Household / Merge Participant. The form is divided into two main sections: 'Participant To Save' and 'Participant To Delete'.

Participant To Save:

- Participant To Save: Susie Doe
- Guardian: John Doe
- Household: 123 Main Street Minneapolis MN 55555

Participant To Delete:

Last Name: (circled in orange)

First Name: (circled in orange)

(circled in orange)

Select	Participant Name	Roster	Status
<input checked="" type="checkbox"/>	Susie Doe	School Age Auditorium	Active

(circled in orange)

Note: when you merge participants, they are added to the household of the “Participant to Save” and the Participant Information (such as birthdate, roster assignment, enrollment form dates, etc.) is the same as the “Participant to Save”.