

# Participants & Rosters: Households & Participants: Merging Duplicate Participants



My Food Program prevents users from creating participants with the exact same name and birthdate. However, if a duplicate participant is created in error, it is possible to merge them together **As long as neither participant has been included in a claim.** If either the “original” participant or the duplicate participant 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 participant to the original participant and then deleting the duplicate. If both the original participant and duplicate participant 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 participant’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 participant in the “Participant to Delete” section and click the blue “Search” button.
- Select the participant 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 a web form titled "Merge Participant". At the top, it displays "Participant To Save: Frank Anderson" and "Household: IL". Below this is a section titled "Participant To Delete" with input fields for "Last Name" and "First Name" (containing "Frank"). A blue "Search" button is to the right of these fields. Below the search fields is a table with columns for "Select", "Participant Name", "Roster", and "Status". One row is visible with a radio button selected, "Frank Andersen", "Monday Attendees", and "Active". A green "Merge" button is located at the bottom right of the form.

Select	Participant Name	Roster	Status
<input checked="" type="radio"/>	Frank Andersen	Monday Attendees	Active

**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”.