

Find possible directory duplicates

Compare names and contact details before creating a second record, using the directory's real search.

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Before you begin

- ✓ Open People → Records in the correct workspace.
- ✓ Have at least one reliable contact detail for the person you are checking.

1

STEP 1 OF 4 · 1-2 MIN

Open the full list

Open People and select Records. Search covers name, surname, email and phone in the active workspace.

This screen does not calculate or merge duplicates automatically. The comparison is a manual check before creation.

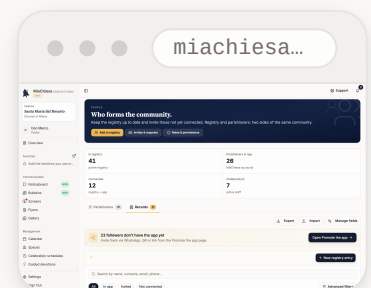


Fig. 1 Start from the correct workspace; searching does not change any record.

2

STEP 2 OF 4 · 1-2 MIN

Search by name first

Enter a name or surname. A common term such as Marco can return different people, so treat the rows only as candidates to compare.

Check the full name and open a record when you need authorised details such as date of birth.

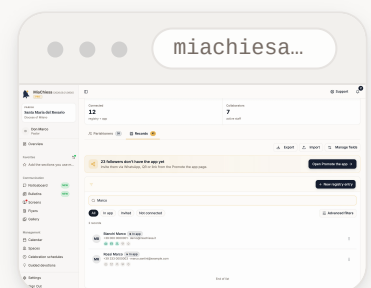


Fig. 2 Several rows with the same first name do not prove they are duplicates.

3

STEP 3 OF 4 · 1-2 MIN

Refine with a contact detail

Search again with an email address or phone number when available. An exact contact narrows the list and makes an existing record easier to identify. If it does not appear, check spelling and spaces, then try phone, name and surname; the record may belong to another workspace.

If contact or registry details differ, do not treat people as the same based on name similarity alone.

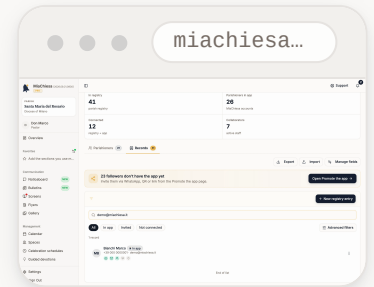


Fig. 3 The exact search isolates the existing record; the capture does not edit or merge data.

4

STEP 4 OF 4 · 1-2 MIN

Decide before creating

Open the matching record and correct it if it belongs to the same person. Use Add a record only when the information identifies a separate person.

No automatic merge

There is currently no duplicate detector or merge command. Keep both records when identity is uncertain and verify with the person who supplied the data.

What you have achieved

✓ You checked for an existing record using more than one data point.

✓ No record was created, merged or deleted during the check.

Troubleshooting

Why is there no “possible duplicate” warning?



There is no dedicated detector. Use search and compare authorised details manually.