

Knowledge Base — Merging duplicate swimmers

For coaches: what to do when the same swimmer is in MeetDirector twice — how to propose a merge, who confirms it, and how to stop duplicates happening.

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Sometimes the same swimmer ends up in MeetDirector twice: once from your roster, once from a results file, maybe once more with a nickname. When that happens their times get split across two records, and neither one shows their real best times.

Merging fixes that. Here's how to do it yourself.

What merging does

You pick which record to **keep** and which one to **retire**. Everything moves onto the record you keep:

- meet entries
- results (their swims)
- relay legs
- best times
- team roster spot

Nothing is deleted and no times are changed — they just end up attached to the right swimmer. If a merge turns out to be wrong, we can undo it; just contact support.

Before you start

You'll need:

- A MeetDirector account that's approved as a **coach of the club**.
- Both swimmers on **your club's roster**.
- **Another coach on your club** to confirm the merge. Merges take two people: you propose, someone else approves. That's deliberate — it stops a single mistake from combining two real swimmers.

Step by step

1. Sign in and go to the **Coach portal**.
2. Under **My teams**, click your club.
3. On the **Roster** tab, click **Merge duplicates**.
4. In the **Propose a merge** box:
 - **Keep this swimmer (survivor)** — the record you want to keep.
 - **Merge & retire this duplicate** — the one to fold in.

Each swimmer is listed as `#id - Name (age) - USA-S #`, so you can tell near-identical entries apart.

1. Click **Propose**.
2. Your request appears under **Pending merge requests**. It shows exactly what will move — *3 entries · 18 results · 2 relay legs · 6 best times* — so you can sanity-check it.
3. **Ask another coach on your club to open the same page and click "Confirm & merge."** You can't confirm your own request. Until they do, you can **Cancel** it.

That's it. The retired record disappears from your roster and everything shows under the swimmer you kept.

Which record should I keep?

When in doubt, keep the one that:

1. has **more results**, then
2. has a **USA-Swimming number**, then
3. has a **birthdate**, then
4. is the **older** record.

Missing details on the record you keep aren't a problem — you can fill them in afterwards on the swimmer's edit page.

Messages you might see

"Different gender on the two records" or "Different birth dates" A caution, not a stop. Usually it's a typo on one of the records. Check it's really the same swimmer, then go ahead.

"These records have different USA-Swimming numbers — likely different people. An administrator must merge them." We won't let a coach merge across two different registration numbers, because that's usually two different people. If you're sure it's one swimmer — a number was mistyped, or they re-registered — click **Ask an administrator to review** on that message. It sends the pair to us and we'll take it from there.

"The duplicate/survivor swimmer is not on your club's roster" You can only merge two swimmers who are both on your club. If one of them sits on another club (a swimmer who transferred, for example), contact support and we'll merge it for you.

"A pending request for those swimmers already exists" Someone already proposed it. Scroll down to **Pending merge requests** and confirm or cancel it.

After uploading results

If you've just uploaded a results file, use the **Review data** button on the upload summary. It shows you, for that meet only:

- swimmers that look like duplicates — with **Merge** and **Not a duplicate** buttons
- swimmers missing a USA-Swimming number, birthdate or gender

Clicking **Not a duplicate** means we won't suggest that pair again. Working this list right after an upload is the easiest way to keep your roster clean.

How to avoid duplicates in the first place

- **Put the USA-Swimming number on every swimmer**, in MeetDirector *and* in your team software. It's the single best way for us to recognise a swimmer, and it beats everything else.
- **Upload your roster before you upload results**, so swimmers already exist when their swims arrive.
- **Use legal names** in files. Put "Katie" in the *preferred name* field, not the first-name field.
- Check birthdates when you add a swimmer — one wrong digit creates a duplicate later.

Still stuck?

Open a support ticket from the Coach portal, or email **support@meetdirector.online**. Tell us the swimmer's name and your team code, and we can merge, unmerge, or combine records across clubs for you.

MeetDirector Online · Need a hand? Open a ticket at support.meetdirector.online.