

Fixing Duplicate Player ID's

In the event that a player is complaining about tournaments missing from his/her record, it may be that there are *duplicate* profiles of the player. Ask the player for the specific tournament missing and it will be easy to investigate.

Steps:

1. Look at the tournaments results on tc.tournamentsoftware.com to see if the player is listed.
2. Check the players ranking to see if that tournament is under their profile.
3. If not, check to make sure that tournament is on the list of ranked tournaments and if it isn't, add it and re-process each week's rankings, if it is listed, **continue...**
4. Search the player on the website to see if there are duplicate profiles.

If the player DOES NOT have duplicate profiles listed:

5. Download the backup file of the tournament from the "admin" tab.
6. Restore the tournament in Tournament Planner and check the player list to see if the ID's of the player match.
7. If not, change the player ID to the correct one, validate players, re-publish then reprocess the tournament and weekly rankings.

If the player DOES have duplicate profiles listed:

8. Open up both player profiles in the rankings and see what tournaments are listed.
9. Select the profile that you want to keep (Usually the one with more tournaments under it or more information).
10. If there is different information in each profile (birthday ect.) contact the player or the player's PTA to obtain the correct information before proceeding.
11. Download and restore the backup files of each tournament under the profile you are not keeping and change the player ID to the profile that you are keeping.
12. Validate the players, re-publish and re-process each tournament required.
13. Re-process each week's rankings.
14. Finally, merge the incorrect player profile into the correct one to finish this fix.