

Duplicate Students

Why Do I Have Duplicate Students, and How Do I Remove Them?

How to Remove Duplicate Students

If you notice duplicate students in your account, or if pickAtime Support alerts you to duplicate records, this typically means that multiple student records exist with the **same name but different Student IDs**.

This can cause errors for parents who are still linked to older student records.

Why Do Duplicate Students Appear?

Duplicate student records generally occur for one of two reasons:

1. **Student IDs have changed.** You imported student data using different Student IDs than those used in previous years.
2. **Your import method has changed.** You switched from manually importing student data to using one of pickAtime's integrations, or vice versa.

To prevent potential scheduling issues, we recommend removing the outdated student records. **Following the steps below will remove duplicate records that are no longer associated with classes, without affecting your current student records.**

Step 1: Remove Old Events or Classes

Before deleting duplicate students, you must first remove the old events or classes associated with those student records.

Choose one of the following options:

- **Remove old events:** Go to **Events Preview**, select the event you want to remove, and click the red **Delete** button.
- **Remove only old classes:** Go to **Events Management / Class Editor** for each older event. Check **Show only classes**, select the classes you want to remove, and click **Delete Class**.

Step 2: Remove Duplicate Student Records

Once the old events or classes have been removed:

1. Go to **Global Setup / Contacts / Advanced Options**.
2. Select **Remove Students not enrolled in a class**.

This will remove student records that are no longer associated with any classes, including outdated duplicate records.

Important: Before proceeding, make sure that the old events or classes you are deleting are no longer needed. Students who are still enrolled in a class will **not** be removed by the cleanup option.

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