


How to Find Duplicate Contact Records by Identical *Primary* Email Address, and Automatically Merge them Together

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Last Updated: 2015-06-15

Overview

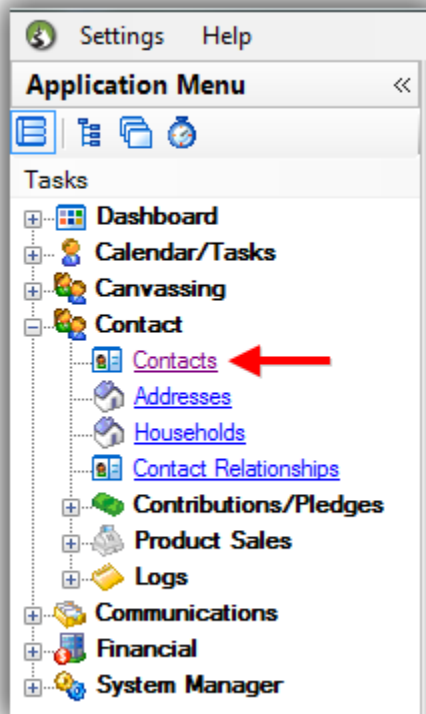
This article walks through the steps to find duplicate contact records in your database by **Primary E-Mail Address** - which is a [new feature](#) that was released in 2015. It also shows how to quickly merge those duplicates where **First Name** and **Primary E-Mail Address** are ***Identical***.

 **Tip:** If you've never cleaned up the duplicates in your database take a look at these few articles to keep your database as tidy as possible:

- [\(Video\) Households – What To Do B4 Householding!!](#)
- [\(Video\) How to Manage Duplicates](#)
- [\(Article\) Address Management](#)
- [\(Article\) Automatically Conform Addresses](#)
- [\(Article\) Auto-Merging Duplicate Address Records](#)

Steps

Navigate to your **Contacts** (*Donors/Voters*) list.



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Navigate to the **General > E-Mail** tabs, **plug-in** the tab, **uncheck** the **Alternate** box, **uncheck** all of the email flag checkboxes, and click **[Search] > (Load All)**

*The image below shows my query which produced **5,851** contacts.*

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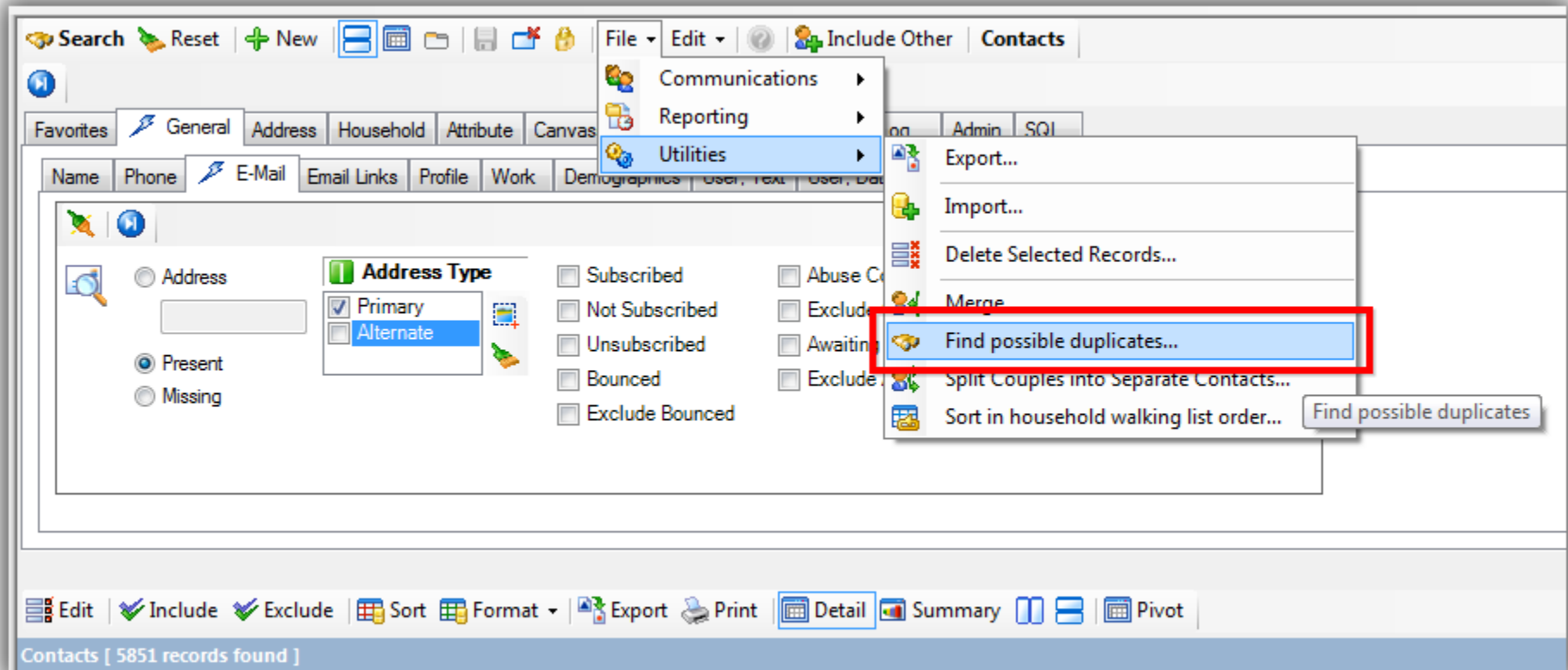
The screenshot shows the TrailBlazer software interface with the following elements:

- Search Bar:** Located at the top left, highlighted with a red box and labeled '1'.
- Address Type Filter:** A dropdown menu showing 'Primary' selected and 'Alternate' unselected. A red arrow labeled '2' points to the dropdown, and a red box labeled '3 (make sure only Primary is selected)' surrounds the selection.
- Advanced Filters:** A group of checkboxes including 'Subscribed', 'Not Subscribed', 'Unsubscribed', 'Bounced', 'Exclude Bounced', 'Abuse Complaints', 'Exclude Complaints', 'Awaiting Opt-In', and 'Exclude Awaiting'. A red box labeled '4 (make sure all checkboxes are unchecked)' surrounds this group.
- Unopened Messages:** A dropdown menu set to '<ignore>' and a text input field with the value '50'.
- Table:** A table showing search results with columns: Incl, ID, Title, Last Name, First Name, MI, and Email. The table contains three rows of data.

Incl	ID	Title	Last Name	First Name	MI	Email
<input checked="" type="checkbox"/>	11100			Brain Injury Association		steve@anderson.com
<input checked="" type="checkbox"/>	12913			Test Account #1 (Limited DB Access)		email@email.com
<input checked="" type="checkbox"/>	12825		Weaver	Mary		marymw@ptel.com

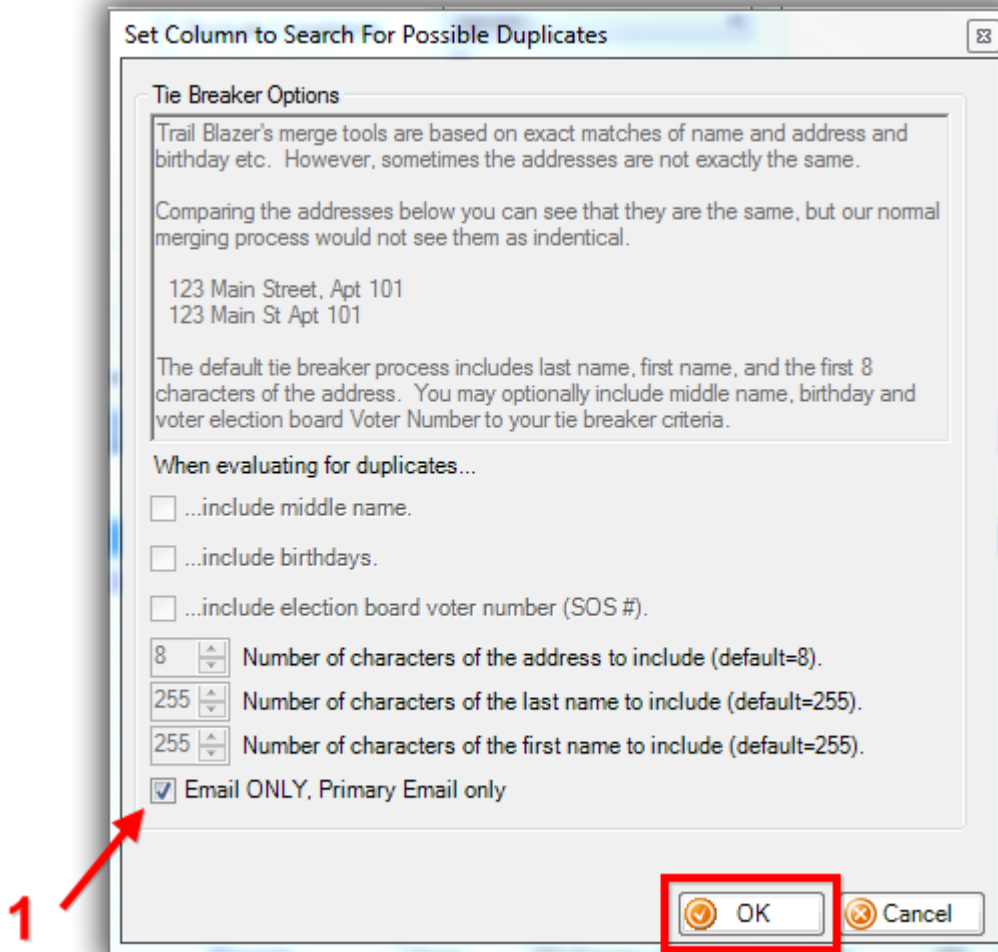
Select **File > Utilities > Find Possible Duplicates**

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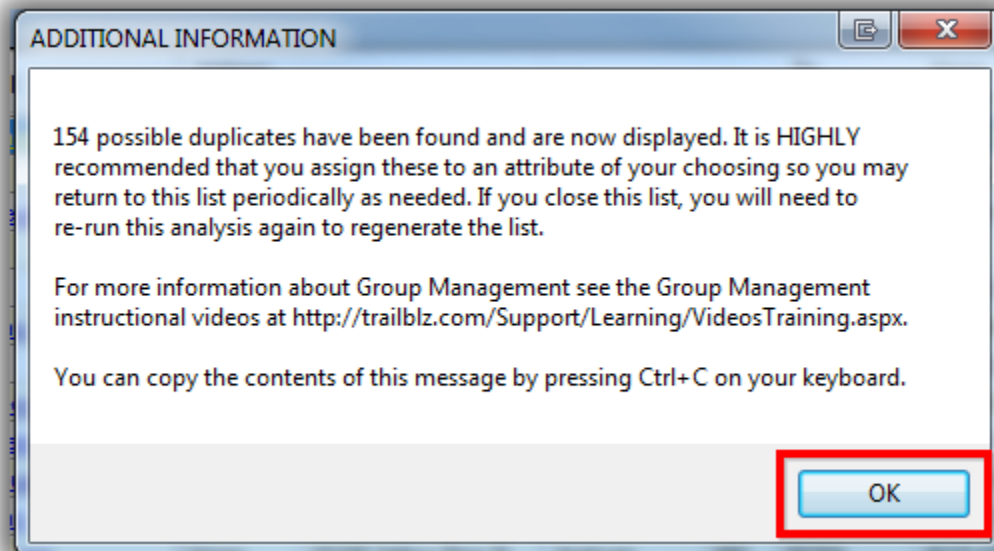
Check the box for **Email ONLY, Primary Email only**, and click [OK].

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This will run the process on all contacts that are **in the list** and provide you with the final count. *My example results are below where the system found **154**.*



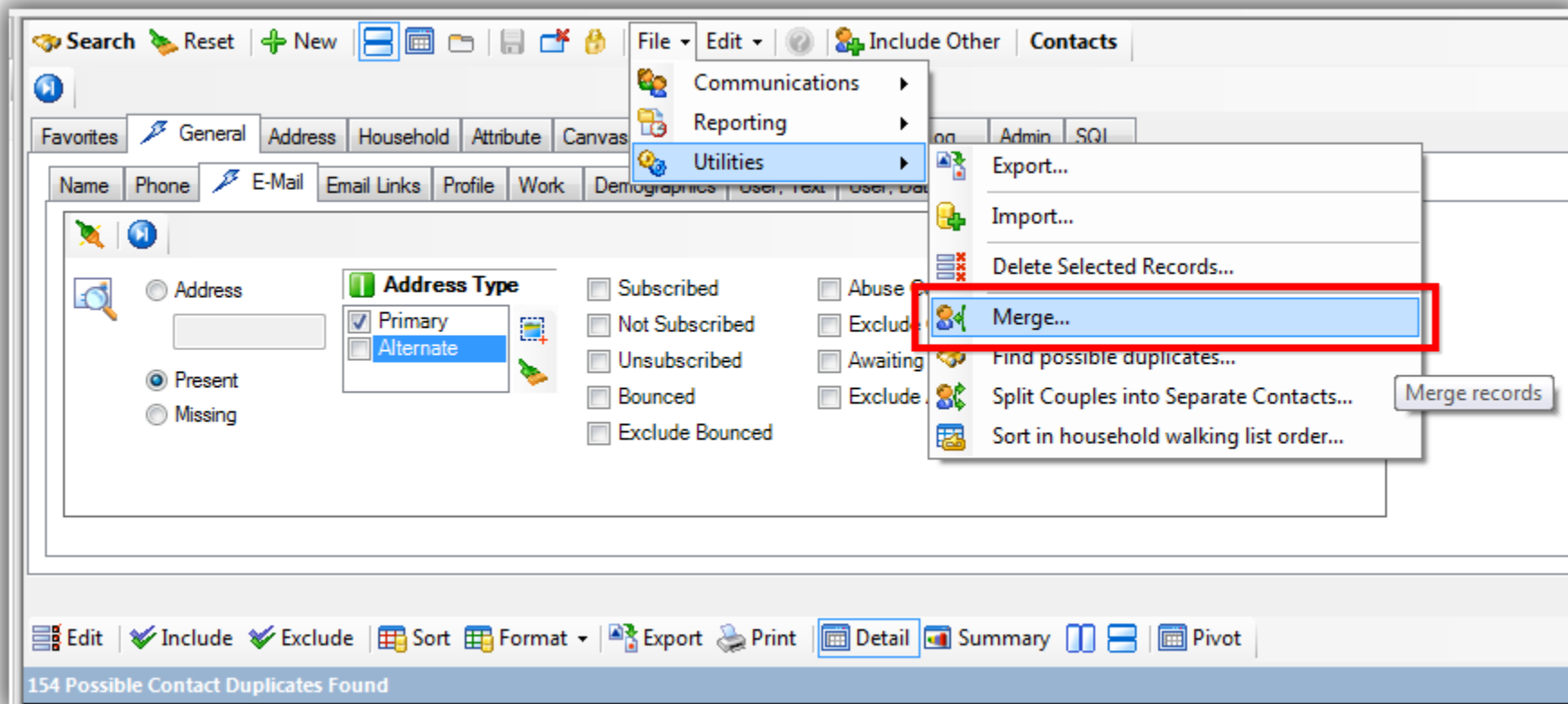
Click **[OK]** to finish.

At this point you have a couple of options. You could [set an attribute](#) for everyone in the list labeling them as a possible duplicate to cleanup at a later time, or you could go through the [automated merge process](#).

*I opted to auto-merge any contact that had an **identical First Name and Primary E-Mail address**.*

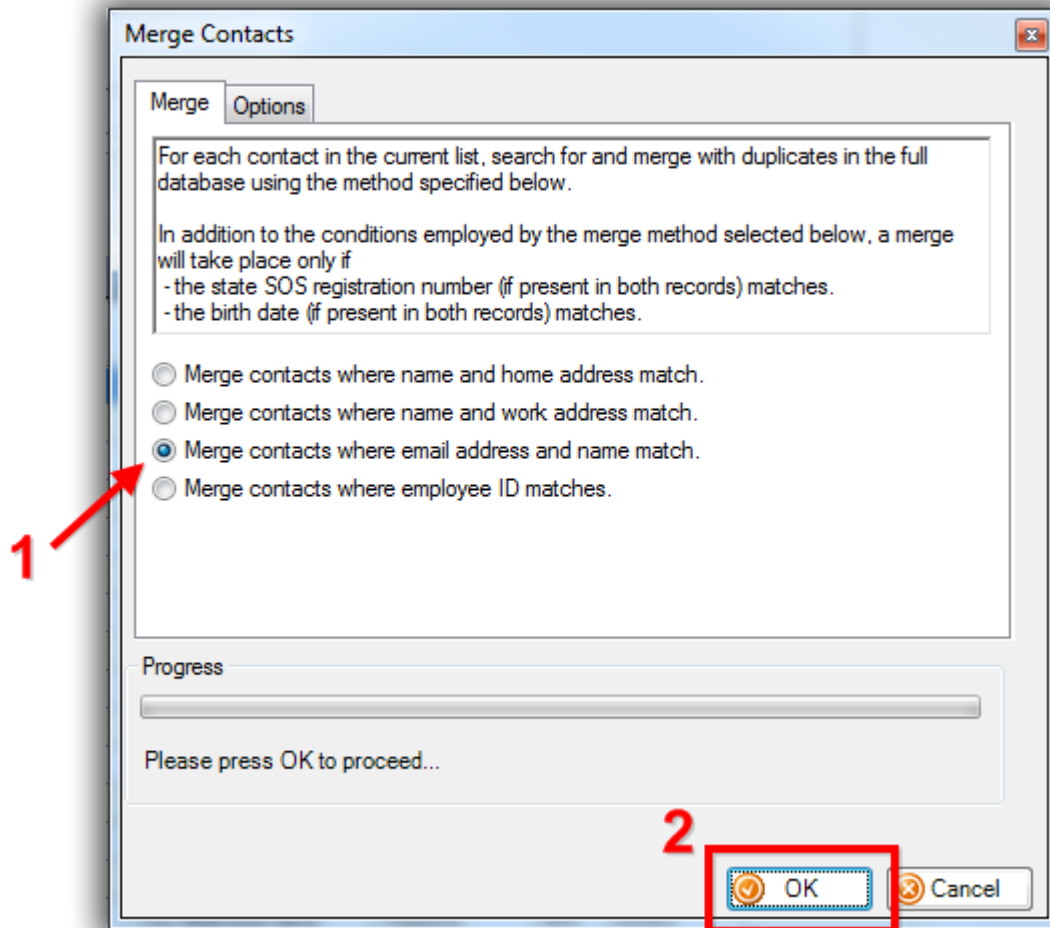
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Follow **File > Utilities > Merge**.



Select **Merge contacts where email address and name match**, and click **[OK]**.

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This system will update you with the results once it's complete. For any records that didn't merge you'll need to either fix their name/address data so that it's exactly the same and run the process again, or [drag-and-drop merge](#) the duplicates.

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Trail Blazer™

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

Related Resources

Article: [Manually Merging Contact Records](#)

Article: [Auto-Merge Duplicate Contact Records](#)

Video: [How to Manage Duplicates](#)

Trail Blazer Live Support

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** After registering you'll receive a confirmation email with the instructions for how to log into the [GoToMeeting](#) session where we host our live interactive trainings.*

** This service is included in your contract.*