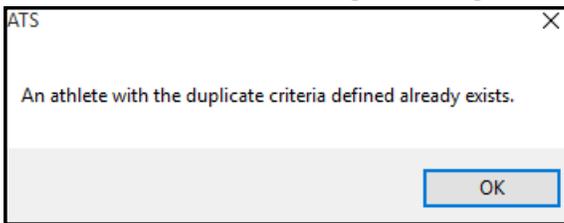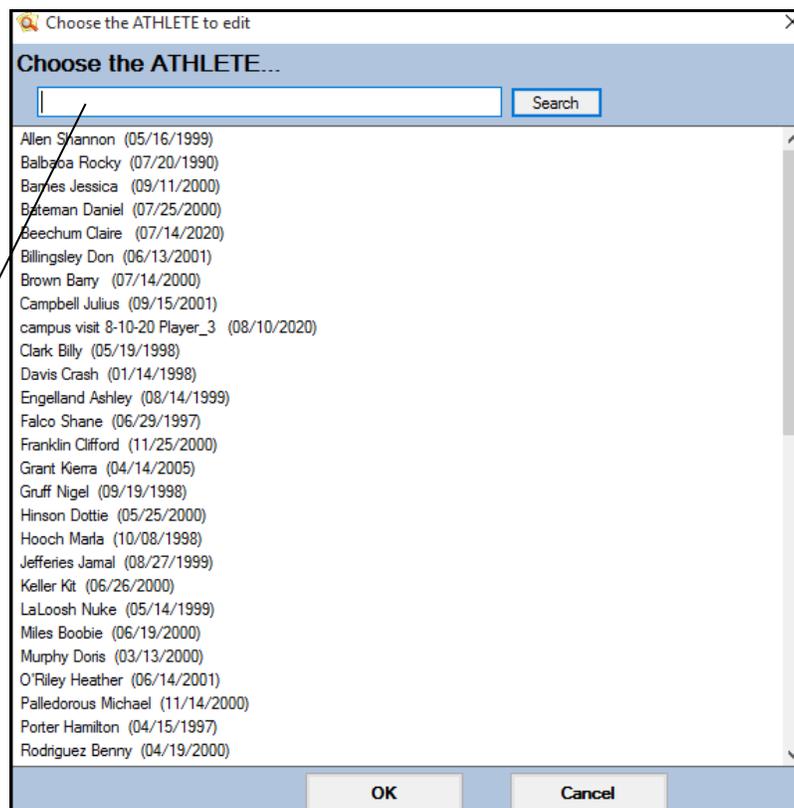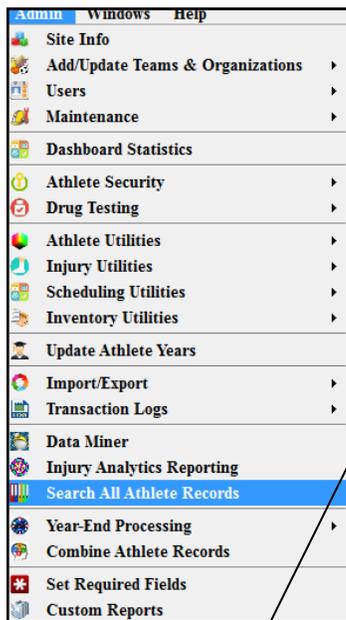# ATS— Duplicate Athlete Error when trying to add

Whether you are attempting to manually add your athletes, or the athletes are registering via the portal. If you or they see a message like the one below they already exist in the database.

The following steps, will help you find them, so you will not have to combine records because they were entered with a slight change.

The easiest way, and most useful way to find athletes that may be archived, inactive, purge listed, not assigned to a team or any combination of those is through the Search All Athlete Records.

You can search for the athlete using the search bar. Again, this will pull everyone that is in your database, so the list will be substantial. Search using the athletes last name. Once you find the athlete, select their name and it will open their profile.

If this entry of a duplicate athlete is needs to be deleted, an administrator will need to run the purge.

*** **Always view and verify your purge list prior to running the purge. This process is irreversible.**

ATS— Duplicate Athlete Error when trying to add

Once you open the athlete, you can see if they are archived, or inactive or another status. Correct this, save the changes and their profile will become "live" once more. They will also be able to login to the athlete portal. It is advisable to send them their password and ID.

When reactivating an athlete make sure you correct the necessary spots.

1. If they are archived, uncheck the archived box.

2. Make sure they are Active on at least one team.

3. Make sure to assign an appropriate year

4. Verify Name, DOB and other fields.

ATS— Duplicate Athlete Error when trying to add

Duplicate Athlete Error on the Staff Portal:

If you get the error below manually trying to enter a new athlete on the portal, it will direct you to where that athlete exists in the system.

Enter Athlete

❌ An athlete with this first name, last name, birthdate already exists for Joe Tech Men Baseball. ✕

Searching for all athletes in the portal is different than doing the admin search in the Desktop.

Begin by going to the athlete tab, and go to search athletes. If they do not show up on Search All, do make sure to check the purge or import list and the not listed on a team list.

Once you find your athlete, check the profile and ensure they are not archived, and they are not on the purge list in their year. Then go to the teams tab, and make sure they are active on the roster they need to be on.