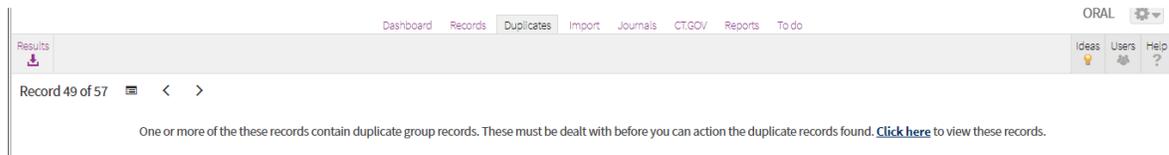This Quick Ref Guide looks at what to do if you encounter the following message when deduplicating records in CRS Web (see the video and Quick Ref Guide F3 for information on how to de-duplicate):
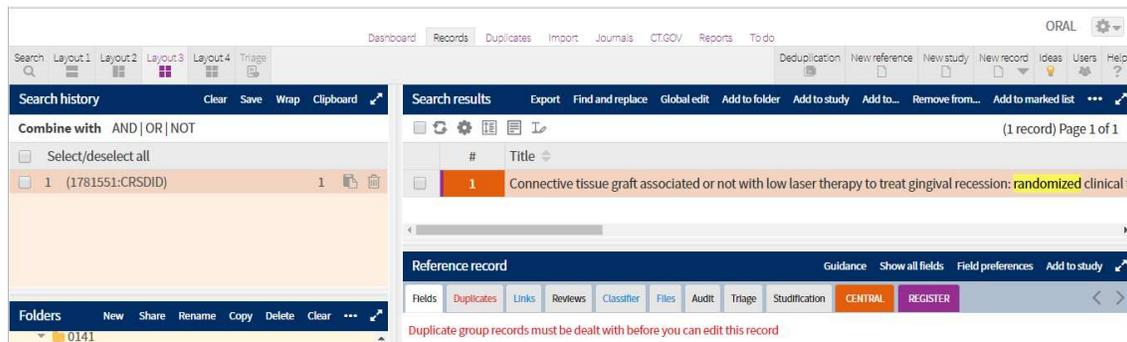

This message appears because the record has matched with another record that was brought over as a legacy record from CRS Stand-Alone. So essentially there are two sets of duplicates to deal with.

One set is the duplicated record that already existed in your segment when CRS Web went live. The other duplicate record is the new duplicate which has been detected in the deduplication process that you have just run.

These records have to be dealt with in stages.

First you must deal with the duplicate legacy records. Click on the "Click here" link in the message. This performs a search for the record and the related duplicates in CRS Web.

If you click on the red duplicates tab in the record, you can then see the legacy duplicates.

This will allow you to check the records and see if it is a duplicate. If the record is not a duplicate, you can click on the "Not a duplicate" heading so that the CRS will not identify it as a duplicate record again. If the record is a duplicate, you can merge them together, in the same way as you merge records in the Duplicates tab (see Quick Ref Guide and Video F3 for information).

Don't forget to check the fields and select the data you want. Anything in red will be discarded after the merge, so if you want to keep it, click in the field.

When the merge is complete, the Duplicates tab will turn from red to blue.

You then need to click out of the Records screen and back into the duplicates screen:

#

Now you need to deal with the second set of duplicates, which was identified from the deduplication process you have just run. If you click forward one record using the arrows, and then back again, you should see these duplicates.

You can then deal with them in the same way as other duplicates in CRS Web.

If you have any questions about deduplicating in CRS Web, contact cis-support@cochrane.org.