Quick Reference: Preventing and Handling Duplicate Monitoring Events			
Scenario	**Actions**	**Determine if the individual…**	**Next Steps**
CASE INVESTIGATOR: Preventing duplication before entering a contact monitoring event	1. Search the "All Monitoring Events" view by key pieces of information, such as last name, phone number, email, or mailing address. 2. Open each result and check for matching info.	…has an existing **active** monitoring event:	**ACTION:** Speak with the contact's owner and update the existing active monitoring event as needed.
		…existing **inactive** monitoring event:	**ACTION:** Proceed with creating a new monitoring event from this individual's person record per p. 6 of the Person Job Aid.
		…is a **new individual** who has never been monitored in the Tool:	**ACTION:** Create a new monitoring event.
CASE INVESTIGATOR: Duplicate warning while entering a contact monitoring event	1. Right-click on each linked entry and select "Open link in new tab." 2. Review each monitoring event.	…has an existing **active** monitoring event:	**ACTION:** DO NOT SAVE. Speak with the contact's owner and update the existing active monitoring event as needed.
		…existing **inactive** monitoring event:	**ACTION:** DO NOT SAVE. Proceed with creating a new monitoring event from this individual's person record per p. 6 of the Person Job Aid.
		…is a **new individual** who has never been monitored in the Tool:	**ACTION:** Click "Ignore and Save."
CONTACT TRACER: Duplicate warning on existing contact monitoring event	1. Right-click on each linked entry and select "Open link in new tab." 2. Review each monitoring event.	…has a **duplicate, active ME that is currently being monitored**:	**ACTION:** Proceed to the process on page 2 of the Handling Duplicates Job Aid.
		…is a previously-monitored contact with a **deactivated monitoring event under a different person record (P#):**	**ACTION:** Remove and replace the incorrect person record in the "Person" field per p. 6 of the Person Job Aid.
		…is not a duplicate and is a **new individual** who has never been monitored before in the Tool:	**ACTION:** Continue with monitoring this individual.
Remember that you should never deactivate or delete another user's contact unless explicitly instructed to do so.			