



User guide: cancelling the membership of someone who has died

Roles: Appointments Secretary, District Commissioner, Acting District Commissioner, County/Area/Region (Scotland) Commissioner, Acting County/Area/Region (Scotland) Commissioner

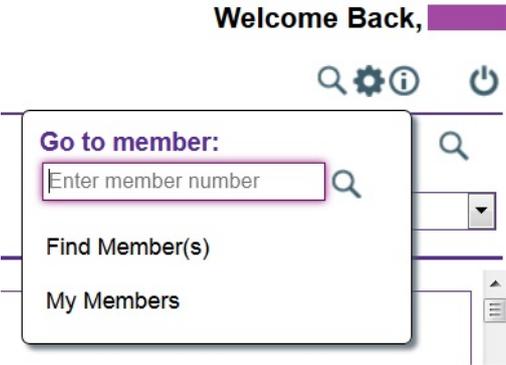
Process overview: This process should be followed when someone's record needs to be closed because they have passed away and are no longer a member.

When a record needs to be closed because someone has died, **DO NOT** close their roles first as this will send an email to the person's email account, which may be distressing for family members. By cancelling a person's membership this way will ensure no future roles can be added to their record and they will not show as an inactive member.

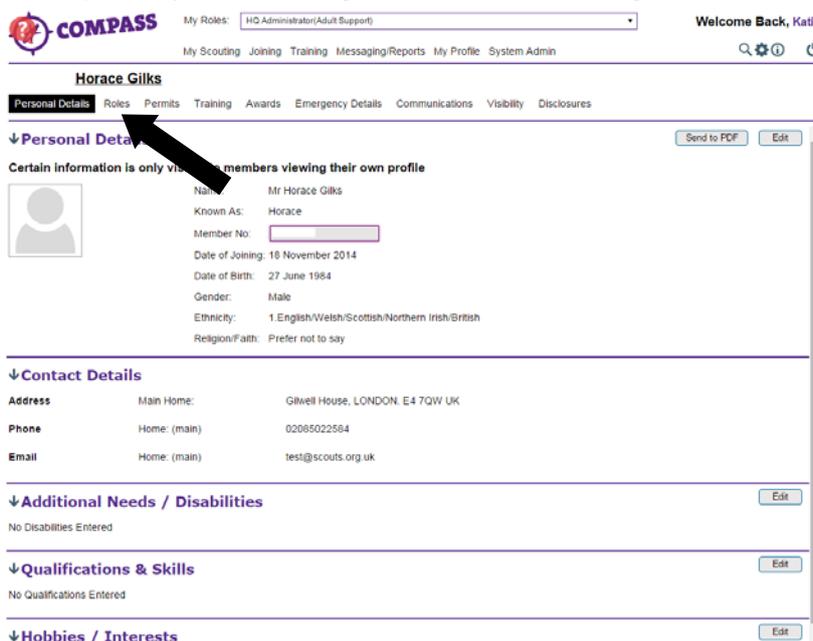
Please note: If you need to end someone's membership because they have decided to leave Scouting, please do so by ending all of their roles. Guidance on how to do this can be found in the user guide '[Ending a role satisfactorily or unsatisfactorily](#)'.

If you need to end cancel someone's membership following suspension, please see the user guides '[Requesting the cancellation of someone's membership following suspension](#)' and '[Approving or rejecting the cancellation of someone's membership following suspension](#)' for guidance on how to do this.

Process: cancelling the membership of someone who has died

- 1 Search for the member whose record needs to be closed. Hover over the magnifying glass at the top right hand corner and enter the membership number, or click 'Find member(s)'.


- 2 Once you have found the person you are looking for, click on the heading entitled 'Roles'.



Horace Gilks

Personal Details Roles Permits Training Awards Emergency Details Communications Visibility Disclosures

Personal Details

Certain information is only visible to members viewing their own profile

Name: Mr Horace Gilks
Known AS: Horace
Member No: [Redacted]
Date of Joining: 16 November 2014
Date of Birth: 27 June 1984
Gender: Male
Ethnicity: 1 English/Welsh/Scottish/Northern Irish/British
Religion/Faith: Prefer not to say

Contact Details

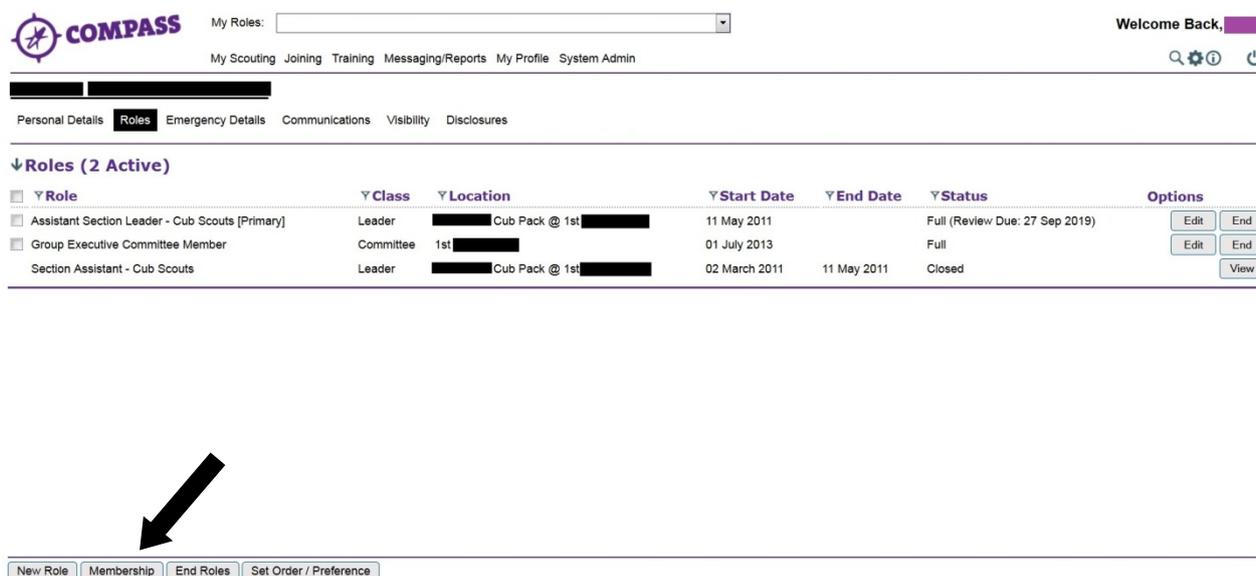
Address: Main Home: Gilwell House, LONDON, E4 7QW UK
Phone: Home (main): 02085022584
Email: Home (main): test@scouts.org.uk

Additional Needs / Disabilities: No Disabilities Entered

Qualifications & Skills: No Qualifications Entered

Hobbies / Interests

- 3 At the bottom of the screen, click on 'Membership'. If you do not have this button, **DO NOT** use the 'End roles' button as this will send an email to the person advising them that the role has been closed, which may be distressing to the family if the member in question has passed away.



COMPASS My Roles: [Redacted] Welcome Back, [Redacted]

My Scouting Joining Training Messaging/Reports My Profile System Admin

Personal Details Roles Emergency Details Communications Visibility Disclosures

Roles (2 Active)

Role	Class	Location	Start Date	End Date	Status	Options
Assistant Section Leader - Cub Scouts [Primary]	Leader	[Redacted] Cub Pack @ 1st [Redacted]	11 May 2011		Full (Review Due: 27 Sep 2019)	Edit End
Group Executive Committee Member	Committee	1st [Redacted]	01 July 2013		Full	Edit End
Section Assistant - Cub Scouts	Leader	[Redacted] Cub Pack @ 1st [Redacted]	02 March 2011	11 May 2011	Closed	View

New Role Membership End Roles Set Order / Preference

- 4 A box will appear in the middle of the screen. Click on the 'Request membership cancellation' button.

Membership Options ×

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- 5 Enter the date of the request and select the reason from the drop down box (in this case this is "Member deceased".) You may add any additional information in the 'Reason free text' box.

Then click 'Next'.

End Membership ×

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Enter Details • Required fields

Request Date

Reason

Reason Free Text

Member

• Current Status : Active Member

6 Clicking 'Next' will bring up a confirmation page.

Click 'Submit' to save the record and close the roles.

End Membership ×

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Summary

Request Date	<input type="text" value="01 October 2014"/>
Reason	<input type="text" value="Member Deceased"/>
Reason Free Text	<input type="text" value="Notified by family member 5/10/14"/>

Member

• Current Status : Active Member



The person's membership will now have been cancelled.