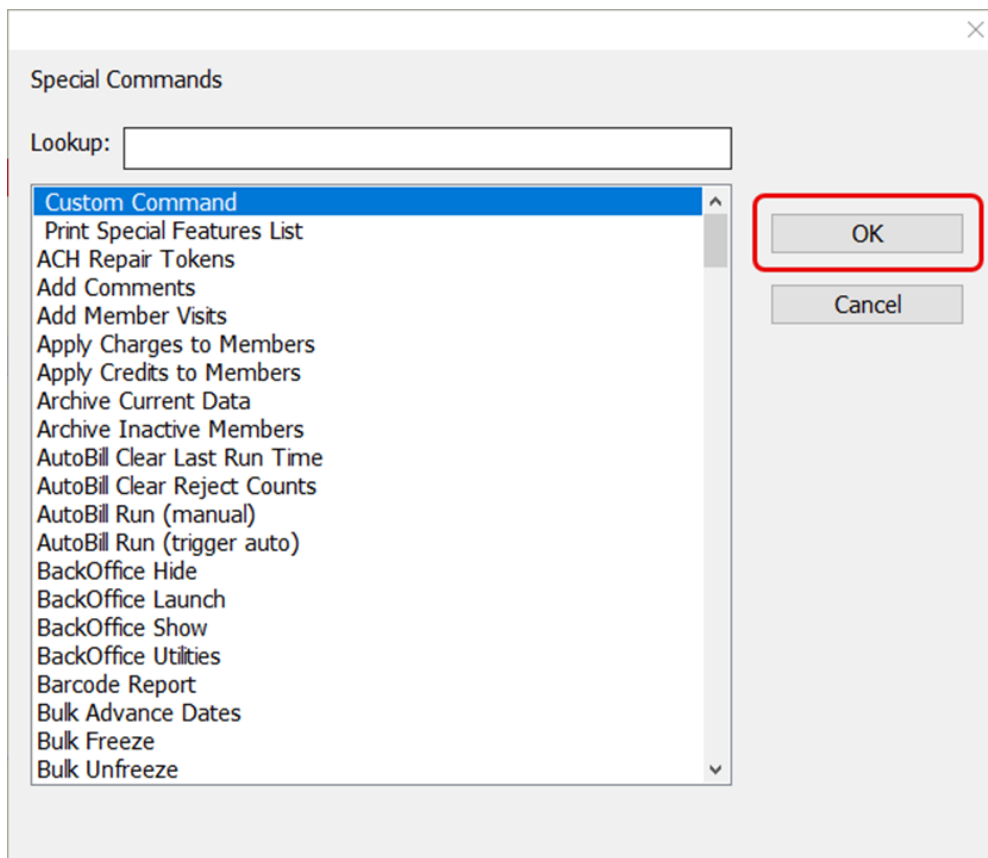


## Purge (permanently delete) inactive members

**EXTREMELY IMPORTANT: Do a backup first** (File/ backup/ To disk) so you can recover in case you make a mistake. Please note that “purge” means to delete permanently. Deleted members in Gym Assistant cannot be re-instated unless you restore from a backup.

In Gym Assistant click Utilities/ Special Features  
Highlight Custom Command then click OK.



In the blank field enter “Purge Inactive Members” (without the quotes, not case sensitive) then click OK

Gym Assistant

Enter command:

purge inactive members

Cancel OK

Select all the billing statuses you would like to purge (delete) from Gym Assistant **EXCEPT ACTIVE** then click OK.

Billing Status

Select Billing Status values for Report:

☐ ACTIVE ← DO NOT SELECT

☒ INACTIVE

☒ TERMINATED

☐ FREEZE

☐ HOLD

☐ PROSPECT

☐ ARCHIVE

☐ COLLECTIONS

☐ SUSPENDED

☐ DELETED

Select None

Select All

Cancel OK

On the next page it is not necessary to make any changes unless you wish to filter further. Click Generate List.

Select Members to DELETE

Select Filters for Members List:

Plan Types: All Plans

Billing Status: Selected INACTIVE

Billing Options: All

Due Date: All

Contract Begin: All

Contract End: All

Signup Date: All

Visits Recorded: All

Search Fields: none

Member Flags: - none -

Sort By: Membership Number

Memorized Reports:

Clear Filters Cancel Generate List

If the list of members to be purged looks satisfactory click CONTINUE otherwise

start again with different filters.

Members to Delete [Club Sarinah 01/21/2025]

Member Number	Member Name	Membership Type	Billing Status	Billing Option	Billing Amount	Due Date
3	Wnnp, Qbal	test	TERMINATED	Credit Card	29.95	* 11/21/2024
795	#4, Member	test	INACTIVE	Monthly	0.50	* 07/01/2024
797	Member, Test	test	TERMINATED	Monthly	0.50	* 09/01/2025
798	Xuph, Rzlyl	test	TERMINATED	Monthly	0.50	* 05/01/2024
800	Itdnnt, Zxsx	test	TERMINATED	Credit Card	29.95	* 04/12/2024
600001	Wnnp, Dependent	test	TERMINATED	Monthly	0.50 d	* 11/21/2024

Search Criteria:

Membership Types: All  
Billing Status: INACTIVE, TERMINATED  
Home Club: ALL

Sorted by: Membership Number

6 matches found

Print Save Copy View in Browser

View CancelContinue

Click either CANCEL or PURGE.

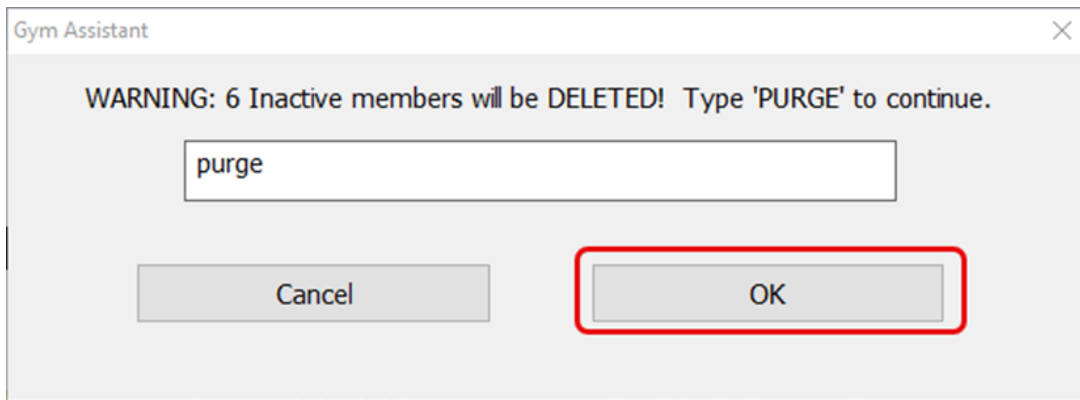
?

Are you sure that you want to DELETE 2 of 29 members?

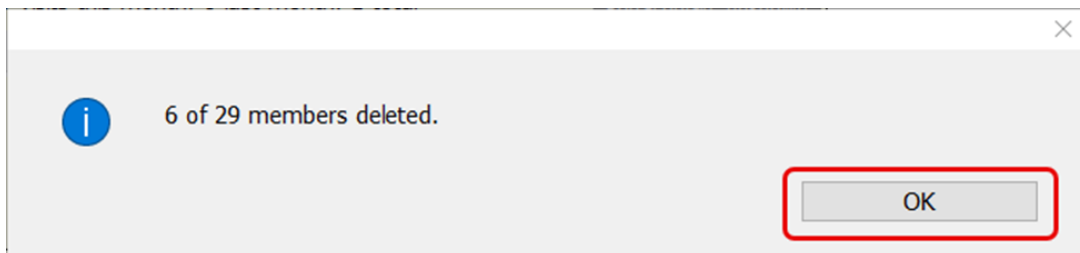
CancelPURGE

Clicking CANCEL will discontinue the purge while clicking PURGE will result in those members on the list being deleted permanently.

If you clicked PURGE the screen below will appear. Type in “purge” (without quotes) then click OK.



Purging inactive members is completed. Click OK.

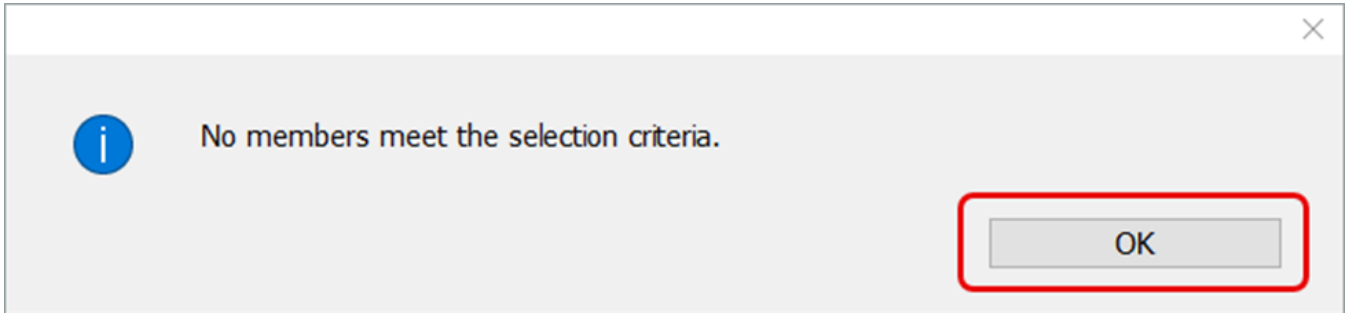


You may verify how many inactive members are still in the system after the purge by running a



Members Detail Report (Reports/ Members Detail) with Billing status NOT ACTIVE.

You should see the screen below if you had successfully deleted all inactive members. SUCCESS!



Thank you for using Gym Assistant. Should you have any questions please call our Support line at 877-496-2778 ext.2, or email [support@gymassistant.com](mailto:support@gymassistant.com).

Online URL: <https://gymassistant.phpkb.cloud/article/purge-permanently-delete-inactive-members.html>