



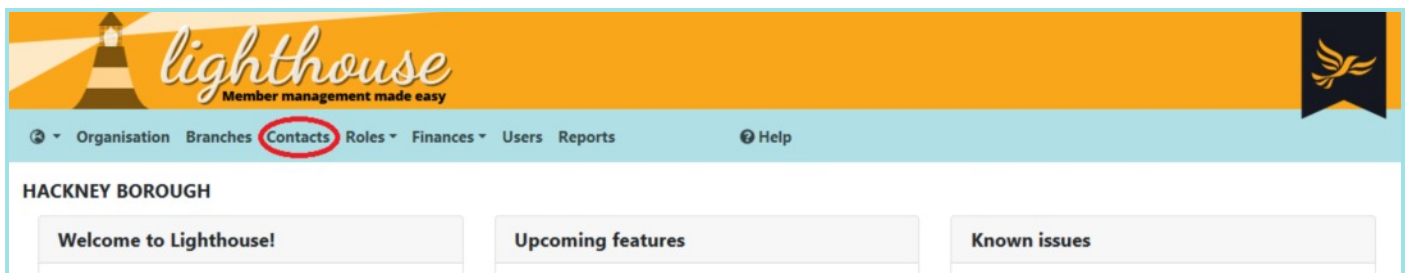
Geek Sheet 8 - Marking contacts as deceased

If you have been informed that one of your local members has passed away, please follow the steps below to update their record in Lighthouse.

PLEASE NOTE THAT THIS PROCESS CAN ONLY BE UNDONE BY LDHQ.

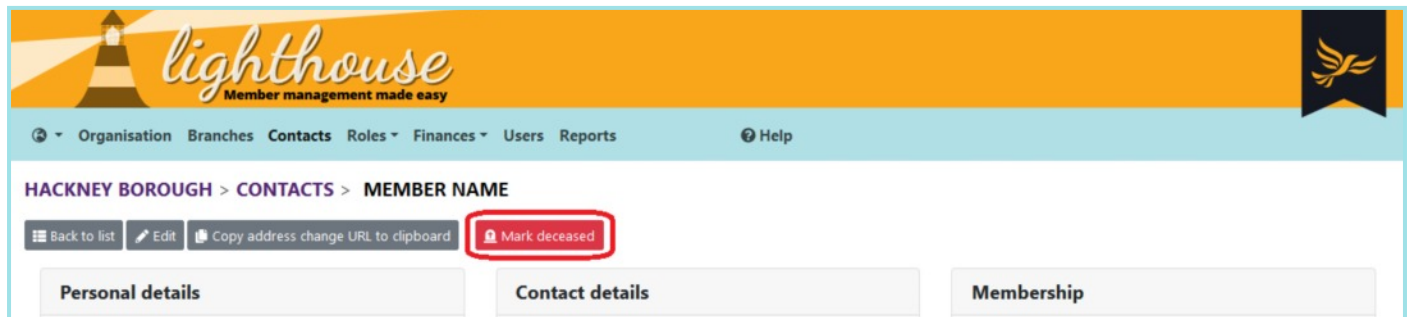
Step 1

After logging in to [Lighthouse](#), click on “Contacts”, then search for the name of the deceased member.



Step 2

Once you have found the contact record for the deceased member, click the red button at the top of the profile labelled “mark deceased”.



A pop-up box will appear asking you to confirm the change. Click “Yes, contact is deceased” to confirm the change

What happens next?

After you confirm that a contact is deceased, Lighthouse gets to work behind the scenes to update information related to that member. For example:

- The contact will be unsubscribed from all email, postal and phone communications from the party
- Any memberships linked to the contact will be ended immediately
- Any automatic payments from that member, such as repeat card payments or direct debits for membership, will be cancelled

For this reason, please ensure you are marking the correct contact as deceased. This process cannot be undone on Lighthouse, so if you think you have made a mistake, please contact LDHQ.