

How to Update a Registrants Email Address when Receiving the Error "This email address is already taken."

Sometimes when trying to update a Registrant's email address you can receive an error: "This email address is already taken."

This can occur in two scenarios:

1. When the email address is already being used by another Registrant in the *current* Campaign, or
2. When the email address is already being used (taken) by a Registrant in a different Campaign in your Organization.

In the first scenario, the Registrant's email address can't be updated as there cannot be 2 registrants registered for the same Campaign using the same email address. In the second scenario, follow the steps below to update the Registrant's email address:

If the Registrant did not pay a registration fee or donate to the Campaign:

1. [Register a new Registrant](#) to the Campaign using the desired email address. When you receive the error, "This email address already exists," please [follow the steps stated here](#).
2. Merge the original Registrant into the newly created Registrant following the steps on [How to merge two registrants](#).

If the Registrant did pay a registration fee or donated to the Campaign:

1. Please [contact Rallybound Support](#) to have the email address updated.