



Lighthouse Geek Sheet 12: Understanding the Connect Sync

There's currently a one-way synchronisation process in place between Lighthouse (which is the source of truth for membership data) and Connect, so that we have an accurate summary of membership data in Connect.

That process synchronises most data. There's also a reconciliation process that needs to happen to get closer to perfectly accurate, more detail on which can be found in Lighthouse Process Guide 3.

This document complements this with a more in-depth explanation of the synchronisation process.

When does it run

Data in Connect is updated from Lighthouse each evening, the process only runs overnight at present.

No data flows back from Connect to Lighthouse.

What gets synchronised

Anyone with a membership record (member or supporter) in the last 5 years with an address in Great Britain is synchronised from Lighthouse to Connect. Members in Local Parties outwith England, Scotland and Wales are not currently synchronised.

MyCampaign records linked to a membership will have the following information associated with them:

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Lighthouse Field	Connect Field	Connect Field Values	Notes
Membership Type	Member Type	Member, Supporter, Non-member	This indicates if someone is a member or supporter, or not a member
Membership Status	Member Status	Current, Lapsed, Resigned	This indicates the current status of their membership - this contains a smaller list of fields than are on Lighthouse.
Local Party	Local Party		
Membership Status	Lapse Risk	True / False	This will be ticked if a member is "At Risk" in Lighthouse and isn't marked as refused to renew.
First Joined Date	New	True / False	This will be ticked if the First Joined Date on Lighthouse is within the last month.

You can learn more about how Lighthouse handles membership information in [Geek Sheet 1](#).

Who gets assigned to what Committee?

When you create a list in Connect My Campaign, your list returns only those people marked as "My Activist" within your own committee. You can use Quick Look Up to view records in other committees.

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Members synchronised to connect will be marked as MyActivist in the committee that matches their local party.

Members who have changed local party but have an address that would normally place them in your local party will appear in searches you run in Connect if you run a search based on electoral areas and not local party boundaries, but might not be shown as a MyActivist in your local party.

When a local party is changed, the contact is added to the new committee, but is not automatically removed from the old committee. In order for this to happen, the old local party has to remove that member as MyActivist.

Former members (those with a lapsed or resigned) status can have their MyActivist status removed and the sync will not then re-add them.

This is best managed from the Lighthouse end, where the moved in / out dashboard component can be used to indicate these records.

An action can then be used to manage follow up and removal from other systems. You can find out more here about the dashboard and actions.

What happens with MyVoters?

Membership data is synchronised to MyCampaign.

Where a MyCampaign record is linked to a record in MyVoters, the membership data will automatically flow to the linked MyVoters record.

When we create a new record in MyCampaign, we try to link it to a MyVoters record, but where we can't automatically match it, we need local parties to follow up and match those unmatched records, using their local knowledge.

You can find out how to manually match those records in [Process Guide 3](#) - which also explains the common reasons why these records don't match. There are also some members who aren't on the electoral roll for perfectly legitimate reasons - so this is worth bearing in mind!

Contact Details

Emails & phone numbers are only synchronised to Lighthouse where permissions are set to show an email or phone as being contactable.

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That means that in order to sync a phone number or email address must be marked as okay to email by all levels, or at the local level in the Contact Preferences section.

Connect may have additional email addresses or phone numbers associated with the contact - but those should be treated with a degree of caution as they're unlikely to be as accurate as what's on Lighthouse and the contact preferences are slightly more likely to be correct on Lighthouse than on Connect.

If in doubt, it's worth trying to speak to the person in question (in person if necessary!) to clarify.

Under 13s / Under 18s

For safeguarding reasons there are some restrictions on the synchronisation of people aged under 18.

As a result, nobody under the age of 13 will be synchronised to Connect and for people aged 13-18 email addresses and phone numbers won't be synchronised to Connect.

This data will still be available in Lighthouse and can be identified by using the Under 13 and Under 18 Member and Supporter reports.

It's also important to note that some records will be marked as being under 13 or under 18 due to errors in the provision of dates of birth by users.

Where this is the case, please contact the member in question to confirm their age. If they are over 13/18, then you can update their date of birth by:

- Getting them to complete the Demographic survey, linked from their profile ([more on that here](#))
- Submitting a problem report containing their correct date of birth ([more on that here](#))

If they are under 13 and don't have a parent contact listed on Lighthouse, it's important that you contact HQ by submitting a problem report relating to the under 13 in question as quickly as possible.

You can find out more on the party's safeguarding processes here:

<https://www.libdems.org.uk/complaints-compliments>

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Reporting errors

If you run into an issue with the sync, or whilst doing the matching process and you get a record you can't work out what to do with, just drop us a Connect Support request.

If you spot an issue with a record on the Lighthouse side of the sync, please submit a Problem Report. You can find out how to submit a problem report [here](#).

Please include as much information as possible on what's wrong as it'll help us resolve the issue quickly and easily.

Feedback

We'd love to keep improving the sync process to make it more useful for you. We're currently looking at some additional fields that we might want to add.

There are some very strict limits on how much data we can synchronise to Connect, so we can't move everything, but if there's anything else you'd find useful, please let us know by emailing support@libdems.org.uk.

Additionally, if there's data in Connect that you'd like synchronised to Lighthouse, please just let us know - that's something we're planning to look at again in the future.

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