## Unenrolling a Member from eDOCMobile RDC

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- To unenroll a member from eDOCMobile RDC, log in to idocVAULT.
- Click on the **ADMIN tab**.
- Click on the **MEMBERS tab**.
- Enter criteria to search for your member and click **SEARCH**.
- When the member you want to unenroll is found, click on the **Unenroll** button in the middle of the page.

Note this does NOT stop the member from requesting to be enrolled in the future. If a future enrollment request is accepted by the CU, the member will be able to submit checks again. Credit Unions should closely review and approve all enrollment requests.

## Here's a BONUS TIP just in case your team re-enrolls the member in error!

- 1. Set all limits to 1 and **Review all Items** to **Always**. All items will require manual review.
- 2. To View your members enrollment History, click on the Search Option on the Enrollments page. On the far right you will see an Unenroll Date Column. You can quickly see how many times a member has been unenrolled.

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Did you find this tip helpful?

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