

Unenrolling a Member from eDOCMobile RDC

The screenshot shows the 'MEMBERS' tab in the eDOCMobile RDC interface. A search bar on the left contains the number '1782'. The main form displays member details for 'JOHN DOE' with fields for SSN, Address, City, State, Zip, Email, and PIN. On the right, there are checkboxes for 'Secure Account', 'Include information about products and services', 'Only send me a notice when my statement is ready to view on-line.', 'Only send me a paper statement.', 'Include check images with my statement.', 'Remote Deposit Authority' (checked), and 'Send me a paper statement in addition to my electronic statement.'. Below these are fields for 'Mobile Enabled' (checked), 'Mobile Service Provider' (Verizon), 'Review All Items' (Default), 'Rolling 30-Day Limit' (0), and 'Max Items Per Day' (0). An orange arrow points to the 'Unenroll' button located in the bottom right area of the form.

- 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.
- 3.

Account	First	Last	Phone	Status	Reason	Action Date	Action By	Unenroll Date
1782	JOHN	DOE		Active		06/27/2018	MFIERRO	
1782	JOHN	DOE		Active		06/23/2018	MFIERRO	06/27/2018
1782	JOHN	DOE		Active		05/23/2018	KCHESBRO	06/23/2018
1782	JOHN	DOE		Active		04/05/2018	MFIERRO	05/23/2018

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