Resetting Member Authorization

Once ANY enrollment (paper or online) is “ACTIVE” the locked fields CANNOT be edited until re-enrollment the following year. Carefully check all enrollments before clicking “ACCEPT.”

As long a member is “Pending” changes can be made to the record.

When a family submits an enrollment online, the Authorizations and other predetermined fields are locked. If an error is discovered while the member is in “Pending” status, the County can reset the Authorizations and the family can edit their enrollment.

1) Log in to the Pending member’s profile.

2) Click on the County Review screen, scroll to the bottom and click “Send Back to Member.” Include a message in the text box as to why the enrollment is being returned.

3) From the Search Screen, Member/Volunteer Tab, click “Edit” to log in to the member’s profile again.

4) Continue to the Additional Information page.
5) Click “Clear Authorizations”
6) If the enrollment has been approved the “Clear Authorizations” will not be available.