4HOnline

Clearing Authorizations

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OVERVIEW

Only family logins can be used to check the boxes for the agreements (Authorizations) on the Additional Information page. Once these are set, they cannot be reset until the next enrollment year, or by using the following method.

MEMBER STATUS

In order to clear the answers on the Additional Information page, the member must be in the Incomplete status. If they are Active or Pending, you cannot clear them.

In all instances, you need to be in the member’s record to clear the authorizations.

Active

If the member is Active go to their Personal Information screen and click on the DeActivate Member button. This will put them into Pending status.

Pending

If the member is Pending, go to the Manager Review screen and click on the Send Back To Member button. This will put them into Incomplete Status.

Incomplete

If the member is Incomplete, go to the Additional Information screen and click on the Clear Authorizations button. This will clear the answers to the authorization questions. The family can now go in check the boxes agreeing to the authorizations.

Do not go back into their record with your staff login and check to see if the answers are cleared because this will lock the answers again.