Reversing Role Change

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OVERVIEW

Sometimes mistakes are made when entering enrollment information, like converting a youth to an adult record. Instead of deleting the member and starting over, you can make the change on the Data tab.

REVERSING YOUTH TO ADULT ROLE CHANGE

When a member reaches 18, the next time they re-enroll they are given the option to enroll as a youth or as an adult. Sometimes they become confused about the difference, and mistakenly enroll as an adult. You can change them back easily using the Data tab.

1. Click on the Member Options icon on the dashboard.
2. Begin entering the first few letters of the person’s name (either first or last name).
3. When the popup list of possible matching names shows up, click on the correct one.
4. Click the orange Select Member button.
5. Click on the top option “Change Role Rollback”. Follow through the steps and warnings to reverse the role change—returning the new adult record to a youth record.