Steps for Unlocking the Member Exit Form and Survey

Step 1: Find and select the member’s record.

Figure 1: Member Search Results screen
Step 2: From the Member Home screen, click the “view” link next to member’s current term of service to open the View Service Term Information screen.
Step 3: Select the “unlock exit form” link to give the member access to the Exit Form and Member Exit Survey.

Figure 3: View Service Term Information screen
Figure 4: Example of a member’s screen displaying links to the Exit Form and Member Exit Survey.