Updated in September 2023

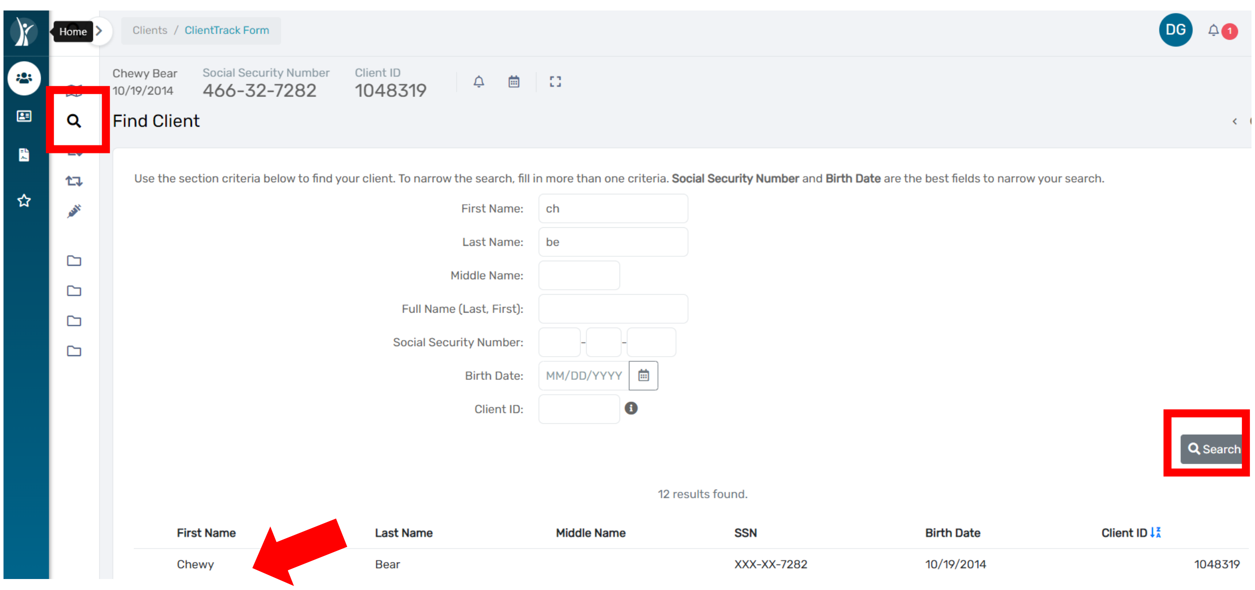
How to Change the Enrollment Date and/or Exit Date

Follow the instructions below to change the enrollment date and/or exit dates if a client's enrollment date or exit date does not reflect the actual date of enrollment or exit.

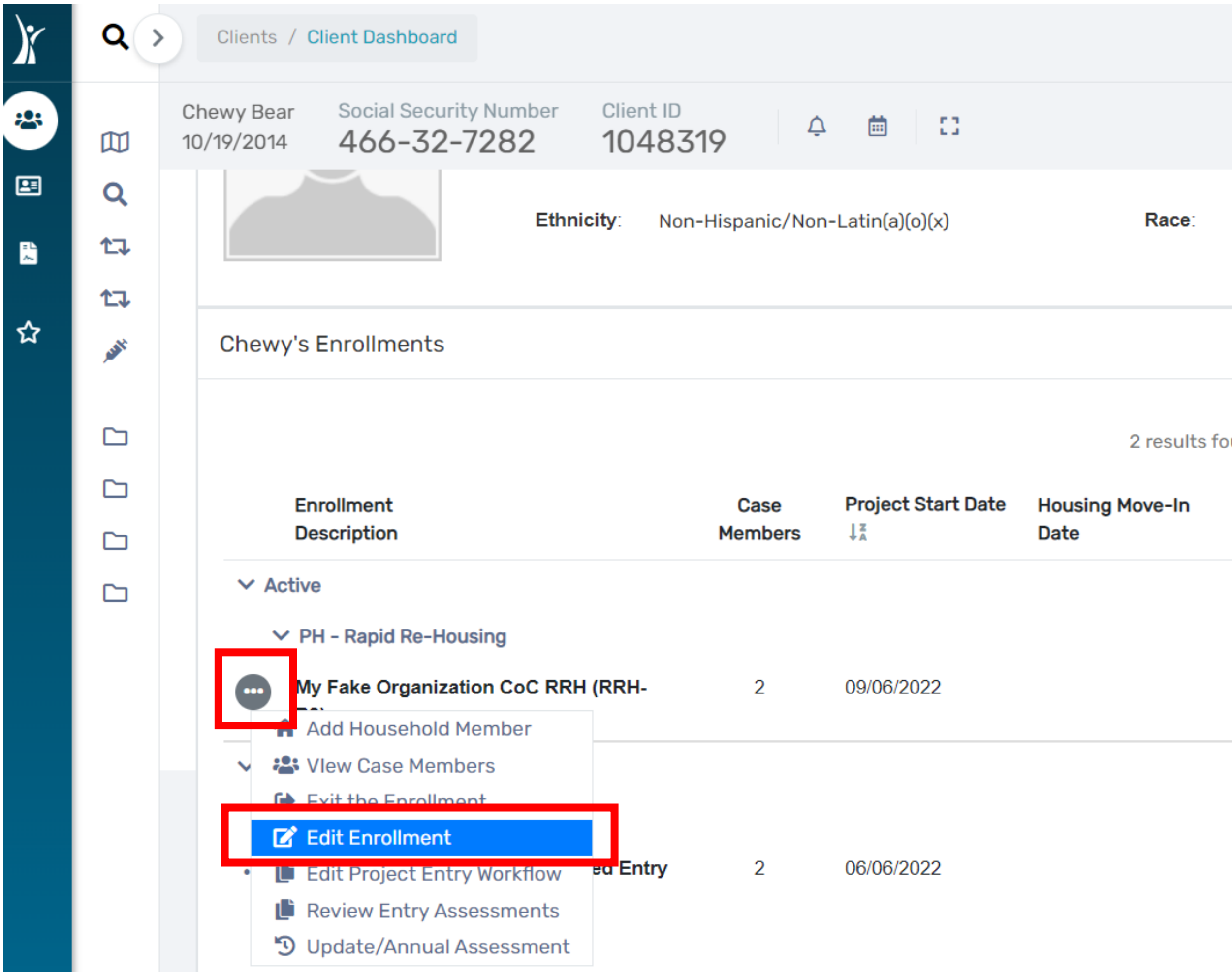
PLEASE NOTE: IF THE CLIENT HAS BEEN EXITED FROM THE PROJECT AND 90 DAYS HAVE PASSED SINCE THE EXIT DATE, THE SYSTEM WILL NOT ALLOW YOU TO EDIT THE PROJECT START DATE OR PROJECT EXIT DATE.

Editing the Enrollment Date

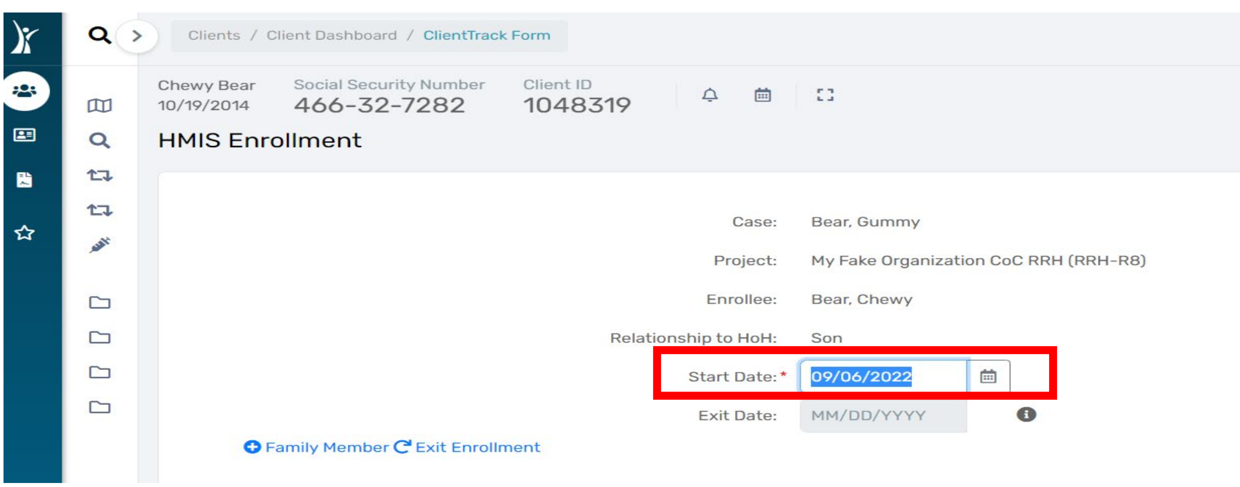
1. Login into ClientTrack and **click on the loop icon to find a client** as shown below and type in the first couple of letters of the client's first and last name and/or any other personal identifiable information available such as date of birth or social security number. Then click **"Search".** You will see a list of clients display on the screen; **click next to the name of the client you want to edit** as shown by the red arrow below.



2. Go to the head of household's client record and **click on the three dots** next to the enrollment you wish to edit found on the client dashboard under "[Client name] Enrollments". From the drop-down menu, select **"Edit Enrollment"** as shown below.



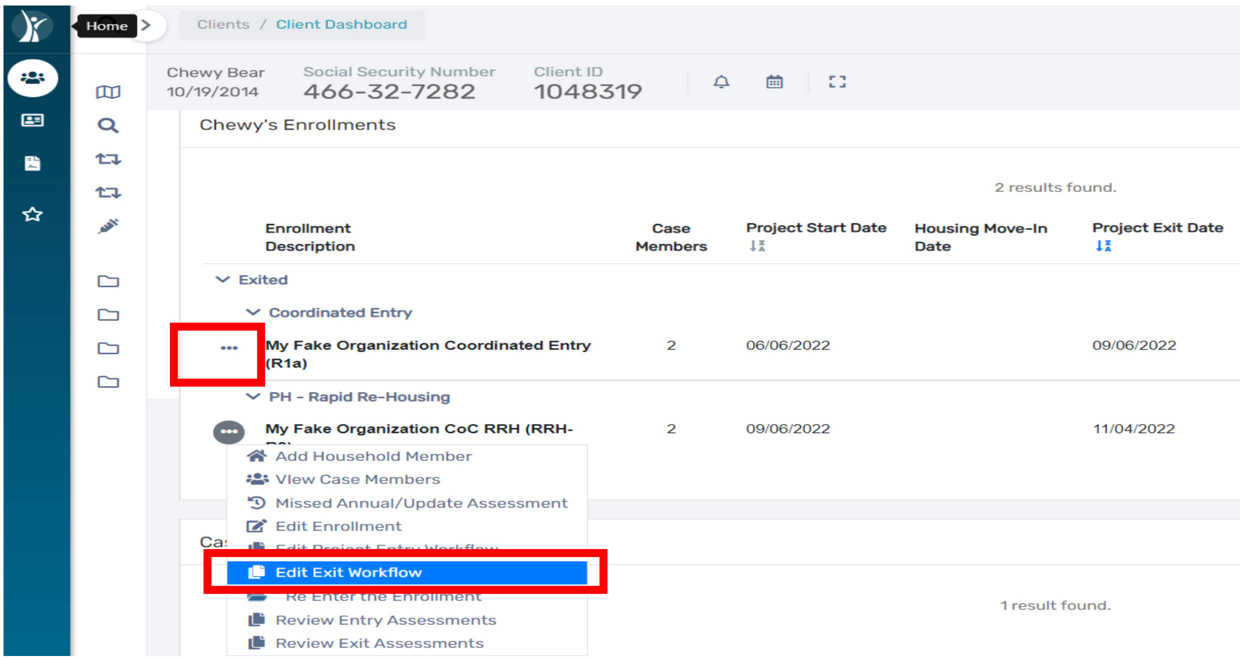
3. Edit the enrollment date in the box labeled **"Start Date"** as shown in the image below. Finally, click "Save" at the bottom right-corner of the screen.



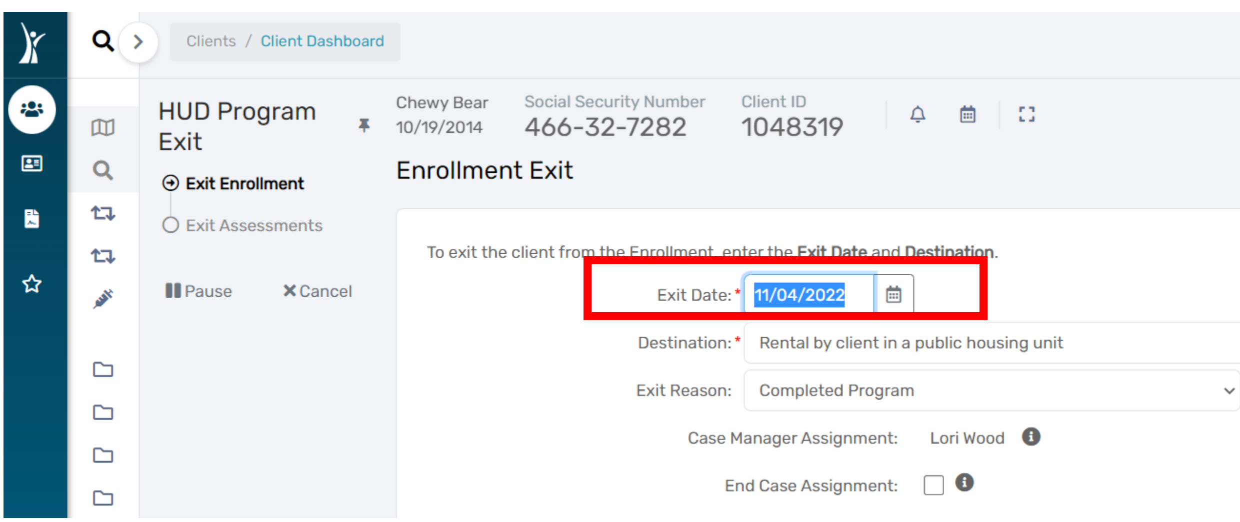
Editing the Project Exit Date

Besides changing the enrollment date for a client, you can also change the exit date of an enrollment. In order to change the exit date of an enrollment for a client, please follow the steps below.

1. Go to the head of household's client record by following the previous step 1.
2. Go to the head of household's client record and **click on three dots next to the enrollment** you wish to edit found on the client dashboard under "[Client name] Enrollments" shown in the image below. Once the drop-down menu appears, click on **"Edit Exit Workflow".**



3. Edit the exit date in the box labeled **"Exit Date"** and click **"Save"** at the bottom right-corner of your screen.



Please contact your respective helpdesk for additional assistance. HMISHelpDesk@ihcda.IN.gov or DVHelpDesk@ihcda.IN.gov