

# How to Un-enroll a User

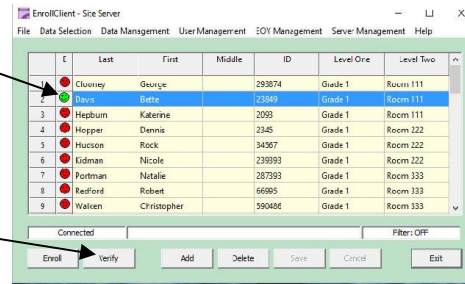


identiMetrics™  
Cheat Sheet

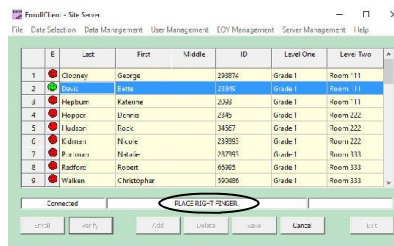
Sometimes a person is accidentally enrolled under an incorrect name. Follow these steps to un-enroll that person and correct the mistake.

1. Click on the person name that you want to un-enroll.

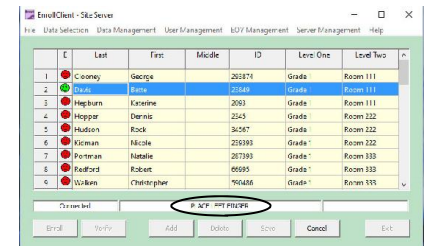
2. Click on the Verify button.



3. Place an **unenrolled** right finger.

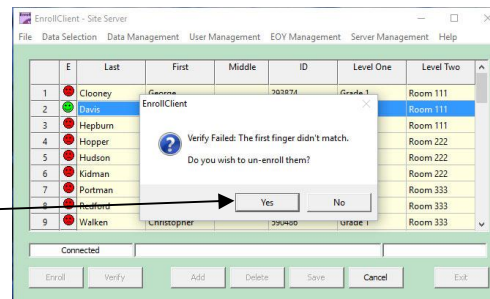


4. Place an **unenrolled** left finger.

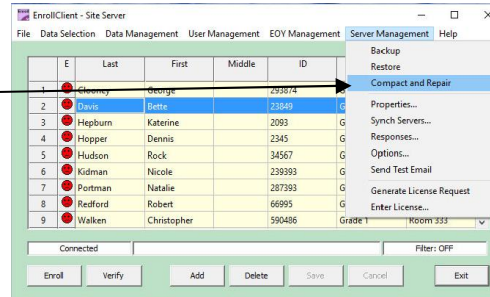


This process causes the Verification to fail and un-enroll is an option.

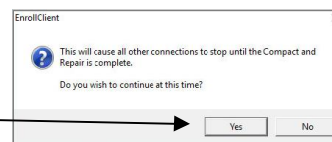
5. Click on Yes.



6. Click on Server Management on the Main File Menu then scroll down to Compact and Repair.



7. Click on Yes to allow all the scanner connections to stop until the Compact and Repair is complete. (Choose your time to do this wisely!)



8. Click on OK once the Compact and Repair has run successfully. If the Compact and Repair does not run successfully, STOP and call our Support Team.



Need assistance? It's easy to get in touch with one of our Biometric Experts!



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