



eDOC INNOVATIONS

eDOC Pandemic Preparations

Over the last several weeks, the eDOC team has been reviewing and refining our response to recent events. Our long-standing Disaster Recovery procedure includes the ability to outfit all team members with modern laptops and VPN capabilities, allowing team members to work remotely. This capability is frequently tested during regional weather events.

As of Monday, March 16, most eDOC team members will be working from remote offices to hopefully slow the spread of COVID-19 while allowing team members to care for family members due to the closure of schools in the area. Additionally, we have cancelled all non-essential business travel for eDOC employees.

Our priorities will be supporting team members and clients while continuing to complete daily operations. We are here and ready to assist your credit union in any way we can during this unprecedented event.

Access to the support team remains unchanged, and we anticipate no disruption to service for our clients. You may reach our support team by phone at 800-425-7766 option 2 or by [completing our web form](#).

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