Local Administrator Website Guide

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Log in to your VIRTUS account at www.virtus.org to review the functionalities of the VIRTUS Platform.

Office of Child Protection Safe Environment Catholic Diocese of Richmond

804-359-5661 virtus@richmonddiocese.org
How do I view my own location’s employees and volunteers who have online registrations within VIRTUS Online?

1. Select the “Administration” tab from the tabs at the top of the page;

2. Click on a category under “System Administration” within the left-hand menu:
   a. New User Signups – indicates that the training session has past and the user is awaiting approval.
   b. Preregistered Users – indicates that the user registered an upcoming session (the coordinators will be notified via email of the registration).
   c. Users – indicates the list of users within the coordinators location(s).

3. The employees and volunteers for your affiliated location(s) will be listed in alphabetical order by last name. You can also search in the Search box for individual users, then select “Search”. If a particular individual is missing from your list:
   a. First, double check other possibilities of name spellings, including hyphenated last names and nicknames.
   b. Additionally, the person may not have registered online, or they may have registered themselves with a different location within your organization.

Note: Within this section, you, as a Local Administrator, will only be able to see individuals who have affiliated themselves with your location(s).
How do I search the entire organization to view if a particular person has an online registration, and make changes to their account and/or affiliate them with my location?

1. Select the “Administration” tab from the tabs at the top of the page;

2. Search in the Search box for individual users, then select “Go”. For searching tips:
   a. Insert the letters of the individual’s last name, first name, user id or the email address. Each one of these items must be searched separately and cannot be combined into one individual search (i.e., “John Smith” must either be searched as “John” or “Smith”). It can be helpful to use only lowercase letters such as “smith”
   b. Searching with the first several letters of the last name usually yields the best and largest scope of results (i.e., search “Smi” rather than just “Smith”).
   c. If a particular individual is missing, double check other possibilities of name spellings, including hyphenated last names and nicknames. It is also best to search more than once for the same person using a different search query.
   d. Check the “Show inactive users:” check box; our office can assist you with reactivating and unsuspending any accounts that requires it.
3. If a match is found, then click on the person's last name to view their account

**Note:** Within the searched person’s account page, the Local Administrator will not be able to make/save any changes if the person’s Primary Location or Additional Location(s) do not match the Local Administrator’s location. If the “Save” buttons are not located at the bottom of the account, it is likely that the Local Administrator’s account does not match the searched individual’s account. In this case, the Local Administrator should communicate with the Diocesan Coordinator to request that the individual’s account be updated with the appropriate affiliated location.

If the searched person’s “Primary” or “Additional” locations match the Administrator’s, then the Local Administrator will be able to update/save changes to their account, including the ability to change the person’s “Profile,” “Email Address,” etc.

4. If a match is **not** found, it may be that the person did not create an online registration and still needs to create one.

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**If an individual took the VIRTUS Training in another Diocese, how do we transfer their account to the Diocese of Richmond?**

If an individual informs you that they have completed the VIRTUS Training: *Protecting God’s Children for Adults* in another Diocese, as long as they have received credit for that training and have an established online user account, please contact the VIRTUS Help Desk at 1-888-847-8870 or helpdesk@virtus.org. The Help Desk staff can transfer that user so that the training that they previously attended appears in searches of the Diocese of Richmond’s database.

When a transfer occurs, the national VIRTUS Help Desk will contact the Diocese of Richmond’s Safe Environment Coordinator for assistance with account review, background screening implications and follow-up communication with the transferred user.
How do I assist with recovering an individual’s username or password as a Local Administrator?

1. The Local Administrator may assist with recovering the username/password only for accounts that already exist.

   First, search the database to find the online account by reviewing the instructions listed within this document under the section entitled, “How do I search the entire organization to view if a particular individual has an online registration, make changes to their account and/or affiliate them with my location?”

2. Once the account is located, click on the last name to pull up the profile information.

   a. If the Local Administrator shares the same “Primary” or “Additional” location as the individual, then the administrator can ask the system to send the individual his/her user ID and password.

      i. First, the Local Administrator should check that the email listed within the account is accurate.

      ii. If the email is not accurate, then the administrator should update the email address and select “Save and Review” at the bottom of the page.

      iii. Once the email is updated and correct, select “Email account info,” and ask the individual to retrieve the message from their email account and proceed accordingly.

   b. If the Local Administrator does not share the same “Primary” or “Additional” location as the individual, then the Local Administrator can only inform the individual of their User ID and request that the individual use the password recovery function on the homepage of [www.virtus.org](http://www.virtus.org).
1. There are various reports that can be created using VIRTUS Online. One report is the **New Master Report (2021)**. This type of report generated by a Local Administrator will actually be a **local** master report that provides information only about the locations that are specifically affiliated with the Local Administrator’s account. To begin, select the “**Administration**” tab from the tabs at the top of the page.

   Please note: this report is also now accessible in the **Quick Links** as well of the VIRTUS Online **Administration tab** dashboard menu.

2. Click on a category under **“Reports”** within the left-hand menu. The most used selection for report creating is **“Compliance Reports”**. Then, select the type of report type you would like to utilize—we suggest that you pull your reports using the **“New Master Report (2021)”** located at the bottom of the list.

   Please note that the Compliance Reports can be located using the quick link labeled “**Audit Center**”

3. Select the specific location (the system will allow you to select more than one location at a time if you hold down the **CTRL-key** while selecting more than one location) and the desired parameters of the report. The Local Administrator will be able to:

   a. Continue to select the desired parameters of the report, including the Background Checks check-boxes shown here that are most used by Richmond.

   b. Choose to run the report directly to the screen by selecting **Export to Screen** or populate the report into a CSV file by selecting **Export to CSV** (A CSV file can be opened by Excel, allowing the report to be saved onto the Local Administrator’s computer thus allowing the data to be sorted for analysis in preparation for the annual USCCB audit).
Generating the New Master Report 2021

The report that is essential for auditing locations for the USCCB’s annual audit and combining all the most important details into one easy to read report is the New Master Report. This report allows local administrators to filter user information and requirements revealing only the most relevant data and the most recent dates of screening and training completion.

This report offers you the flexibility of combining or viewing requirements separately.

In addition to filtering locations and/or roles, the new master report can filter users who are currently active, or active during a specific period of time, or reveal all users active and inactive for a location. This is very helpful as an end of year report for locations.

We request that for audit reporting, administrators use the “Show users who were active from:” filter selecting 07/01/YYYY from the previous year to 06/60/YYYY of the present year. Shown here.

You can also include all location users data to check how many ongoing monthly training Bulletins have been read under the Bulletins section near the bottom by checking the “Protecting God’s Children for Adults” checkbox.

How do I update user information? What can they update on their own?

There are two places a user can update their account:

1. In the uppermost right-hand corner to the left of the Logout link
2. Under the Home tab, by clicking on the My Info tab

Note: Local Administrators do not have access to update user’s accounts. Please contact the Office of Safe Environment for assistance if the user is unable to access their account to reset their password and/or update their information.

Individual users can self-edit and update the following information:

Password, Salutation, First, Middle, Last, Email, Address to include street, city, state and zip, Daytime Phone, Evening Phone, Diocesan Locations in which they work or volunteer (the +Add Role and Location link allows a user to add new roles, an individual can update their Primary Location using the pulldown menu once their roles/locations have been updated), and finally Title or Function at their listed location(s).
How do I view my own online personal training completion/requirements? How can an individual reprint their certificate?

1. To view your own online personal training completion, to the “Home” tab.

2. From here, you can either view your “Training Bulletins” read, or your “Training History.”

3. If a new copy of a training certificate is required; please contact our office either by phone or email to request that a copy be emailed or mailed to your parish or the individual user.

Why is this user's account suspended?

Periodically, the Office of Safe Environment suspends all accounts that have not been logged into throughout a given year and there is a high number of Missed training bulletins or if they have never read any of them. This data is found in an individual’s Home tab.

<table>
<thead>
<tr>
<th>TRAINING BULLETINS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td>Protecting God’s Children for Adults (click here for details)</td>
</tr>
</tbody>
</table>

How can it be unsuspended?

It is ultimately up to the parish location to decide for their volunteers on what the parish does to suspended accounts. The options are as follows, to remove the suspension status of the volunteers in VIRTUS, parishes may choose to do either (or both) of the following:

1. The individual may register for and attend a new VIRTUS training (online or in person)
   Once the individual completes the new training, they can email the Office of Safe Environment who will reset their Training Bulletins to the current month (effectively restarting their missing bulletins to 0). They should commit to reading the monthly bulletins moving forward.

2. The individual’s bulletins may be reset to the beginning of a calendar year (either fiscal, school or new year) Individuals utilizing this option can email the Office of Safe Environment who will reset their Training Bulletins back to a calendar year and they will be responsible for completing those bulletins that remain unread (approximately 10 bulletins depending on when they notify the office). They should commit to reading the monthly bulletins moving forward.

Note: Employees, as a condition of their continued employment with the diocese, are expected to read their bulletins each month.
**How do I review an account to see if a Code of Conduct or background check was completed, or activate a Background Check link?**

1. In order to review an account’s main profile page, the Local Administrator [Local Administrators] must first search for the user and click on the person’s name to open up the profile. If the Local Administrator is having difficulties locating an individual who has an account, please view the section in this document entitled, “How do I view my own location’s employees and volunteers who have online registrations within VIRTUS Online”?

   **Note:** The only accounts that will reflect the code of ethical conduct are those under an “active” user or “user.”

2. Once a user is selected, an “active” user will have all of the following tabs associated within the account.
   
a. To view the Background Check, select the “Background Check” tab, or Code of Conduct, select the “Required Documents” tab

3. If a background check is required or if the initial check did not go through (“No” in Complete), please click on the individuals “Approved Users” account, click on the Background Check tab and click on the “Force Background Check Prompt.”

   If the individuals record is within “New User Signup”, you can force a background check link by scrolling down to Background Check and clicking on “Force background check prompt.”

   A background check feature will appear within the individuals account. Please instruct the individual to log into their account. They will then have the ability to submit by clicking on “Submit Background Check.”
How do I check my employees’ or volunteers’ background screenings for Compliance in VIRTUS?

1. Select the “Administration” tab from the tabs at the top of the page; and, find the Reports link and click on “Background Checks”.

2. Click on “Background Check Report”

3. On the far right of the screen, you will see a small purple hyperlink “Advanced User Selection” and click on the link.

4. On this page you will build your report.
   - Click a check mark into the box next to “Location” and click on your location name so that it is highlighted.
   - Click a check mark into the box next to “Role” and click on the role you want to select so that it is highlighted. (Tip: Pressing the “ctrl” key will allow you to select multiple roles; schools may need to select Educator and Employee to see all employees)

   The parameters of your search will appear in the box at the top of the screen.

   Once you have made your selections, click “Continue.”

5. Once the report runs, you will see a list of individuals with the selected role down the far-left column and our various types of background screenings across the top row.
   ** Please compare this list to your own roster, as individuals will not populate into this report if they do not have any background screenings in the system**

6. At the very bottom of the report, in the middle of the screen, there is a button that allows you to export your report into excel.
I have my report, now what am I looking for?

Employees should have a screening date (within the last five years) in the highlighted headers in the combination listed for their role below:

<table>
<thead>
<tr>
<th>Role</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parish Personnel: Child Protective Services &amp; ScreeningONE Employee (initial/renewal)</td>
<td></td>
</tr>
<tr>
<td>School Personnel: Child Protective Services &amp; VSP and FBI Fingerprint (initial) then ScreeningONE Employee (renewal)</td>
<td></td>
</tr>
<tr>
<td>Daycare &amp; Before/After School Personnel: Child Protective Services &amp; Fieldprint (initial/renewal)</td>
<td></td>
</tr>
</tbody>
</table>

*Screenings run within the last five years, that do not fall under one of these headers, may be an exception. Please reach out to the Safe Environment team at virtus@richmonddiocese.org for verification.*

Volunteers can have a screening date (within the last five years) in any of the headers. Individuals who complete their background screening through VIRTUS, will populate under the **ScreeningOne-VOLUNTEERS ONLY** – contact Diocese for Employment Screenings field column.

**Note regarding volunteers who are also employees:** If one of your program volunteers is employed by the Diocese of Richmond at another location; please note that their background screenings need to be up to date for their employment location. A volunteer ScreeningOne would not be satisfactory; they must be compliant for their diocesan role of employee including being up to date on their training bulletins.
Before or after attending an instructor-led (live) session, all participants must register with VIRTUS Online.

To register, click on the following link:
https://www.virtusonline.org/virtus/reg_2.cfm?theme=0&org=18860

Click to begin the process.

Create a User ID and Password you can easily remember.

This is necessary for all participants. This establishes your account with the VIRTUS program. If your preferred User ID is already taken, please choose another ID. We suggest the use of email addresses as usernames.

Click Continue to proceed.

Provide all the information requested on the screen.

Several fields are required, including: First & Last Name, Email Address, Home Address, City, State, Zip, Phone Number, and Date of Birth.

(Note: Do not click the back button or your registration will be lost.)

Click Continue to proceed.

If you do not have an email address, consider obtaining a free email account at mail.yahoo.com, or any other free service. This is necessary for your Safe Environment Coordinator to communicate with you. If you cannot obtain an email address, enter: noaddress@virtus.org.

Select the PRIMARY location where you work or volunteer by clicking the downward arrow and highlighting the location.

Click Continue to proceed.

Note: If you serve at multiple diocesan locations, you will be prompted to select those additional locations in future screen(s).

Your selected location(s) are displayed on the screen.

Select YES, if you need to add secondary/additional locations.

(Follow instructions in previous step to select additional locations.)

Otherwise, if your list of locations is complete, select NO.

This is the list of locations with which you are associated:

All Saints (184) (Floyd)

Do you work, volunteer or worship in another location?

YES  NO
Select the role(s) that you serve within the Diocese of Richmond and/or parish/school. (Use descriptions supplied, to help determine appropriate role(s) to select.)

Please check all roles that apply.

Click Continue to proceed.

Please answer the following two questions.

Click Continue to proceed.

Please review the following documents and respond:

- Code of Ethical Conduct for the Diocese of Richmond
- Reporting Information
- Digital Communications and Media Policy
- Safe Environment Regulations

To proceed, please Confirm by clicking on: “I have downloaded, read, and understand…” for each document and enter your full name and today’s date.

Click on Continue.

If you have not attended a VIRTUS Protecting God’s Children session, choose NO.

Otherwise, choose YES.

If you chose NO during the previous step, you will be presented with a list of upcoming VIRTUS Protecting God’s Children instructor-led sessions scheduled for the Diocese of Richmond.

When you find the instructor-led session training you wish to attend, click the circle -- and then click Complete Registration.

(If you chose YES during the previous step, you will be presented with a list of all instructor-led VIRTUS sessions conducted in the Diocese of Richmond. Choose the session you attended by clicking the downward arrow and highlighting the session -- then click Complete Registration.)

If you are required to complete a background check, please click on Submit Background Check to complete a background check on a secure website.

This Background Check is for volunteers only; employees will conduct their background screenings through their Diocese of Richmond employment location.
Your registration is completed with your Confirmation from Screening One.

After you attend the training session, you will receive an email of approval.

Thank you for completing the registration process!

How does an individual register for the online version of Protecting God’s Children for Adults?

1. Have the user sign up for an upcoming training session at the Pastoral Center. (During the pandemic period, these trainings will have an unlimited number of Spaces Remaining.)
   *Please note this training is offered in both Spanish and English.*

2. The individual should proceed with their registration and volunteer background screening using the previous section’s instructions.

3. After the individual has registered; please email our office at virtus@richmonddiocese.org to request that the online training module be added to the registrants’ account. The registrant will receive an email from our office with instructions for completion and follow up.

What VIRTUS trainings are offered? How are they accessed?

1. The Diocese of Richmond offers:
   a. Protecting God’s Children for Adults 3.0 Live (in both English and Spanish)
   b. Protecting God’s Children for Adults 3.0 Online Module (in both English and Spanish)
   c. Facilitator Training Live for English and Spanish Facilitators (upon request by locations/regions and individuals as needed)
   d. Protecting God’s Children®: Empowering God’s Children™: Teaching Boundaries and Safety is offered in diocesan Catholic Schools
   e. Healthy Choices for Teens 1.0 Expanded w/Safe Environment Information (training accessible to adults only for preview purposes)
   f. Healthy Relationships for Teens (training accessible to adults only for preview purposes)

2. Please contact the Office of Safe Environment with additional training inquiries.

Is VIRTUS offered in Spanish/Español?

Yes, VIRTUS is offered both live (in person) and online in Spanish.

Isn’t Praesidium the same thing as VIRTUS?

These programs are both Safe Environment trainings offered to Catholic organizations. The Diocese of Richmond has chosen the VIRTUS curriculum and platform for use with our volunteers and employees.