

## Site Administrator FAQs (10/21/21)

### I haven't started using VIRTUS -What do I do first?

- Current employees and volunteers need to have their former records "activated" from the import from Praesidium
- Use the "Create Report for Activating Accounts" document to request that VIRTUS batch activate your active users.
- Administrators can also individually activate records
- If your employee/volunteer is listed under another location, contact OCYP to have them transferred.

### How can I look up users to check their training or background status?

- Click "User Search" from the left menu under the Administration tab and definitely check "Show Inactive Users"
- In User Search, you are searching and can view records from the entire AOD; however, you can only edit those in your location.

### What if I cannot find a record of the volunteer/employee but I have other proof of their SET?

- If no record (or previous training record) is currently in VIRTUS, you can add a new user record with the instructions on pg. 8 of the Site Administrator Guide. Then separately use instructions on pg. 9 to add the proof of previous SET.

### Initial Live SET Trainings:

- Class schedule and registration links for initial live trainings is found at <https://archden.org/safe-environment-training-classes/>. New users should pre-register for a class on the VIRTUS system.
- Live classes are being held in both in person and virtual formats.
- All Called to Protect live trainings and Praesidium online trainings still count!

### Background Check:

- The background check is no longer integrated into VIRTUS.
- Please continue to use the applicant entry option in **Selection**, and then you will need to enter that completion date manually into VIRTUS. (Pg 6 of Site Administrator Guide)

### Code of Conduct:

- Any new registrants to the system will automatically sign the updated July 2021 Code during their registration. There is not a mandatory "refresher" requirement on the Code if it was signed since July 2015 at this time.
- You are always welcome to have volunteers re-sign as a reminder.
- For those with an existing VIRTUS account, you can use the "**Force a Required Document Prompt**" under an individual user's "Required Documents Tab" to alert them of the need to log in and sign the new Code of Conduct.

## Volunteer Hold Harmless:

- This document from Risk Management is legally binding and cannot currently be processed through VIRTUS.
- To meet the requirements of Risk Management, please gather this in person and **maintain hard copies**. If desired, you may additionally record the date in VIRTUS for your record keeping.

## How does a current user renew/refresh their training online?

- **Administrators must now first assign the refresher training module in VIRTUS.**
- **The designated refresher for the AOD at this time is “Vulnerable Adults”**

## Why the “Vulnerable Adults” refresher?

- Included in the Archdiocese of Denver Code of Conduct is the acknowledgement that upon signature the individual is agreeing to be a mandated reporter for not only child and youth abuse and neglect, but also for at-risk-adult and elder abuse and neglect.
- Since the Archdiocese has not previously had training specific to this topic, and the new VIRTUS system offers this, it was decided that providing this Vulnerable Adult Training would be a great way to formally introduce the subject matter and at the same time refresh our commitment to keeping all of the most vulnerable safe from harm.
- This training satisfies the Safe Environment 5 year refresher requirement.

## How do I assign the online module and communicate instructions to the user?

- Use the Site Administrator Guide pg. 7 for options to assign training.
- Before assigning, please ensure that the email for the user is correct so that VIRTUS can send them a notification of the assignment and instructions for logging in.
- Administrators may alternatively want to communicate directly with users being assigned the refresher using the template notification “Refresher Course Instructions” available on our [website](#) or from our office.
- Please note – **these users should not create a new VIRTUS account**. If you would like to send them their user id and password for the account you can see, you will need to replace the current password with one of your choosing.
- The refresher training takes 30-45 minutes consisting of 5 videos with questions. Note that if fast forward is used at any point, the training will not move forward and allow completion until the video is completely re-watched.

## I received an email from VIRTUS about a new user whose training was completed – what does this mean?

- VIRTUS should send Administrators a notification when a user who indicated they are at your location has completed the first step – live training. **This DOES NOT mean they are approved to volunteer**. Site Admins will still need to follow up with completing and recording a background check and confirming any required documents.
- Occasionally someone may mistakenly assign themselves to your location – if this is the case, contact the OCYP so we can transfer them to the correct location.

Once you have started working with the site – reach out with questions!