



## VIRTUS FAQ's

### **If you do not keep up with the monthly VIRTUS training, will you be kicked out of the system?**

Archdiocesan policy is that people will have their VIRTUS accounts inactivated if they are three or more months behind in reading their monthly bulletins. If your account is inactivated, you will need to talk with your local Save Environment Coordinator to become reactivated, provided you catch up on reading the monthly bulletins. If a person is 18 or more behind in reading their bulletins, they will be assigned a 1.5-hour on-line module to complete, with a two-week deadline.

### **Why can't we have walk-ins? What is the difference if they register before the class or after the class?**

The reason web registration is required before attending a class is that there are too many people who start the class but never register with VIRTUS. There are many people who have attended a class without registering.

### **Will peoples' records be purged when they no longer volunteer?**

Volunteer records will be inactivated when people no longer volunteer. This will be done by the local Safe Environment Coordinator.

**How will volunteers get the VIRTUS bulletins?** The monthly bulletins are published on-line the first Sunday of each month. You can access the bulletins by logging into your account and clicking on the Training Bulletin Report box which is found on the right side of the screen under the Training Tab. VIRTUS will send monthly email reminders, although many email providers block these monthly reminders due to volume. Please contact your email provider if you do not receive the monthly reminder.

### **What about people who do not and will not have computer access?**

The local Safe Environment Coordinator will print out copies of the monthly bulletin for the people to read.

### **Will I, as an employee of the parish or volunteer coordinator, be notified via email that a volunteer has been approved by SELECTION.COM®?**

The local Safe Environment Coordinator will need to run a "Master Report" in VIRTUS in order to see who is "clear." At this time, though, you will not get email notices.



**When do we notify volunteers that their approval is more than 5 years old and they now need to have this background check completed?**

Local Administrators are responsible for notifying volunteers and staff that a background check is required.

**Can you choose more than one location to volunteer when registering for a background check? What happens if you want to add or change locations at a later date?**

Within VIRTUS, you can choose more than one location. Changing or adding locations will not impact your requirements once you've completed a background check with SELECTION.COM®. You can make any necessary changes to your VIRTUS account by clicking on the 'update my account' link under the Toolbox tab.

**If someone has attended VIRTUS but has not been fingerprinted, will they be able to do the on-line SELECTION.COM® process? If so, how do they connect to it?**

Yes, volunteers in VIRTUS will be able to click on a tab within VIRTUS (like the existing "tools" or "training" tabs. From there, the volunteer will be able to initiate the background check.

**If someone has already taken the VIRTUS class and their fingerprints are over 5 years old and they are currently approved in VIRTUS to volunteer do they need to go through the SELECTION.COM® to have a current check of fingerprints?**

Volunteers will need to do an on-line background check with SELECTION.COM®.