



Guide for Re-Credentialing Clergy, Employees, and Volunteers

Contents

Below you will find the page number and corresponding item to complete. Use the VIRTUS email prompt, or the specific requirements provided by your parish or Catholic school Safe Environment Coordinator, to find which compliance items you should complete.

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Instructions on how to Login

If you previously attended a VIRTUS session, please do not create a new account; you **MUST** log in using your existing account. Go to www.virtus.org. Please see the guide below that should assist you in accessing your VIRTUS account:

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THE NATIONAL CATHOLIC RISK RETENTION



Home About Us Services / Programs

LOGIN FOR EXISTING ACCOUNTS

Username:

Password:

[Need login information?](#)

FIRST-TIME REGISTRANT

Your parish or school should have provided your user ID along with a temporary password. If you know your user ID and password, enter it here.

If you do not remember your user ID and/or password, click this link and see “password reset” and “username recovery” below.

PASSWORD RESET

If you have forgotten your password, but know the username or email address associated with this account, please enter it below.

Username or email address

Access assistance by clicking “Need login Information?” If you remember your user ID, enter it here. Or enter the email address that you used when you set up your VIRTUS account.

USERNAME RECOVERY

If you have forgotten the username and email address associated with your account, please complete the form below to attempt to retrieve your username.

First name
Last name
City
Zip code

If you do not remember your user ID or email address, trying using this form. If this still does not work, please contact your parish or school safe environment coordinator. **Do not click “First-Time Registrant” as this will prompt you to create a new, and duplicated,**

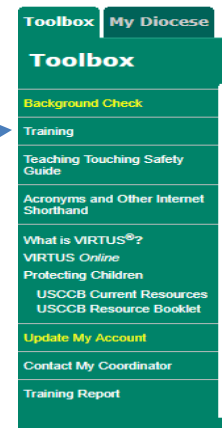
If the steps above do not give you access to your account, please contact your local safe environment coordinator. **Do not click “First-Time Registrant” as this will prompt you to create a new, and duplicated, account that will take weeks to fix.**



"Reporting Suspected Child Abuse" Training

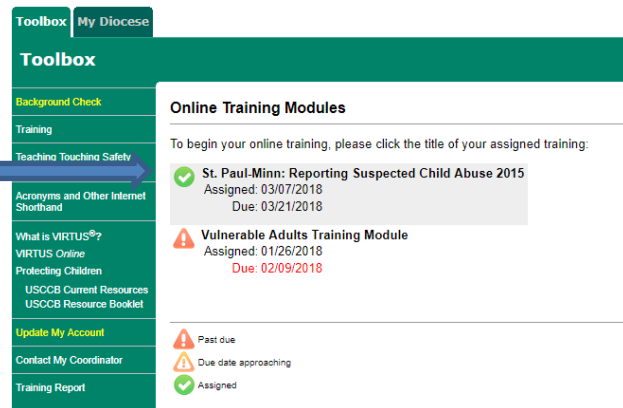
1

If you have not previously completed the "Reporting Suspected Child Abuse" training module, you will be prompted to complete upon your log-in. Please click the link for "Training" or "Online Training."



2

Click on the link for "St. Paul-Minn: Reporting Suspected Child Abuse 2015." This should open a new window on your computer. You may need to allow pop-ups for the VIRTUS website and refresh.

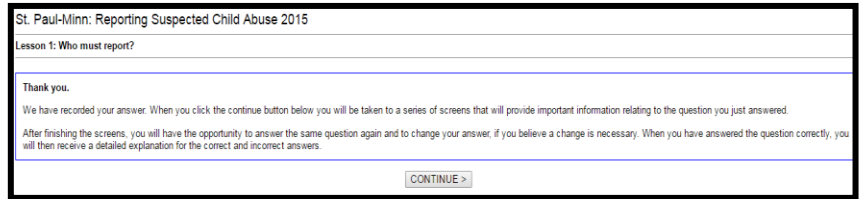


3

The training is divided into 5 lessons. You will be asked content questions. For each question, select the answer you view as correct. Then click "Submit Answer."

4

You will then see a screen that says “Thank you. We have recorded your answer...” Please click on the Continue button at the bottom of the screen.



St. Paul-Minn: Reporting Suspected Child Abuse 2015

Lesson 1: Who must report?

Thank you.

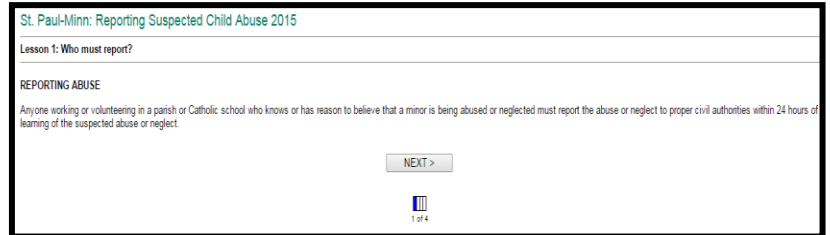
We have recorded your answer. When you click the continue button below you will be taken to a series of screens that will provide important information relating to the question you just answered.

After finishing the screens, you will have the opportunity to answer the same question again and to change your answer, if you believe a change is necessary. When you have answered the question correctly, you will then receive a detailed explanation for the correct and incorrect answers.

CONTINUE >

5

Next, you will click through several screens of content that pertain to reporting suspected abuse. Please read each screen, and then click the “Next” button. When you reach the last screen of content, there will be a “Continue” button.



St. Paul-Minn: Reporting Suspected Child Abuse 2015

Lesson 1: Who must report?

REPORTING ABUSE

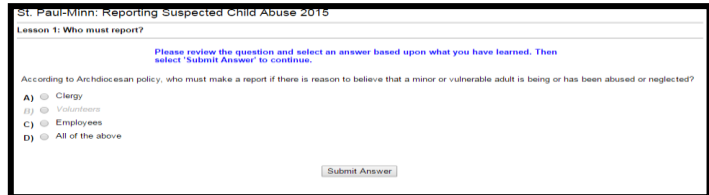
Anyone working or volunteering in a parish or Catholic school who knows or has reason to believe that a minor is being abused or neglected must report the abuse or neglect to proper civil authorities within 24 hours of learning of the suspected abuse or neglect.

NEXT >

1 of 4

6

After reviewing the content, you will be asked to review the question and answer from the **beginning of the lesson**. Please select the answer that you view as correct having read the content. An incorrect answer will require you to resubmit an answer until you correctly answer the question.



St. Paul-Minn: Reporting Suspected Child Abuse 2015

Lesson 1: Who must report?

Please review the question and select an answer based upon what you have learned. Then select 'Submit Answer' to continue.

According to Archdiocesan policy, who must make a report if there is reason to believe that a minor or vulnerable adult is being or has been abused or neglected?

A) ☐ Clergy

B) ☐ Volunteers

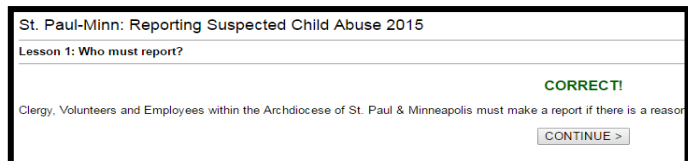
C) ☐ Employees

D) ☐ All of the above

Submit Answer

7

When you answer correctly, you will proceed to a screen that says “Correct!” in green font. Then select “Continue” at the bottom to proceed to the next lesson of the training.



St. Paul-Minn: Reporting Suspected Child Abuse 2015

Lesson 1: Who must report?

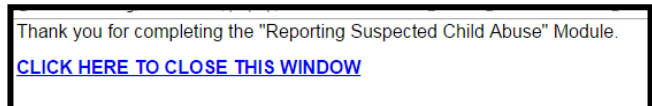
CORRECT!

Clergy, Volunteers and Employees within the Archdiocese of St. Paul & Minneapolis must make a report if there is a reason

CONTINUE >

8

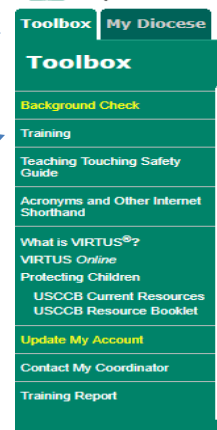
After proceeding through the 5 lessons, you will see a screen: “Thank you for completing the ‘Reporting Suspected Child Abuse’ Module. [Click here to close this window.](#)” Please click the link to close the window.



Thank you for completing the "Reporting Suspected Child Abuse" Module.

[CLICK HERE TO CLOSE THIS WINDOW](#)

Keeping the Promise Alive Retraining

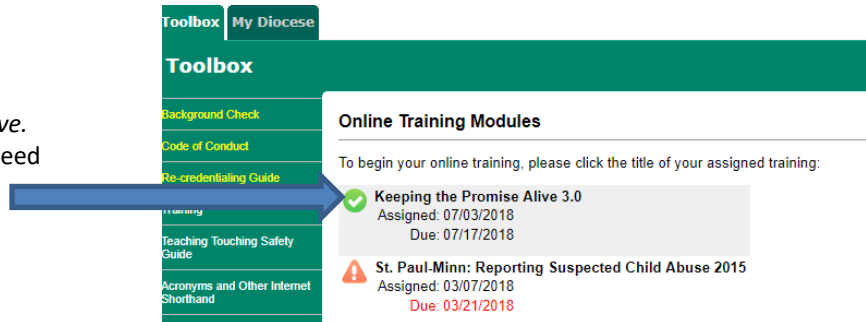


1

Click on the Toolbox tab of your account. Then click on the link for "Training" or "Online Training." You may have to allow pop-ups from VIRTUS.

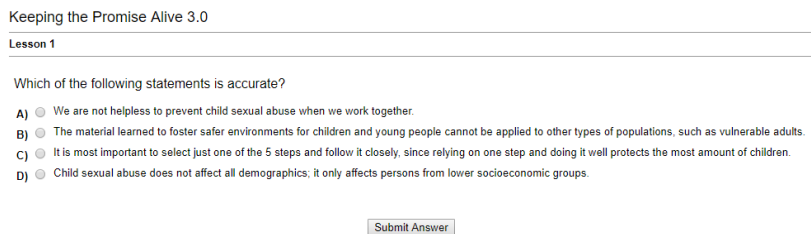
2

Click on the link for *Keeping the Promise Alive*. This should open a new window. You may need to allow for pop-ups from VIRTUS.



3

A new window should appear. You will first be asked a question. Give your best guess as to the correct answer. Then, you will click "Submit answer." A five-minute video will appear. After completing the video, you will be asked to confirm or change your answer.



4

You will complete five training sections. After successfully completing the online retraining, you should see the screen shown below.

Thank you for completing the Keeping the Promise Alive 3.0 Module. You may close this training window, and now have the ability to print a training certificate. If you have any questions about fulfilling the requirements within your organization, please communicate with your local or diocesan coordinator.

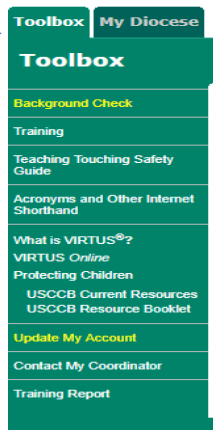
[CLICK HERE TO CLOSE THIS WINDOW](#)

Completing the *Vulnerable Adult Retraining Module*.

Follow steps 1 – 5 to ensure completion of the *Vulnerable Adult Retraining Module*.

1

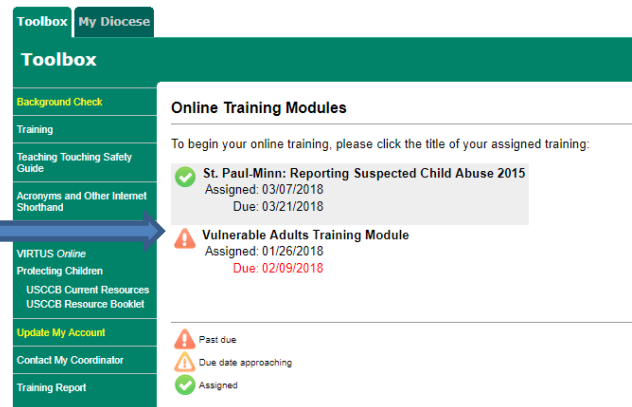
Click on the Toolbox tab on your account. Then click on the link for “Training” or “Online Training.”



The screenshot shows a green sidebar menu with the following items: Background Check, Training, Teaching Touching Safety Guide, Acronyms and Other Internet Shorthand, What is VIRTUS®? (with sub-items VIRTUS Online, Protecting Children, USCCB Current Resources, and USCCB Resource Booklet), Update My Account, Contact My Coordinator, and Training Report. The 'Training' link is highlighted with a blue arrow pointing to it from the instruction text.

2

Click on the link for “Vulnerable Adults Training Module.” This should open a new window on your computer. You may need to allow pop-ups for the VIRTUS website and refresh.



The screenshot shows the 'Online Training Modules' section of the website. It lists two training modules: 'St. Paul-Minn: Reporting Suspected Child Abuse 2015' (Assigned: 03/07/2018, Due: 03/21/2018) and 'Vulnerable Adults Training Module' (Assigned: 01/26/2018, Due: 02/09/2018). A blue arrow points from the instruction text to the 'Vulnerable Adults Training Module' link. Below the list, there are status indicators: 'Past due' (red exclamation mark), 'Due date approaching' (yellow exclamation mark), and 'Assigned' (green checkmark).

3


A new window should appear to give you the screen above. After reading the instructions, click the blue link "Click here to Start."

Welcome to the Vulnerable Adults Training Module. A multidimensional program, this online module first looks at varied definitions, context and reality of vulnerable adult abuse. Then, five steps and best-practice actions are presented to help caring adults know proper behavior to prevent abuse and respond appropriately if aware of a problem.

This module is constructed around 5 multiple-choice questions that provide hands-on material to apply and reinforce certain principles from the program. After you select an answer to the first question, you will be prompted to review an overview of the relevant issues addressed in the question. Then, you will see the same question, again, and be prompted to either accept your original answer, or to change your answer based on the information provided.

Each wrong answer will provide additional background information designed to help you select the correct answer. Now, let's begin with the first question.

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Vulnerable Adults Training Module

[CLICK HERE TO START](#)

4

The training is set-up to have you answer a question (example pictured below), watch a brief video (approximately 5 minutes each), confirm your answer to the initial question, then review the content. You can only continue with the training when you answer the question correctly. There are 5 sections of question/answers then video. The retraining should take between 35 – 40 minutes. If you need to exit out of the retraining module, you will be able to resume where you left off.

Vulnerable Adults Training Module

Lesson 1

You belong to an organization that often sends volunteers to spend time with vulnerable adults. Esther is an adult with a mild cognitive impairment who resides within her own apartment in an assisted adult living facility. Esther has admitted how hard it is for her to meet people and make friends, and she rarely leaves her apartment or visits others. Esther still has some control over her limited finances, but you begin to notice that she no longer has some of the nice furnishings in her apartment and doesn't wear any of her expensive jewelry anymore. She mentions that another volunteer from your organization, Jeremy, has started coming over to check on her every day. Esther mentioned how thankful she is for this volunteer, because even though he's not supposed to, he's been nice enough to take over Esther's checkbook and start paying her bills—including some additional unlisted expenses that have come up within the facility that Esther wasn't originally aware of. You are surprised that Jeremy assists with Esther's finances because it's against the rules—and you're also not aware of any increased facility expenses. When you ask Esther if she thinks the volunteer might be taking financial advantage of her, she becomes defensive and asks you not to speak poorly of her new friend. Esther begs you to keep this information confidential and not to say anything at all to cause problems. Do you need to communicate your concerns to anyone else?

- A) ☐ Yes, but not yet. As a fellow volunteer, since you don't have all of the details, it would be best to wait and see if you can catch the volunteer performing the behavior. This way you can catch the person "red handed" and can report it.
- B) ☐ Yes. It is extremely important that you communicate your concerns to an appropriate contact person in the organization, and report any suspicions of abuse you have to the proper authorities.
- C) ☐ No. Since you don't see any bruises or physical signs of abuse, there's nothing that's concerning here! Esther has made a new friend, and you shouldn't do anything to jeopardize her relationships, especially since you know she has a hard time making friends. Esther isn't a child and can distribute her income as she pleases.
- D) ☐ No. Esther has asked for confidentiality and as a volunteer, you are obligated to honor her request regardless of the circumstances.

[Submit Answer](#)

5

After successfully answering the 5 questions, you will see a screen that says "Thank you for completing the Vulnerable Adults Training Module." You do not need to provide certification that you completed the retraining module. Simply click the blue link "Click here to close this window." This will take you back to the main VIRTUS page. Your training is now complete!

SmartTrain.com II - Google Chrome

https://www.virtusonline.org/smarttrain2/popup/ModuleStart.cfm?st2_session_id=1781644&st2_module_id=134

Thank you for completing the Vulnerable Adults Training Module.

Please ensure that you completely close this window upon completion. Then, a certificate of training completion will be available for you in your online account.

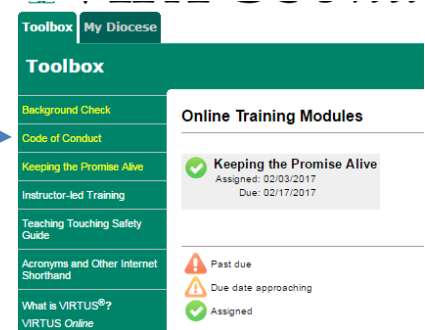
The VIRTUS Programs would like to give a special thank you to the Diocese of Palm Beach and the Diocese of Toledo for their willingness to share material and insight to assist in the construction of this module.

[CLICK HERE TO CLOSE THIS WINDOW](#)

Code of Conduct Training and Signing

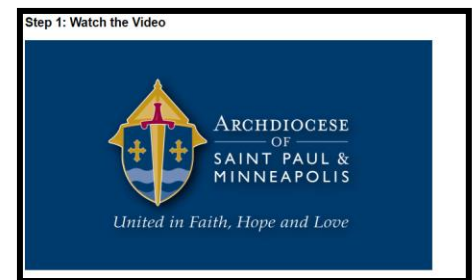
1

If you have not previously completed the Code of Conduct, please click into the Code of Conduct. If you have already completed this Code of Conduct and training, proceed to page 4. Select your primary role, and then click "Continue" at the bottom of the page.



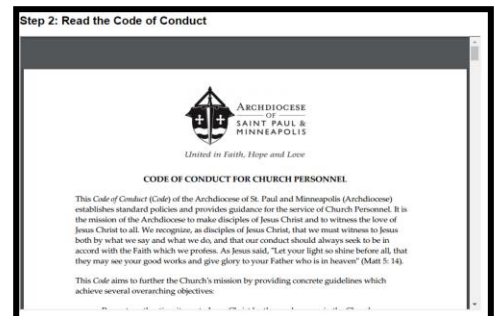
2

Watch the 22-minute video on Code of Conduct Training. Once you are done watching the video, click "Continue" at the bottom of the screen.



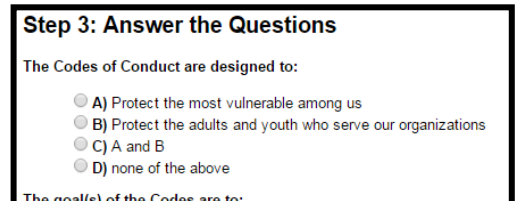
3

Read the appropriate Code of Conduct for your role. Then click "Continue" at the bottom of the page.



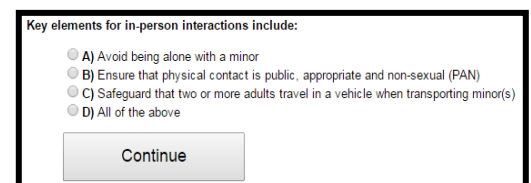
4

Answer the 6 questions that pertain to the Code of Conduct and training.



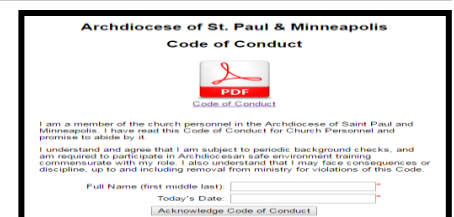
5

After answering the 6 questions, click "Continue" at the bottom of the screen. You will then have a chance to review the answers. Once done, click "Continue" at the bottom of the page.



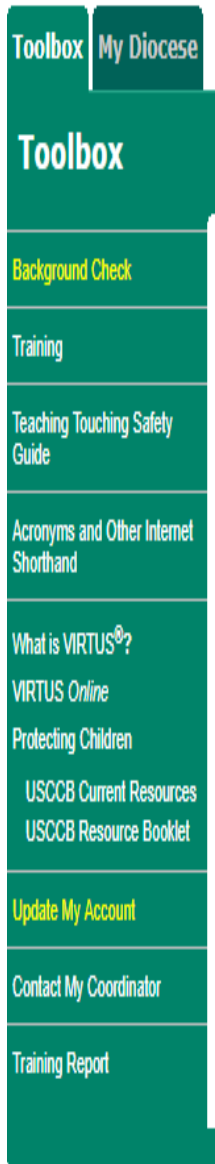
6

Then sign and date acknowledgement of the Code of Conduct. Click the gray box to "Acknowledge Code of Conduct" to complete the Code of Conduct. You should be taken back to your Toolbox. Proceed to the next page of this guide.





Before completing anything else in your account, please go to **“Update my Account”** at the bottom of your Toolbox (see the left side of this page for reference, the link is at the bottom). Make sure that the contact information is correct. Also ensure role and locations are correct. Your primary location should be your **primary place of employment or volunteering**. This is not necessarily your place of worship. The primary location will receive the background check results. Follow steps 1 – 3 noting that they are not in order from top to bottom of this page.



2

Link to access the background check/recheck. **Please update your location under “Update my Account” prior to submitting a background check** (pages 10 – 11 of this guide).

1

Please make sure to update your account information **prior to submitting a background check**. The primary location should be your **primary place of employment or volunteering**. This is not necessarily your place of worship. The primary location will receive the background check results.



ONCE YOU ACCESS THE BACKGROUND CHECK:

Missing User Data

You are required to have the following information associated with your user record. Please review this information and make any necessary corrections.

Primary Location (Please select your primary location of employment or volunteer responsibilities. This location will pay for and receive the results of your background check.):

Address:

City:

State:

Zip:

Confirm your primary place of employment or volunteering. Also, confirm your primary address of residence.

Have you ever had a background check conducted by the Archdiocese of St. Paul & Minneapolis, or a Catholic school or parish within the Archdiocese?

If you are uncertain whether you have completed a background check, please contact your parish or Catholic school Safe Environment Coordinator before proceeding.

☒ yes ☐ no

If you answered "Yes" above, please indicate the location where you had a background check (by selecting that location from the dropdown list provided):

You must contact staff at the new location where you will be serving to complete a form for sharing a background check report dated not more than three years ago.

Click **Continue** to proceed.

If you need to complete a recheck, answer yes. If you need to complete an initial check, or are going from being a volunteer to an employee, please answer no.

Use this box **only** if you have completed a background check within the previous 3 years.

Are you clergy, church personnel or a volunteer?

☐ priest ☐ deacon ☒ church personnel ☐ volunteer

Select your role. If you are a trustee, Parish Council, Finance Council, or other volunteer leader, please indicate "Church Personnel" so you will receive correct Code in next step.

As clergy, employee and/or volunteer, have you been told that you will drive on behalf of the parish/Catholic school part of your responsibilities? If unsure, please contact your supervisor or site coordinator

☐ yes ☒ no

Saying yes will prompt a DMV check. If you drive on behalf of the parish/school, you will need to indicate "yes." If you are not sure, please contact your parish or Catholic school.

As clergy, employee, and/or volunteer, have you been directed to handle \$250 or more as a part of your responsibilities?

☐ yes ☒ no

Saying yes will prompt a credit check. Please only indicate yes if you actually handle > \$250 or more as part of your job or volunteer responsibility. \$250 in money includes cash, checks, currency, and coin. You will later be able to print a PDF "Summary of Your Rights under the Fair Credit Reporting Act" to retain for your records.

Click **Continue** to proceed.

Please only indicate yes to the questions above if you will be directly responsible for driving or handling > \$250 on behalf of your parish or Catholic School.

Archdiocese of St. Paul & Minneapolis

Summary of Rights Under the Fair Credit Reporting Act

As church personnel and/or volunteer, please print and complete this form and provide to your employer or supervisor, or the parish or school Safe Environment Coordinator where you will be serving.



[Summary of Rights Under the Fair Credit Reporting Act](#)

☐ I have downloaded and read the Summary of Rights Under the Fair Credit Reporting Act

Please print or save a copy of the "Summary of Rights Under the Fair Credit Reporting Act." Acknowledge that you have downloaded and read the Rights.



Archdiocese of St. Paul & Minneapolis

Consumer Report/Investigative Consumer Report Disclosure and Release of Information Authorization

Read and consent to the background check at the bottom of this screen. Please note that a “soft credit report” (one that does not affect your credit score) will **only be conducted if you indicated “yes” to handling > \$250 earlier in process.**

Archdiocese of St. Paul & Minneapolis

Misconduct Questions

Answers to all questions are required.

Please answer **YES** or **NO** to the following questions:

Answer the Misconduct Questions.

If you answer “**yes**” to any questions, provide a brief description, continue with the process, and then contact your local Safe Environment Coordinator. Clergy or Archdiocese Central Staff should contact Director of Ministerial Standards and Safe Environment.

Begin McDowell Agency Background Check

Click the “Begin McDowell Agency Background Check” where you will then be directed to enter your Social Security Number.

THE MCDOWELL AGENCY, INC.
A DIVISION OF VIRTUS

The following information will be used only by the Background Screener.

Please enter the following information:

Social Security Number

111-11-1111

Submit

Enter your Social Security Number (SSN) and hit “Submit.” If you have an SSN, **it is required to run the background check.** If you do not have a SSN, enter 111-11-1111 then select submit. The page takes a moment to load. You will then be directed to the main VIRTUS page. The background check process is now complete.

Your participation in the Enhanced Essential 3 will make our local Church a safe environment for all. Thank you for doing all that you can to protect God’s children, particularly the most vulnerable among us! If you require the background check results to be sent to another parish or Catholic school, please complete the form Background Check Report Sharing Pre-Service Applicant Release through your parish or Catholic school. Contact your local parish or Catholic School Safe Environment Coordinator with any questions that you may encounter.