

Site Administrator FAQs (6/24/22)

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

- After receiving Administrator access to VIRTUS review your locations current status of "Active" accounts by clicking on the "Users" link on the left menu of the Administration tab.
- If this list does not accurately reflect all your current employees and volunteers, the administrator will need to initiate "activating" inactive accounts or having employees/volunteers create accounts to track SET compliance. Reach out to OMAAP for the different options.
- Administrators can individually activate records – but if there are large numbers to activate, VIRTUS can help.
- You may also use "User Search" to see if your employee/volunteer is listed under another location; if so, contact OMAAP to have them transferred to your location.

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" (This provides the most comprehensive search)
- 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.
- All Called to Protect live trainings and Praesidium online trainings taken before 8/1/2020 still count!

Background Check:

- The background check is not integrated into VIRTUS.
- Please continue to use the applicant entry option in **Selection**, and then you will need to manually enter that completion date into VIRTUS. (Pg 6 of Site Administrator Guide)

Code of Conduct:

- Any new registrants to the system will automatically sign the updated July 2022 Code during their registration. To be compliant, the user **must have signed the most updated Code after June 27, 2022**. There is not a mandatory "refresher" requirement on the Code.
- 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.
- Contact the Risk Management support email for current guidelines. If desired, you may additionally record the date signed in VIRTUS for your record keeping (Required Documents tab).

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

- **Administrators must first assign the refresher training module in VIRTUS to the user and give them instructions on how to log into their own account..**
- **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.

Why did I receive an email from VIRTUS about a new user being activated?

- VIRTUS sends Administrators a notification when a user is activated manually by another Administrator on the back end. This may happen when an Administrator creates an account instead of the user registering for their own account.
- Note all with Admin access at your location (including facilitators) receive this notice.
- Occasionally someone may mistakenly assign themselves to your location – if this is the case, contact OMAAP so we can transfer them to the correct location.

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