

Site Administrator FAQs (7/1/25)

I am a new administrator -What do I do first?

- Set up a time with OMAAP staff for an in person or zoom orientation tailored to your location's needs.

How do I check my location's list of users to make sure it accurately reflects my employees and volunteers with minors?

- Go to the Administration tab and click on the "**Compliance Report**" link under "Main Reports" heading on the Administration page.
- Use "Making Use of the Compliance Report" instructions to run a report of your current active accounts with the filters you need.
- If this list does not accurately reflect all your current employees and volunteers (with minors), the administrator will need to:
 - Inactivate those not serving at the location;
 - Add missing accounts by "activating" inactive accounts; having employees/volunteers create accounts; administratively adding the accounts.
 - Use "User Search" (make sure to click "Show Inactive Users") to see if your missing employee/volunteer is listed under another location; if so, contact OMAAP to have them transferred to your location.

How do I check Safe Environment Compliance for employees and volunteers?

- 1) COMPLIANCE REPORT – link on Administration tab
 - Use "Making Use of the Compliance Report" instructions to run a report of your current active accounts with the filters you need.
 - Report shows a summary of compliance and what items need attention for each user.
 - Click on the user name to see more detailed information in their individual record.

OR

- 2) Use the "User Search" field on the Administration and
 - Make sure to check "Show Inactive Users" for the most comprehensive search.
 - You are searching and can view records from the entire AOD; however, you can only edit those in your location.

Use the information in the Compliance Report or Individual user record "Summary Tab" to review missing and expiring compliance items that need attention.

- Record items that are completed but not documented in VIRTUS.
- Work with employees and volunteers to complete any items that are missing.

*** No church worker should be working with minors without all 3 compliance items completed***

TRAINING FAQS

Initial Live SET Trainings:

- All employees and volunteers with minors must have a documented live initial class in VIRTUS
- 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!

What if I cannot find a record of the volunteer/employee but I have other proof of their Safe Environment Training?

- 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 training.

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 is "Healthy Boundaries."

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 "[Vulnerable Adults Training Refresher Template](#)" 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 40-45 minutes consisting of 6 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. This is the main reason people will experience issues!

OTHER SE ITEMS IN VIRTUS

Background Check:

- The background check system is not linked directly to VIRTUS so administrators must manually enter the check completion date from Selection/Fastrax into VIRTUS.
- Parishes and schools must have access to a copy of all background checks in their Selection account. Notation in VIRTUS is not sufficient to meet auditor and legal requirements.

- If a background check has been run by another parish in the last 5 years, it *may* be possible to share that check with a different parish. Contact OMAAP to confirm.
- Use “Recording SE Items in VIRTUS” document for best practices in recording.

Code of Conduct:

- Any new registrants to the system will automatically sign the most recent Code of Conduct 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 in the VIRTUS system.
- Hard copy signatures of the Code of Conduct must be manually recorded in VIRTUS.
- Use “Recording SE Items in VIRTUS” document for best practices in recording.

Volunteer Hold Harmless:

- This document from Risk Management is legally binding and cannot currently be signed through VIRTUS.
- Contact the Mission.Support@archden.org with any questions on guidelines for the VHH. If desired, you may additionally record the date signed in VIRTUS for your record keeping in the Required Documents tab.

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