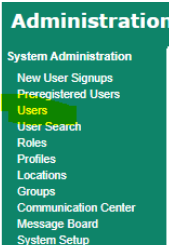
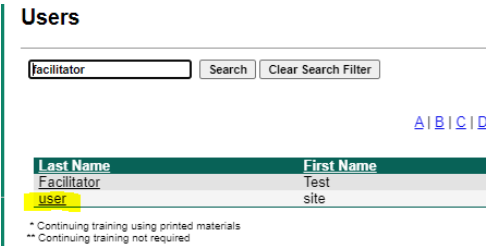
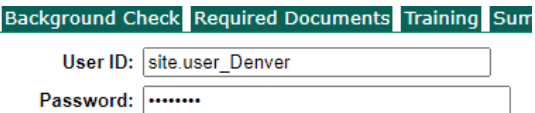
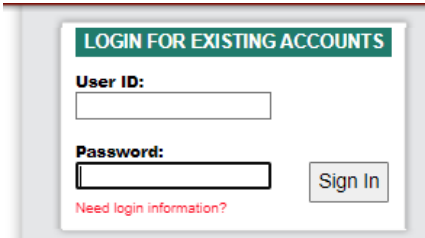


Site Administrator FAQs – Helping an Existing User Access VIRTUS

How can I help a user with existing account log in?

(Please note – accounts made before July 15,2020 were made in our previous system. The users for these accounts likely have no idea an account exists nor do they know how to log in)

<p>Log into VIRTUS click <u>Users</u> or <u>User Search</u> from the left menu in the Administration tab.</p>	
<p>Click on the user’s name to see their full contact record.</p>	
<p>User ID: You can confirm (or edit if necessary).</p> <p>Email: You should confirm or update the email, and click “Save and Review.” Without a correct email, the user cannot reset their password.</p> <p><u>OPTIONAL</u></p> <p>Temporary Password: Reset the password by clicking in the password field.</p>	
<p>How to Notify Your User of Log In Credentials</p> <ol style="list-style-type: none"> 1) Click “Email account info” and VIRTUS will send them an email with their User Id and link to reset password. (Only works if email correct and user knows to look for email). <p>OR</p> <ol style="list-style-type: none"> 2) Give your church worker their User ID and temporary password and instruct them to log in as an Existing User at www.VIRTUS.org. <p>If they are already in the system, they should not create a whole new account!</p>	<p>Email: <input type="text" value="alex.kwan@archden.org"/> <input type="button" value="Email account info"/></p> 

Please contact the Office of Minor and At Risk Protection for additional assistance.
Christi.Sullivan@archden.org or Alex.Kwan@archden.org