## Site Administrator FAQs – Helping an Existing User Access VIRTUS

Note: the User must be already assigned to your location for you to assist this way. If he/she is not, you must request an assignment to your location by emailing SafeEnvironment@archden.org.

Log into VIRTUS click <u>User Search</u> from the left menu in the Administration tab.	Administration  System Administration  New User Signups Preregistered Users Users Users User Search
Search for the user by filling in search fields.  Click on the user's name to see their full contact record which will include the User Id and option to reset password or send information to the user.	Use this page to search for users.  First Name:  Last Name:  [aod]  Login:  Database ID: Profile:  Location:  - All -  Search  Reset  Cancel
User ID: You can confirm or edit (click Save)  Email: You should confirm or update the email, and click "Save and Review." Without a correct email, the user cannot reset their password.  OPTIONAL Temporary Password: Reset the password by clicking in the password field.	Background Check Required Documents Training Sum  User ID: site.user_Denver  Password:
1) Click "Email account info" or "Send password reset", and VIRTUS will send an email to the address listed.  OR	Email account info Send password reset  LOGIN FOR EXISTING ACCOUNTS
2) Give your church worker their User ID and temporary password and instruct them to log in as an Existing User at <a href="https://www.VIRTUS.org">www.VIRTUS.org</a> .  If they are already in the system, they should not create a whole new account!	Password: Sign In Need login information?

Please contact the Office of Minor and At-Risk Protection for additional assistance.

<u>SafeEnvironment@archden.org</u>