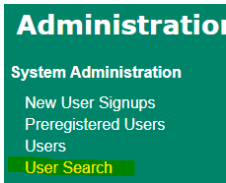
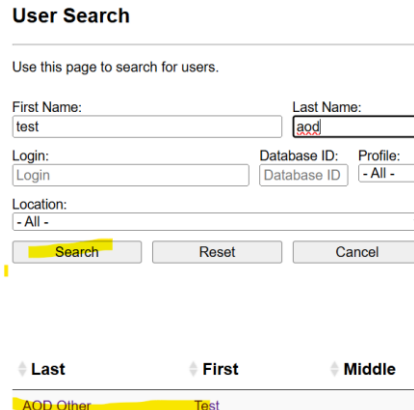
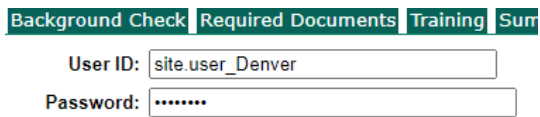
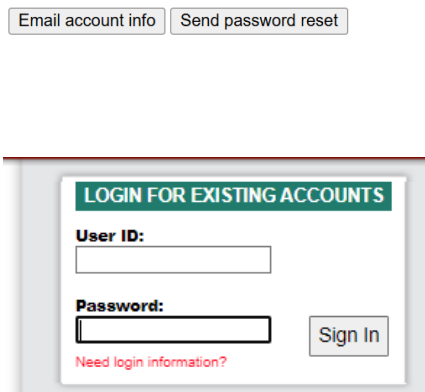


Site Administrator FAQs – Helping an Existing User Access VIRTUS

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.

<p>Log into VIRTUS click <u>User Search</u> from the left menu in the Administration tab.</p>	
<p>Search for the user by filling in search fields.</p> <p>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.</p>	
<p>User ID: You can confirm or edit (click Save)</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" or "Send password reset", and VIRTUS will send an email to the address listed. OR 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>	

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

SafeEnvironment@archden.org