Prompting a background check in Virtus:

There may be times when either a user does not designate themselves correctly, or is adding additional roles. (ex: moving from a volunteer to an employee/educator) These times may require you as a local administrator to request an additional background check on a user in your system. Please follow the directions below. After prompting the background check, the next time a user logs into Virtus, the system will ask them to fill in information for their background check.

1) Please login to the Virtus system at the following location: https://www.virtusonline.org/virtus/index.cfm
   You will see a screen similar to the one below, where you will log in:

2) Click on the Administration tab, and your screen will be similar to the one below:

3) Over on the left side, in the green area, you will search for your user under the User Search area. Your screen will look similar to the one below: Enter in the last name you are searching for and please check mark the box: Show inactive users to make sure that you will see all the possible results for your search. Click Go.
4) You will see your results listed below.

5) After clicking on the user, you will see either one of the screen shots below.

These two screen shots correspond to the listings of the members above, the screen shot on the left is an active (or inactive) user, where you can see their name listed in the upper left corner (along with different tabs where you can view more information the system has saved on the individual). The view on the right side is a user that has not been approved yet, and is still in the New User Signups area.

*Please verify that the Role assigned to the users is correct, prior to forcing the background check. They should have just one listed (unless a Facilitator as seen above) and that will allow the proper background check to be assigned to the user.*
6) To ask the system to prompt the user with the background check, on the normal user where you can see green tabs across the top, click on the **Background Check** tab, then select the **Force Background Check Prompt** button, as seen below.

![Background Check Tab and Prompt](image)

If you do NOT see the green tabs across the top, and you are on a new user’s screen, scroll down the screen, till you get to the bottom portion which lists the required documents area, as seen below:

![Required Documents Section](image)

Under the last three sections before the final Notes area, click the **Force background check prompt** under the **Background check** area, as indicated above.

When the user logs in, as seen below, they will first see the screen below. Please ask them to click the **Begin Background Check** to complete filling in the background information that is needed.
Please now complete a background check

As part of our efforts to create and maintain a safe environment for the children and vulnerable adults of our diocese, we have chosen Detection.com® to do all our background checks. By clicking this button, you will be directed to their secure website called Fantrax™.

Begin Background Check