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 Users 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 Search.
4) You will see your results listed below. Please note that Inactive users have a small (Inactive) indication in RED and those users cannot log in, until the Diocese has switched the user to Active.

5) After clicking on the user, you will see a screen shot similar to 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 AND that the parish listed as the Primary Location is yours, as that is the parish that will be charged for the background check. Normally, the user should have one role (the role requiring the most in depth background check) listed and that will allow the proper background check to be assigned to the user.

6) To ask the system to set up the record, so that the user will get a prompt for a background check when they next log in, click on the Background Check tab, then select the Force Background Check Prompt button, as seen below.

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.

Please note!! In the New User area, the system will automatically request the user to do the background check, on a normal record. The ONLY time you need to force it, is if the user has already tried once, failed to put the background check in, and needs to try again.
Under the section that says: **Background Check**, search and look for the area that **Force background check prompt**, and click the link, as seen above.

When the **User** logs in, they will first see the screen below.

Please make sure to email the user yourself to let them know you need the background check, and why we don’t have one. If it was user error, sometimes it is because they are trying to complete the background check on a cell phone. Please request that they use a standard computer.