

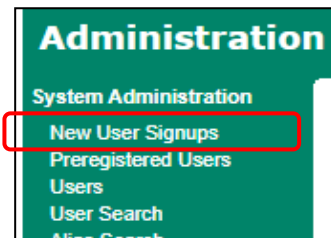
## MANAGING NEW USER SIGNUPS IN VIRTUS

Safe Environment Coordinators (SEC) must proactively manage new VIRTUS accounts to ensure new Users complete all E3 requirements: Code of Conduct, Background Check, Training.

OPCY Program Liaisons approve new accounts when all E3 requirements are fully complete (including a complete background check).

### Where to find New User Signups

- Log in to VIRTUS and click the **Administration** tab
- Click **New User Signups** on the top of the green menu bar (left-side of the page)
- \* Pending accounts are also found on your **New Master Report** by choosing *“Show only users who are currently pending”*



### **SEC Required Actions**

- Monitor *New User Signups* frequently to ensure accounts are not pending beyond 30 days
- Notify Users promptly regarding incomplete accounts
- Contact your parish ministry/school staff if you need help to confirm a new employee/volunteer
- Notify your Program Liaison if the account does not belong to your location (Do NOT remove the role!)
- Cancel the background check in McDowell if the User does not belong to your location
- Continue to monitor accounts until they are approved by OPCY
- Contact your Program Liaison if you need further assistance

### Deadlines

- Incomplete accounts over 30 days old will be deleted by OPCY without further notice
- Deleted accounts cannot be recovered, and the User must start over from the beginning
- Incomplete accounts cannot be inactivated

### Requirements

- Accounts must be completed within 30-days
- Employees and volunteers must not begin duties until all E3 requirements are complete and the background check results have been reviewed by your location

### Helpful Hints

- Communicate with Users, emphasizing the importance of carefully reading and following the *VIRTUS Account Registration Guide*
- Encourage Users to complete new VIRTUS accounts and all E3 in one sitting
- Contact your Program Liaison if there are extenuating circumstances that extend beyond the 30-day deadline

### Terminology

New User Signups: New VIRTUS accounts which are incomplete or pending (awaiting approval)

User: Anyone with a VIRTUS account