

Trouble Shooting the Training Report

The record of each person in the training report (or **Master Report** as it is labeled) begins only when the employees and volunteers first sign into the Virtus Website to register themselves. If they neglect to do this process after their Virtus training, then no information will be available in the database for the report. Incorrect entries will also cause problems. Failure to update information when it changes (such as an email address) will contribute to additional problems. Most of these issues are fixable when the problem is identified. Some may be solved by the individuals themselves by simply correcting their information on-line, others can be made through the Office of Safe Environment. Please consult the table below as a help to identify problems and potential solutions.

Note abbreviations/terms used in the table below:

Person =staff member or volunteer

Org. = your organization (parish, order, functional unit)

SEO = Safe Environment Office

What is wrong in the Report	What probably caused the problem	How to Fix
A name of staff member or volunteer is missing from the list	Person is not trained	Get training and register
	Person did not indicate your org. as a "location" of their service when they registered	Person goes online to their "Profile" and adds the name of your org. as either "Primary" or "Other Location." SEO can also perform this action.
	Person took the Virus 3-hour course but never registered with Virtus online. (This also means they will have no online training activity.)	Person must register at virtusonline.org; then notify the SEO about the late registration to activate the account. (SEO cannot register for the person.)
There is an extra name that does not belong to your organization	Person incorrectly included your org. when they registered	If the person is known, contact and request that they go online to their Virtus "profile" and remove your org. from their location list. SEO can also remove.
There is a name of a person who is no longer associated with your organization	No one removed the name when participation ended.	If the person is known, they can remove themselves as noted above. If no longer in any ministry, notify the SEO to make them inactive .
Position or role description is incorrect	Person has changed roles or did not complete their profile properly	Person may change the "Role" online by opening their Virtus "Profile" and changing the "Role" designation.
Person is on the report but not getting notification of bulletins	Incorrect email address in Virtus System	Person may go to online "Profile" and correct their email address.
Person is on the report but it shows no credit for reading the bulletins. The person states that they are doing bulletins.	Person is not doing the correct process each time they read the bulletin to get credit.	Person should go online with an experienced user to see what they are doing
	Users occasionally inadvertently create a duplicate registration. In that case, the one that the person is NOT using may be associated with your org.	Contact SEO for assistance. They will need all the information about the person's Virtus account (not the password). (Preferably, have the person present during the call.)