Trouble Shooting the *VIRTUS Master Report*

This is a guide to help identify problems and potential solutions regarding information on your *VIRTUS Master Report*. Please consult the table.

Note these abbreviations/terms used in the table below:

Person = staff member or volunteer
ORG = your organization (parish, school, order, functional unit, etc.)
SEO = Safe Environment Office

What is wrong in the report	Probable cause	How to fix
A name of staff member or volunteer is missing from the list	Person has never been trained.	Get training and complete the registration form for VIRTUS.
	Person was inactivated by the SEO	Contact SEO
	Person did not indicate your ORG as a "location" of their service when they registered; or, they joined your ORG after initial training.	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 VIRTUS 3-hour course, but the facilitator has not sent in the sign-in sheet or registration forms for that class	Please contact your facilitator to make sure all sign-in sheets and registration forms have been sent to the SEO
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, request them to 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 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 their "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 to their "Profile" on VIRTUS to correct their email address. The SEO can also help.
Person is on the report, but it shows no credit for reading the bulletins. The person states that they are doing the 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 on VIRTUS. If that is the case, the wrong account 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 to confirm information.)
Report indicates a Person as "Active" and has many bulletins "not read." They are <u>not</u> reading the bulletins because they elected to attend an annual presentation of the foundation training "Protecting God's Children."	The continuing training status is not correct in the VIRTUS database.	Notify the SEO to change the status to reflect the annual repeat training. Once corrected, the Status column will read "Required per policy" and all the bulletin columns will show "NA" for future reports.
Background check (BC) not recorded	You have a BC on file.	Contact SEO
	You do not have a BC on file, but the person says they submitted an authorization,	