LoSEC Manual-
Technical Instructions for Online Administration
Office of Safe Environment

"Protecting children and individuals at risk and ensuring that our parish and school communities offer safe environments is one of our most important responsibilities. I am committed to continue all efforts required to fulfill this responsibility and to restore the trust of the faithful of the Diocese of Green Bay."

- Bishop David L. Ricken
November 14, 2008

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Diocese of
Green Bay

TABLE OF CONTENTS

PART 2: LoSEC ADMINSTRATOR – ISP 15

PART 3: LoSEC ADMINSTRATOR – VIRTUS 18

ADDITIONAL INSTRUCTIONS

INTRODUCTION

About eAppsDB
eAppsDB is a customizable web-based employment and volunteer application management system owned by Austin Computing Solutions that an organization can use to allow applicants to enter and submit applications for employment and/or volunteer services. eAppsDB is also designed to manage the background check process for an organization.

The Role of the Local Safe Environment Coordinator (LoSEC)
You play an important role in the program. By using the steps outlined in this guide, you will be able to prepare your site for use, assist your applicants with their applications, enter applications for applicants who do not have Internet access, be responsible for performing maintenance tasks, and have access to all applications submitted in your parish/school.

As a LoSEC, you will be assigned a special userID and password. By logging in with this userID and password, you will be able to work with the applications that have been entered for your parish/school.

A "Read Only' function is available. This feature allows others within your parish/school to view information without having editing capabilities. For more information on this feature, please contact the Office of Safe Environment at the Diocese of Green Bay.

Using Help Screens
To access helpful information, click on 'HELP' when it appears on the screen. You will be taken to the Help screen information for the section in which you are working. To go back to your application, click on the Browser 'Back' button.

Session Timeouts
Due to the system resources that are consumed by the users connecting to eAppsDB, we are forced to limit the length of time that a person can be connected without having any activity. Depending on system load, we set this timeout between 15 and 30 minutes. If you are working in an application form and step away from your computer for a period of time greater than 15 minutes without clicking on the 'Save' button to save your data, your data will be lost if a session timeout occurs.

Security
Some users have expressed concerns about entering personal information on the Internet. These concerns have been addressed with the implementation of a "digital certificate". As you navigate through this web site, you will notice that the web address now begins with "https", rather than the normal "http". This indicates that all information sent from the user's browser to the Internet server is encrypted. This is the same technique used by e-commerce web sites that accept credit card information.

Monitoring Online Background Checks
The only task associated with managing the online background check process is to periodically check the records in your parish/school location for organization status of 'Applicant is Approved' indicating a completed background check.

PART 1
LoSEC ADMINSTRATOR – eApps

Site Administrator Home Page
Log on to the Diocesan website at www.gbdioc.org to access eAppsDB.

- With your computer mouse, hover over the "**Protecting Our Children**" option at the top of the screen.
- Click on "**Background Checks**" and then click on the "**eAppsDB**" link.
- At the 'Login Page' of eAppsDB, enter your LoSEC User ID and password that was provided to you by the Diocese and click 'Login' to continue.

After you successfully log into eAppsDB, you will be taken to the 'Site Administrator Home Page' screen.

As the LoSEC, this screen is your access to all of the following utilities: Quick Search for an Applicant, Advanced Application Search, View Default Applicant Report, Customize An Applicant Report, Quick Statistics, Change Your Password, Organization Wide Lookup, Workshop Dates Quick Entry, Workshop Dates Org Wide Entry, Create a New Application, Edit Site Information, View Invoices, Compliance Report, Reports Menu, View Recent Log Ins, Recheck Queue and Archive by Look Up.

To work in a selection, click on the selection desired. Selections can be chosen from the list on the left side of the Administrator Home Page or from the menu at the bottom of every screen.

Quick Search for an Applicant
From the 'Organization Administrator Home Page' screen, type in the partial or full last name of applicant you wish to search for and click on the 'Search' button.

Results of your Applicant Search will be visible. From this screen, you can 'view', 'process' or 'edit' as needed by clicking on the links contained in the items listed.

Advanced Application Search
From the 'Site Administrator Home Page' screen, click on the link for the 'Advanced Application Search'. You are at the 'Advanced Search for Applicant' screen. Clicking on 'Back' will return you to the 'Site Administrator Home Page' screen. Clicking on 'Back to List of Applications' will return you to the list of applications you were previously working on.

Please enter the parameters for your search and then click the 'Submit' button. Parameters available are Last Name (full or partial), First Name (full or partial), Phone #, or Email Address. One or all of the parameters can be entered.

If you are having trouble locating an application or are unsure how the applicant entered their last name, you can check the 'Extended Search' button located to the right of the last name field. This enables the capability to perform partial string searches in the last name field and will also perform partial string searches in the previous last name field that is entered on the background check application. For example, entering 'Jones' and checking the 'Extended Search' selection will locate 'Jones' in the string 'Williams-Jones' in either the last name or previous last name fields.

From this screen, you can click on ‘View’, ‘Process’ or ‘Edit’ as needed.

The ‘Process Application’ Screen

The ‘Process Application’ screen is the interface through which you will do all of your interaction with individual applications. The ‘Process’ screen is normally reached by clicking on the ‘Process’ link that appears in the listing that results from searches.

Click on the ‘Process’ link to view the ‘Process Application’ screen.
From the ‘Process Application’ screen, you can:

- *view the workflow status and history associated with the application*
- *view and edit the site status of the application*
- *change a user password*
- *view /print the application*
- *work with Diocese of Green Bay specific details that are associated with the application*
- *work with an applicants reference information and record notes*
- *convert pre-employment application* *(when applicable)*
- *apply an Attribute to an application*

Site Status

Each application in eAppsDB has at least one site status that is associated with it. The site status is displayed in the status indicator box located in the upper right hand corner of the ‘Process Application’ screen:

During the application process, the applicants can select one or more sites (i.e., branch locations, remote locations, etc) to associate with their application. Each site that they select can maintain an associated status with their application.

The site status cannot be assigned before an organization status has been assigned. A Site Administrator can edit/view only their site.

Clicking on the pull-down menu will allow you to change the site status to “Applicant is Approved”. Once status has been assigned, click ‘Save’ to save your changes or click ‘Cancel’ to exit the screen without saving your changes.

No individual should have site approval until all of the following requirements have been fulfilled and this information is entered into the eApps database.

1. A completed criminal background check approved by the organization,
2. All references have been checked, *(See 'Work With References)*
3. There is a signed acknowledgement form for "Our Promise to Protect" Safe Environment Policy or the Diocesan Code of Pastoral Conduct and, (*See 'Diocese of Green Bay Specific Details)*
4. VIRTUS attendance is verified in the VIRTUS database. (*See 'Diocese of Green Bay Specific Details)*

Reset Password

To reset the login password for an applicant, locate the applicant through 'Quick Search' or 'Advanced Search'. Click on 'Process' at 'Search Results' to get to the 'Process Application' screen. Click on the 'Reset Password' link.

At the 'Reset Password' screen, you will see the user ID (case sensitive). To change the password, you will need to enter a new password twice (for confirmation) and then click the 'Save' button. Click the 'Cancel' button to exit without saving your changes. You will be returned to the 'Process Application' screen.

Although the minimum length for an applicant user ID and password is 6 characters, you are encouraged to use passwords that are longer and more complex. In the figure below is a screen shot of the recommendations for user ID and password that are displayed on the 'Register for an Account' screen:

When selecting a username and password, please refer to the following guidelines:

- user ID and password are case insensitive (case does not matter)
- your user ID and password should each be at least 6 characters, preferably 8 or more
- your password should not be a dictionary word (these are easily guessed)
- your password should not be derived from personal data (phone number, name, address, birthdate, pet name, anniversary, etc)
- your password should have a combination of alphabetic characters and numerals

View / Print Application

To view / print an application, locate the application through 'Quick Search' or 'Advanced Search'. Click 'Process' at 'Search Results' to get to the 'Process Application' screen. Click on the 'View / Print Application' link.

To print the application, click on 'File' from your browser menu bar, then scroll down and select 'Print Preview'. Click 'Print' at 'Print Preview' screen. Click 'Back' to return to the 'Process Application' screen.

Diocese of Green Bay Workshop Dates

To view the Diocese of Green Bay Workshop Dates screen for an application, locate the application through 'Quick Search' or 'Advanced Search'. Click on 'Process' at 'Search Results' to get to the 'Process Application' screen. The dates that these forms were signed can also be entered into eApps by clicking on 'Workshop Dates Quick Entry'.

This screen is custom designed to allow the entry of additional data items including tracking the date of VIRTUS attendance and the date the appropriate acknowledgement form was signed.

- Each **Employee** must have on file at the primary site an acknowledgement form for receiving the document "*Our Promise to Protect"* Safe Environment Policy. The OPTP must be read, reviewed and signed yearly.

- Each **Volunteer** must have on file at the primary site an acknowledgement form for receiving the document *The Diocesan Code of Pastoral Conduct*. The Diocesan Code of Pastoral Conduct must be read, reviewed and signed yearly.

- Every record will have the following options. OPTP=Our Promise to Protect, DCC=Diocesan Code of Conduct, VT=VIRTUS training, VFT=VIRTUS Facilitator training.

-Enter each date in the following format 00/00/0000. There must be two digits entered for the day and month and four digits for the year. (Example: 02/07/2005)

- You must click on 'Save' at the bottom of the screen to prevent loosing all of the information entered.

Remember entry of these dates is manual. Always log into VIRTUS to confirm the actual date of safe environment training.

Work with References

To work with references provided by an applicant, locate the application through 'Quick Search' or 'Advanced Search'. Click on 'Process' at 'Search Results' to get to the 'Process Application' screen. Click on the 'Work with References' link. If a reference has been contacted, click 'yes' at 'Have you contacted this person?' and enter comments in the provided area. Comments added in 'References' are viewable by Organization and Site Administrators. After entering the information, click the 'Save' button to save your changes.
A history of comments will be displayed in the 'Previous Comments:' section with the date and time of entry for each.

- This is verified by clicking on 'Quick Statistics' and then clicking on 'View' next to 'Total Applications'.
- The next screen will show a record for each person in your database.
- Scroll to your right and click on 'Process' for the record of the individual you are checking.
- In the middle of your screen, click on 'Work with References'.

- If you or another person at your site has checked the reference, click ‘yes’ to the question “Has this person been contacted?” and make any necessary notation.
- If the person was pre-loaded and all references are listed as “Not Applicable”, there may not be any notations. (Some LoSEC’s may have made notations in this situation but it is not required.)

Application Attributes

To apply Attributes to an applicant, locate the application through ‘Quick Search’ or ‘Advanced Search'. Click on 'Process' at 'Search Results' to get to the 'Process Application' screen. Click on the ‘Application Attributes’ link. Click the boxes for the Attributes pertaining to the applicant and click on “Update”. See ‘Manage Attributes’ on page 10 for further instructions.

Convert Pre-employment Application

- If an application for ‘pre-employment’ has been started the application will remain incomplete until the application is converted to an employment application. *NOTE: Pre-employment applications do not allow the applicant to complete the background check screen, therefore the application will always be incomplete and a background check has not been conducted on the applicant*.

- To convert the pre-employment application to employment click on “Convert Pre-employment Application” and then click on “OK” when prompted.

Note: This process cannot be reversed.

View Default Applicant Report

To view a report of applicant information, click on the ‘View Default Applicant Report’ link on the 'Site Administrator Home Page' screen. This screen is a quick way to view a report layout containing all of your parish/school application data.

The number of applications displayed per page can be changed by entering the desired number in the entry field by ‘Applications per Page:’ and then clicking the ‘Update List’ button. You can view the next page of the report by clicking on the ‘<<’ or ‘>>’ buttons above the ‘Name’ column. Alternatively, you can go directly to a page by clicking on the page number buttons between the ‘<<’ and ‘>>’ buttons.

Customize Applicant Report

To customize a report of applicant information, click on the ‘Customize Applicant Report’ link on the 'Site Administrator Home Page' screen.

You can select the workflow and organization status conditions to appear on the report by checking the appropriate check boxes in the ‘Show Status of’ section.

You can select the sort order for the report by checking the appropriate check boxes in the ‘Sort the list by’ section. The columns to be displayed can be selected by checking the appropriate check boxes in the ‘Show Only these Columns’ section.

To view the report that you have selected, click on the ‘View Customized Report’ button. The eAppsDB system will remember your report settings and display the report as you last set it each time that you select the ‘Customize Applicant Report’ option.

The number of applications displayed per page can be changed by entering the desired number in the entry field by ‘Applications Per Page:’ and then clicking the ‘Update List’ button. You can view the next page of the report by clicking on the ‘<<’ or ‘>>’ buttons above the ‘Name’ column. Alternatively, you can go directly to a page by clicking on the page number buttons between the ‘<<’ and ‘>>’ buttons.

Quick Statistics

To view statistics regarding the number of applications that exist for your parish/school and their status, click on the ‘Quick Statistics’ link on the 'Site Administrator Home Page' screen.

This page can be used by the LoSEC administrator as a way to quickly locate applications that need attention. The highlighted section titled ‘Applications that need action:’ contains the following items: Awaiting assignment of site status, 'Under 18 year-olds awaiting assignment of site status, 18 year-olds to under 25 awaiting assignment of site status' with a link that will display a list of applications for which administrator attention is required.

Applicants under the age of 18 are considered minors and do not have background checks processed on them. These applicants need a manual review and status assignment by the diocesan administrator.

Most organizations have specific guidelines for applicants that are 18 years old to under age 25. The applicants in this category do have background checks processed on them; however, they also will require a manual review and status assignment by the diocesan administrator.

Clicking on the link will display a list of applications for which all applicable background check processes have been completed but for which an organization status has not been assigned. By clicking on the 'Process' link by each applicant in the list, the LoSEC will be taken to the 'Process Application' page for each application and will be able to review background check results and assign a site status.

Change Your Password

To change the password on your site administrator account, click on the ‘Change Your Password’ link located on the 'Site Administrator Home Page' screen.

You are at the ‘Administrator Password Change (Edit record)’ screen. To change your password, enter your old password, and then enter a new password in the area provided (you will need to enter your new password twice for confirmation purposes).

An * by a field indicates that entry is required in the field. Required fields must be completed before information will be accepted and saved. You will need to be aware of the rules governing the administrator password system in eAppsDB:

- password will expire every **<u>90</u>** days
- after your password expires; you will be given a 1 week grace period before being required to change your password
- minimum password length is 8 characters with at least one character being numeric
- passwords can be entered in upper or lower case - it doesn't matter
- passwords must be unique - you will not be able to reuse an old password
- your account will lock after 6 unsuccessful login attempts - please remember your password.

Click ‘Save’ to save your changes and return to the ‘Site Administrator Home Page’ screen.

<u>Organization Wide Lookup</u>

This function allows site administrators another way to perform a quick lookup across the entire organization. Click on the 'Organization Wide Lookup' link on the site administrator home page.

On this screen, enter the partial or full last name and/or first name of the applicant you wish to find and then click the 'Search' button.

The information displayed is the applicant's name, address, phone, organization status, site selections, site status, and workshop date. You can add the applicant to your site by clicking the blue button “Add to My Site”.

If you desire to do another search, click 'back' to return to the 'Organization Wide Lookup' screen, enter a partial or full last name and click on the 'Search' button.

<u>Workshop Dates Quick Entry</u>

This function allows site administrators a way to quickly enter workshop dates. Click on the ‘Workshop Dates Quick Entry’ link on the ‘Site Administrator Home Page’.

On this screen, enter the full or partial last name and/or first name (as few as two characters) of the applicant you wish to find and then click the ‘Search’ button or scroll down to the specific applicant you are looking for. The information displayed is the applicant’s name, workshop date, site, site city/site state and access to view applicant’s application.

To enter a workshop date, tab down or click onto ‘Workshop Date’ next to the name and enter the workshop date. Click ‘Save’. Workshop dates must be entered as mm/dd/yyyy. Remember to save after completing all entries. *(See also Diocese of Green Bay Workshop Dates)*

After you have completed your work with workshop date entry, you can click on 'Admin Main Menu' in the lower horizontal menu to return to the 'Site Administrator Home Page'.

<u>Workshop Dates Org-Wide Entry</u> (*not recommended*)
This function allows site administrators a way to enter workshop dates for any person in the diocese. Click on the ‘Workshop Dates Org-Wide Entry’ link on the ‘Site Administrator Home Page’.

On this screen, enter the full or partial last name and/or first name of the applicant you wish to find and enter the appropriate workshop date. Click the ‘Search’ button to locate the specific applicant you are looking for. An organization wide search is performed and matching records are displayed. Check the box next to the name of the matching applicant to update and click on “Update Checked Rows” overwrite previously entered workshop dates. You may also roll over the ‘?’ on the screen for further help.
***<u>**Any documents collected for the dates entered through the ‘Workshop Dates Org-Wide Entry’ must be sent directly to the primary parish/school/organization for filing**</u>. ***

<u>Create a New Application</u>
To enter an application for an applicant that does not have access to the Internet, click on the 'Create a New Application' link on the 'Site Administrator Home Page'.

Complete the form and then click on the button labeled 'Register'. There is information towards the bottom of the screen indicating minimum requirements for password length. Listed also are recommendations for user ID and password selection.

The date of birth of the applicant is required at registration for the purpose of preventing the creation of duplicate applications in the system. The ‘Background Check’ application form contains information that will be used by your organization/employer to perform background checks. Information in this section is reviewed by a diocesan official in strictest confidence and is only used to obtain information regarding criminal history. Once entered this information is “locked” and is no longer available to the user or site officials. Your date of birth is used ONLY for verification purposes in the applicant registration process to avoid duplication of applications and for the background check process. Social security number is used ONLY for the background check process. Once confirmation of birthdate and Social Security is matched the Social Security number is technically “wiped” from the file.

An * by a field indicates that entry is required in the field. Required fields <u>must</u> be completed before information will be accepted and saved.
If you have selected a user ID that someone else within your organization has already chosen or if any other error condition is detected, you will receive an error message. After successfully registering, you will receive a screen stating, “You have successfully registered a new applicant in the system”.

To continue, click the link that says 'Please click here to continue with the application'. This will take you to the 'Application Overview' screen for the applicant. At this point, the process for completing the required application is almost exactly the same as it is for an applicant. After completing all required forms, the 'Submit Application' button will be enabled. Submit the application by clicking on the 'Submit Application' button.

Edit Site Information

To change the contact information for your site administrator account, click on the ‘Edit Site Information’ link located on the 'Site Administrator Home Page' screen. Please be sure to update mailing address, phone numbers and email address when appropriate.

Manage Attributes

Attributes provide a convenient way to 'tag' applicants so they can be retrieved as a group.

To manage attributes for your location, click on the Manage Attributes' link on the 'Site Administrator Home Page'.

To use this feature, you must define an attribute by giving it a name. Assign the new attribute a title and click on ‘Add Attribute’.

To assign the attribute, use the 'Assign Attribute' link on the Process screen. See ‘Application Attributes’ on page 6 for further instructions.

View Invoices

This function allows site administrators to view any invoices billed to a parish/school. Log onto the eApps database and click on the ‘View Invoices' link on the 'Site Administrator Home Page'.

Click on the blue box in the center of the screen that says ‘View Invoices’.
This will display a list of all your bills, open or closed. On the left of your screen, click on ‘details’. This will give you several options.

Click on ‘View Applications’. This will display the names of all the records for which you are being billed. Please verify that all records are correct. **REMEMBER: YOU ARE ONLY CHARGED FOR THE RECORDS OF PEOPLE THAT SELECTED YOU AS THEIR PRIMARY SITE.**

Invoice Details

INVOICE DETAILS		
Invoice Number	3433	
Invoice Status	Open	
Date Created	10/4/2004 2:25:54 PM	
Site	Any Diocesan Site Green Bay	
Billing Code	ANY1000100	
New Applications	88	View Applications

Maintenance Applications	0	
Billing Service Charge	$0.00	
Original Total	$88.00	
Adjusted Total	$88.00	View Adjustments
Payments Received	$0.00	View Payments
Notes	0 Note(s) Entered	View Notes

INV #	DATE CREATED	SITE/ BILLING CODE	NEW/ MAINT APPLS	SVC CHARGE	APPL. CHARGE	DEBIT ADJUSTS.	OVERDUE AMOUNTS (CARRIED FORWARD)	PAYMENTS W/ CREDIT ADJUST	BALANCE	BILLING MODE	
3433	10/4/2004	Any Diocesan Site Green Bay **Bill Code:** ANY1000100	88/0	$0.00	$88.00	$0.00	$0.00	$0.00	$88.00	EMAIL	details Print PDF

After you have reviewed the list of applications, click on the 'Back 'button on the top left corner of your screen. Now click on 'Print pdf. This will open up an invoice that you can mail with a check to Austin Computing solutions at the address at the top left corner of the statement.

There are also several options of sorting in looking for an invoice. When you click on 'View Invoices' from the Site Administrator Home Page you are able to filter the invoice by Invoice Number, Invoice Date (beginning) and End Date if you choose to enter one. You can also check the type of invoices that you would like to view such as Overdue with a Balance, Past 10 Days, Unpaid, or those with any balance.

Compliance Reports

This function allows site administrators to create a report that filters applications by a Site and/or Applicant Name for Workshop Dates. Log onto the eApps database and click on the 'Compliance Reports' link on the 'Site Administrator Home Page'.

Click on Compliance Report *(HTML and CSV)* to select report parameters. Reports can be created by applicant name or type of application (employment or volunteer). Reports can then be generated to the computer screen or in a CSV file.

Reports Menu

This function allows site administrators to create a several different reports that assist in determining the status of various applications. Log onto the eApps database and click on the 'Reports Menu' link on the 'Site Administrator Home Page'.

Select the desired report by clicking on the provided links and entering the desired criteria. Reports can then be generated to the computer screen or in a CSV file. Reports available are: Archived Application Report, Applicant Reference Report, Applicant Attribute Report and Site History by Site.

View Recent Logins
This function allows site administrators to view the logins of various types of users. Log onto the eApps database and click on the 'View Recent Logins' link on the 'Site Administrator Home Page' to select the desired parameters and run a report.

Re-Check Queue*
This function allows site administrators to verify or remove applications that are due to have another background check. After successfully logging in to eAppsDB, click on 'Re-Check Queue' on the 'Site Administrator Home Page'.

- You may see a message that no applications are up for re-check. If so, you are finished for this month. Thank you!

Otherwise, please continue:

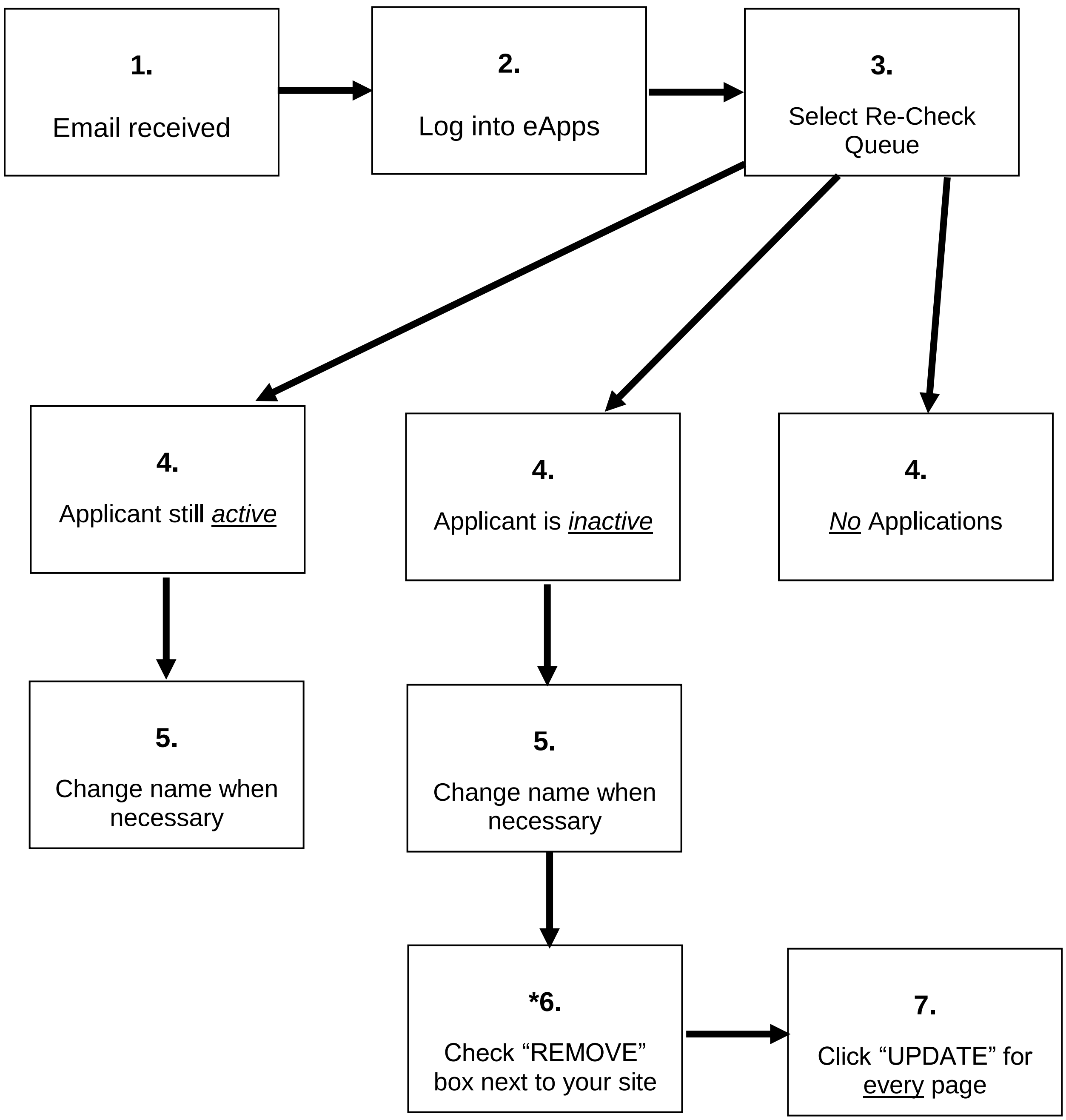
- If the applicant is still serving in ministry at your site, no further action for that applicant is required. Thank you!

Otherwise, please continue:

- If an applicant is no longer active at your site, check the box next to your site name to remove. (If the PRIMARY site is checked as REMOVE, then the application will go into "archive" status and will **not** be rechecked.)
- If an applicant has had a name change, you may enter the new name in the box provided.
- Once you have finished with the applications on the page, click the button called "Update"; this will save the changes for that page. BE SURE TO DO THIS FOR EVERY PAGE!!
- As you work through the applications, you may click the show/hide box. This box allows you to see only those names you haven't reviewed yet. It has no affect on the status of the application or the recheck. To see applications you had previously hidden, click the box at the top of the screen. Thank you!

* BONUS: The report also displays the date of workshop attendance and can be a quick reference to make sure that all church personnel are in compliance with diocesan policy.

Background Recheck Process Flowchart



<u>NOTE:</u>

***6** - If ALL sites are checked as REMOVE, then the application will go into "archive" status and will **<u>not</u>** be rechecked. The application will remain in the system. The application can be reactivated by the diocesan Office of Safe Environment

Diocese of Green Bay

Removing Admin Site – Archive By Lookup:
This function allows site administrators to remove applications that are no longer affiliated with the parish/school/organization. After successfully logging in to eAppsDB, click on 'Archive By Lookup' on the 'Site Administrator Home Page'.

Enter the last name of the person to be removed.

Check the box next to your location and click on 'Update'. The application will no longer be listed with your parish/school/organization.

Adding Admin Site – Organization Wide Look Up
Click on the 'Organization Wide Lookup' link on the site administrator home page.

On this screen, enter the partial or full last name and/or first name of the applicant you wish to find and then click the 'Search' button.

You can add the applicant to your site by clicking the blue button "Add to My Site".

Removing/Adding Selected Sites – All locations
Log on to the Diocesan website at http://www.gbdioc.org to access eAppsDB.

- With your computer mouse, hover over the "**Protecting Our Children**" option at the top of the screen.
- Click on "**Background Checks**".
- Click on the "**eAppsDB**" link and enter the User Id and Password to log in.
- After successfully logging in to eAppsDB, you can enter the last name of the person that needs to have the selected sites changed and click on 'Search'.
- Next, click on 'Process' in blue font.
- You will be taken to the 'Application Overview' screen for this application.
- On the 'Application Overview' screen, click on 'Selected Sites'.
- In the top box are the available sites you can add to the list, in the bottom box are the sites already selected to view the application information.
- For those volunteers and employees that are no longer associated with your parish and no other site is selected, use the site 'Green Bay: Inactive Personnel' as the primary site.
- To **remove** a site from the list, click on the site you wish to remove in the bottom box of your screen. Next, click on the 'Remove' button located just above the box. This will delete the site you no longer wish to view this application information. Finally, click on 'Save' to keep the changes you have made.
- To **add** a site to the list, click on the site you wish to add in the upper box of your screen. Next, click on the 'Add' button located just below the box. This will add the site you wish to view to the application. Finally, click on 'Save' to keep the changes you have made.

NOTE: YOU *MUST* HAVE A LOCATION SELECTED AS 'PRIMARY'.
If you remove a primary site, you must select a new primary site before your changes will be saved. In the lower box, click on the site you wish to be your primary site. Next, click on the button 'Select as Primary' just below the selected sites box. Click on 'Save'. Only one site may be selected as a primary site.

PART 2
LoSEC Administrator – ISP

What is ISP?
ISP (Integrated Screening Partners) provides timely and accurate employment and volunteer background check services. For more than a decade, ISP has offered its industry-leading services to small, medium, and Fortune 500 companies, enabling them to make well-informed and prompt decisions. The Diocese of Green Bay has also chosen the services of ISP.

Frequently Asked Questions for ISP Invoices
1. Why am I getting an invoice?
2. Isn't this the same as eAppsDB?
3. Who should I contact if I have a question about an invoice from ISP?
4. When I click on the link in the email, I only see that invoice. Is there a way to see my other invoices also?
5. I deleted an invoice from my email and now I need to look at it again. What can I do?
6. How can I 'Bookmark' an Invoice (or add it to Favorites)?
7. When I click on the link in the email, I get an error.

1. Why am I getting an invoice?
Background checks for your applicants were performed by ISP. The charges in the ISP invoice reflect the cost incurred for those background checks. Invoices are emailed monthly to the LoSEC or other designated personnel.

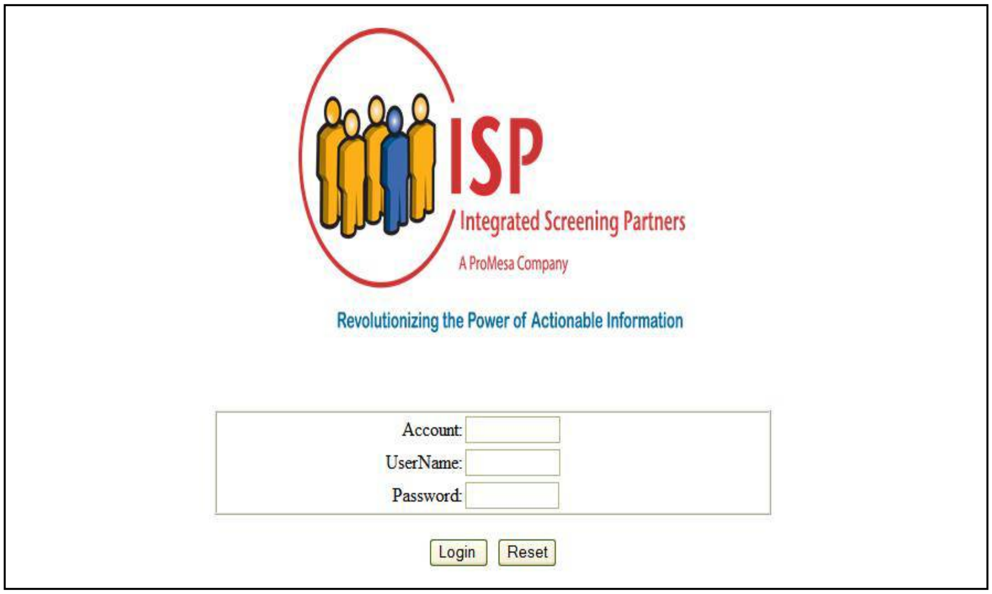
2. Isn't this the same as eAppsDB?
No. eAppsDB and ISP are separate systems. eAppsDB submits application information to ISP for background checks and electronically stores the application and results. ISP physically performs the background check and reports the results back to eAppsDB. eAppsDB charges you for storing your applicant's information. ISP charges for each background check performed. Charges for services provided by ISP and eApps are below:

ISP = $13 for initial background check
= $ 7 for background re-check

eAppsDB = $1 per new application for first year of storage
= .50¢ per application per year for additional years of storage

3. Who should I contact if I have a question about an invoice from ISP?
Contact ISP's Customer Service at 800-474-4420 ext.1642 or email them at: Custservice@integratedscreening.com.

4. ***When I click on the link in the email, I only see that invoice. Is there a way to view invoice details or see my other invoices?***
    - Click on the link in the email alerting you that an invoice is ready for payment. https://www.orders.integratedscreening.com/cgi-bin/sdocs/invoicelist
    - Enter the account number on the invoice (ACS####).
    - Enter the User Name: Bill
    - Enter the Password: Invoice
    - Click Login to view invoices for your site.



5. ***I deleted an invoice from my email and now I need to look at it again. What can I do?***
Contact ISP's Customer Service at 800-474-4420 ext.1642 or email them at Custservice@integratedscreening.com and ask them to re-send the invoice.

6. ***How can I 'Bookmark' the ISP Billing site (or add it to Favorites)?***
An ISP Invoice link (sent on the ISP email or on the PDF) contains a special code at the end of it. This code serves to validate the invoice and allow you to log into the ISP Billing system. In order to create an automatic login for your invoices, you will need to create a link that contains this code. When you receive an Invoice in your email (or a printout in the mail), it will have a direct link to that invoice at ISP.

Take the following steps to create a link to your ISP invoices:

If you are using **Internet Explorer**:
- Click on the link in the email alerting you that an invoice is ready for payment and select "Favorites"
- Click on "Add to Favorites"
- In the Dialog Box, Enter "ISP Invoices" or another title of your choice as the 'Name', and click ADD to save.

If you are using **Mozilla Firefox**:

- Click on the link in the email alerting you that an invoice is ready for payment and select "Bookmarks"
- Click on "Bookmark this Page"
- In the Dialog Box, Enter "ISP Invoices" or another title of your choice as the ‘Name’, and click DONE to save.

NOTE: You can type in the URL directly, but this is not recommended because any slight, typographical error will prevent you from accessing the ISP Invoices link.

- This Favorite or Bookmark will allow access to log into ISP to view your invoices at any time.

If you are using **Google Chrome**:

- Click on the star at the end of the web address bar.
- A dialog box will indicate the bookmark has been added.
- In the dialog box enter “ISP Invoice” or another title of your choice as the name and click DONE to save.

NOTE: You can type in the URL directly, but this is not recommended because any slight, typographical error will prevent you from accessing the ISP Invoices link

8. When I click on the link in the email, I get an error.

Your email may be wrapping the link onto two lines. Make sure that you are including the entire link by cutting and pasting the URL if it is wrapping. You can always access all of your invoices by using a Bookmark/Favorite (see FAQ #7).

PART 3
LoSEC ADMINSTRATOR – VIRTUS

<u>Site Administrator Home Page</u>
Log on to the Diocesan website at www.gbdioc.org to access VIRTUS.

- With your computer mouse, hover over the “**Protecting Our Children**” option at the top of the screen.
- <u>Click</u> on “**VIRTUS®**” and then click on the “**virtusonline.org**” link.
- At the ‘Login Page’ of VIRTUS, enter your User ID and password that you selected when you registered for training and click ‘Login’ to continue.

After you successfully log into VIRTUS, you will be taken to the main screen. An ‘Administration’ tab at the top of the screen indicates you are a parish/school LoSEC.

As a Local VIRTUS Coordinator, what do my VIRTUS Online responsibilities include?

1. Assisting your Diocesan VIRTUS Coordinator with duties that can be performed at the local (parish, school, etc.) level.

2. Managing the registrations and user information of employees and volunteers that belong to your organization.
   This is done by:
   a. Encouraging your attendees to PRE-REGISTER (register online before the Protecting God’s Children Class) via the VIRTUS Online website.

   b. For all attendees who did NOT register online before their class, make sure that they go online and register after their class, or that you collect their info and enter it yourself (i.e. user has no internet access)

3. Verify those required individuals have completed training bulletin requirements. Help distribute and document continued training information to those individuals who are required to continue training, but do not have access to the Internet.

4. Help ensure that your organization is compliant with the USCCB Guidelines.

PLEASE NOTE:
Always check with the Safe Environment Coordinator for details on your exact responsibilities. All LoSEC Coordinators need to work closely with Facilitators and his or her Safe Environment Coordinator, to ensure that all attendees have registered online either **before or after** the class. You will only be able to view information for attendees who have registered for a class in YOUR Parish or Organization, or a particular scope of attendees established by your Diocesan Coordinator. You will not be able to see information from other Facilitator sessions, unless you are involved with the presentation of the class. The Safe Environment Coordinator will be responsible for the final approval all user registrations.

What resources exist for Local VIRTUS Coordinators on the VIRTUS Online Website?

1. An Administration Tab that contains all tools and resources for local coordinators.
2. A listing of all registered users that belong to your organization, along with their registration status.
3. A Training Administration feature that allows you to see live training reports and continued training reports for users within your organization.
4. A listing of all classes, future and past, within your organization.
5. A Registration Manager.
6. A Reporting library that allows you to run detailed reports about users, training, and compliance.
7. A Library of Templates, Documents and Forms pertaining to the Protecting God's Children training and implementation.

How do I view my registered employees and volunteers that have attended or registered for a session?

1. Log to www.virtus.org using your own personal user id and password. (This is different than the log in information used in the eApps database.)
2. On your Administration Tab, click on "Users" on the left-hand menu.
3. Your employees and volunteers will be listed in alphabetical order by last name. If a particular employee or volunteer is missing, they either have not registered, or they registered with the incorrect parish/school. (You can only view information for users that belong to your parish/school.)
4. Each user's status will be displayed on the far right column. A user can be in one of three states – **Pre-registered, Awaiting Approval,** and **Active User**.
    - A **Pre-Registered User** is someone who has registered but not yet attended a class
    - An **Awaiting Approval User** is someone who has already attended a class, but has yet to be approved by your Safe Environment Coordinator or registered for a session and did not attend.
    - A person in the **Active User** status indicates that the person has registered online AND their account has been approved by your Safe Environment Coordinator.

How do I schedule a session?

1. Contact your Safe Environment Assistant at 920-272-8198.
2. A VIRTUS Session Scheduling form will be sent for you to complete all the requested information.
3. Please send back as soon as possible to the Safe Environment Assistant.

NOTE: YOU MUST CONTACT THE SAFE ENVIRONMENT ASSISTANT FOR THE SESSION TO BE POSTED TO THE DIOCESAN WEBSITE AND TO ARRANGE PICK-UP OF ANY NECESSARY MATERIALS.

How do I view class and pre-registrant information?

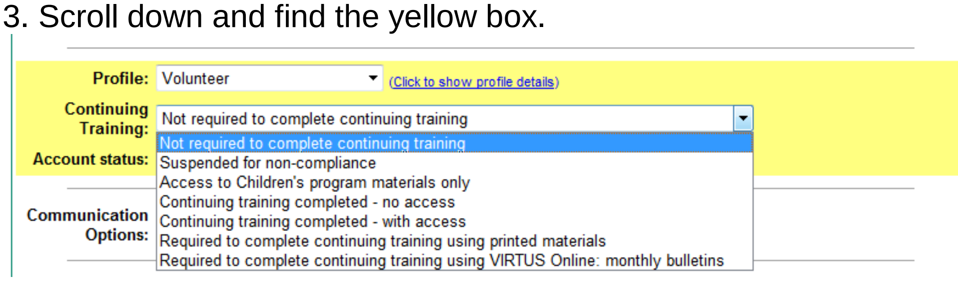
1. Click on “Live Training.”
2. Click on “Manage Registrations.”
3. Choose the year of the class.
4. Choose the Class from the Drop-Down List.
5. Click “Submit.”
6. You will be able to view and edit user information for those who have pre-registered.

How do I print the registration sheet for the session at my parish/school?

1. Click on “Live Training.”
2. Click on “Manage Registrations.”
3. Choose the Class from the Drop-Down List.
4. Click “Continue.”
5. Click “Create Sign in Sheet” at the bottom of the screen.
6. Print in **landscape**.

How do I change the continuing training (monthly bulletin) option?

1. Click on “Users.”
2. Click on the “Last Name” of the person that needs to be added or removed as a required reader
3. Scroll down and find the yellow box.



4. Choose the “Continuing Training” status from the Drop-Down List.
5. Click “Save.”

Diocese of Green Bay

SAFE ENVIRONMENT EMPLOYEE/VOLUNTEER REQUIREMENTS

All employees (regardless of position/job title) and all adult volunteers who have contact with minors and individuals at risk as part of their volunteer duties are required to:

1.

Complete an application in which:

1) you provide the Diocese with professional and personal references;
2) you complete, sign and date the appropriate declaration form;
3) you authorize a criminal background check and receive a satisfactory report.

www.gbdioc.org
Roll over "Protecting Our Children"
Click on "Background Checks"
Click on "eAppsDB" link
Access code: **gbdioc04**

2.

Complete the VIRTUS® Protecting God's Children Adult Awareness Training.

Register at www.virtus.org

Several sessions are offered throughout the diocese at various dates and times.

3.

Sign the Agreement Form in which you agree to follow and adhere to *Our Promise to Protect* (employees) or the *Diocesan Code of Pastoral Conduct for Volunteers* (volunteers) and submit the signed form to your immediate supervisor i.e., DRE, Principal, etc.

**Ask your principal, DRE, or LoSEC for assistance in completing the requirements.*

Gratefully adapted from materials provided by Interparish Religious Formation, Appleton, 8/2006. Revised 10/2013

THE NATIONAL CATHOLIC RISK RETENTION GROUP, INC.
VIRTUS Online™

Registration Instructions

Before or after your first Protecting God's Children session ***(but not both)***, you will need to register with the VIRTUS program. This is required of all participants. If you do not have internet access, and cannot gain access at via school, university, library, work, home or other means, please register with your LoSEC or VIRTUS Coordinator.

Go to www.virtusonline.org

On the left hand side of the page, click the yellow link labeled "**Registration**".

Choose the name of your diocese (Green Bay) from the pull-down menu by clicking the downward arrow and highlighting your diocese. Once the diocese is selected, click "**Select**".

Create a user ID and password you can easily remember. This is necessary for all participants. This establishes your account within your diocese and the VIRTUS program. If preferred user ID is already taken, please choose another ID. We recommend the use of email addresses as user names. Click "**Continue**" to proceed.

Provide the information requested on the following page. Several fields are required, such as address, phone number and email address. Click "**Continue**" to proceed.

- **If you do not have an email address, consider obtaining a free email account at mail.yahoo.com or any other free service. This is necessary for your VIRTUS Coordinator to communicate with you. If you cannot obtain an email address, enter: noaddress@virtus.org. This will notify your VIRTUS Coordinator that you do not have an email address.**

- **Some individuals will be required to complete ongoing continued training bulletins. If you do not have personal Internet access, and you are not able to obtain temporary Internet access for one hour per month, complete the registration process and contact your LoSEC. Other options are available for your continued training.**

Select the primary location where you work, volunteer or worship. You will be able to add additional locations later if you serve at multiple locations with your diocese. Click "**Continue**" to proceed.

Your current list of locations is displayed. If you need to add an additional location, chose **YES**. Otherwise, choose **NO**.

Select the roles that you serve within your diocese. Please check the roles that apply. Additionally, if you have a title within your diocese, enter it in the box. I.e. Teacher, DRE, Catechist, etc. Click “**Continue**” to proceed.

Answer the three YES/NO questions and then click “**Continue**” to proceed.

If you have *already* attended a Protecting God’s Children Session, click **YES**, *otherwise click **NO***.

If you chose **NO**, during the previous step you will be presented with a list of all upcoming sessions within your diocese. When you find the session you would like to attend, click the circle next to the title.

OR

If you chose **YES**, you will be presented with a list of sessions that have already been held within your diocese. Choose the session you attended by clicking the downward arrow and highlighting the session, and then “**Complete Registration**”.

You will see a message on your screen confirming that you have completed the registration process. If you correctly entered your email address during the process, you will receive an email confirming your information. Additionally, your VIRTUS Coordinator may contact you via email with information regarding your continuing training status if you are required to participate.

If you have additional questions about the registration process, please contact your LoSEC, VIRTUS Coordinator (at 920-272-8198) or the VIRTUS Help Desk at 1-888-847-8870.

Diocese of
Green Bay

Office of Safe Environment Online Resources

To download the listed resources, log onto www.gbdioc.org. Hover over the "Protecting Our Children" header and click on "Diocesan Policies and Resources".

Policies

"Our Promise to Protect"
Policy and acknowledgement form signed by all employees working in the Diocese of Green Bay.

"Our Promise to Protect" Acknowledgement Form
Acknowledgement form signed by all employees working in the Diocese of Green Bay.

Diocesan Code of Pastoral Conduct for Volunteers
Policy and acknowledgement form signed by all volunteers in the Diocese of Green Bay working with children, youth and individuals at risk. Also available in Spanish.

Policy on Maintaining Safe Environments
Policy regarding the protection of children, youth and individuals at risk in the Diocese of Green Bay.

Resources

Reporting Abuse Brochure
Questions and answers regarding the process of reporting sexual misconduct by members of the clergy, religious and lay staff of the Diocese. Also available in Spanish.

Parish Bulletin Information on Reporting Abuse
Sample parish bulletin regarding how to report abuse.

Employee/Volunteer Requirements
Circle sheet used to demonstrate the required steps to work or volunteer.

Mandated Reporters of Abuse and Reporting Information
"Who are mandated reporters of abuse in the state of Wisconsin?" You will find a copy of the law that may be used as a reference guide. Also included is the contact information for all counties in the Diocese of Green Bay.

Various other resources for adults to help understand and maintain safety for children and individuals at risk are also available.

LoSEC Manual Download Instructions

Log on to the Diocese website at **www.gbdioc.org**

- Hover over the “Protecting Our Children” tab at the top of the screen.

- Click on “Safe Environment Forms and Manuals**”**.

All documents are available to view and download.

Diocese of
Green Bay