

# SAFE ENVIRONMENT CREDENTIALING FOR NEW USERS:

## VIRTUS ACCOUNT REGISTRATION GUIDE

**Total Time Commitment:** Set aside approximately **95 minutes** to complete all tasks in one sitting:

1. Code of Conduct
2. Background Check
3. Training

Incomplete VIRTUS accounts are regularly purged from the system and you will be required to start over.

### **Before you get started:**

- If you previously created a VIRTUS account in this Archdiocese, do not create an additional/new account.
- If you are unable to access an existing VIRTUS account, contact your Safe Environment Coordinator.
- Do not contact VIRTUS to transfer or activate an account.
- To retrieve or reset your login information, click **I NEED LOGIN HELP** on the VIRTUS home page.

### **Technical Requirements:**

 ***You will encounter problems if you fail to follow these requirements!***

- Do not use a cell phone, iPad, or tablet. Use Chrome web browser from a computer.
- Do not log in on multiple devices. If you changed devices, log out completely and restart the first device.
- Allow pop-ups on your web browser.
- Do not close browser tabs until instructed.
- Do not use the “page back” or “page forward” buttons on the web browser.
- Only use the buttons on the screens, such as “Continue”, “Next”, “Previous”.
- Fast-forwarding the training module will cause the module to lock up and force you to start over.

### **Instructions:**

- Go to the VIRTUS website: [www.virtusonline.org](http://www.virtusonline.org)
- Click **First Time Registrant**
- Click **Begin the Registration Process**
  - ! **Select Your Organization:** Carefully choose **St. Paul and Minneapolis, MN (Archdiocese)**
  - ! **Enter your full legal name.** Do not use punctuation.
  - ! **Primary location:** If your location is a school, select the location with **School** in the title.
  - ! Carefully read and follow the instructions on the website in the order presented.
- 1) Complete the **Code of Conduct**.
- 2) Complete the **Background Check** application.
  - The application will open in the McDowell Agency website. ([Pop-ups must be enabled](#))
  - Social Security Number (SSN) is required.
  - Click **Submit** at the end of each step to proceed.
  - A note will appear on the screen to confirm the application has been successfully submitted.
  - Click **Return to VIRTUS** to begin your online training module.
- 3) Complete **Safe Environment Training** (approximately 75 minutes). ([Pop-ups must be enabled](#))
- Confirm that you have completed all requirements with your Safe Environment Coordinator.

**Employees and volunteers may not begin service until permitted  
by your Safe Environment Coordinator.**