

## SAFE ENVIRONMENT RE-CREDENTIALING FOR EXISTING VIRTUS USERS

### **ATTENTION:**

- To retrieve or reset your login information, click **I NEED LOGIN HELP** on the VIRTUS home page.
- If you are unable to access your existing VIRTUS account, contact your Safe Environment Coordinator.
- **DO NOT create an additional/new account.**

### **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 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 and log in: [www.virtusonline.org](http://www.virtusonline.org)
- View the square tiles on the Home screen and complete all assigned tasks.
- One or more of the following may be assigned:
  - ⇒ **Required Document: Code of Conduct** (Approximately 5 minutes )
  - ⇒ **Background Check** (Approximately 10 minutes)
    - 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 final screen to confirm the application has been successfully submitted.
    - Click **Return to VIRTUS** to check for additional assignments.
  - ⇒ **Safe Environment Training** (Approximately 30-35 minutes). ([Pop-ups must be enabled](#))
- Confirm that you have completed all requirements with your Safe Environment Coordinator.

**Employees and volunteers must maintain E3 compliance at all times.**