

# Frequently Asked Questions

## As a first-time volunteer, what do I need to do to be able to volunteer?

The three required steps are:

1. **Submit the authorization for a background check.**  
Background check authorization forms are available [here](#) or in the school office.
2. **Attend the initial “Called to Protect” class.**  
For locations, dates and times of “Called to Protect” classes, please contact the school office, your parish office, or go to [www.archdpx.org.cpo](http://www.archdpx.org.cpo)
3. **Complete the review of “Standards of Conduct for Ministry with Children and Youth”.**  
Once your account is set up in Armatus, you will be able to complete the “Standards of Conduct for Ministry with Children and Youth” by logging on to <http://www.praesidiuminc.com> .
  - Click on the link to Armatus courses
  - Enter your login (first initial and last name) and password (which is the first four numerical digits of your birthday, followed by your state abbreviation. For example, if you live in Oregon and your birthday is March 26, your password would be 0326or).
  - Click submit
  - Choose the course title “Standards of Conduct for Ministry with Children and Youth”
  - After reviewing, click on “I formally acknowledge that the above statements are true”.

In subsequent years, volunteers are required to complete an online annual review to remain eligible to volunteer.

## I volunteered last year, am I still cleared to volunteer at this time?

Yes, you are cleared if you have been cleared in the past. However, in order to remain eligible you must complete this year’s annual review, entitled “Abuse Prevention Refresher.” The annual review must be completed by December 1, 2011. On December 2, 2011 we will pull a report to verify who has completed their annual update. Beginning on December 2, 2011, you will not be allowed to volunteer until your annual review is completed.

## How long does it take to set up my account in Armatus?

It may take up to two weeks. Once your background check has cleared, the information is forwarded to the Archdiocese who sends it to the Armatus system programmers. The programmer’s process updates once a week.

## Why can’t I login?

There are several reasons why you may be having trouble accessing the Armatus system.

- **Your account is inactive.** Each year the Archdiocese completes a training audit. At that time, all volunteers who have not completed the required training are classified as inactive. In addition,

if your initial background check was completed at another school or parish and you no longer volunteer there, they may have inactivated your account.

- **Your legal name and the name you use are not the same.** Since background check information is used to create your account in Armatus, the name submitted on your background check authorization form is the name in the Armatus system.
- **Your name or date of birth may be inaccurate in Armatus.** Sometimes it is difficult to translate information that is handwritten and sometimes it is simply human error. In addition hyphenated names can create their own challenges when logging in.

### **What do I do if I can't login?**

Elementary & Middle School parents call or e-mail Susan Honeyman at [shoneyman@valleycatholic.org](mailto:shoneyman@valleycatholic.org) ; High School parents call or e-mail Dale French at [dfrench@valleycatholic.org](mailto:dfrench@valleycatholic.org)

- If your account is inactive, they can reactivate it.
- If your name or birthday is inaccurate, they can correct it.
- If your records are at another parish, they can arrange to have them transferred to VCS or request that they be updated with the training you have completed at VCS.

### **How can I find out which training I have completed?**

Go to [www.praesidiuminc.com/armatus](http://www.praesidiuminc.com/armatus) and login using your user name (first initial and last name) and your password (which is the first four numerical digits of your birthday followed by your state abbreviation. For example, if you live in Oregon and your birthday is March 26, your password would be 0326or).

### **If I completed my initial "Called to Protect " training at another school or Parish do I need to retake it at VCS?**

No, but you will need to let us know that you completed your training somewhere else. Once we receive notification, we will verify your training via the Archdiocesan database. If you prefer, you can drop off a copy of your training certificate.

### **If I took a course very similar to "Called to Protect" for another agency does that satisfy the requirement?**

No. We are not able to verify all the various courses from other agencies. The best way to make sure that all of our parents are properly trained is to insist on having everybody go through the same process with "Called to Protect".

### **How often do I need to complete a background check?**

You only need to complete the background check authorization form once. This authorization allows us to process your initial background check and all future background checks. Your background check will be automatically updated every three years.