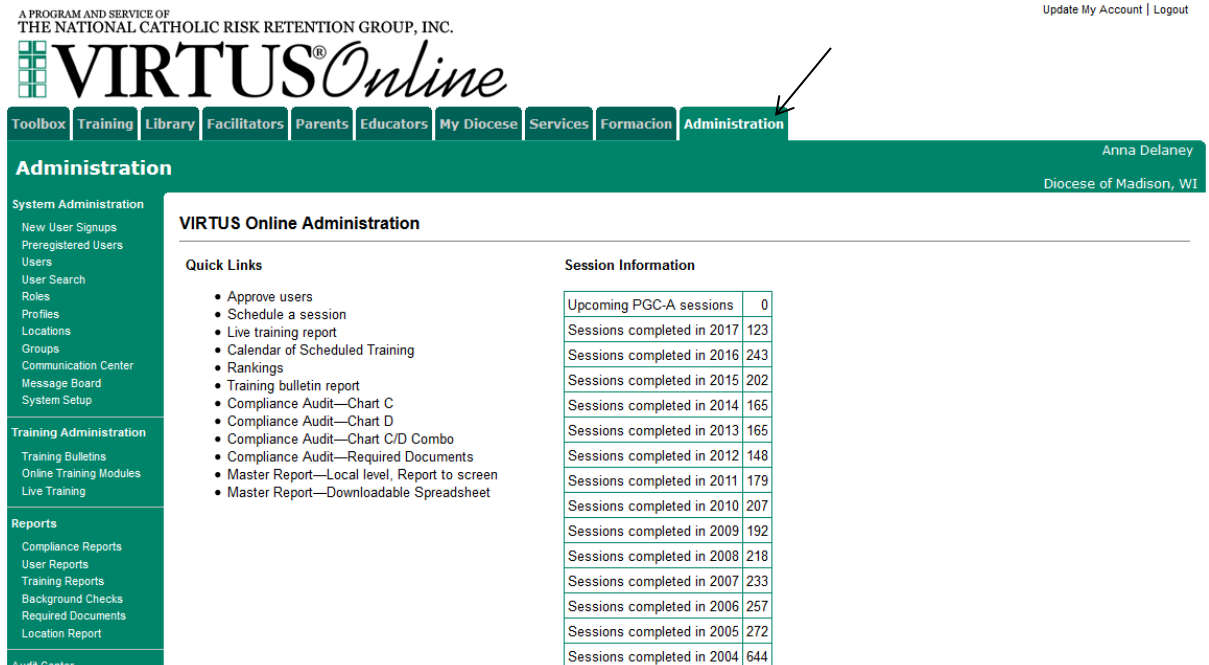


Resetting a User's password in Virtus:

If you have a user contact you that does NOT know of their password, you can easily reset it with the following steps:

- 1) After logging into **Virtus**, click on the **Administration** tab, seen in the screen below.



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VIRTUS[®]Online

Update My Account | Logout

Anna Delaney
Diocese of Madison, WI

Administration

System Administration

- New User Signups
- Preregistered Users
- Users
- User Search
- Roles
- Profiles
- Locations
- Groups
- Communication Center
- Message Board
- System Setup

Training Administration

- Training Bulletins
- Online Training Modules
- Live Training

Reports

- Compliance Reports
- User Reports
- Training Reports
- Background Checks
- Required Documents
- Location Report

VIRTUS Online Administration

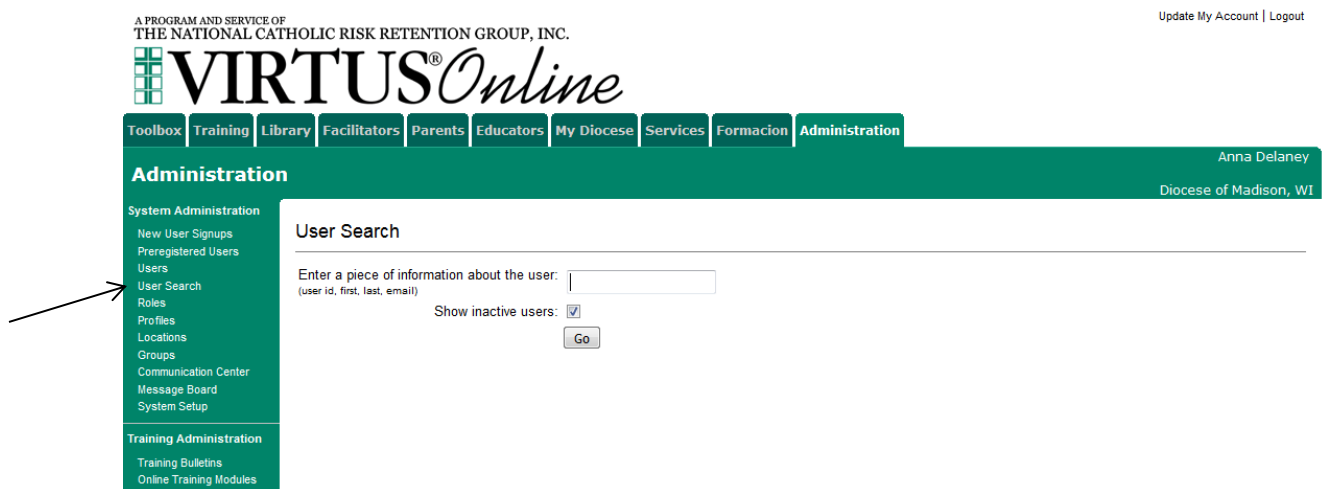
Quick Links

- Approve users
- Schedule a session
- Live training report
- Calendar of Scheduled Training
- Rankings
- Training bulletin report
- Compliance Audit—Chart C
- Compliance Audit—Chart D
- Compliance Audit—Chart C/D Combo
- Compliance Audit—Required Documents
- Master Report—Local level, Report to screen
- Master Report—Downloadable Spreadsheet

Session Information

Upcoming PGC-A sessions	
Sessions completed in 2017	123
Sessions completed in 2016	243
Sessions completed in 2015	202
Sessions completed in 2014	165
Sessions completed in 2013	165
Sessions completed in 2012	148
Sessions completed in 2011	179
Sessions completed in 2010	207
Sessions completed in 2009	192
Sessions completed in 2008	218
Sessions completed in 2007	233
Sessions completed in 2006	257
Sessions completed in 2005	272
Sessions completed in 2004	644

- 2) Next, on the left navigation bar, click on the User Search area. Your screen should refresh similar to below:



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Training Administration

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User Search

Enter a piece of information about the user:
(user id, first, last, email)

Show inactive users: ☒

Go

- 3) Make sure the checkmark to "Show Inactive Users" is checked, then enter in the last name of the individual and click **Go**. You will see your results, similar to below (the image below has greyed out the sensitive information about these members, as this is a "live data" view)



[Toolbox](#) [Training](#) [Library](#) [Facilitators](#) [Parents](#) [Educators](#) [My Diocese](#) [Services](#) [Formacion](#) [Administration](#)

Administration

Anna Delaney

Diocese of Madison, WI

System Administration

[New User Signups](#)
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[System Setup](#)

Training Administration

[Training Bulletins](#)
[Online Training Modules](#)
[Live Training](#)

Reports

User Search

Enter a piece of information about the user:
(user id, first, last, email)

smith

Show inactive users: ☒

[Go](#)

Search Results for: smith

132 matches found

Last Name	First Name	Middle Name	User ID	User Email	Status	Trained
cantwell-smith	kathy	a	Active User	08/24/2005 6:00 PM
Kopplin Smith	Holly	Susan	Active User	08/25/2004 6:30 PM
mccann-smith	wanda		Active User	09/30/2015 6:00 PM
Smith	Aaron	Gene	Active User	08/13/2013 6:00 PM
Smith	Alana		Active User	08/22/2016 3:00 PM
smith	amy	I	Active User	01/14/2006 9:00 AM

- 4) Click on the person's last name and as seen in the example below, you will see more information about that person. Please, **DOUBLE CHECK** that the email listed to the left of the **Email account info** button, is correct. (if it is not, please correct it, by entering in the userID in the email and then click Save) Please **write down** their username, as you will use this in the next steps.



[Toolbox](#) [Training](#) [Library](#) [Facilitators](#) [Parents](#) [Educators](#) [My Diocese](#) [Services](#) [Formacion](#) [Administration](#)

Administration

Anna Delaney

Diocese of Madison, WI

System Administration

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[System Setup](#)

Training Administration

[Training Bulletins](#)
[Online Training Modules](#)

Delaney, Anna

[General](#) [Contact Info](#) [Private](#) [Background Check](#) [Required Documents](#) [Training](#)

User ID: annawestover

Password:

Salutation: - Please select -

First Name: Anna

Middle Name:

Last Name: Delaney

Email: Anna.Delaney@madisondiocese.org

[Email account info](#)

- 5) Next, go to Log out of the Virtus program, and then go back to the main Virtus login page, as seen below. Click on the link in red that says: **Need login information?** as seen below:



[Home](#) [About Us](#) [Services / Programs](#) [Resources](#) [Reporting Child Abuse](#) [Contact Information](#) [Help / FAQs](#)

LOGIN FOR EXISTING ACCOUNTS

Username:

Password:

[Sign In](#)

[Need login information?](#)

FIRST-TIME REGISTRANT



VIRTUS® Online Training / Tracking Platform

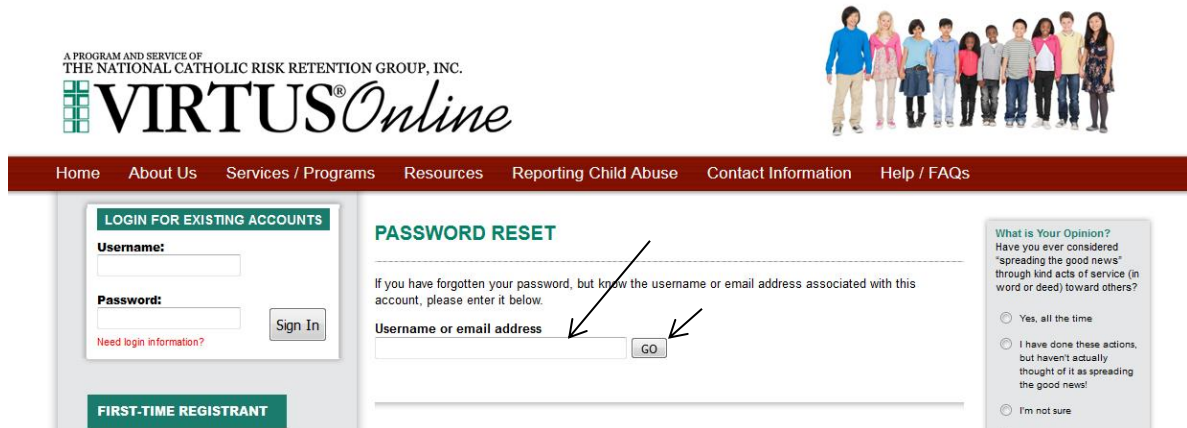
Protecting God's Children® for Adults

Touching Safety Program for Children™

Protecting All Children™ for Adults

Pathways™ for Religious Orders

- 6) This link will take you to a password reset area, seen below. Enter in the user's **userID** (which we already wrote down) and click **Go**. This will send the password reset email to the user's email we checked above in step 4.



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VIRTUS[®]Online

Home About Us Services / Programs Resources Reporting Child Abuse Contact Information Help / FAQs

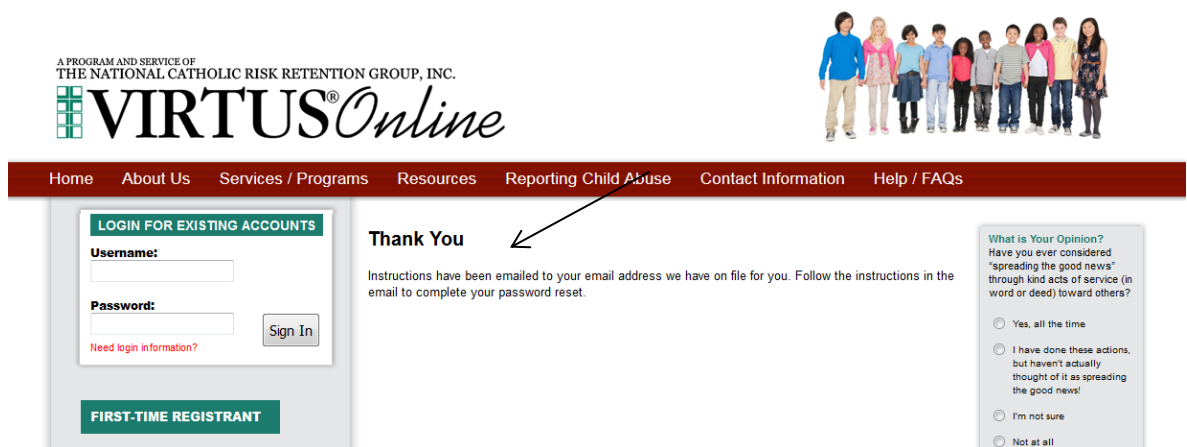
LOGIN FOR EXISTING ACCOUNTS
Username:
Password:
[Need login information?](#)

FIRST-TIME REGISTRANT

PASSWORD RESET
If you have forgotten your password, but know the username or email address associated with this account, please enter it below.
Username or email address

What is Your Opinion?
Have you ever considered "spreading the good news" through kind acts of service (in word or deed) toward others?
☐ Yes, all the time
☐ I have done these actions, but haven't actually thought of it as spreading the good news!
☐ I'm not sure

- 7) You will also see a confirmation of the password being reset.



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Home About Us Services / Programs Resources Reporting Child Abuse Contact Information Help / FAQs

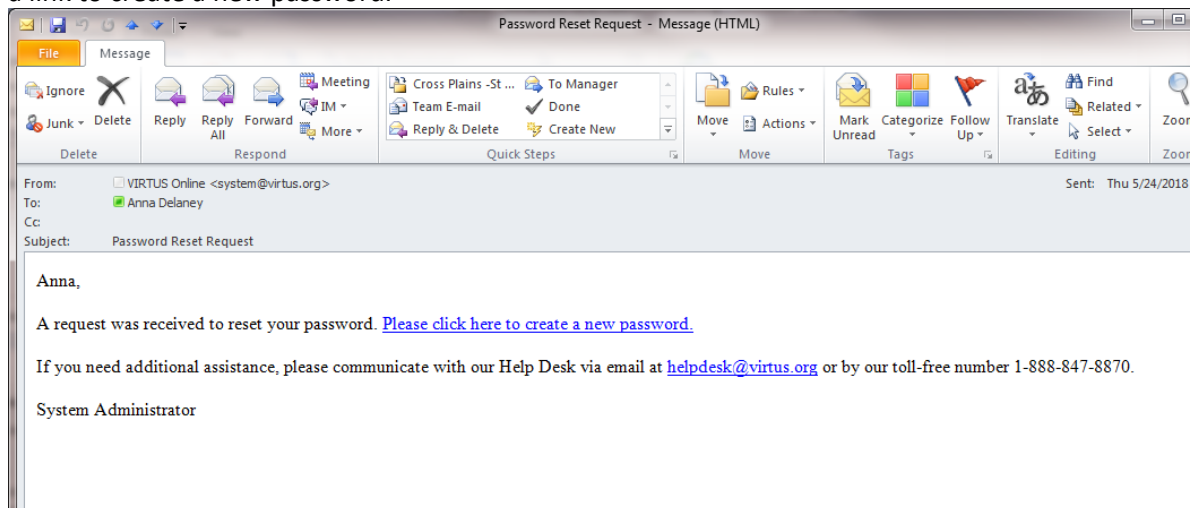
LOGIN FOR EXISTING ACCOUNTS
Username:
Password:
[Need login information?](#)

FIRST-TIME REGISTRANT

Thank You
Instructions have been emailed to your email address we have on file for you. Follow the instructions in the email to complete your password reset.

What is Your Opinion?
Have you ever considered "spreading the good news" through kind acts of service (in word or deed) toward others?
☐ Yes, all the time
☐ I have done these actions, but haven't actually thought of it as spreading the good news!
☐ I'm not sure
☐ Not at all

- 8) The user will see an email similar to the one below (from System@virtus.org) which gives them a link to create a new password.



- 9) Clicking on that link will take them to a password reset screen, similar to the screen below, where they will need to type in a new password.

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[Home](#) [About Us](#) [Services / Programs](#) [Resources](#) [Reporting Child Abuse](#) [Contact Information](#) [Help / FAQs](#)

LOGIN FOR EXISTING ACCOUNTS

Username:

Password:

[Need login information?](#)

[Sign In](#)

Reset Password

Password:

Confirm Password:

[Submit](#)

What is Your Opinion?

Have you ever considered
"spreading the good news"
through kind acts of service (in
word or deed) toward others?

☐ Yes, all the time

☐ I have done these actions,
but haven't actually thought
of it as spreading the good
news!

☐ I have not done these actions

- 10) After the password was successfully re-set, please communicate with the user to remind them of their login "username" as they will still need this to login.

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[Home](#) [About Us](#) [Services / Programs](#) [Resources](#) [Reporting Child Abuse](#) [Contact Information](#) [Help / FAQs](#)

LOGIN FOR EXISTING ACCOUNTS

Username:

Password:

[Need login information?](#)

[Sign In](#)

Password Reset Successful!

Your password reset was successful! You may now login with your new password.

What is Your Opinion?

Have you ever considered
"spreading the good news"
through kind acts of service (in
word or deed) toward others?

☐ Yes, all the time

☐ I have done these actions,
but haven't actually thought
of it as spreading the good
news!

☐ I have not done these actions