

A common error on the background check occurs when the user doesn't complete all the requested fields on the background check screen and/or closes the window before hitting submit. When this happens, the status in Virtus will display "Provider link presented".

Background Screening

Date	Type & Provider	Name Submitted	Run By	Report Location	Comments	Private Comments	Complete	Status	Edit
10/27/2025	Clergy Selection		REGISTRATION	Madison, WI			No	Provider link presented	
09/16/2014	Driver's Background Check Cleared Legacy Data						Yes		
09/16/2014	Background Check Cleared Legacy Data				Volunteer		Yes		

[Record a background check for this user](#)



Please be sure to include the following in your instructions for new or renewing users:

If you exit the background check before hitting submit, you will be locked out and unable to complete until you let us know to reset your background check for you.

Local Administrators can delete incomplete background checks.

Click the Keyboard icon.

Background Screening

Date	Type & Provider	Name Submitted	Run By	Report Location	Comments	Private Comments	Complete	Status	Edit
10/27/2025	Clergy Selection		REGISTRATION	Madison, WI			No	Provider link presented	
09/16/2014	Driver's Background Check Cleared Legacy Data						Yes		
09/16/2014	Background Check Cleared Legacy Data				Volunteer		Yes		

[Record a background check for this user](#)



Delete the incomplete background check.

Update Background Check

Type: Selection: Clergy

Date: 10/27/2025

Name Submitted:

Run By: REGISTRATION

Results Location: Madison, WI

Comments:

Private Comments:

Results: ☒ Eligible | Restriction:

☐ Ineligible

Complete: ☐ YES

☒ NO

☐ PENDING

Then Force Background Check Prompt

Background Screening

Date	Type & Provider	Name Submitted	Run By	Report Location	Comments	Private Comments	Complete	Edit
09/16/2014	Background Check Cleared Legacy Data				Volunteer		Yes	
09/16/2014	Driver's Background Check Cleared Legacy Data						Yes	

[Record a background check for this user](#)