



## Management of Sterling Staff Accounts

- **EMPLOYEE LEAVES EMPLOYMENT WITH OSU** – Notify state 4-H office so the account can be de-activated.
- **NEW EMPLOYEE** - Any employee who will be managing volunteers in the Sterling Volunteer system must completed the online training before an account will be created. The training is housed on the OSU Human Resources website <https://hr.okstate.edu/talent-development-home>. Click on “ **Learning Management System (LMS)**” and log in using your university credentials. From the search field, enter and select “Verified Volunteers 4-H Staff Training,” click “Request” box to initiate the training. A staff members name will be submitted to Sterling Volunteers once the state 4-H office is notified by the LMS system that the training was successfully complete.
- **WORK STATION/COUNTY CHANGE** - Notify the state 4-H office so account can be transferred.

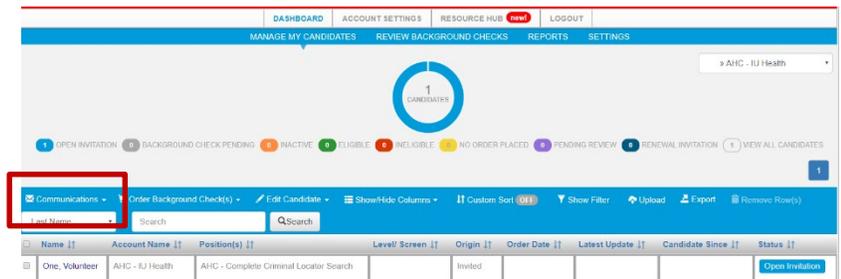
## Submitting Volunteers for Background Check

### Step 1 - E-invite

Easily initiate an Invitation to volunteers by logging in at: <https://app.Sterlingvolunteers.com>

Select **Communications** from the blue task bar and click **Send Invitation**.

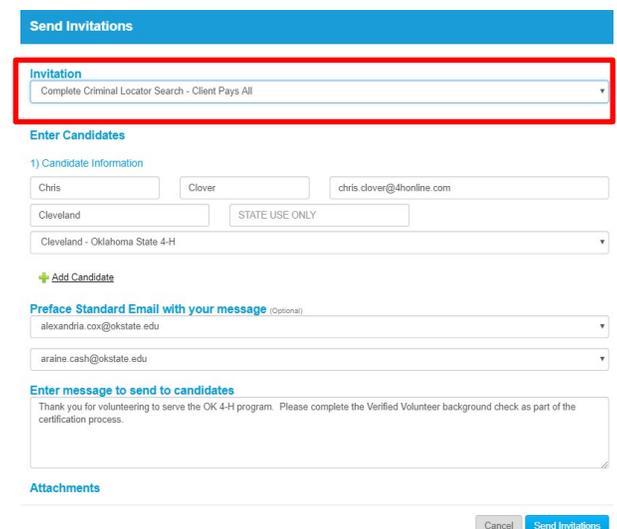
*If you manage multiple chapters, you can view one or multiple by utilizing the **View** dropdown in the upper right corner.*



### Step 2 – Customize & Send

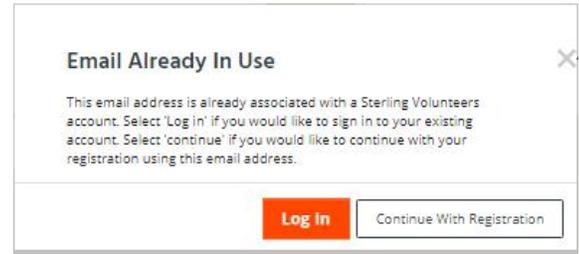
You will be prompted to enter some detail to send the invitation

- **Position:** Choose “Complete Criminal Locator Search – Client Pays All”
- **First Name, Last Name, Email Address**
- **10/2019 UPDATE** - Volunteers/Families can now use one email address in creating their account with Sterling Volunteers. If they received an error message which says



“Email Address In Use”, they just click “Continue With Registration”.

- **County** – **REQUIRED!** Type in your county
- **Select a View** - **REQUIRED!** Assign the correct Extension Office from the dropdown
- **Cc/Bcc** – For record keeping, staff are encouraged to CC yourself and BCC other county staff with SV privileges
- **Message** – Include a note to the candidate(s)



Note you can choose **Add Candidate** to send to multiple candidates at once. The template email content will send, you can **Enter message** to add additional content if you choose!

Click **Send Invitation**

## Step 3 – Monitor Activity

### Invitation Status

You can see the status of all of the volunteers at your location from your dashboard.

Name	Origin	Invitation Date	Order Date	Adjud Date	Volunteer Since	Status	Email
Acara, Alpha	Invited	9/22/2016	9/13/2017	10/25/2015		Open Invitation	akiraan.appraval@sterlingvol.org
Acara, Bowen	Org - Admin, Admin	7/14/2016	8/19/2016	09/15/2016		Open Invitation	akiraan.appraval@sterlingvol.org
Acara, First	Shared	7/6/2016	7/19/2016	07/15/2016		Open Invitation	akiraan.appraval@sterlingvol.org
Acara, Tee	Org - Admin, Admin	7/14/2016	10/6/2016	10/06/2016		Open Invitation	akiraan.appraval@sterlingvol.org
Acara, Tee	Shared	9/11/2016	3/3/2017			Open Invitation	akiraan.appraval@sterlingvol.org

### SV Dashboard Status

- **Open Invitation** – These require action from the volunteer
- **Background Check Pending** – These are currently in processing with SV
- **Eligible** – These volunteers have met all requirements and are eligible to volunteer
- **Ineligible** – These volunteers do not meet requirements and are ineligible to volunteer
- **Pending Review** – These volunteers are pending review of their report by HR leadership

### Resend and Cancel Invitations

Reminders will be automatically sent for one week after the first invitation was sent.

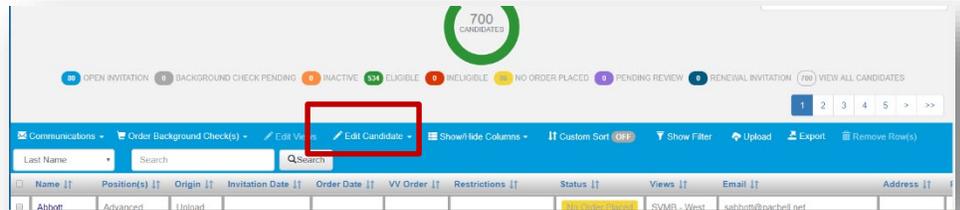
Invitations can then be manually resent or cancelled by selecting the volunteer’s checkbox from

Origin	Invitation Date	Order Date	Adjud Date	Volunteer Since	Status
Invited	12/15/2016				Open Invitation
Invited	12/15/2016				Open Invitation
Invited	12/15/2016				Open Invitation
Invited	3/7/2017	1/23/2014	9/18/2014	09/18/2014	Open Invitation
Invited	3/14/2017				Open Invitation
Invited	11/14/2016				Open Invitation

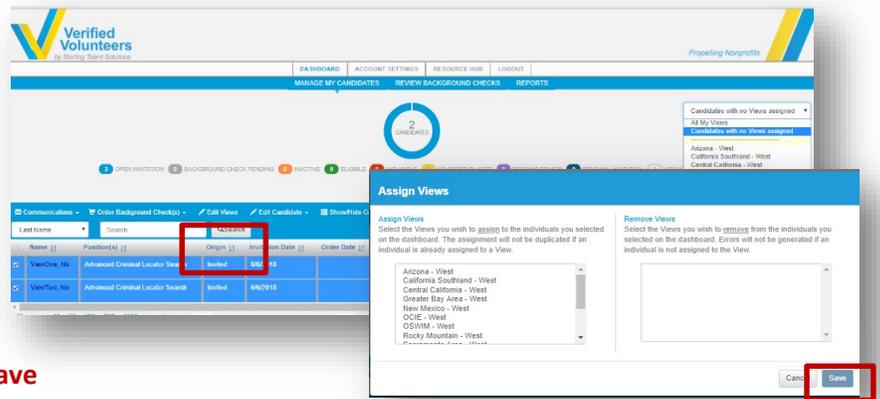
the list, selecting **Communications** from the blue task bar.

### Updating Volunteer Records

If you need to add or update volunteer details like Program or Email, you can utilize the **Edit Candidate** button



If you need to add or update the **View** assignment for a volunteer, you can utilize the **Edit View** button



Click next to their name, and then click **Edit Views** to access a menu.

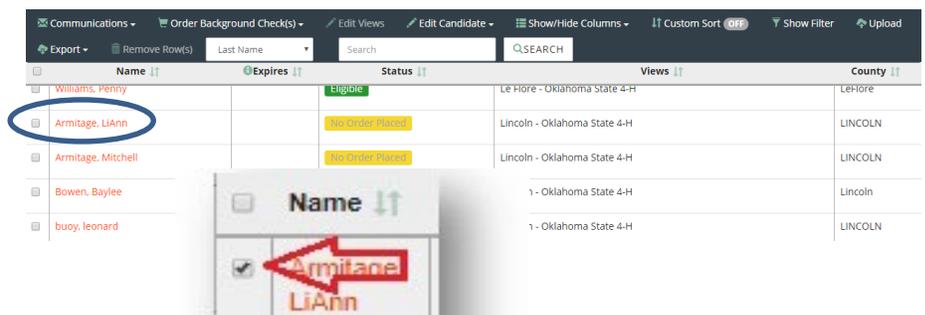
Choose the View in the Assign Views list, and **Save**

## Step 4 - Removing a Candidate with No Order Placed

Complete the following steps in the event a volunteer decides not to complete the background check. “No Order Placed” status.

### TO REMOVE A SINGLE ENTRY:

1. Go to “Manage My Volunteers”.



2. Click on the box beside the volunteer’s name.

3. Click on “Remove Rows” button located on the dash board.

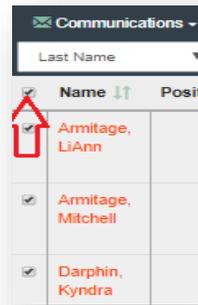


### TO REMOVE A BATCH, MULTIPLE ROWS:

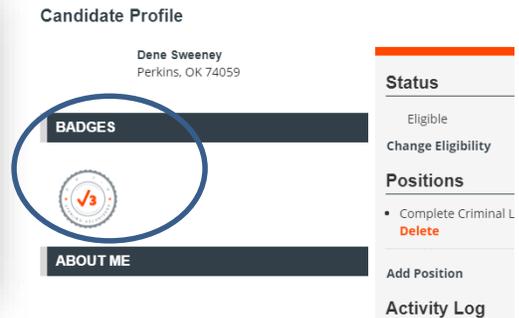
1. Go to “Manage My Volunteers”.
2. Click on “No Order Placed”



3. Select the box for each volunteer with **“No Order Placed.”** CAREFULLY double check each entry BEFORE removing the rows. **MAKE SURE the volunteer has no previous/current background check clearance/eligibility associated with the record.** In doubt, contact the Advocates/Sterling Volunteer or the State 4-H Office.



Name	Posit
Armitage, LiAnn	
Armitage, Mitchell	
Darphin, Kyndra	



Candidate Profile  
Dene Sweeney  
Perkins, OK 74059

**BADGES**

**ABOUT ME**

- Eligible
- Change Eligibility
- Positions
  - Complete Criminal L
  - Delete
- Add Position
- Activity Log

4. Click 

**TO REMOVE ANY STATUS OTHER THAN “NO ORDER PLACED”** contact the State 4-H Office or Sterling Volunteers - Advocate Support Line at 855-326-1860, option 3.

## Volunteer FAQs

### About Sterling Volunteers

- **Which browser should I use to access the web portal?**

Some browsers will not work properly with the Sterling Volunteers website. For the best possible viewing experience, please use Internet Explorer 9 (IE9) or later or the latest versions of Chrome, Firefox or Safari. If you choose to use an alternate browser or a tablet, some content may be skewed or unavailable.

- **Why do I need a username and password?**

When a volunteer gets screened through Sterling Volunteers, they are joining the Sterling Volunteers community. That means they can re-enter the platform at any time, check the status of their background check, view the background check report itself, share with new organizations, and more. Without a username and password, this type of access and control would not be possible.

- **What is a “GOOD DEED Code”?**

A GOOD DEED Code is a code provided to the volunteer by some prospective volunteer organizations to initiate a background check. If you are asked for a Good Deed code, it means that your connection to your organization’s account has been broken – simply return to the original email or link provided to you and begin the process again to reestablish that connection.

- **Who are the Advocates?**

The Advocates are the Sterling Volunteers customer care team. They are available via phone and email to all Sterling Volunteers community members – volunteers and organizations – and can help with platform-usage questions and general inquiries. They can be reached at [TheAdvocates@Sterlingvolunteers.com](mailto:TheAdvocates@Sterlingvolunteers.com) or 855-326- 1860 Option 1.

- **How do I receive/change my username?**

You cannot change your username within our system. If you forgot your username, please call The Advocates so that they can verify your identity. Please call or 855-326-1860, Option 1.

- **What do I do if I forgot my password?**

If you have forgotten your password, click the Forgot Password link on the login screen. Simply enter your username on the Forgot Password screen and we will send an email with a temporary password to the email address associated with that username. Once you use that temporary password to log in, you'll be prompted to set a new password.

- **Do you sell my information to 3<sup>rd</sup> parties?**

We will not share your Personal Information with third party marketers for direct marketing purposes. We use and may share the information to provide and improve the Site and the Services; deliver correspondence, communications, or services, such as newsletters, events or training; solicit your feedback, and inform you about the Site and the Services, our products and services and the products and services of our promotional partners.

- **Why does it mention “credit” in the consent and disclosures step 3 of my background check?**

Criminal background is considered Consumer Data and is regulated by a federal law called the Fair Credit Reporting Act. That law requires that very specific blanket disclosures be provide to you before you consent access to your consumer data. Seattle Public School is not accessing any credit data related to your financial history and this report will not appear as a credit inquiry to the reporting agencies.

- **I have questions on my report. Who should I call?**

Clients and volunteers receive support through our specially trained support team. Contact [theadvocates@Sterlingvolunteers.com](mailto:theadvocates@Sterlingvolunteers.com) or 855-326-1860