

## Common Questions:

### 1) Why is my access code not working?

- a. The access code portion is very sensitive to capitalization and even spaces. Make sure that you are typing the access code in exactly as shown. The words/numbers you see in gray already in the field are examples, not the actual code.
  - i. If you have copied and pasted the code in and it doesn't work, you probably accidentally added a space before or after the code. Typing out is the best method.

### 2) Is the online background check program secure?

- a. This online background check program has the same amount of security as an online banking program. Doing your background check online is actually safer than mailing in a form because it cuts out the people processing your form. With a paper form, you fill out all your information and social security number, you mail it and then a person files your information into an online system that runs your background check. By doing your background check through Verified Volunteers, you are eliminating all the middle people by entering your information directly into the online background check software.
- b. Find out more here: <http://www.verifiedvolunteers.com/About/FAQs>

### 3) Is Verified Volunteers screening my finances?

- a. No. In step three of the background check, the terminology makes it sound like the background check will be screening your finances but it does not. Here is why:
  - i. The same federal rules that govern the use of credit history information govern the use of criminal activity and history information
  - ii. Federal law refers to this information as "consumer reports" and they are regulated by the "Fair Credit Reporting Act" or FCRA.
  - iii. Under that law, anyone who engages in collecting or accessing either credit or criminal related background information must provide standard disclosure language and standard consent language. The language covers the acquisition and dissemination of all consumer information, thus it references credit information.
  - iv. You can ensure your volunteers that you are not accessing or sharing their credit related history as a part of their criminal background check

### 4) What am I agreeing to by checking the boxes?

- a. By checking the boxes in the final steps of your background check, you are agreeing that Verified Volunteers is able to utilize your information to run a background check on you. For more information, please visit their website at: <http://www.verifiedvolunteers.com/About/FAQs>

### 5) What do I do if I am not redirected to the Verified Volunteers for my background check?

- a. You may be under 18- if you are under 18 you do not require a background check.
- b. You may have not completed a required step.
  - i. Log back into your online account and access your dashboard.
  - ii. Click Class A Registration and select the large red box that says "Resubmit Background Check". This will help you pick-up wherever you left off.

Welcome, virginie.

TRSLLC

 Registrations

 Account

 Logout

Events you signed up for

Individual Registrations

Group Leader Registrations

ABC Conference  
May 8th, 2016 - Jul 1st, 2016

[Edit Profile](#) [View Schedule](#)

[Resubmit Background Check](#)



**Quick tips:**

- 1) If you ever receive an error message, refresh the page or go to the previous page to start the step over.
- 2) If you did not receive a confirmation email, you did not complete the registration. Log back in and make sure all your information is filled out.
- 3) Make sure to write down your user name and password to that you can login to both programs at a later date!
- 4) Please refer to common questions document if needed.
- 5) If you are having any issues, please email Elise Tinseth at [etinseth@sowa.org](mailto:etinseth@sowa.org).