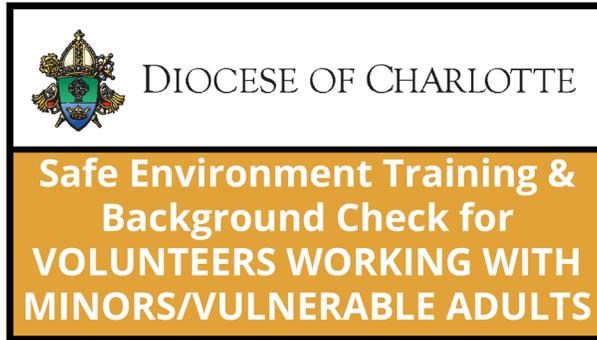


# CMGConnect

## DIOCESE OF CHARLOTTE



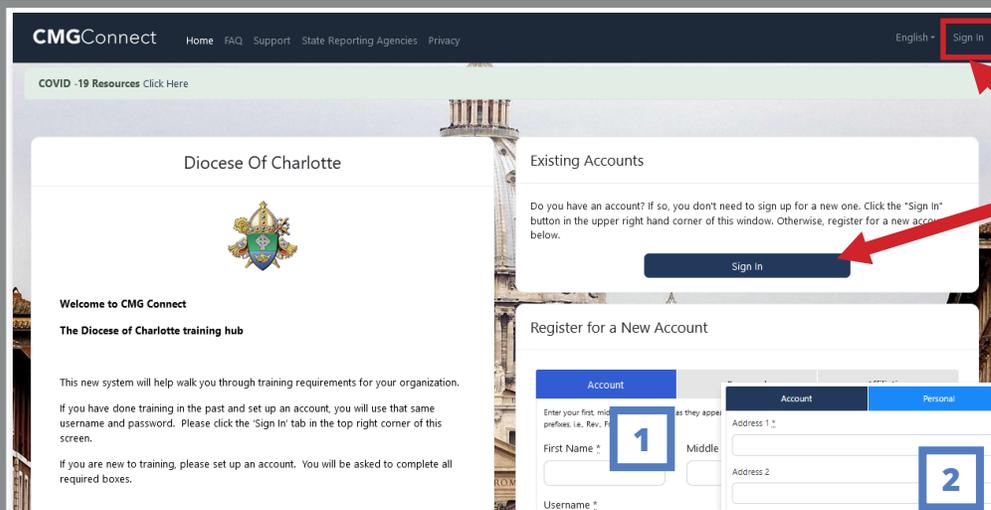
### **End-User Instructions**

1. Go to <https://Charlotte.CMGConnect.org>
2. **If you have previous safe environment certification (VIRTUS):** Your historical records may have been imported to CMG Connect. **Please do NOT create a new account.** Click **Sign In** located in the upper right corner of the page. On the Account Login screen, use the username format: **FirstnameLastname-rcdoc** (ex: JohnSmith-rcdoc) and password: **1234**. *You will be prompted to update to a more secure password the first time you sign in. Once the new password is saved, return to the sign in page and use your new credentials to access your training.*

**If you are NEW to CMG Connect:** Please create a new account by completing all of the boxes under the *Register for a New Account* area. This will include your address, primary parish, and how you participate at your parish or school. Once your account is successfully created, you will automatically be brought to your training dashboard page.

3. Click **Start**  to open the **A. Safe Environment Training & Background Check for VOLUNTEERS - Charlotte** module posted under the Required Trainings area of your dashboard. On the last page of the curriculum, submit your background check information. Please enter your name as listed on your government issued identification.  
**NOTE:** The training will show as *Resume* until your background check is processed and reviewed by the Diocese. This can take up to 7-10 business days.
4. If you have a valid email address associated with your account, you will receive a notification from [webmaster@cmgconnect.org](mailto:webmaster@cmgconnect.org) upon your approved certification.
5. After your account is certified by the Diocese, you can also download and/or print a certificate for the completed curriculum. To access, log in to your account and click **Print Certificate** under the finished module(s).





**EXISTING USERS:**  
 Click Sign In. If your account was imported from VIRTUS, log in with the username format **FirstnameLastname-rcdoc** and (when logging in for the first time) password **1234**.  
 Click the **Support** button if you need additional help accessing your account.

**NEW ACCOUNTS:** Progress through all three account creation screens in the *Register for a New Account* area then click **Register** to complete your profile set-up.  
 Select checkbox **G** on the Affiliation tab to be assigned **VOLUNTEER (CONTACT WITH MINORS)** compliance requirements.

- Once logged in, locate **A. Safe Environment Training & Background Check for VOLUNTEERS - Charlotte** on your main dashboard and click **Start** to begin.
- Complete each of the training sections—as you finish page, it will be marked with a green check mark (✓) to show that your progress is saved.
- On the last page of the curriculum, enter your background check details. Please make sure ALL details are accurate before clicking “Submit Background Check Request”. To ensure accurate results, enter your name as it appears on your government issued identification.
- The curriculum will remain marked as **Resume** on your training dashboard until AFTER your background check results are processed and the Diocese your certification status is approved by the Diocese.  
**NOTE:** Background checks can take up to 7-10 business days to be processed and returned for Diocesan review.



- Once you have been certified by the Diocese, a completion certificate will be available under the finished module on your dashboard. Click the gray **Print Certificate** button to access.  
**NOTE:** If you have a valid email address on your account, you will also receive a system message when approved.

