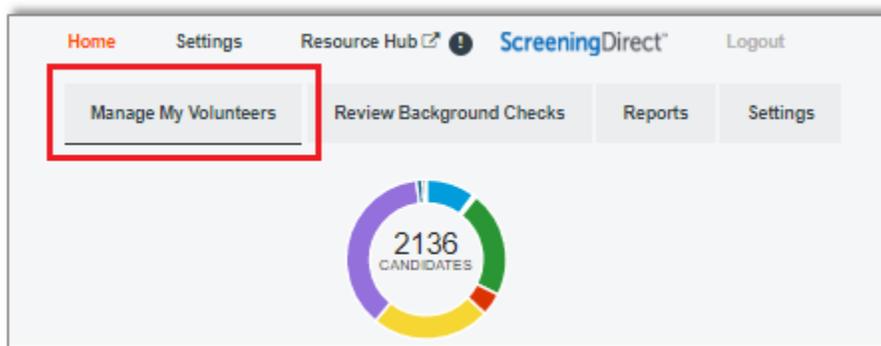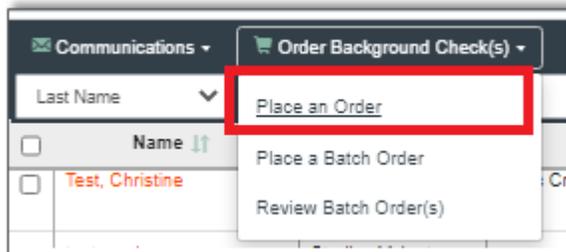# Sterling Volunteers Manual Ordering Process

Here are the steps on how you can manually submit an order from your dashboard:

1. Login to your Sterling Volunteers dashboard at https://app.sterlingvolunteers.com and go to Manage my Volunteers.


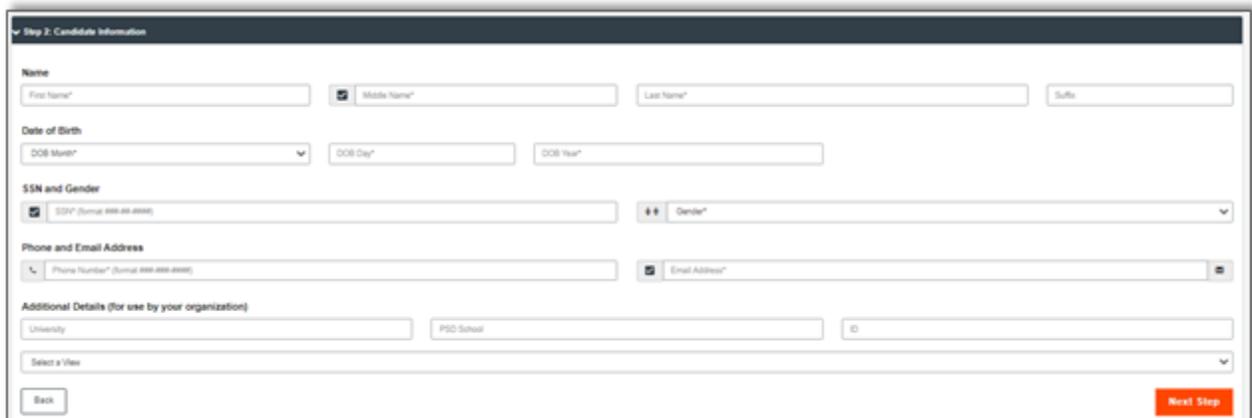2. Click the Order Background Check(s) tab, then select Place an Order.

3. The Client Ordering page will open, then you will be asked to Choose a Position.

- You must have a completed Volunteer application to get started.
    - The Declaration page must be filled out, initialed, and signed before you can begin the background check.
    - The last page of the application "Notice of Credit Reporting Agency Check" must be initialed. This is the volunteer's consent to run the background check.
- Level 2 (L2) Advanced Criminal Locator Search (for individuals who currently live in NY State *or* have no Social Security number)
- Level 3 (L3) Complete Criminal Locator Search (for individuals who have a Social Security number)
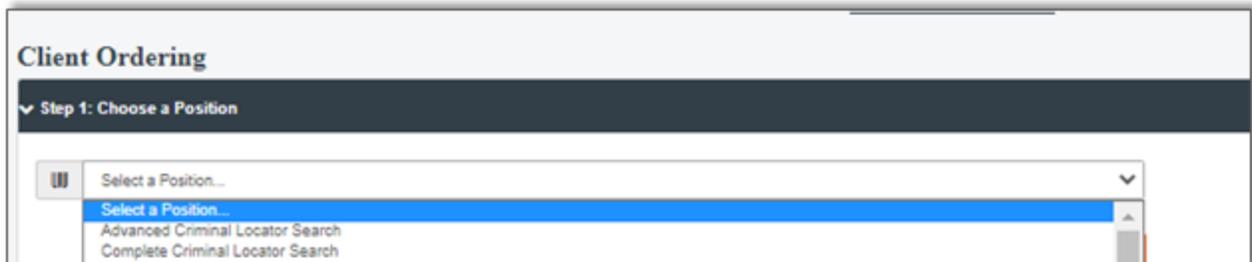
4. Next step will be the Candidate Information page. Enter all necessary information then select Next Step to continue.

5. Depending on the package, the next step will give you an option to enter the Other Name(s) used by the candidate. Select Next Step to proceed.

6. Enter the current address of the candidate and the date they have lived there (go back 7 years from the current date). You do not need to add additional addresses. Click Next Step to continue.

7. Submit Order Page: Acknowledge that you have the candidate's Consent Forms on file by clicking the checkboxes, then hit Submit Order.

- As stated in Step 3, each volunteer must have a completed, signed Volunteer Application.

Step 8

The last step is the Order Submitted page. This page has the order number of the background check you just submitted. Click Complete, and you are done!
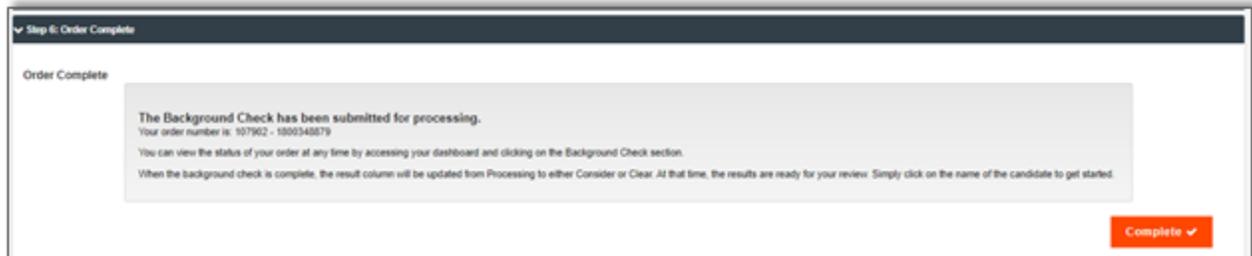
Step 9

The LSEC will log back into your Sterling Volunteers account within 24-48 hours to review the background check.

If the background check is "Eligible", type the background check letter (background check letter template is available upon request from sect@rcan.org) and send a copy to the volunteer and place a copy in their parish or school volunteer file.

If the background check returns a "Consider" status, your pastor or principal must contact Karen Clark immediately at karen.clark@rcan.org . Volunteers may not start until they have an eligible background check.

- Volunteers who have a "Consider" will receive 2 separate letters. The pastor or principal will receive the letters and update the information specific to the individual. One letter is a notification that negative information appeared on their background check report (this is called a Pre-Adverse Action notification letter)

- Once a determination has been made regarding their eligibility, the pastor or principal will send a second letter to the volunteer with the result (they will be eligible or ineligible).

- Copies of both letters must be kept in the individual's volunteer file at the parish or school.

- Their status will be updated in Sterling Volunteers to "Eligible" or "Ineligible" by the LSEC, pastor or principal.