

Sterling Volunteers Local Admin Guide

Welcome! to the role of local admin for Sterling Volunteers—an important and often underestimated role. First off, we would like to say, Thank you! For [(a)-(.)0.9.163 Td[15)2.2 ()10.6 aj2(t)E(e)

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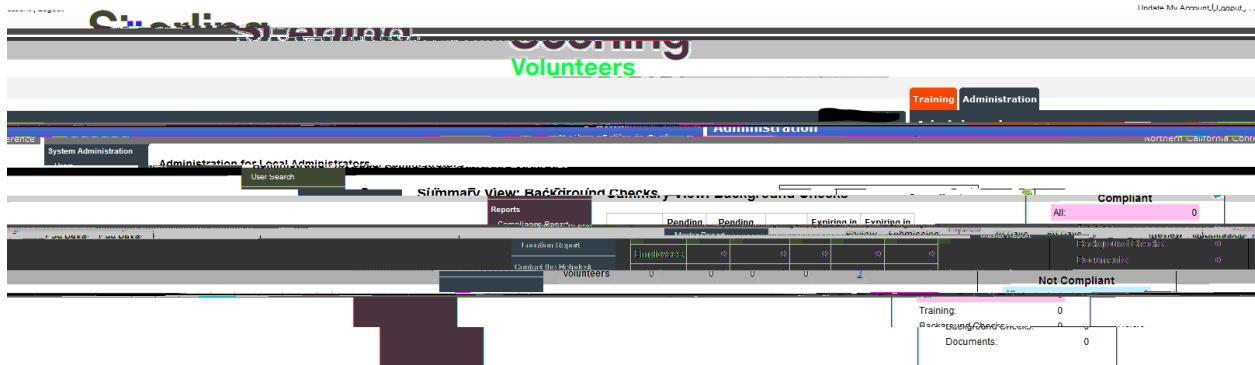


Your #1 Task:

Your main job as a local admin is fairly straightforward: Make sure all qualifying volunteers go through the training/background checks (and keep it maintained). Your job WILL NOT be to

Inside of Sterling Volunteers

Now let's get to the nitty-gritty of using this program.

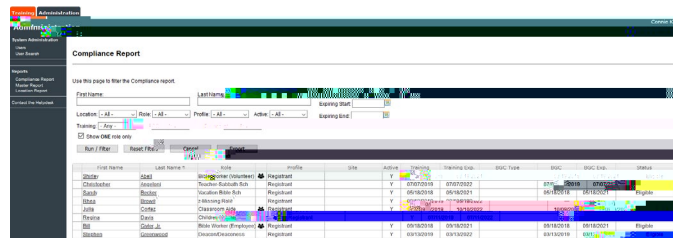


When you log in, you will notice two tabs now (instead of just one) that include Training and Administration. As you might guess, the Administration tab is where all the fun is for the local admin.

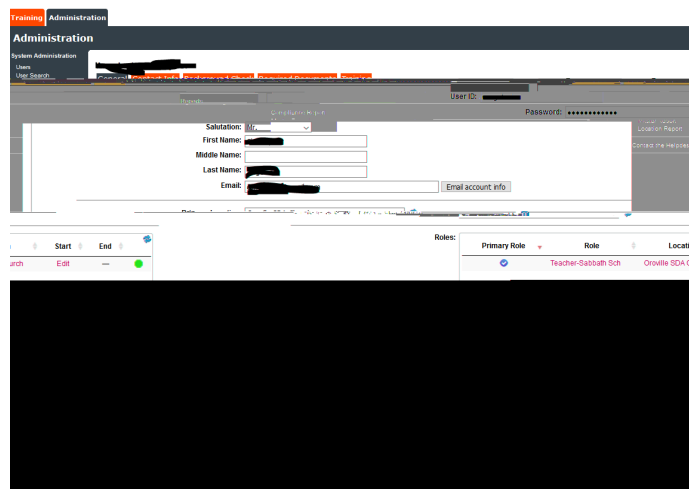
The **NUMBER 1** thing you need is the "Compliance Report" under the Administration tab.

Go ahead and click on this "Compliance Report".

This will bring up something that looks like the following:



Notice all of the names and that you can filter your list in all sorts of ways. If you click on the names, it will bring you to their specific information. You can filter by Roles, BGC Expire Dates, etc.



You can now look up their contact, BGC (background check) and training info.

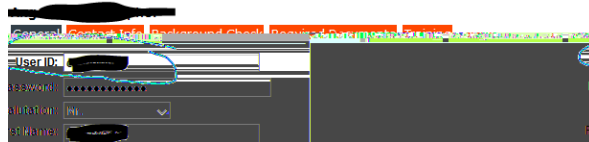
The All-Seeing Compliance Report

Okay, it doesn't show that much detail about the person, but it gives you pretty much all the pertinent info to fulfill your job as a local admin. It shows you:

- 1.

FAQs/Troubleshooting

1. I want to switch/add my location(s) to make my info available for other schools/entities:
 - a. Email us or Sterling with the request
2. Does it cost anything to the entity?
 - a. Historically, only the amount that pertained strictly to the DMV (driver) portion of the check was billed to the entities (which is minimal—usually \$3/individual). However, this is subject to change. Bottom line, the most entities will ever have to pay is a fraction of the actual cost. The NCC currently absorbs the vast majority of the costs associated with our background checks. We do not wish our entities to be scared to use this service due to any financial worries (ex: a normal bill may be about \$1,200. The NCC will absorb typically around \$1,100 of it)
3. Will my information be secure if I go through the background check?
 - a. This question is usually asked by those who do not understand the reality of information availability currently in the world. The short answer: There will be no significant increase in risk to anyone's info who goes through the process. If you ever have been an employee, applied for a credit card, etc, then your information is already at some type of risk. Even the Pentagon is not full-proof from data breaches. This is the reality in which we live
4. It doesn't accept my login info?
 - a. This is something you may come across from time to time. There may be a number of solutions:
 - i. Make sure they are trying to log in to the correct portal. It has happened where folks go trying to google Sterling Volunteers and they end up at the wrong website (www.sterlingvolunteers.com). If they try to log into this website, they will meet with utter defeat every single time. Make sure they are trying to log into www.ncsrisk.org
 - ii. Make sure they are using their actual "User ID" instead of their email (unless they actually put their email as their User ID. You, as the local admin, have the ability to click on their name and go into their General info to see their User ID



- iii. The majority of the time: Browser issues. For this, there are two main solutions:
 1. **Make sure they ARE NOT using Internet Explorer.** This browser is notorious for not working well with Sterling (and many other things for that instance). Not so sure about the newer Edge but it may work fine. For the PC, use either Firefox or Google Chrome
 2. Cache. If everything else is correct (correct web address, correct User ID, correct browser), then it may just be that the browser cache needs to be cleared. Each browser has its own simple way to be cleared. If anyone doesn't know how to do this, all it takes is a simple search of "Firefox [whatever web browser] clear cache" and you will find step-by-step instructions

5. **Will it negatively affect my credit score if I consent to the statement about credit on the background check?**
 - a. No. This will not actually look up your credit score. It is somehow used as a way to verify your identity.
6. **What about those that come from other conferences and have already gone through Sterling?**
 - a. See #1
7. **What about those who have moved away but still have our location?**
 - a. This is like to #1 and #6. It doesn't hurt anything to have that extra person on your list, but if it erks you that bad, either the NCC or Sterling can erase the location

Tips from those who use it often

If you want to keep track of who has done something since the previous time for renewals, at the start, run a list by expire date, then, on occasion, run it again and see who doesn't show up. Remember, when the nominating committee appoints new leaders in the church, you need to be on it. You need to keep a list of all the new leaders on the nominating list so you can keep track of who needs to go through the process.

Remember that folks need to be reminded that if they change their email addresses, they need to update their accounts or they will NOT get renewal emails (by clicking up at the top right on "Update My Account")

Final Thoughts

If you have any questions at all, please do not hesitate to contact the NCC Risk Management. There are sometimes—when not all the instructions are followed—that a background check prompt will not come up.

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