



University of Missouri System

COLUMBIA | KANSAS CITY | ROLLA | ST. LOUIS

What to Expect When You Submit a Youth Program Process

Program Director or Requester

When a program/individual has been registered and submitted: automated emails from Sterling Volunteers (background check) are sent the following day, and UM Youth Programs via Ideal-Logic (access to training) will be sent the day the program is submitted.

*Please note

- If HR can confirm background check within 12 months of the session start date, then mark as not needed & add justification of HR check & hired date
- Registry will expire the HR check after 12 months from hire date, and send an expired email when they are again added to a session.
- Background check status is updated in the registry twice per business day
- UM Youth Program (via Ideal-Logic) will send an email with a link to access the training course, use umsystem.edu email to log in.
- Once the training course is completed, it is valid for 365 days
- The training information is updated in real time.

1

Session Registered

2

Session & Adults Submitted

3

Background Check Email from:
Sterling Volunteers
<TheAdvocates@sterlingvolunteers.com>

4

Training Email from:
umyouthprograms@umsystem.edu via
Ideal-Logic <mail+mnxq.8k717@ideal-logic.com>

The Program Director/Session Contact will get automated emails when these milestones are reached:

Submitted - this email notifies you of a successful submission

Saved but Not submitted Reminder (In Progress Reminder) - this email generates if the session form was started and saved but not submitted. A reminder will be sent 24 hrs after last save.

Session Compliant or Not Compliant - You will get an email when the status of the session changes to compliant or not compliant.

Program Canceled - if the requester cancels their registration, the requester & Youth Program Manager will receive a confirmation email of the notification of the cancellation

Designated Individuals will get these:

Requirements for working with youth - (which requirements are needed)

Background Check Status

Training Status Notification

Expiring notification - Individuals will be notified if their requirement - is expiring and they've been registered for a session.

*If the requirements have been fulfilled, they will not get any email from the system.

Sample Email from Sterling Volunteers



Welcome {volunteer_first} {volunteer_last}!

The Curators of the University of Missouri (UM System) have invited you to undergo a background check through Sterling Volunteers to fulfill the requirements to work with youth (refer to the University Youth Protection Policy) *.

Please use the link provided or copy & paste it into your browser. (Kindly complete within 72 hours.)

If you have any questions about this email or the policy requirements, please reach out to your program contact or the Youth Protection Program Manager at umyouthprogram@umsystem.edu.


[[link8]][link8]


The Advocates Customer Care team

*You must be over 18 to use the Sterling Volunteers platform.

Sample Email from UM Youth Programs via Ideal-Logic

Youth Program Registration

 umyouthprograms@umsystem.edu via Ideal-Logic <mail+mxq.8k7l7@ideal-logic.com>
To: [REDACTED]
Cc: [REDACTED]

 If there are problems with how this message is displayed, click here to view it in a web browser.

WARNING: This message has originated from an External Source. This may be a phishing expedition that can result in unauthorized access to our IT System. Please use proper judgment and caution when opening attachments, clicking links, or responding to this email.


You have been registered as an adult for a youth program. Please follow the link to complete the Youth Protection Program requirements. If you have any questions, please reach out to your Program Director.



[Click to Log In](#). Sent from [UMS Youth Protection Portal](#), a service of [Ideal-Logic, LLC](#).
You are welcome to reply to this message. Replies will be sent to umyouthprograms@umsystem.edu.

The emails to your session adults varies depending on what requirements have already been met. There are also several automated emails to Program Directors and Session Contacts, as noted above, with samples below:

Youth Protection Program In-Progress Registration

 umyouthprograms@umsystem.edu via Ideal-Logic <mail+lg9d.yl9x3@ideal-logic.com>
To: Flowers, JoAnne

 If there are problems with how this message is displayed, click here to view it in a web browser.

Hello JoAnne,

Your session has been started for Youth Program Registration Form. Please log in, complete and submit your session as soon as possible.

If you are no longer interested or started a session by accident, let us know and we can delete the in progress session. Thank you!



[Click to Edit Your Session](#)



Sent from [UMS Youth Protection Portal](#), a service of [Ideal-Logic, LLC](#).
Reply to this message to store a copy of your response with Youth Program Registration Form.
Send or CC any message to mail+lg9d.yl9x3@ideal-logic.com.
This email was sent to flowersj@umsystem.edu. [Click here to unsubscribe](#) from UMS Youth Protection Portal marketing messages.

From: umyouthprograms@umsystem.edu via Ideal-Logic <mail+lg9d.yl9x3@ideal-logic.com>
Sent: Tuesday, January 16, 2024 12:55 PM

To:
Cc: Flowers, JoAnne <flowersj@umsystem.edu>

Subject: Confirmation: Youth Program Registration Form



Youth Protection Program
(573) 882-8847
umyouthprograms@umsystem.edu

Session Confirmation

Session No. QGNQ-MS62B
Submitted Jan 16, 2024 12:38pm by JoAnne Flowers

To view this session in full, use the [Open This Session](#) link at the bottom of this message.