University of Missouri System
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What to Expect When You Submit a Youth Program

Program Director Requestor

When a program/individual has been registered and submitted: automated emails from **Sterling Volunteers** (background check) are sent the same day, and **Cherwell** (access to training) will be sent the following Monday to the individual.

Please note

- If HR can confirm background check within the last 12 months, then mark as not needed and add justification of HR check and hired date
- Registry will pick up after 12 months
- Background check status is updated in the registry twice per business day
- Cherwell will send an email with temporary credentials to access to United Educators website.
- If on a holiday, it will be sent the following day. If process is handled manually (resending an invite) it will be directly sent from learningportal@ue.org
- Once the training course is completed, it is valid for 365 days
- The training information is updated once every business day

1. Program registered

2. Program/Adults submitted

3. Background check email from Sterling Volunteers

4. Training email from Cherwell to access United Educators training website *(please use Chrome for training)*

The requestor/program director will get automated emails when these milestones are reached:

Submitted - this email notifies the requestor of a successful submission

Saved but Not submitted Reminder to Requestor - this email generates if the requestor started completing the registration form but did not click submit. A reminder will be sent 24 hrs after last save.

Background Check Status Notification - this email notifies the requestor background checks are completed for all supervising adults to the registered program

Training Status Notification - this email notifies the requestor that training is completed for all supervising adults to the registered program

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

Attendance Needed - email is sent to the requestor the day after program's end date that asks to update the final attendance number

Sample Email from Sterling Volunteers

Sterling
Volunteers

Welcome Name!

You are invited by The Curators of the University of Missouri to complete a background check with Sterling Volunteers.*

As part of your volunteer application process with The Curators of the University of Missouri, we need you to complete a quick background check. Select the link below or copy & paste it into your browser. (Please complete within 72 hours.)

Order My Background Check

The Advocates Customer Care team
Questions? We're here to help: https://app.sterlingvolunteers.com/en/Mains/Home/support.

Sample Email from Cherwell

Protection of Minors

Training Required for UM Minor Program.Program Name

The University of Missouri System offers children a wide variety of learning opportunities in program areas. During these endeavors, the university is committed to providing the best possible experience for any child participating in a youth program while ensuring a safe environment for all participants. UM System supports this commitment in part, by requiring all employees and volunteers who oversee youth participants to complete training.

We ask that you complete the following courses:

- Protecting Children: Identifying and Reporting Sexual Misconduct

The deadline to complete this course is Completion Date Expression.

To begin training go to https://learn.ue.org/Login2.aspx

Enter your login credentials.
- Username: UM Minor Program Associated People.Calculated Email
- Password: Password Expression

The first time you log in, the system will prompt you to reset your temporary password and set a security question.

- You will receive a confirmation email upon successful completion of each course.

Need Help?

If you have any issues with sign-in or accessing the courses, visit the Support Portal at portalhelp.ue.org Or click any Support Portal link on the site.

You may also wish to Test Your Configuration to ensure your computer meets all System Requirements

All other questions should be directed to JoAnne Flowers at flowersj@umsystem.edu.

Thank you for your time and cooperation in completing this essential training program.

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