# **LEADERS' HELP - STERLING VOLUNTEER**

# Important, before beginning:

If your volunteer needs instructions, please direct them to the Sterling Volunteers section on our website:

https://www.carolinasda.org/sterlingvolunteers

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Directors, as you assist your volunteers with the Sterling process, please keep the following recommendations in mind:

# 1. Encourage Volunteers to Keep Track of Their Login Information

- Instruct volunteers to write down their usernames and passwords to avoid forgetting them.
- Each individual is responsible for keeping their login credentials secure and accessible.

# 2. Accuracy When Creating a New Account

If a volunteer is **creating a new account**, remind them to:

- **Double-check** their Date of Birth (DOB) entry.
- Be consistent with how they enter their name. No accents or special characters (e.g., '" () ) are allowed by YMMS, which can cause system errors.
- Ensure their name matches across both YMMS and Sterling to prevent mismatches.
  - Many issues arise when volunteers sign up using a maiden name, married name, or inconsistently include/exclude second last names.

#### 3. Role Selection & Contact Information

- Volunteers must enter a valid email address.
- When selecting their role, they should choose:
  - o "Pathfinders (Volunteer)" if they plan to drive minors.
  - o "Pathfinder Non-Driver" if they do not plan to drive minors.

# 4. Two Steps to Completion: Training & Background Check Authorization

#### Step 1: Training

- Volunteers must watch training videos and answer questions.
- Ensure the system confirms completion before proceeding.

# **Step 2: Background Check Authorization**

- Volunteers must accept terms and submit additional information (name must exactly match the initial registration, including spaces, capitalization, and special characters).
- If a volunteer wants to be approved to drive, they must enter their driver's license while completing the background check.
- If the system does not prompt for a driver's license, the volunteer should email
  Ellen Roberts at eroberts@carolinasda.org to request a driver screening prompt.

Important: Volunteers must see a confirmation message after submitting their background check. The screen will appear orange and state that the background check was submitted successfully. If they do not see this confirmation, their request has not been sent yet.

## 5. Troubleshooting Submission Issues

#### • Signature Mismatch Error:

- This occurs when the name does not exactly match the information entered during account creation.
- If correcting the name does not resolve the issue, contact Sterling
  Volunteers directly at (855) 326-1860, option #3 for assistance.

### Background Check Step Not Appearing:

- Occasionally, Sterling may glitch and not prompt users to continue to the background check step after training.
- To resolve this: log out and log back in—the system should then display the background check authorization step.
- o If this does not work, proceed to **Step 5** below.

### 6. Checking Status in Sterling

After completing all steps, volunteers should:

- 1. Log out and back into their account.
- 2. **Navigate to the left menu** and select "My Report" (not to be confused with "Training Report").

Under "My Report", they will find:

#### a. Submission or Verification Date

This date must be recorded in YMMS for registration.

# b. Type of Background Check Submitted

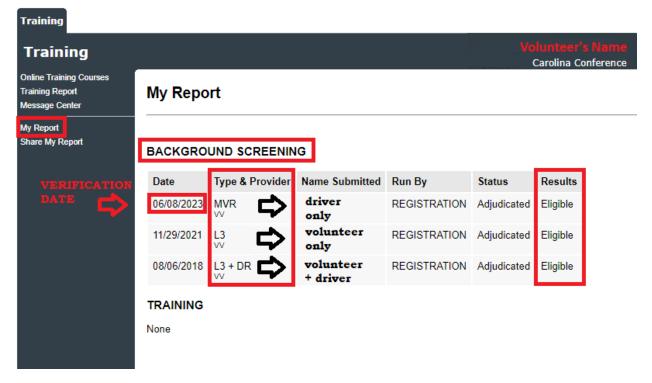
- L2 / L3 → General background check (allows volunteering with the club).
- L2 + DR / L3 + DR → Background check + driving approval.
- MVR → Motor Vehicle Report (for those who initially did not include driving and later added it).

# c. Status & Result of Background Check

- Pending Submission → Background check has not been submitted correctly.
- In Progress → Background check is still being processed.
- Adjudicate | Ineligible → Not cleared to volunteer.
- Adjudicated | Eligible → Approved to volunteer.
- Adjudicated | Eligible (Non-Driver) → Cleared for volunteering but not for driving.
- Complete | Consider → A flag was raised—contact Ellen Roberts for further guidance (eroberts@carolinasda.org).

Polunteers should screenshot their report and send it to you for confirmation. This ensures that background checks are properly approved before entering their information into YMMS. Please see below a sample of what their report should look like





# 7. Final Steps & Approval Process in YMMS

- Once volunteers' information is entered in YMMS, the system will **automatically match** them to Sterling and approve them.
- The YMMS approval process can take up to a week, as approvals must be manually processed.
- While I will try to do this daily, **please be patient**, especially as we get closer to an event.

# 8. Who to Contact for Help

- For technical issues with Sterling Volunteers:
  - Call (855) 326-1860, option #3
  - o Email theadvocates@sterlingvolunteers.com
- For Sterling system-related concerns:

 Contact Ellen Roberts (eroberts@carolinasda.org), the Conference Sterling Coordinator.

# • For YMMS approval issues:

I am available to assist with YMMS-related approvals, but please check
 Sterling first before reaching out.

As leadership, it is your responsibility to ensure volunteers complete the process correctly. Contact Sterling directly if any issues arise so that we can ensure a smooth process, especially as Camporee approaches.

Thank you for your dedication and hard work!