

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>

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:
 - **"Pathfinders (Volunteer)"** if they plan to drive minors.
 - **"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.
 - 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).

 **Volunteers 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

Sterling Volunteers

Training

Training

Online Training Courses

Training Report

Message Center

My Report

Share My Report

VERIFICATION DATE

➔

Volunteer's Name

Carolina Conference

My Report

BACKGROUND SCREENING

Date	Type & Provider	Name Submitted	Run By	Status	Results
06/08/2023	MVR VV ➔	driver only	REGISTRATION	Adjudicated	Eligible
11/29/2021	L3 VV ➔	volunteer only	REGISTRATION	Adjudicated	Eligible
08/06/2018	L3 + DR VV ➔	volunteer + driver	REGISTRATION	Adjudicated	Eligible

TRAINING

None

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
 - 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!