

AYSO Sterling Volunteers Background Check Instructions

- The following instructions will guide you through the background check process and hopefully you will successfully complete the background check.
- If you have submitted an AYSO volunteer application and your volunteer status is still Pending, please complete the instructions fully. If you are still having problems. Please contact Sterling Volunteers at **855-326-1860 option 3** to try to resolve the issue.
- In the interest of time, Coaches may submit a screenshot of their background check status per the instructions on slide 6, on so they can begin coaching until all issues have been resolved.

Complete Your AYSO Background Check

- Upon completing your AYSO Volunteer Application, you will receive an email from TheAdvocates@sterlingvolunteers.com with subject “Here’s the link to complete your AYSO volunteer application”
- This email contains your unique link to log into Sterling Volunteers to complete the background Check. It should be completed within 72 hours.
- If you get an error message after clicking the link, you may have already completed this step. If so, check for the email on the following page. If it has been more than 72 hours and you do not have that email, you may need to request a new link.
- If you did not receive this email or any of the other steps you can call the Sterling Volunteers at **855-326-1860 option 3** to try resolving the issue, or you can try the live chat option on at <https://app.verifiedvolunteers.com/en>.
- If there are discrepancies between these instructions and what you are experiencing or if you have success getting your AYSO Volunteer status to Eligible, please report back to me at coach1@ayso498.org

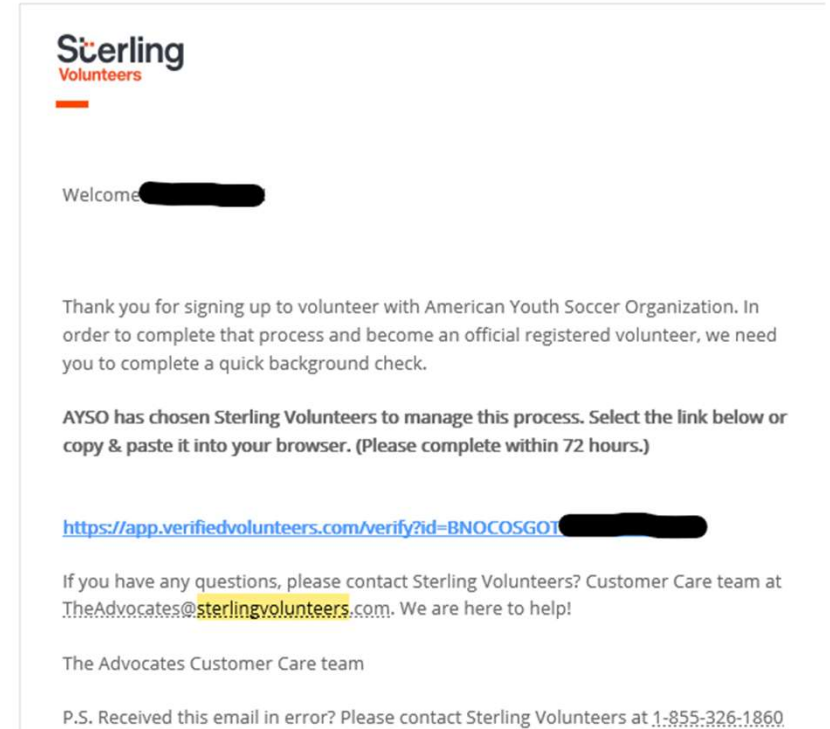
Here’s the link to complete your AYSO volunteer application



American Youth Soccer Organization <TheAdvocates@sterlingvolunteers.com>

6/23/2019 2:10 PM

To: [REDACTED]



Welcome Email

- Once you have created an account on SterlingVolunteers.com, you should receive a welcome email from TheAdvocates@sterlingvolunteers.com with subject “Your Sterling Volunteers Account”.

Your Sterling Volunteers Account



TheAdvocates@sterlingvolunteers.com <TheAdvocates@sterlingvolunteers.com>

6/23/2019 9:06 PM

To [REDACTED]

Sterling
Volunteers

Welcome to Sterling Volunteers! You have created an account and your username is:

[REDACTED]

Please keep this email for your reference. Use the web address below anytime you need to visit Sterling Volunteers.

<https://app.verifiedvolunteers.com>

Received this email in error? Please contact the Advocates Customer Care Team at TheAdvocates@sterlingvolunteers.com.

STAY CONNECTED



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Review Complete

- AYSO will review your background check and you should receive an email saying AYSO has reviewed your background check. There may be a delay from completing the background check to getting this email.

American Youth Soccer Organization has reviewed your background check




TheAdvocates@sterlingvolunteers.com <TheAdvocates@sterlingvolunteers.com>

6/23/2019 9:55 PM

To: [REDACTED]









Dear [REDACTED]

Congratulations! Your background check has been reviewed by American Youth Soccer Organization. You will be contacted by American Youth Soccer Organization to ensure all required steps have been completed prior to activating you as a volunteer.

You will see a badge on your Profile page displaying your level of background check. To view your detailed results, login and click directly on the badge.

If you encounter any issues, please feel free to contact us at the email address listed below and we will get back to you as soon as we can.

The Advocates Customer Care Team
TheAdvocates@sterlingvolunteers.com

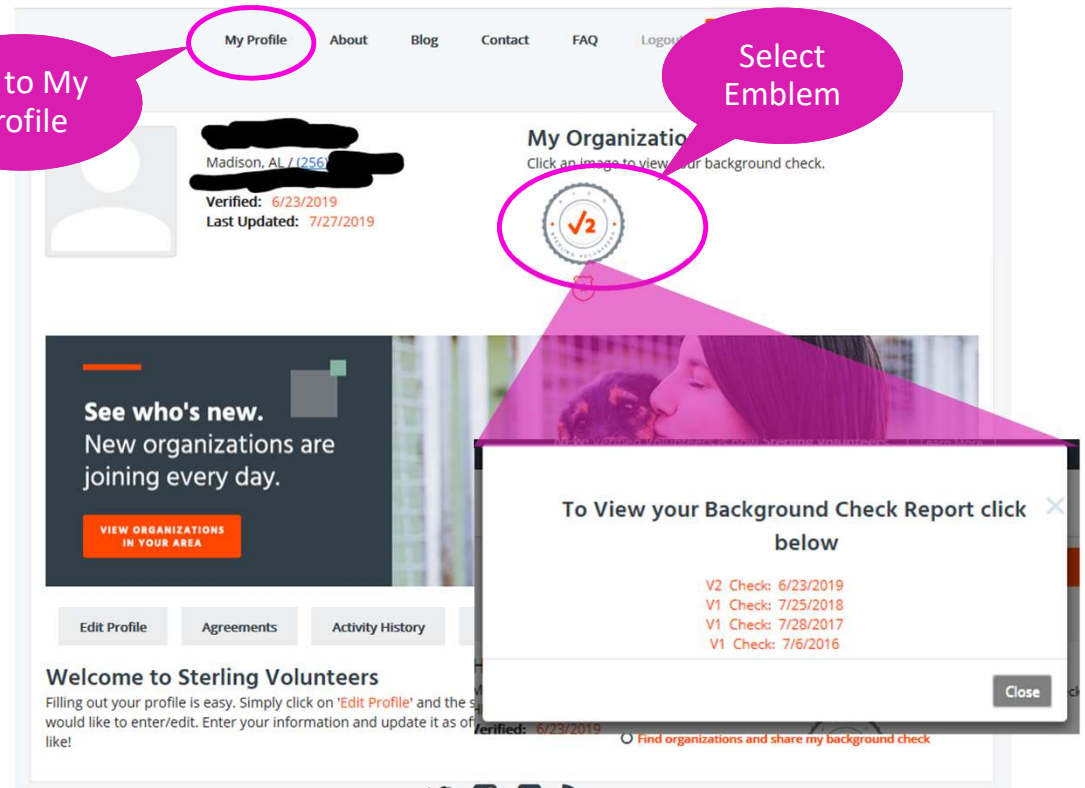
STAY CONNECTED    

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This email is CONFIDENTIAL. It is intended only for the use of the person to whom it is addressed. Any distribution, copying or other use by anyone else is strictly prohibited. If you have received this message in error, please telephone or email us immediately and destroy this message.

Verify Your Background Check

- If your volunteer status still shows up as Pending or status other than Eligible on ayso498.org email a screenshot of your Sterling Volunteers report using the following procedure.
- Log into app.verifiedvolunteers.com and navigate to “My Profile”
- Click on the emblem with a checkmark and number “2”.
- Select the V2 Check. This will take you to the screen on the following slide.



Email Screenshot of Your Background Check status

- Confirm American Youth Soccer Organization appears in the Prepared For section.
- Confirm Green Checkmarks next to each check. A Yellow Checkmark indicates something was found or your report has expired.
- Make a screenshot showing the completed background Check Summary Report. Please ensure your Name Eligibility Date and AYSO ID is visible.
 - With the window active, press alt+print screen, or use an app such as “snipping tool” in windows 10 to create a screenshot.
- Email the screenshot with the words “Background Status”, Division (7UB etc.), and your Name, to your Coordinator. CC commissioner@ayso498.org and coach1@ayso498.org

Sterling Volunteers

My Profile **Confirm AYSO** Contact FAQ Logout **Get Verified**

How do I read this Report? Close

Confidential Background Check Report

Prepared for:
American Youth Soccer Organization
Account ID: [REDACTED]
AYSO ID: [REDACTED]

Candidate: [REDACTED]
Order ID: [REDACTED]
Order Date: June 23, 2019
Eligibility Date: June 23, 2019

Background Check Use: Volunteerism/Non-employee position

Candidate Information

[REDACTED]

Monthly Update Status

July 27, 2019

Background Check Report Summary

Level 2: Advanced Criminal History Record Locator Search

- AL-State Judicial Information System State Criminal Search
- Government Watch List Search (OFAC)
- DOJ Sex Offender Locator Select

Includes the following locator products/search tools:

- Nationwide Search
- Social Security Trace

Results Quick View

- American Youth Soccer Organization has reviewed your background check.
- Monthly Update Status: Clear
- Level 2: Advanced Criminal History Record Locator Search Locator Select

General Disclaimer

Pursuant to Minn. Stat. Ann. § 332.70(d): The report may include information that has been expunged, sealed, or has otherwise become inaccessible to the public since the date it was collected.