

LIFEWISE ACADEMY



PROTECT MY MINISTRY USER ADMIN GUIDE

Congratulations!

You have been selected to ensure all LifeWise Board Members, staff and volunteer team members in your program are screened and trained through Protect My Ministry (PMM). This guide will direct you through the process.

Directing Team Members to PMM

When you need someone to undergo a background screening for your program, direct them to lifewise.org/background and ask them to click on the role they are applying for. Please instruct teachers and drivers to select “Staff Members.” If a volunteer or staff member already has a current background check through another LifeWise program and the same background check level, an additional background check is not needed. Program Directors can submit a ticket to Human Resources to request this information.

If the team member’s program is in Pennsylvania, they will need to go through a different background screening process. Please refer to the instructions listed on the [FCA PA Background Checks](#) page but submit documentation to HR@lifewise.org instead of the FCA team member.

Setting Up Your Account

Once the team member has read and reviewed the documents on the website and entered their information into PMM, you should receive an email from message@mobilizemyministry.com. If you don’t see the message in your inbox, please check your spam folder or type the email address in the search bar. Click on the link in the email and log into PMM’s [Ministry Mobilizer](#) site using your username and password. If you lose or forget your username or password, follow the retrieval process listed on the login page.

The Process

When you log in to Ministry Mobilizer, you’ll be brought to the Pipeline, where you will see all team members who have authorized background checks.

1. Find the person’s name for which you want to order a Background Check and Child Safety Training
2. Check the far left box in that person’s row
 - ◆ You should see available action buttons across the top of your team member list
 - ◆ You can select multiple people and reorder background checks or child safety training links for all using the action buttons, but for the initial background check, be sure to follow the steps below to verify all information first
3. Click the pencil icon on the right of the person’s row and review the information they have already entered into the system

- ◆ You can view the authorization form by clicking the blue text, “View Most Recent Authorization Form”
- 4. Review their application information
 - ◆ NOTE: You can make basic changes to their information, such as correcting capitalization errors in the “Name” field by first clicking the Edit button (upper right)
- 5. Click “Save” at the bottom if you made any updates
- 6. View the Application Questions by clicking “Application” on the top menu, then clicking “Questions” and “Children” in the sub-menu
 - ◆ You want to see “Yes” to all questions in the Questions section and “No” to the question in the Children section
 - ◆ If you see anything else, please contact your Program Coach for next steps.
- 7. Click on “Background Checks” in the top menu, then click “+Order a Background Check”
- 8. Choose “Select a predefined package,” then order a “Basic” Package for Volunteers. Order a “Plus” Package for Board Members and Staff.
- 9. Select “Search aliases” for those who entered aliases or maiden names
- 10. Scroll down to order Child Safety Training. For Program Directors and regular teachers, check “Employee.” For Board Members, substitute teachers, drivers and volunteers, check “Volunteer.”
- 11. Click “Next”
- 12. If you ordered a “Plus” search, a screen for Criminal Search – County or Statewide will appear. Use the Find County option at the bottom to enter the State City or Zip code, then press “Search”
 - ◆ The correct State and County should appear above in the Criminal Search - County list.
- 13. Click “Next”
- 14. Check the box that says “Click here to certify that you have secured authorization”
- 15. Click “Order”

1-3 Days Later

- ◆ Click on the blue “View” button in the report column (last column in the applicant’s row) for the individual(s) for whom you ordered the screening. **View the completed report and verify that no record exists.**
 - ◇ Verify that status says: NO RECORD
 - ◇ If status indicates: ALERT (in red)
 - Notify hr@lifewise.org
 - The HR team will assist in deciding the applicant's future involvement in the program based on the background check
 - While the background check is under review, the applicant should refrain from working in the program. The HR team may request additional information about the background check alert(s) and a character reference from a pastor who is aware of the alert(s.)
 - Once a decision is reached regarding the applicant's background check, the Program Director will be informed. If the applicant is not permitted to work in the program, the HR team will assist in communicating this decision to them.

14 Days Later

- ◆ Verify that Child Safety Training has been completed by verifying that the word “Complete” appears in the training column for the individual for whom you ordered training. If the Training

Column says “Expired,” please follow the instructions in the FAQ below to resend the Child Safety Training link.

Frequently Asked Questions

- ◆ **Q: What should I do if someone has a current background screening through another organization?**
 - ◇ **A:** LifeWise Academy requires that all team members complete a background screening through Protect My Ministry, even if they have a screening on file with another organization.
- ◆ **Q: The Child Safety Training link expired after 14 days. Can I resend the Child Safety Training link?**
 - ◇ **A:** Yes. Find the person’s name in your Pipeline and check the box on the left of their Row. In the actions row above, click on “Email Training Invite.” Select the appropriate training level and click “Submit Order.”
- ◆ **Q: How do I provide another organization proof of screening?**
 - ◇ **A:** Log into Ministry Mobilizer, find the name of the person in your Pipeline, click “Complete” in the Report Row and download proof of screening as a PDF. Then, you can print the document or send it in an email.
- ◆ **Q: What does a red X mean in the Authorization Column?**
 - ◇ **A:** This means the person didn’t enter all of the required information in Step 3 in the Background Screening.
 - NOTE: As a PMM User Admin, you are able to add and correct almost all of the information on an Applicant. The exception is the person’s Social Security Number, which you cannot see or alter.
- ◆ **Q: I’ve got some people in my pipeline who aren’t part of my program. What should I do?**
 - ◇ **A:** Submit a ticket to have your access adjusted.
- ◆ **Q: I have a Volunteer who contacted me saying they never received the Child Safety Training link. What should I do?**
 - ◇ **A:** First, double check that the link was sent to them. Find their name on your list and make sure the Training Column says “Pending.” If the Training column is blank, it means the training was never ordered. Click on the checkbox on the left of the person’s row and then select “Email Training Invite” from the actions above.
 - ◇ If their column says “Pending,” try the following steps:
 - Have them search their email for “message@protectingourkids.com Child Safety Training”
 - Have them check their Spam and Junk email folders
 - Verify their email address is correct
 - Try to order the Training again and ask them to verify whether they received it in 24 hours
 - If none of the above resolves the situation, please submit a support ticket for assistance
- ◆ **Q: Is there a way to view previous background checks?**
 - ◇ **A:** Yes, you can view all current and previous background checks by clicking the “Child Safety Training” tab on the left, then “Complete” from the top menu
- ◆ **Q: What should I do if someone has an alert on their background check?**
 - ◇ **A:** Inform the HR team as soon as possible. If their background check contains alert(s), the applicant should not be involved in the program until their background check is reviewed by the HR Team.