CMS Background Check and School Sign-In FAQ

1) *Why do I need to complete a background check?*
Charlotte-Mecklenburg Schools screens all volunteers to ensure the safety of our students. The screening includes completion of an online volunteer registration form and a criminal background check. Heart volunteers may not work with CMS students until their background check has been cleared.
More information on CMS website:
http://www.cms.k12.nc.us/cmsdepartments/vp/Pages/VolunteerScreening.aspx

2) *Do I have to re-submit a background check if I tutored last year?*
Yes, every summer the system clears in mid-July. Returning tutors will receive several emails from CMS asking you to "re-submit" which essentially reactivates your CMS Volunteer Account. You are welcome to do this as soon as you are emailed. You will be able to login and add your school site later if it is yet to be confirmed. Returning tutors will login (https://www.cmsvolunteers.com/) and confirm school locations (if changed), select whether or not you are interested in becoming a proctor, and click submit. You will not receive a confirmation email once you have completed this if you are a returning tutor.

3) *What do I do if I forgot my password?*
Reset your password: https://www.cmsvolunteers.com/lostpassword.php

4) *What if I forgot my login or password and my email address has changed?*
Contact Padgett Vaughn at padgett.vaughn@hearttutoring.org or 704-651-2133 who will ask the district to clear out your previous information and allow you to re-apply for your background check.

5) *Who can view my personal data that is submitted through the background check?*
When you register, you will establish a personal user name and password for your profile information. You will use this regularly to update your information. Your profile information is available to the volunteer coordinator at the school(s) you select as your preferred school(s), CMS Law Enforcement and the district's volunteer supervisor. CMS will not give your information to anyone else. After researching the safest way to store volunteer data, CMS has opted for a secure Web server not housed at CMS and used by many local banks. CMS also follows North Carolina laws limiting access to volunteer information.

6) *Is it required to submit my Social Security number to complete the background check?*
Yes, all Heart volunteers must complete their background check with their Social Security number. Using a passport number does not provide the necessary clearance to volunteer with Heart.

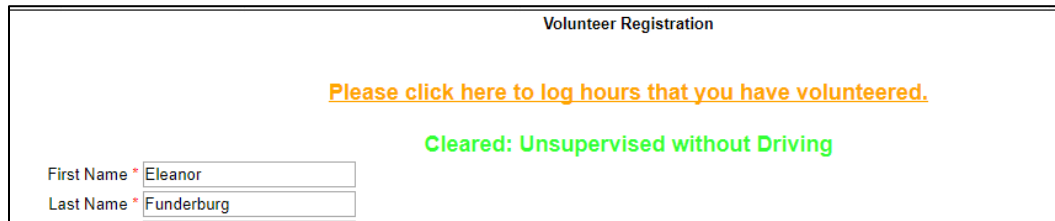7) *What if I don't have a driver's license?*
CMS policy requires that all tutors include their driver's license number on their background check application, so a driver's license is required to sign-in at the school and tutor.

8) *What if I submitted my information on the volunteer system but I haven't been cleared?*
Please check your email for a verification link from CMS. Your background check process starts once you have verified your email.

9) *How do I know if my background check has been approved?*
   If you are a first-time volunteer you will receive an email that your background check is "Cleared: Unsupervised without Driving." For first-time and returning volunteers, you can log back in at https://www.cmsvolunteers.com/ and see this status at the top of the screen:

Volunteer Registration
Please click here to log hours that you have volunteered.
Cleared: Unsupervised without Driving
First Name * Eleanor Last Name * Funderburg

10) *Is there an age limit for volunteers?*
    All volunteers must be 18 years old or older to complete the CMS background check.

11) *Why does it say "Name not found in records" when I sign in using my license at the school?*
    This will appear if:
    a) You have not completed the CMS background check.
    b) Your legal name on your license does not match the name on your CMS Volunteer Profile. To fix this, please login at https://www.cmsvolunteers.com/ and ensure your first and last name match your license.
    c) You have included a middle name, initial, or "junior" on your CMS Volunteer Profile. To fix this, please login and ensure your profile has only legal first name and last name.
    d) You have two first names or last names and the driver's license is reading something via lobbyguard (the school sign-in system) that is different than what is on your CMS Volunteer Profile. To fix this, please sign in at the school as a visitor and scan your license. The lobbyguard badge printer will print you a nametag, and whatever is on that nametag is how your CMS Volunteer Profile should look.
    e) Please contact Padgett Vaughn padgett.vaughn@hearttutoring.org or 704-651-2133 with any issues or questions.