What to Expect When Submitting a Youth Program Session

Program Director

When a program/individual has been registered and submitted: automated emails from Sterling Volunteers (background check) are sent the following day, and UM Youth Program designated individuals will get confirmation email from the registry with a link to access the YPP training the day the program is submitted.

Please note:

- For designated individuals hired within 12 months and who completed an HR background or driver's record check, mark them as not needed in the registry and note the HR check and hire date.
- Upon the expiration of the HR background check, the individual must complete a check through our vendor before being added to another session.
- Status of background check and drivers record check are updated in the registry twice per business day.
- UM Youth Program (via Ideal-Logic) send an email to access the YPP training course, or you can access it on the registry homepage (https://apps.ideal-logic.com/musypp) using umsystem.edu email to log in.
- Once the YPP training course is completed, it is valid for 365 days.

Watch for these emails:

- ✓ **Registration confirmation**
- ✓ **Background Check Invitation from Sterling Volunteers**
- ✓ **Confirmation with link to YPP training from: umyouthprograms@umsystem.edu via Ideal-Logic**

Automated emails milestones:

Submitted - this email notifies you of a successful submission.

Saved but Not submitted Reminder (In Progress Reminder) - this email generates if the session form was started and saved but not submitted. A reminder will be sent 24 hours after last save.

Session Compliant or Not Compliant - You will get an email when the status of the session changes to compliant or not compliant.

Program Canceled - if the requester cancels their registration, the requester & Youth Program Manager will receive a confirmation email of the notification of the cancellation

Attendance Needed - There is a warning message on your home dashboard and an email is sent after program's end date for a post-session evaluation to be completed, confirming the final attendance number.

Designated Individuals will get these:
- **Confirmation email** of registrations detailing their requirements for working with youth -*(which requirements are needed, if applicable)*
  - Background Check authorization from Sterling Volunteers
  - Training Status Notification
- **Reminder email** of outstanding requirements every 7 days until completed.
- **Final reminder** email prior to being withdrawn from the program for noncompliance will be sent 5 days prior to the program start date.
- **Expiring notification** - Individuals will be notified if their requirement is expiring and they've been registered for a session.

*If the requirements have been fulfilled, they will not get any email from the system.

Sample Email from Sterling Volunteers

WARNING: This message has originated from an External Source. This may be a phishing expedition that can result in unauthorized access to our IT System. Please use proper judgment and caution when opening attachments, clicking links, or responding to this email.

Sterling
Volunteers

Welcome **Name**!

You are invited by The Curators of the University of Missouri to complete a background check with Sterling Volunteers.*

As part of your volunteer application process with The Curators of the University of Missouri, we need you to complete a quick background check. Select the link below or copy & paste it into your browser. (Please complete within 72 hours.)

Order My Background Check

The Advocates Customer Care team
Questions? We're here to help: https://app.sterlingvolunteers.com/en/Mains/Home/support.

Sample Email from UM Youth Programs via Ideal-Logic

You have been registered as Designated Adult for the following program involving youth: **Flowers test camp**.

The University Youth Protection Policy requirements include:

1. Annual Youth Protection Training -The training course is in the **Youth Protection Portal**, using the red **Action Required** box and selecting on the **Begin Training button** if you need to complete this requirement.

2. Background and/or drivers record check - If applicable, complete the necessary requirements to authorize and/or renew your background check. **You will receive an email from Sterling Volunteers, after 1 - 2 business days from the date of this message, to authorize a new background check, and drivers record check, if required.**

Outstanding requirements

Actions noted below, must be completed **before** participating in the program. Directions are included for each requirement.

Flowers test camp - May 11, 2025

Not Compliant
Background Check

All Designated Individuals working with youth during the program undergo a criminal background check. The check must be conducted and successfully cleared **prior** to the start of the program. If you are transporting youth, a driver's license check will also need to be completed.

Please complete the necessary requirements to authorize a new or background check renewal, and drivers record check if required. You will receive an email from **Sterling Volunteers**, as a separate email, to complete this process. Please search your email inbox if you need this requirement.

Note: If you are no longer participating in this program, please contact your Program Director so they can note this in the system.

The university requires you to log in using your 'umsystem.edu' email address.

Thank you,
University Youth Program Compliance

ideal-logic
Click to Log In. Sent from **UMS Youth Protection Portal**, a service of Ideal-Logic.
You are welcome to reply to this message. Replies will be sent to umyouthprograms@umsystem.edu.