



Background Check Instructions

- All volunteers must clear a background check before they may begin volunteering. They may not want to log hours, but they must fill in the online application to begin, or continue, volunteering. Background checks must be renewed annually. It is the responsibility of VIPS Coordinators ensure all volunteers in their building have cleared the check. As a coordinator, you have several reports you can run at any time to check on volunteers' status.
- New volunteers will follow the instructions on the page that appears after clicking on the "New Volunteers" link (see detailed instructions below). Existing volunteers will log in as usual; 30 days before their background check expires, they will see a red box, reminding them to renew their background check.
- If a volunteer has never logged hours before, their password is "vips". After they use this password, they will be prompted to create their own password. If a volunteer is unable to remember their ID or password, they can use the "I forgot my password" link to have the information emailed to them. If they no longer have access to the email where the password will be sent, the coordinator may reset a volunteer's password by logging in as a coordinator and selecting "Edit" under the "User Record" column of the volunteer listing for their campus.
- The background check process is almost instantaneous, and the applicant will usually receive an email within minutes with the results. Those who clear can print off their VIPS Credentials and begin volunteering. They should also contact the VIPS Program Liaison to schedule an appointment to have a photo VIPS ID badge made.
- Those who do not clear will need to call the HR phone number that appears on the screen. At that point, HR staff will run a report and review it to determine if the offense is minor and should not affect the applicant's ability to volunteer. However, because this is done manually, this may take several weeks.
- Volunteers can edit their own records, including changing their name and adding or deleting the schools of their choosing. Volunteers will only appear in the campus volunteer lists of the campuses they have selected. If a coordinator deletes a volunteer from their campus list (because that parent is no longer at the campus), the volunteer is only deleted from the campus list, and NOT from the whole VIPS database.
- Volunteers who complete the application process are automatically added to the VIPS database, and coordinators can check any time to see their list of approved volunteers.
- If you have an applicant who does not have a computer, and they come to your building in person for assistance, please offer them a computer to complete the volunteer registration process. If you do not have one, you may refer them to the HR office, where there are two available computers. Please try to provide customer service and not send any volunteer away angry or upset.

New Volunteer Background Check Instructions

- From main HEB ISD webpage, click on the Volunteers (VIPS) block at the bottom of the page.
- On the right side of the page, click on “New Volunteers”.
- Complete the VIPS Registration information, making sure to click on the box at the top consenting to the criminal background check.
- Enter in all required information and select “Next”.
- Your volunteer ID number is assigned and appears at the top of the page.
- Select one campus to volunteer at (additional campuses may be added once the registration process has been completed) and click on “Next”.
- Enter address, click “Next”.
- Watch the video.
- When the video has finished, read the three conditions to volunteering and click on each box, indicating your agreement. At the bottom, click on the “I agree” box.
- An email is received when the background check has been processed. If the check passes, log into the VIPS HourTracker system (select either LOG HOURS/Log-In or Returning Volunteers) from the menu of options on the right of the page on the Volunteers page.
- Enter volunteer ID number and password (vips). A prompt will appear asking volunteer to change the password.
- Once the password has been changed, volunteer may select “Edit My Info” to select more schools to volunteer at, and also update any other information.
- Those who do not clear the background check process will receive an email from the company which processes the checks, and be instructed how to proceed. Volunteer may also contact HEB ISD HR representative at 817-399-2353 who can review the report to determine if the offense is minor and should not affect the applicant’s ability to volunteer. However, because this is done manually, this may take several weeks.