

CMGConnect

DRIVING COORDINATOR GUIDE

Managing Approved Drivers

If you are responsible for managing approved drivers at your location, please contact cmgconnect@catholicmutual.org or click the  button to request access to your site.

This short guide includes instructions to:

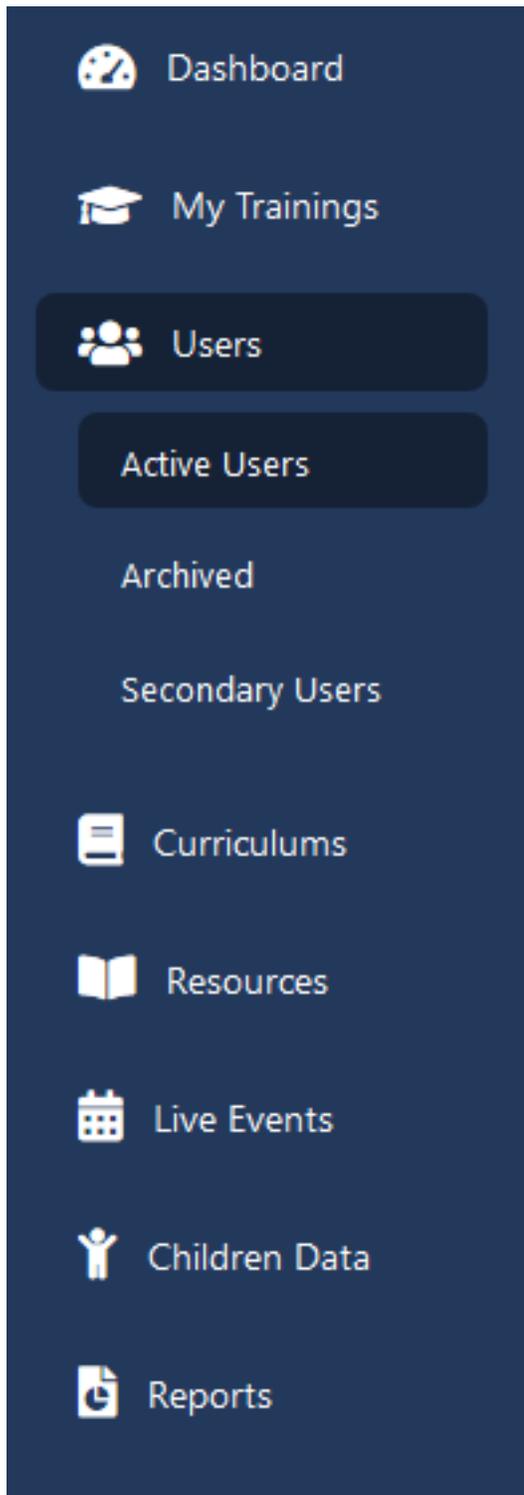
- View users at your location and confirm approved driver status
- Look up users within the arch/diocese to verify driving status
- Pull curriculum reports to view who has completed training at your location

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Administrative Tab Views

The tabs to the left of your screen allow you to access information about your specific location.



- My Trainings—will give you access to take training for your own training.
- Users—will pull a list of users at your location; you can also search for Approved Drivers throughout the Arch/Diocese.
- Curriculums—will allow you to run reports to see which users have completed the Required Defensive Driving training
- Resources—access resources such as this coordinator guide, end-user instructions, and any other documents the diocese has available to assist you in your role
- Live Events - N/A
- Children’s Data— N/A
- Reports - allows you to run a report for multiple curriculums, i.e., English and Spanish, in one spreadsheet.

Users Tab

This tab allows you to pull up a list of your location's active users, archived users, and any users you have added to your secondary user list. You can also search for users within the Arch/Diocese.

You can view a driver's certification status at a quick glance on this page. Users with a current MVR will be marked as Approved Driver, Declined Driver, or Driver not recommended.

The screenshot shows the 'Users' management page. The sidebar on the left has 'Active Users' highlighted. The search form includes fields for Last Name, First Name, Middle Name, Maiden Name, Username, Email, Phone, Address 1, USCCB, Certification Status, and Site. There are checkboxes for 'Include Archived Users' and 'Search Full Diocese'. The table below lists users with columns for First name, Last name, Username, USCCB Role, Certification Status, Certification Date, BG Check Date, and Actions. The 'Certification Status' column is highlighted with a red box, showing 'Approved Driver' for all listed users. A 'Support' button is visible in the bottom right corner of the table area.

First name	Last name	Username	USCCB Role	Certification Status	Certification Date	BG Check Date	Actions
Patti	Anderson	panderson@covingtoncharities.org	Employee	Approved Driver	04/17/2018	04/13/2018	
Amy	Bauer	abauer79	Employee	Approved Driver	03/27/2018	03/22/2018	
Vicky	Bauerle	vbauerle@covingtoncharities.org	Employee	Approved Driver	03/20/2018	03/13/2018	
Charlotte	Boemker	CBoemker	Employee	Approved Driver	09/06/2018	09/05/2018	
Megan	Bowling	bowlingm3	Employee	Approved Driver	04/17/2018	04/12/20	

Certification Status: allows you to quickly see the status of your drivers.

Search Full Diocese: allows you to search for users that are volunteering at your parish/school but are not primary to your location. You will also have the option to star them for your secondary user list.

Export: allows you to run a report of your users to sort and view a complete list of users at your site and who has an Approved Driver status. The downloaded document will open in Excel.

Note: If you would like to save your downloaded file, change the file type to 'Excel Workbook' rather than 'CSV (Comma delimited)' to retain formatting changes.

Users Tab (continued)

You can View a user account or mark a user to your secondary user list by click the Favorite option.

First name	Last name	Username	USCCB Role	Certification Status	Certification Date	BG Check Date	Actions
Patti	Anderson	panderson@covingtoncharities.org	Employee	Approved Driver	04/17/2018	04/13/2018	View Favorite
Amy	Bauer	abauer79	Employee	Approved Driver	03/27/2018	03/27/2018	

Secondary User List

This list will not have any users listed unless you specifically select them. Typically this is used for volunteers who frequently help at your location, but are still a primary user at a different location.

View

Gives you an overview of the user account and training activity, account status, and the option to toggle between certification status, background check/MVR, Connect Trainings, etc. This is where you will find dates for specific data.

Patti Anderson

Home / Users / User Details

[Edit User](#) [Users List](#)

Patti Anderson
Status: Active

First Name	Patti	Diocese	Covington	DL State	
Middle Name		Site	Catholic Charities Inc.	DL Number	
Last Name	Anderson	USCCB Role	Employee	Categories	Employee
DOB	12/24/1955	Username	panderson@covingtoncharities.org	Department	Housing
Email	panderson@covingtoncharities.org	System Role	trainee	SIR	Yes
Phone	859-512-6572	Language	en		
		Location	2188 Hempfling Road, , Morning View, KY, 41063		

Account Created: 06/28/2016 00:39 – Account Updated: 05/15/2019 08:43 – Last Login: 04/13/2018 19:25 (1)

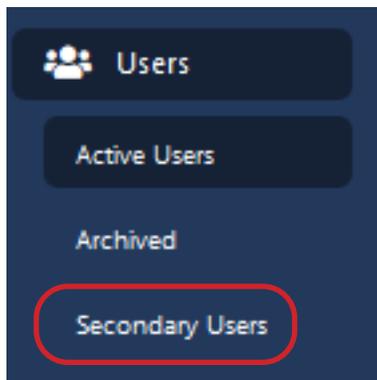
- Certification Statuses (1)
- Background Checks (1)**
- Connect Trainings (1)
- Live Events (0)
- Imported Trainings (0)
- Imported Live Trainings (1)
- User Notes (0)

Background Checks

Date Completed	Check Type	Service	Notes
04/13/2018	CMG MVR Check	Selection.com	

1 background check(s).

Users Tab (continued)



Secondary Users

This page will list any users within the diocese whom you have selected as a secondary user by clicking the star icon. You can also remove them from this list by clicking the drop-down and selecting 'Remove from Secondary List'.

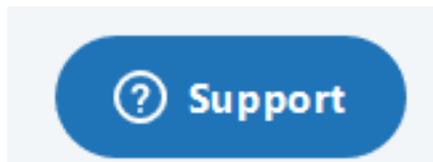
Please keep in mind that this list is individual—that is, users you add to your own Secondary User List will not appear on lists for other administrators, even if you are admins for the same location.

Last Name	First Name	Username	Certification Status	Cert Status Date	BG Check Date	Last Login	Deleted At
Anderson	Patti	panderson@covingtoncharities.org	Approved Driver	04/17/2018	04/13/2018	04/13/2018 19:25	 View Remove from Secondary List

< Prev 1 Next >

Archived Users

If you need to recover/re-activate a user please contact cmgconnect@catholicmutual.org or complete the Support form at the bottom of the page.



Certification Status Definitions - Driving ONLY

**If your Arch/Diocese also uses the Safe Environment program on CMG Connect, please view page 7 for definitions of the certification statuses.*

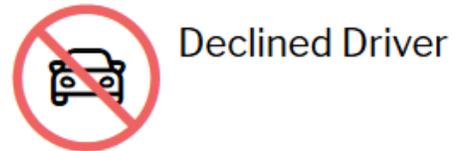
Driver has completed training and their MVR results were cleared.
Covered by insurance.



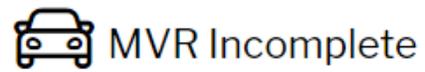
User may have less than 3 incidents/ moving violations within the past 3 years.
Covered by insurance, but use your own discretion to allow driving assignment.



User has citations and/or convictions that fall under the "MVR Rejection Guidelines" shown below. *Not covered by insurance.*



MVR is missing correct data. (Ex: User submitted inaccurate driver's license #, date of birth, etc.)
Please see page 8 for next steps.



MVR REJECTION GUIDELINES

MVR reports with any of the following citations or convictions in the last three years will be marked as "Declined Driver":

- a. Driving under the influence of alcohol or drugs.
- b. Hit and run.
- c. Failure to report an accident.
- d. Negligent homicide arising out of the use of a motor vehicle.
- e. Operating a vehicle during a period of suspension or revocation.
- f. Using a motor vehicle for the commission of a felony.
- g. Operating a motor vehicle without owner's authority (grand theft).
- h. Permitting unlicensed person to drive.
- i. Reckless driving.
- j. Speed contest.
- k. Any combination of accidents and moving violations which total three (3).
- l. Drivers license expired/revoked/suspended.
- m. No record of a drivers license found (more information may be needed).
- n. International drivers license.

Certificate Status Definitions - Driving & Safe Environment

These statuses are only applicable if your Arch/Diocese also participates in the Safe Environment program on CMG Connect. The NEW STATUS will be what you will see for any user who has an existing entry under the "Certificate Status" column that is not one of the Driving-specific options.

Current Certificate	+	Driving Status	=	NEW STATUS:
 Yes	+	 Approved Driver	=	 Yes (SE/DD)
 Yes	+	 Declined Driver	=	 Yes (No Driving)
 Yes	+	 MVR Incomplete	=	 Yes (MVR Incomplete)
 No	+	 Approved Driver	=	 No SE/Driving Only
 No	+	 Declined Driver	=	 No SE/No DD
 No	+	 MVR Incomplete	=	 No SE/MVR Incomplete

Please contact the CMG Connect Support Team if you have any questions about the updated status on an user account OR if an account is updated incorrectly.

Following Up on an “MVR Incomplete” Status

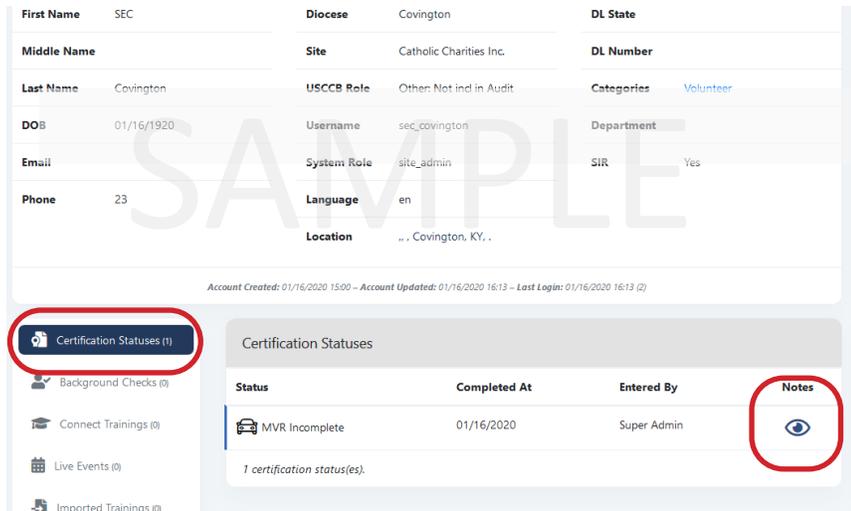
If a user accidentally submits inaccurate or incomplete information for their MVR, they will need to submit a new MVR request. The following process will allow you to determine what information needs to be resolved as well as how to direct the end user.

First Name	Last Name	USCCB Role	Diocese	Site	Site City	Curriculum	Certificate Status	Check Requested	Check Completed
Donald	Poland	Educato...	Charleston	St Elizabeth Ann Seton Catholic High School	Myrtle Beach	Defensive Driving Curriculum & Motor Vehicle Report – Charleston	 MVR Incomplete	08/13/2019	08/13/2019

STEP 1

View the user account. Click the Certification Statuses area. Click the notes icon*.

The note will state which information the user entered incorrectly during their initial submission. (Ex: Incorrect date of birth, License # not found, etc.)*There may not be a note entered, but users will still need to progress to Step 2.



The screenshot shows a user profile with fields for First Name, Middle Name, Last Name, DOB, Email, Phone, Diocese, Site, USCCB Role, Username, System Role, Language, Location, DL State, DL Number, Categories, and Department. Below the profile is a 'Certification Statuses' section with a table:

Status	Completed At	Entered By	Notes
 MVR Incomplete	01/16/2020	Super Admin	

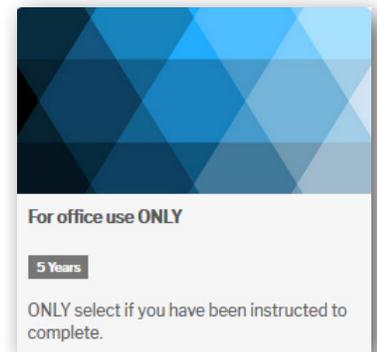
STEP 2

Instruct the user to log back in to their account to re-submit their MVR request. Inform them of which details specifically need to be corrected (*date of birth, drivers license #, etc.*) to be fixed in the new MVR request, if noted.

STEP 3

The user will need to scroll down under the Optional Training Curriculums area to locate the **For Office Use ONLY** module.

- After they have clicked to submit the new MVR, you will be able to see an “N/A” entry under the Background Check Status section of their profile.
- Once they have submitted the new MVR, please click the  button or contact cmgconnect@catholicmutual.org, to request that the submission gets pushed through and provide a copy of the individuals driver’s license (*so we can verify the information is correct before submitting a second time*). The new submission will **NOT** process without contacting us - **OR** - providing a driver’s license.



STEP 4

A new MVR with the corrected details will be submitted after the request is pushed through by request. The user will be given a new driving status after the results are reviewed by the Catholic Mutual Group Underwriting department.

Curriculums

To run a report for training compliance at your location, click the **Curriculum** tab. All the diocese curriculum will be listed. Search for the Required Driving Curriculum to run reports. Click the drop-down for the curriculum you want to view.

Name	Pages	Created By	Created At	Expire Status	Lock Status	Recertification
Manejar a la defensiva currículos (Defensive Driving)	2	Super Admin	06/10/2016	Never Expires		No
NUEVO: Manejar a la defensiva currículos (NEW Defensive Driving)	2	Super Admin	09/07/2017	Never Expires		No
Driving Administrator Curriculum	3	Super Admin	06/06/2016	Expires every 2 Years		No
Defensive Driving Curriculum & Motor Vehicle Report – Covington	7	Super Admin	01/03/2018	Expires every 5 Years		No
Entrenamiento de Manejo Defensivo (Driving & MVR) - Covington	4	Super Admin	12/14/2018	Expires every 5 Years		No
Defensive Driving Curriculum	2	Super Admin	06/06/2016	Never Expires		No

Curriculum Info

Home / Curriculums / Defensive Driving Curriculum & Motor Vehicle Report – Covington All Curriculums

Overview **Completed Users** Started Users

Completed Users

Last Name: First Name: Username: Email: Apply Clear

Name	Username	Email	Started at	Completed at
Cynthia Dennemann	cdennemann	cdennemann@covingtoncharities.org	08/22/2019	08/23/2019
Mary Garcia	melindag	mgarcia@covingtoncharities.org	04/30/2019	04/30/2019
Donna Moreland	dmoreland@covingtoncharities.org	dmoreland@covingtoncharities.org	02/07/2019	02/07/2019
Stephanie Cherry	scherry	scherry@covingtoncharities.org	01/29/2019	01/29/2019
Julie Wagner	jwagner25	jwagner@covingtoncharities.org	09/17/2018	09/17/2018

You can toggle between Completed users and Started users for your lists, as well as search for a specific users.