

## Transfer VIRTUS® Training from a different Diocese

Took VIRTUS® in another Diocese: If an employee or volunteer took the VIRTUS® **live** training in another diocese they should contact the VIRTUS® helpdesk directly at 888-847-8870 or email the helpdesk see the following instructions.

They would go to [www.virtusonline.org](http://www.virtusonline.org) and click on 'Contact Information'.



Then click on 'message us using our Online Helpdesk Email Form'.

**For help with registration, passwords, User IDs, background checks and website questions, please click here to first review our Online Help / FAQs section as your question may already be answered.**

After reviewing the [Online Help / FAQs section](#), for additional questions regarding online assistance, **message us using our Online Helpdesk Email Form.**

In your email make sure you give the information highlight in **YELLOW** below.

### **I moved / Need to transfer my account**

#### **Can I transfer my account from one diocese to another? (Answer)**

If your incoming diocese accepts safe-environment training through the VIRTUS programs, we'll be able to transfer your account from your original diocese to the new diocese. Please submit this request to our online helpdesk ([helpdesk@virtus.org](mailto:helpdesk@virtus.org)) by emailing us your full name, email address, original diocese and new diocese, your new parish / school, plus a phone number in case we need to contact you.

Most dioceses accept the VIRTUS training. If the incoming diocese does not accept the VIRTUS training, you'll need to communicate with them to see what training options are available to you. Please note that most dioceses will only accept **live training** if you need to transfer from one diocese to another.