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 [? Support] 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

Table of Contents

Administrative Tab Views

The tabs to the left of your screen allow you to access information about your specific location.
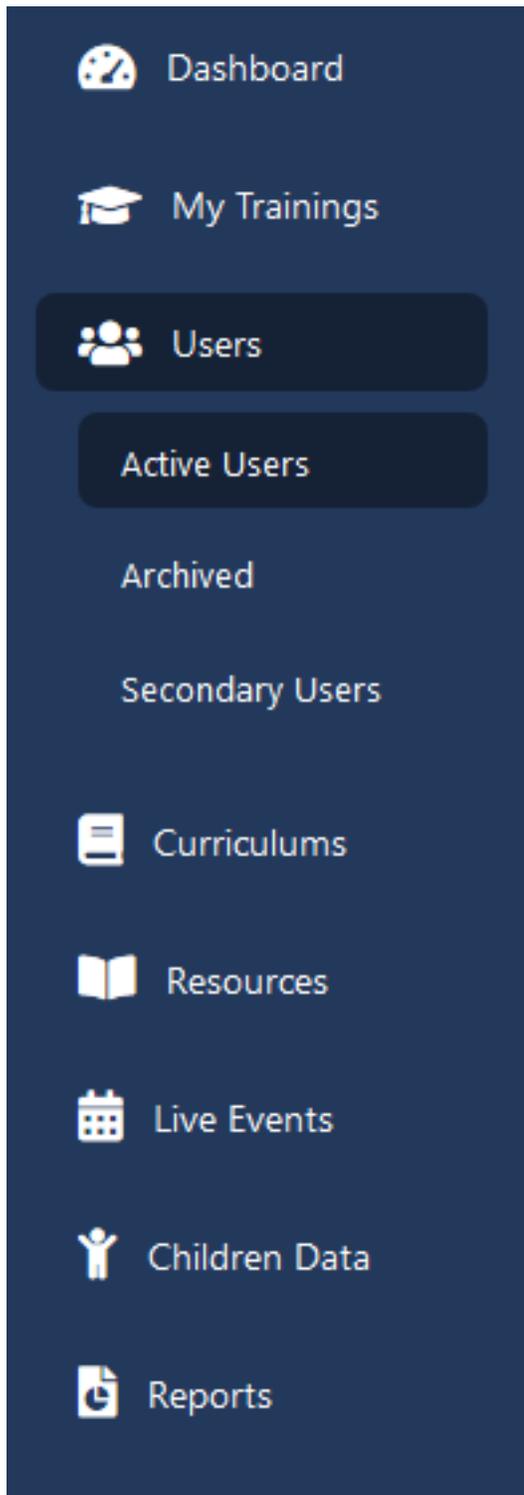
- My Trainings—will give you access to take training for your own training.

- 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 curriclums, 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.

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.

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.

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	⊙

‹ Prev 1 Next ›

👁 View
☆ Remove from Secondary List

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.

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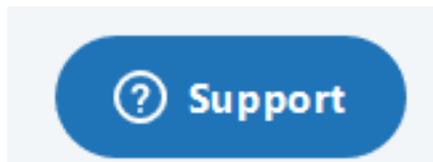
Certification Status Definitions - Driving ONLY

*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.

🚗 Approved Driver

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.

🚗 Driver Not Recommended

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

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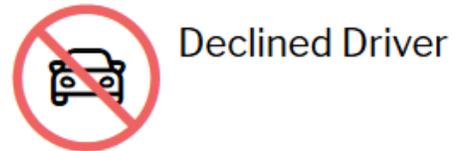
MVR is missing correct data. *(Ex: User submitted inaccurate driver's license #, date of birth, etc.)*
Please see page 8 for next steps.

🚗 MVR Incomplete
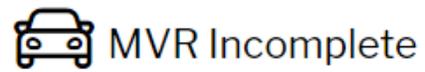
MVR REJECTION GUIDELINES

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.

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.

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 **? Support** 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.
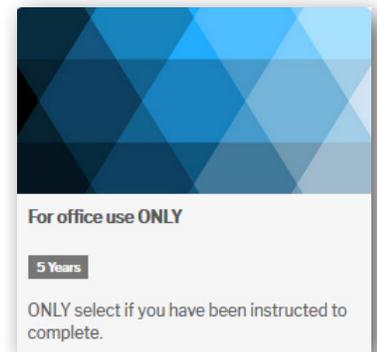
STEP 4

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.

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