

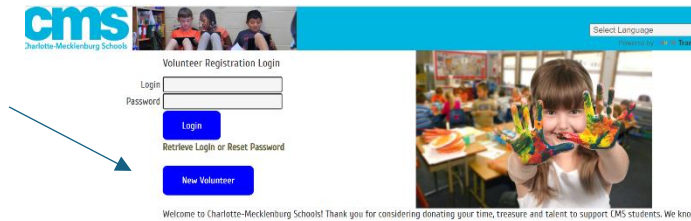
# Heart Math Tutoring – CMS Background Check

In this document:

- How to Register with CMS for the first time
- How to update your registration for 2024-25 with HMT
- Possible errors and/or reasons you're not showing up in our system
- FAQs

## How-to Register with CMS for the first time:

1. Go to [CMSvolunteers.com](https://cmsvolunteers.com) and select New Volunteer.



2. Please fill out the form completely.

- a. **Use your legal first name** (ensure it matches your driver's license). If this is a different name than what you signed up with, please let us know ASAP (email [Padgett](mailto:Padgett)) so we can confirm your background check.
- b. **Use a personal email rather than a work email.**
- c. **Select Heart Math Tutoring as your partnership organization,** otherwise you will not show up as a cleared tutor for us.
- d. **Select the school(s) where you will be tutoring.** If you haven't been assigned to a school yet, you can choose "I don't know" and then login to your profile once you've been assigned and select your school.
- e. **Type in your SSN here.** If you do not have a SSN or do not enter it into the system, you will not receive the background check clearance required to tutor a student one-on-one with Heart Math Tutoring.
- f. **Type in your driver's license number here.** If you do not have a driver's license or do not provide the number, you will not receive the clearance required to tutor a student one-on-one.

First Name \* Michael  
Last Name \* Scott  
Login \* mscott9  
Password \* .....  
Confirm Password \* .....  
Home Address \* 1800 Dunder Way  
City \* Scranton  
State \* PA Zip \* 29218  
Home # \* 704-556-7623  
Work/Cell #  
Email \* michael.scott@gmail.com  
Partnership Organizations \* Heart Math Tutoring  
Exam Proctor? \* No  
Please specify the schools where you are planning to volunteer. If you select "I don't know", please contact cmsvolunteers@cms.k12.nc.us to arrange an assignment.  
Maps: Elementary Schools Middle Schools High Schools  
School 1 \* Bruns Academy  
School 2 <Please Select>  
School 3 <Please Select>  
School 4 <Please Select>  
School 5 <Please Select>  
Criminal Background Check  
ID Type \* SSN ID Number \*  
If you choose an ID Type other than SSN, you will only be "Supervised" clearance does not allow you to chaperone/p other than SSN, you will be required to present your picture before the background check process begins.  
Driver's License State \* <States>  
Driver's License Number \*

3. Once you hit submit at the bottom, you will receive a verification email to the email address you provided. The email will come from [noreply@cmsvolunteers.com](mailto:noreply@cmsvolunteers.com). Please open your email and click on the verification link. (This email will sometimes end up in your junk/spam folder. If you do not see the email come through please check your junk/spam folder in order to verify.)

I understand that by submitting this I background check using the informati to the best of my knowledge.

Submit Log Out

- Once you have verified your email address, the background check process will begin. This typically takes 24-48 hours, and you will receive an email when you have been cleared. This email will also come from [noreply@cmsvolunteers.com](mailto:noreply@cmsvolunteers.com).
- Once you have completed the process **be sure to save your login and password** information so that you can log back into the system in the future.

## How to Update Your Registration for 2024-25

- Go to [CMSvolunteers.com](https://cmsvolunteers.com) and login.** If you no longer have your username and password, OR no longer have access to the original email address you used to sign up, please see the next section of this document called Possible Errors and use the link in number 3.
- Confirm that all of the information on your registration page is still accurate** and make updates where necessary. Ensure Heart Math Tutoring is still listed as your Partnership Organization.
- Select the school(s) where you will be tutoring.** If you haven't been assigned to a school yet, you can choose "I don't know" and then login to your profile once you've been assigned and select your school.
- Select submit at the bottom of your page.** You will NOT get an email confirming that your registration has been updated if you are a returning volunteer, but you will now show up on Heart's list of cleared tutors. If you aren't sure if you've completed this step, simply log back in and hit submit at the bottom of the page again or reach out to [Padgett](mailto:Padgett) to confirm your status.

State \* PA Zip \* 29218  
Home # 704-556-7623  
Work/Cell #  
Email \* michael.scott@gmail.com  
Partnership Organizations Heart Math Tutoring  
Exam Proctor? \* No  
Please specify the schools where you are planning to tutor:  
Please specify the schools where you are planning to volunteer. If you select "I don't know", please contact cmsvolunteers@cms.k12.nc.us to arrange an assignment.  
Maps: Elementary Schools Middle Schools High Schools  
School 1 \* Rama Road Elementary  
School 2 Parkside ES  
School 3 Smithfield Elem  
School 4 Sterling Elementary  
School 5 Westerly Hills Academy

Submit Log Out Delete My Application

## Possible Errors:

- You submit the form, and it says this SSN belongs to someone already in the system.**
  - This means you've completed it before! Please select "Retrieve login or reset password". Once you have logged into the system please ensure all information is correct, select Heart Math Tutoring as your partnership organization and update your school selections and hit submit.
  - If you are still not able to login using the retrieve login and reset password, email [Padgett.vaughn@heartmathtutoring.org](mailto:Padgett.vaughn@heartmathtutoring.org) with your legal name, date of birth, email address you used in the system, and last 4 of your SSN.
- You didn't receive the email verification link.**
  - Please check your spam/junk email folder!
  - Please log back in using the username and password you created and confirm that your email address is typed correctly and then hit save.
- You've signed up before but don't have your login or password.**
  - Reset your password: <https://www.cmsvolunteers.com/lostpassword.php>

Volunteer Registration Login  
Login  
Password  
Login  
Retrieve Login or Reset Password

#### **4. You don't have a SSN or Driver's License.**

- a) Unfortunately, this means you won't be able to tutor with Heart. We can connect you back to CMS to find another way for you to support students if you are still interested. All Heart volunteers must complete their background check with a Social Security number. Using a passport number does not provide the necessary clearance to volunteer with Heart. CMS policy also requires that all tutors include their driver's license or state issued ID number on their background check application, as a driver's license is required to sign-in at the school and tutor.

#### **5. You submitted your form but haven't received the email that you've been cleared.**

- a) Please check your email and spam for the email verification link from CMS. Your background check process starts once you have verified your email.

#### **6. You've been cleared but it says "Name not found in records" when you sign in using your license at the school.**

- a) This will appear if:
  - i. You have not completed the CMS background check.
  - ii. Your legal name on your license does not match the name on your CMS Volunteer Profile. To fix this, please login at <https://www.cmsvolunteers.com/> and ensure your first and last name match your license.
  - iii. You have included a middle name, initial, or "junior" on your CMS Volunteer Profile. To fix this, please login and ensure your profile has only legal first name and last name.
  - iv. You have two first names or last names and the driver's license is reading something via lobbyguard (the school sign-in system) that is different than what is on your CMS Volunteer Profile. To fix this, please sign in at the school as a visitor and scan your license. The lobbyguard badge printer will print you a nametag, and whatever is on that nametag is how your CMS Volunteer Profile should look.
  - v. Please contact Padgett Vaughn ([Padgett.vaughn@heartmathtutoring.org](mailto:Padgett.vaughn@heartmathtutoring.org) with any issues or questions.)

#### **7. You've been cleared but you are not showing up on Heart's list of cleared volunteers.**

- a) This can happen if:
  - i. You have not selected "Heart Math Tutoring" in the Partnership organization field (please add Heart Math Tutoring to this field and click submit to update.)
  - ii. The name you used on your CMS Volunteer Profile does not match the name you provided to Heart Math Tutoring. (Please provide the exact name you used on your CMS profile to [Padgett.vaughn@heartmathtutoring.org](mailto:Padgett.vaughn@heartmathtutoring.org).)

## **FAQs:**

### **1. Why do I need to complete a background check?**

Charlotte-Mecklenburg Schools screens all volunteers to ensure the safety of our students. The screening includes completion of an online volunteer registration form and a criminal background check. Heart volunteers may not work with CMS students until their background check has been cleared. More information on CMS website: <http://www.cms.k12.nc.us/cmsdepartments/vp/Pages/VolunteerScreening.aspx>

### **2. Do I have to re-submit a background check if I've tutored before?**

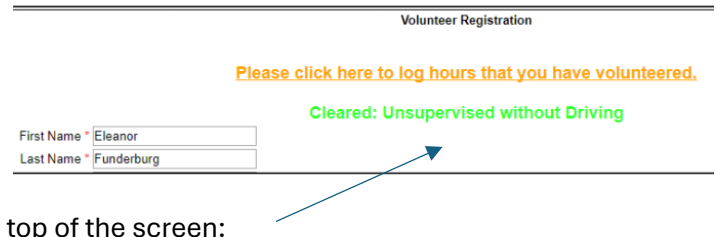
Yes, every summer the system clears in mid-July. Returning tutors will receive several emails from CMS asking you to "re-submit" which essentially reactivates your CMS Volunteer Account. You are welcome to do this as soon as you are emailed. You will be able to login and add your school site later if it is yet to be confirmed. Returning tutors will login (<https://www.cmsvolunteers.com/>) and confirm school locations (if changed), ensure "Heart Math Tutoring" is selected in the partnership organizations dropdown, select whether or not you are interested in becoming a proctor, and click submit. You will not receive a confirmation email once you have completed this if you are a returning tutor.

**3. Who can view my personal data that is submitted through the background check?**

When you register, you will establish a personal username and password for your profile information. You will use this regularly to update your information. Your profile information is available to the volunteer coordinator at the school(s) you select as your preferred school(s), CMS Law Enforcement and the district’s volunteer supervisor. CMS will not give your information to anyone else. After researching the safest way to store volunteer data, CMS has opted for a secure Web server not housed at CMS and used by many local banks. CMS also follows North Carolina laws limiting access to volunteer information.

**4. How do I know if my background check has been approved?** If you are a first-time volunteer you will receive an email that your background check is “Cleared:

Unsupervised without Driving.” For first-time and returning volunteers, you can log back in at <https://www.cmsvolunteers.com/> and see this status at the top of the screen:



**5. Is there an age limit for volunteers?**

All volunteers must be 18 years old or older to complete the CMS background check.