



## Volunteer Background Check Instructions - Spring 2025

We're introducing a new process for volunteer background checks to ensure a safer, more efficient system for everyone. This new system will streamline the process, provide annual badges (instead of seasonal), and send reminders for expiring requirements.

If you have any questions, please contact Luke Clutterbuck at [lclutterbuck@grapevinetexas.gov](mailto:lclutterbuck@grapevinetexas.gov) or by phone at 817.410.3477.

### 1. How to Access Your Ankored Profile

**Existing Users:** Log in at <https://app.ankored.com/>

**New Users:** Check your email for a link to set up your Ankored account. Follow the instructions provided to activate your profile.

### 2. How to Complete Your Background Check

**Recommended:** Use a desktop computer for the best experience

1. Login in to your Ankored profile.
2. Click the **"Run Background Check"** button.
3. Provide the required information. Ensure the link is the only open in browser for security purposes.

#### Status Updates

After submission, your status will update to **"Waiting on Provider"**- this indicates your application is under review.

Processing typically takes **3 business days**, though delays may occur due to external factors. For issues, contact [Support@Ankored.com](mailto:Support@Ankored.com) with your full name, email, and application date.

#### Completion Confirmation

You'll receive an email from [Support@Ankored.com](mailto:Support@Ankored.com) with the subject **Background check completed"**

### 3. Uploading a Headshot for Your Badge

1. Prepare a clear, recent headshot that matches the name on your badge.
2. Log in to your Ankored profile and upload the photo directly.

### 4. Complete the Abuse Awareness Training and Upload Certificate

1. Go to [USABDevelops.com](http://USABDevelops.com) and log in or create an account.
2. Navigate to:
  - a. Education --> Certifications --> My Certifications --> Available Certifications.
3. Locate **"BASE Compliance"** and click **"Enroll."**
4. Select **"View Details"**, then **"Abuse Awareness for Adults"** --> **"Enroll"** --> **"Go to Course."**
5. Complete the course.
6. Download your certificate of completion and upload it to your Ankored profile.

### 5. Receiving Your Badge

Once all requirements are met:

1. Ankored will send your badge to **Grapevine Parks and Recreation**
2. We will distribute badges to all volunteers

**Thank you for your cooperation in helping us create a safer environment. We appreciate your time and effort!**