First and foremost, please encourage volunteers to call or email the office if they encounter any issues. **We cannot address errors if we do not know about them.** For example, the “CAV expiration date cannot be imported” error is very simple for the office to fix.  Please note that this error is not caused by information that you’ve entered or how early/late you are renewing. Other errors with expiration dates have been occurring recently and are also easily fixed by the office.

Second, we will soon be launching tiered access on the system. This will allow CAV admins, Grand Secretaries, Vice Grand Guardians, etc. to see their state’s CAVs. We will continue to send out monthly lists, but the tiered access will allow you to check an individual’s status at any time. Be on the lookout for more information about this soon!

Third, the Board of Trustees has decided that by Supreme Session 2019 all CAV applications and renewals will need to be processed online. More information will be sent out about this in the new year. In the meantime, please encourage volunteers to use the online system!

**General Information:**

* No physical cards are sent to those renewing online. We should have CAV numbers and expiration dates in the approval email soon to fully replace the cards!
* Each individual needs to create an account. The system is not set up to allow couples to share an account.
* Please make sure all personal information is correct (names are spelled correctly, proper capitalization, etc.). The office cannot edit anyone’s personal information.
* “You cannot access that information” – disregard this error. Simply click on it and it will go away.
* **DO NOT** create multiple profiles if you are having problems with the system. This causes the office a headache, especially if you use a different username and email for the second profile.
* **DO NOT** pay the $50 application fee if you are renewing. If the system is coming up with the application fee as the only payment option, please contact the office!
* Reference page – this page has some lingering issues but the system will allow you to bypass it when renewing. Kickback on this page is not due to the individual being used as a reference.

**Applications:**

* The link to the background check is sent after we have verified the applicant’s training and payment. This is why it is vital that CAV class lists are provided to the office as soon as possible after a training class.
* Do not create an online profile and pay prior to taking the training. Applications will not be processed until after training is verified. This creates extra work for the office.