BISD VOLUNTEER BACKGROUND CHECK FAQS

Why is my status showing "Pending"?

Every year in July when we clear the system for the new school year, the volunteer account returns to a "Pending and not eligible to volunteer at this time" status message. **EVERYONE** goes to "Pending" until you "Update" your application and resubmit it for yearly processing. The application takes you through a series of pages where you check your information and "save and continue" to the next page. At the end, you will "Submit" and get a message and confirmation email saying the application "has been received and is being processed."

What do I do if I'm an *Active* Employee?

An active employee in BISD will **not need to submit a volunteer application.** Current or active employees pass a separate background check to maintain employment.

What do I do if I'm a Former Employee of BISD?

A Former Employee will go to the volunteer page. Under the 4th blue bar option, there is a link to choose for an access page. This screen will ask you for the last four digits of your social security number and your date of birth. If the correct information is entered you will be directed to the volunteer application process where you can update your information.

I am a Former BISD Employee Wanting to Volunteer ↕

Use the launch page to access the volunteer background check application.

Former Employee Volunteer Access Page

(Current BISD employees DO NOT NEED TO COMPLETE A VOLUNTEER APPLICATION.)

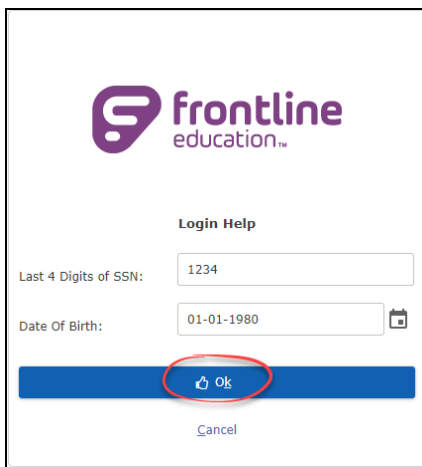Welcome to the Brazosport Independent School District Volunteer website

If you are a new Volunteer and are interested in applying for a Volunteer Position with the Brazosport Independent School District, please follow the simple steps below. Our online application "wizard" will walk you through the process step-by-step. A navigation bar will be displayed along the left side of all screens and will keep you informed of your progress.

****IF YOU ARE A REGISTERED USER OF PARENT SELF SERVE OR HAVE USED THE STUDENT ONLINE REGISTRATION - PLEASE USE YOUR USER ID AND PASSWORD TO SIGN IN UNDER "RETURNING VOLUNTEER".****

Parent/Guardian or Returning Volunteer, please sign-in.
If you are a parent/guardian with a Parent Self Serve Account or a Community Member/Non-Parent returning to volunteer please click on the link above. If you do not remember your user ID and password: click here.

New Volunteer, please register.
You must register following the link above to volunteer in BISD. If you are a parent/guardian you must create a parent self serve account first.
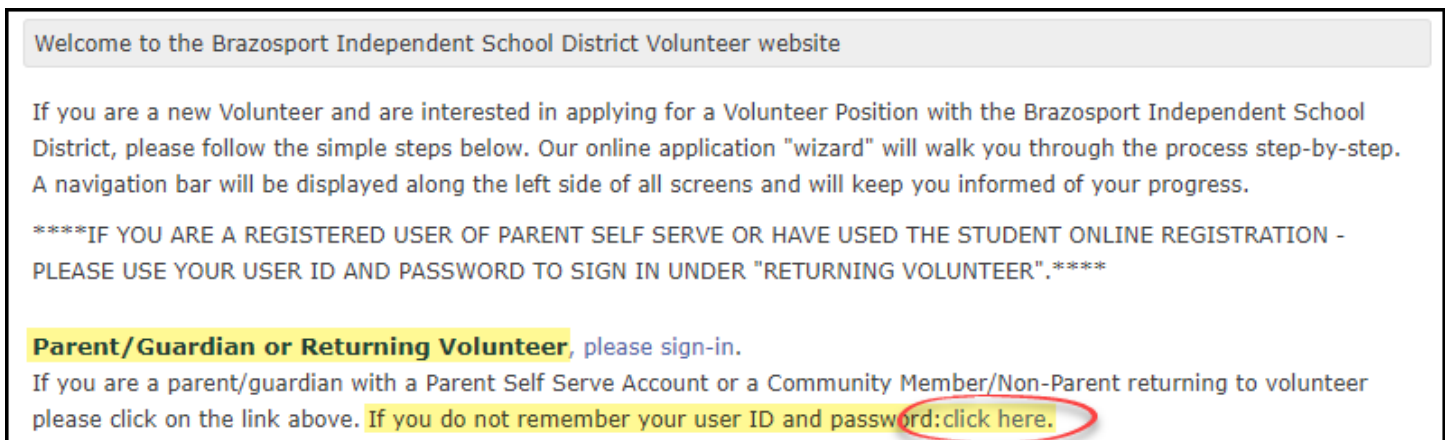
Former or Current Employee, please click here.
If you are a Former Employee or Substitute of the district, please follow the link above. If you are a CURRENT employee, you do not need to complete a volunteer application.

What if I am a Returning Volunteer but don't remember my User ID and/or password?

You can go into the volunteer page under **"Parent/Guardian or Returning Volunteer"** and click on the link where it states "If you do not remember your user ID or password: **click here**". It will ask you for personal information to help identify you correctly.

When I tried to "Update" my application, I received a message saying my social security number exists in the system?

This can mean a few different things. You are a former employee, current employee, or the system has multiple accounts for you (parent, volunteer, other) and the system is getting the accounts confused.

The most common issue is the multiple TEAMS/Frontline records that were inadvertently created in the past and the easiest action is for you to go into the volunteer page under **"Parent/Guardian or Returning Volunteer"** and click on the link where it states "If you do not remember your user ID or password: **click here**". It will ask you for personal information to help identify your volunteer account correctly.

I am receiving an error message saying my account can't be found in the system?
The first solution to try is retyping your information to make sure you entered it correctly. It must be exact. If you continue to get the error message, contact the BISD Volunteer/Mentor Liaison at 979-730-7000 ext. 12455 for further assistance.

How can I know if I am approved to volunteer with BISD?
The easiest and quickest way to verify you are approved to volunteer with BISD is to log in again and check your status. Instead of a "Pending" status your account will say "Complete." Once your Volunteer Background Check is cleared, your name immediately goes on the campus list of approved volunteers.

You will receive an approved email from BISD via the Raptor System; however, that status notification can be delayed and you will likely want to know before that confirmation email is sent.

I still have questions or a problem; who do I contact?

BISD Volunteer/Mentor Liaison
979-730-7000 ext. 12455
sritchie@brazosportisd.net

If you email, please include a contact phone number for a return call.
Thank you so much for volunteering with us.