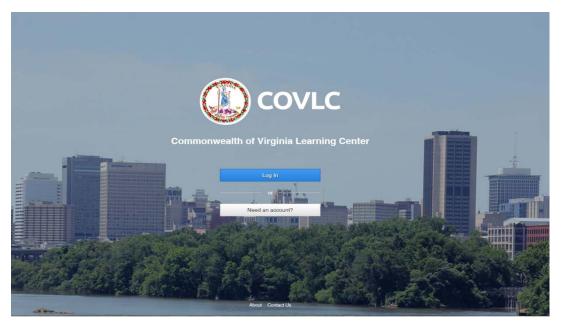


# **Commonwealth of Virginia Learning Center (COVLC/VLC):** DBHDS External Entities Domain Guide

The Commonwealth of Virginia Learning Center (COVLC or VLC) is a Web-based application that delivers self-study training topics to your desktop, as well as, tracks your progress through the training.



## **Compatibility View Settings**

The current VLC is compatible with all web browsers (i.e. Internet Explorer, Chrome, Firefox, etc.). However, if using Internet Explorer 10 or under, before proceeding with registering and your training: 1) On the Menu Bar (File, Edit, View, Favorite, Tools) of Internet Explorer, click Tools. Select *Compatibility View Settings*. In the "Add this website:" box [where the cursor is blinking], type <u>mksi-Ims.net</u> click add, then type <u>Virginia.gov</u> click add, then click the close button. 2) Also, check the Pop-up Blocker status. On the Menu Bar (File, Edit, View, Favorite, Tools) of Internet Explorer, click Tools, then *Pop-up Blocker*. If the status is Turn off Pop-up Blocker then the pop-up blocker is on and needs to be turned off or add <u>mksi-Ims.net</u> and <u>Virginia.gov</u> to Pop-up Blocker Settings. You should now be able to access, view, and complete all trainings without any compatibility issues.

## **Registering for a Commonwealth of Virginia Learning Center Account**

To complete registration for the DBHDS – External Entities Domain, please use the following steps.

- 1. Register at <u>https://covlc.virginia.gov</u>.
- 2. Select the white **"Need an account?"** button.

3. On the drop-down menu, select DBHDS-Ext-Dept of Behavioral Health and Developmental Services-External Entities.

<u>REMEMBER:</u> If you already have an account, from previous employment or a university, please cancel out of this screen and click the blue Log In button on the COVLC homepage. On the Log In screen, select Forgot Password. If your account was created under a previous organizational email, please contact the DBHDS VLC Domain Administrator, Keiana Bobbitt, at <u>keiana.bobbitt@dbhds.virginia.gov</u>.

Non-State Registration	
This functionality is intended for registration of Non-State employees ONL	
Non-State Employees: If you are a non-state employee that has registered administrator. If you are a Non-State employees registering for the first-tim	d before but require access to a different domain, please do not use this Functionaly, contact your doma ne, please continue.
your State Employee ID as your Login ID. Or if you do not know your Login I	a, please do not register. An account should have already been created for you. On the Login page, ente (D, please select the <b>Forgot Login</b> (D) in this to retrieve your Login (D) and then select the <b>Forgot passwo</b> r ed additional assistance, please contact your agency/domain administrator.
ABC 43 comparison of Architect Reverses Control ACPD Allowers County Police Dest ACPD Allowers County Police Dest ADA Auditor of Police Accounts (113) BioAdbauet of Accountany (226) BIOC Education County Police Dest DioAdbauet of Accountany (226) BIOC Education Destance Activity (2016) BIOC Education Destance Activity (2016) Commonwealth of Virginia Learning Center CORE Commonwealth of Virginia Learning Center Core Center Competensity Services CORE Center Competensity Services CORE Center Competensity Context Distribution Competensity Context Distribution Competensity Context Distribution Competensity Context Distribution Competensity Context Distribution Commonly College (279) DCC-B- Complexed Features COLSO Center Comission Activity College (279) DCC-B- Competensity College (279) DCC	intering for and select the Ok botton.
<u>(</u>	COVLC
Non-State Registration	

	d to you. If you need additional assistance, please contact your agency/domain administrator.	
To confirm that you are entering the site for the first tim	e as a Non-State Employee, select the domain that you are registering for and select the Ok button.	
DBHDS-E - External Entities	V	
To exit out of the registration process, select the Cancel	button.	
Cancel	DK.	
Canter		

4. Click **OK**.

**Create New Account Screen** - All entry fields with an asterisk are required fields.

- 1. \*Login ID: Create a Login ID. Make sure you write down your Login ID, as you will enter it on the Login screen after receiving an approval.
- \*Email Address: Enter your organizational email address. If you do not have one, please enter your personal email address. A personal email address will only be accepted if you have not received your organizational email address or you will not be receiving one due to your employment status (i.e. contractor).
- \*Password: Create a Password.
   Your password may contain uppercase letters, lowercase letters, numbers (0-9), and special characters (such as !@#\$%^&\*). Remember, your password is case sensitive.
- 4. \*Confirm Password: Re-enter the password you created. Make sure you write down your password, as you will enter it on the Login screen after receiving an approval.
- 5. \*First Name and \*Last Name: Enter your legal First and Last Name. *Please do not use abbreviations or nicknames.*
- 6. \*Gender: Select your gender.
- 7. \*Date of Birth: Enter your 8-digit date of birth (i.e. 01/01/2001).

	S.	OVLC		
Create New Accou	int			
*Login ID		"Email Address		
*Password		*Confirm Password		
*First Name	Middle Name	*Last Nar	ne	
"Gender OMale Female		*Date of Birth	<b>2</b>	
*Organization	Job Title	Manager		
Select		lect	Select	
*Time Zone		*Region		
(GMT-05:00) Eastern Time (US and Car	ada) 🕑	English (United States)	×	
		# of Records (per page)		
		40	~	

8. \*Organization: Click **Select**. Leave the search field under Find Organization blank, click **Search**.

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(GMT-05:00) Eastern Time (US	and Canada)	English (United States)		~
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Scroll down and select **DBHDS – External Entities**. Click Save.

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Female	City of Norfolk Lifelong Learning Center (0036)	City of Norfolk Lifelong Learning Center (710CN) > City of Norf Lifelong Learning Center (710CN)	olk
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		*# of Records (per page)	
		30	<b>~</b>
Enable Accessibility			

- 9. \*Time Zone: Default; *do not change*.
- 10. \*Region: Default; *do not change*.
- 11. \*# of Records (per page): Default You may change to any number between 10-100.

12. After all required fields are complete, click **Create** to advance to the notification screen.

		*Email Address		
LoginIDTest		LoginIDTest@test.com		
*Password		*Confirm Password		
•••••		•••••		
*First Name Middle Name		*Last Name		
Login	ID		Test	
*Gender		*Date of Birth		
⊖Male ®Female		1/1/1995		m
Organization	Job Title		Manager	
Organization Select		elect	Manager Select	
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Select DBHDS - External Entities *Time Zone	S	*Region English (United States) *# of Records (per page	Select	5

13. Click **OK**. You will receive a computer-generated email stating "your request for access has been submitted". *This is not the approval or denial email*. You will receive an additional computer-generated email once your request has been approved or denied. This process takes up to 48 hours.

			CO	/LC		
Your request for access was subm	itted. You will receive an e	email indicating whether	your request is appr	oved or denied. You will	have access if your red	uest is approved.
						OK

Accessing Your Commonwealth of Virginia Learning Center Account Enter <u>https://covlc.virginia.gov</u> in your web browser's address line.

- 1. Select the blue "Log In" button.
- 2. Enter your **Login ID** and **Password**. Click **Log In** or Enter on your keyboard. *Remember, your password is case sensitive. Enter it exactly as you created it.*

	Enter your login information below.
	Lines you togin information below.
Login ID	
Login ID	
Password	
Password Password	
	Logia
	Log In Forgot your legin ID or password?

You have successfully accessed your COVLC account!

DBHDS - Externel Entitiee My Own Learning	Login Test
TRAINING HOME MY UPCOMING LEARNING TRANSCRIPT TRAINING CATALOG COLLABORA	TION SPACES
My Upcoming Learning (0)	Search Search
Title Type Date Status Action	Any words
No records found.	Search
Required Training Recurring Assignment Due Soon Overdue View All My Upcoming Learning	Browse Categories Agency Operations (6) Basio Skills (31)
Recent Announcements	Bundle (1) Business and Professional Development (21) Case Management and Treatment (14)
12/11/2012 - If you have forgotten your Login ID and/or password, elick the "Forgot Login ID" and/or "Forgot Password" link. KC Global will generate an email with a TEMPORARY Login ID and/or password. However, if	CommonHealth (1) Contract Employees Mandatory Training (1)
More	Customer Service (1) Developmental Services (2) Emergency Management (14)
	Emergency Management (1)
FAQs	Finance and Administration (4)
No records found.	Health, Environmental and Safety (42) Human Resources and Employee Relations (14) Information Technology Skills (4)
	Land Conservation (1)
Hu Completed Technics (0)	Management and Supervisory Development (25)

## **Forgotten Login ID and/or Password**

Enter <u>https://covlc.virginia.gov</u> in your web browser's address line.

- 1. Select the blue "Log In" button.
- 2. For your Login ID, select the **login ID** in the "Forgot your login ID or password?" link. For your Password, select **password** in the "Forgot your login ID or password?" link.

Enter your login information below.
Login ID
Login ID
Password
Password
Log In
Forgot your login ID or password?

Forgot your login ID?: Enter your Last Name and Email Address\*.

Forgot your login I	)?	
Last Name	Email Address	
Back	Get Login	in ID

Click **Get Login ID**. A computer-generated email will be sent to your email address listed in your profile within the COVLC.

\*If your account was created under a previous organizational email, please contact the DBHDS VLC Domain Administrator, Keiana Bobbitt, at <u>keiana.bobbitt@dbhds.virginia.gov</u>.

Forgot your password?: Enter your Login ID.

	C
Forgot your password?	
Cancel	Continue

Click **Continue**. A computer-generated email will be sent to your email address listed in your profile within the COVLC.

Enter your login information below.
• The system assigned a temporary password to you. It was sent to the email address listed in your profile within the system.
Login ID
Login ID
Password
Password
Login
Forgot your login ID or password?

3. After receiving your Login ID and/or temporary password, return to the COVLC homepage. Select **"Log In"**. Enter the Login ID and/or temporary password you received accordingly. Click **Log In**.

Remember, the password is case sensitive. Enter it exactly as you received it.

**Searching for Courses in the Commonwealth of Virginia Learning Center** Enter <u>https://covlc.virginia.gov</u> in your web browser's address line.

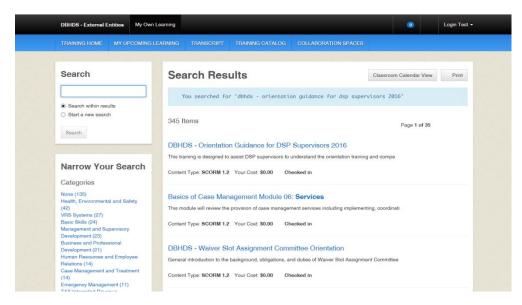
- 1. Select the blue "Log In" button.
- 2. Enter your Login ID and Password. Click Log In or Enter on your keyboard.
- 3. Click the TRAINING CATALOG tab on the blue area called "Toolbar Banner".

181. J.M. I	MY UPCOMING LEARNIN	NG TRANSCRIPT	TRAINING CATALO	G COLLABORATION SPACES		
Browse Tr	aining Catalog					
Search for			Searc	h Type		
			An	words		~
Browse by Ca Agency Operations		e (1) Business and Profes	ssional Development (	21) Case Management and Treatment (14)	CommonHealth (1)	
Agency Operations	s (6) Basic Skills (31) Bundl			21) Case Management and Treatment (14) Emergency Management (14) Emergency		
Agency Operations Contract Employee Finance and Admir	s (6) Basic Skills (31) Bundle se Mandatory Training (1) Cua nistration (4) Health, Environr	stomer Service (1) Develo	opmental Services (2) uman Resources and		Management (1) blogy Skills (4)	

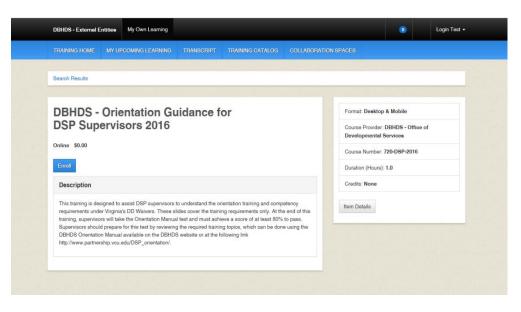
 Enter the course's keyword(s) in the Search for field in the Browse Training Catalog section. Example: Orientation Guidance for DSP Supervisors = DSP; Basics of Case Management = CM; REACH Crisis Services = REACH, etc.

	UPCOMING LEARNING TRANS	CRIPT TRAINING CATALC	OG COLLABORATION SPACE	5	
Browse Trainir	ng Catalog				
Search for	0	Sear	ch Type		
DSP		Ar	iy words		~
Browse by Category	r sic Skills (31) Bundle (1) Business	and Professional Development	(21) Case Management and Trea	tment (14) CommonHealth (1)	
• • • • • •	atory Training (1) Customer Service (			and the second second second	
Finance and Administration	(4) Health, Environmental and Safet	ty (42) Human Resources and	Employee Relations (14) Informat	tion Technology Skills (4)	
	anagement and Supervisory Developm	ent (25) Mandatory Training (	5) Mental Health (2) Purchasing	and Supply (1) Records Manag	ement (1)
Land Conservation (1) M	the Andrewski (D) Colleges and D	luging (1) TAX Integrated Day	enue Management System (11) T	raining Resources (1) VRS Bas	ic Skills (6)
	te Administration (3) Software and P	iugine (1) TAX integrated nev			

- 5. Click Search.
- 6. Click on the **title** of the course on the Search Results page.



7. Click on the Enroll button on the Enrollment page.



8. A "pop-up" box will appear. Leave the Course Credit Options on **Credit** and the Course Mode Options on **Normal**.

DBHDS - External Entities	My Own Learning				0		Login Test -
Search Results							
Contine \$0.00 Errort Description The training is designer requirements under V supervisione should per	Arroll Review the information 1 want (if options are disp) Title: DBHDS - Orientat Course Oredit Options @ Credit Course Mode Options @Rormal @Browse @Review	ayed) and click Enr ion Guidance for I	oll.	rrect course/item. Then select the options	you - Of	flice of	
DBHDS Orientation M http://www.partnershp	Cancel			E	nroll		

9. The Enrollment page now displays the following message: "You are enrolled in the course." Click the **Open Item** button.

Search Results	
You are enrolled in the course.	
DBHDS - Orientation Guidance for	Format: Desktop & Mobile
DSP Supervisors 2016	Course Provider: DBHDS - Office of
Online \$0.00	Developmental Services
	Course Number: 720-DSP-2016
Open Item Cancel Enrollment	Duration (Hours): 1.0
Description	Credits: None
This training is designed to assist DSP supervisors to understand the orientation training and competency requirements under Virginia's DD Waivers. These slides cover the training requirements only. At the end of this	Item Details
training, supervisors will take the Orientation Manual test and must achieve a score of at least 80% to pass.	
Supervisors should prepare for this test by reviewing the required training topics, which can be done using the DBHDS Orientation Manual available on the DBHDS website or at the following link	
http://www.partnership.vcu.edu/DSP_orientation/.	

10. A "pop-up" box will appear with the course title displayed. **DO NOT** click the back button or black X; the course is loading.

**IMPORTANT**: After completing the course, click the black X, not the red web browser X. If you've completed a quiz, click the FINISH button and exit accordingly. Never click the red web browser X; your progress will not be recorded and you will have to complete the course again.

## **Retrieving a Certificate**

There are several ways to retrieve your Certificate of Completion:

• Once you've completed the training, click **View Certificate**.

An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.

Search Results	
DBHDS - Orientation Guidance for DSP Supervisors 2016	Format: Desktop & Mobile Course Provider: DBHDS - Office of Developmental Services Course Number: 720-DSP-2016
You completed this item on 10/28/2016.	Duration (Hours): 1.0
Open Current Attempt Open New Attempt View Certificate	Credite: None
Description	Itom Dotails
This training is designed to assist DSP supervisors to understand the orientation training and competency requirements under Virginala's DD Waivers. These elides cover the training requirements only. At the end of this training, supervisors will take the Orientation Manual test and must achieve a score of a least 80% to pass. Supervisors should prepare for this test by reviewing the required training topics, which can be done using the DBHDS Orientation Manual available on the DBHDS website or at the following link http://www.partnership.vou.edu/DSP_orientation/.	
Rating: Rate	

• Click the **TRANSCRIPT** tab on the blue area called "Toolbar Banner". Click **View Certificate**. An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.

and the second	S LEARNING TRANSC	RIPT TRAINING C	CATALOG CO	LLABORATION SP/	ACES		
All My Training	Currioulums	External	Learning	Required T	raining	Ce	ortifications
All My Training (1)						Print	Save as PDF
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Title DBHDS - Orientation Guidance for DS	Tyr	pe Status Sco Iline Complete 100		Completion Date	Expiration Date	Credits	Action View Certificate
					Expiration Date	Credits	
DBHDS - Orientation Guidance for DS					Expiration Date	Credits	
DBHDS - Orientation Guidance for DS					Expiration Date	Credits	
DBHDS - Orientation Guidance for DS More Information Waived Prerequisites					Expiration Date	Credits	

• On the **TRAINING HOME** page scroll down to the My Completed Training section. Click **View Certificate**.

An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.

Title Type Date Status Action   Ary words   No records found.   Recent Announcements   Login/Passwords Assistance   Str/2005 Assistance   My Training (1)   Date OD Days   Past 30 Days	TRAINING HOME MY UPCOM	NG LEARNING TRANSCRIPT	TRAINING CATALOG COLLABORA	TION SPACES
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More     Developmental Services (2)       FAQs     Emergency Management (14)       FAQs     Pinanos and Administration (4)       No records found     Human Recources and Employee Relations (14)       My Completed Training (1)     Land Conservation (1)       Past 30 Days     Past 90 Days       Past 30 Days     Past 90 Days       Title     Typo Status Score Action       DBUBS - Orientation Guidance for DSP Supervisors 2018     Online Complete 100.00       All My Training     Yow Contilicate       All My Training     Software and Plugins (1)				Contract Employees Mandatory Training (1)
Emergency Management (14) Emergency Management				
FAQs       Emergency Management (1)         FAQs       Finance and Administration (4)         No records found.       Hastb, Environmental and Safety (42)         My Completed Training (1)       Land Conservation (1)         Past 30 Days       Past 90 Days         Past 30 Days       Past 90 Days         Title       Typo Status Soore Action         DBHDS - Orientation Guidance for DSP Supervisors 2018       Online Complete         All My Training       Yew Cortificate         All My Training       TAX Integrated Revenue Management System	More			
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#### **Viewing/Printing/Saving your Transcript**

Click the **TRANSCRIPT** tab on the blue area called "Toolbar Banner". You may filter your items by:

- Type (All My Training, All Courses and Tests, All Non-Course Content, Classroom Courses, Curriculums, Documents, or Online Courses)
- Status (All, Started, Removed, Enrolled, or Complete)
- > Filter by Date by entering dates in the From and To fields
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To save your transcript, click the **Save as PDF** button. A "pop-up" box will appear. Click the disc (save) icon. You may also print using the printer icon.

#### **Logging Out**

Please click **Logout**, located under your user name. *If you do not use this feature, the VLC will keep you logged into the system*.

## **DBHDS VLC Domain Administrator**

If you require additional assistance, please contact the Department of Behavioral Health and Developmental Services' (DBHDS) VLC Domain Administrator, Keiana Bobbitt, at keiana.bobbitt@dbhds.virginia.gov.