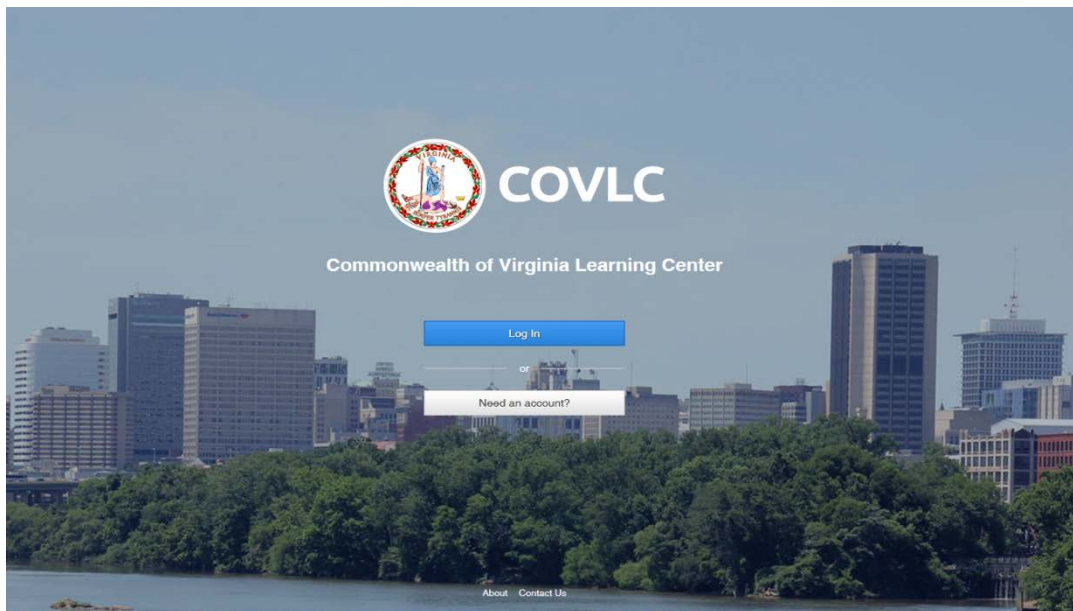




## Commonwealth of Virginia Learning Center (COVLC/VLC): DBHDS External Entities Domain Guide

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 [mksi-lms.net](https://mksi-lms.net) click add, then type [Virginia.gov](https://virginia.gov) 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 [mksi-lms.net](https://mksi-lms.net) and [Virginia.gov](https://virginia.gov) to Pop-up Blocker Settings. You should now be able to access, view, and complete all trainings without any compatibility issues.

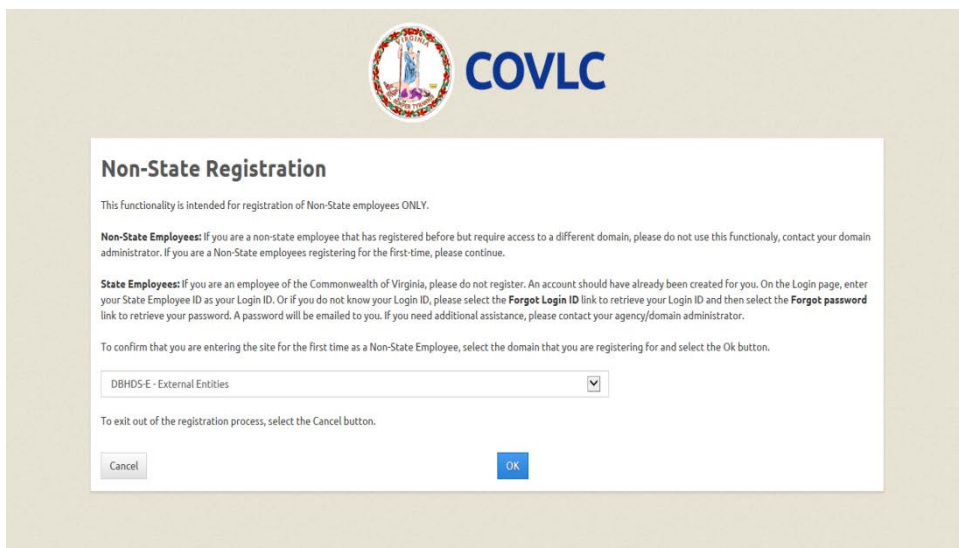
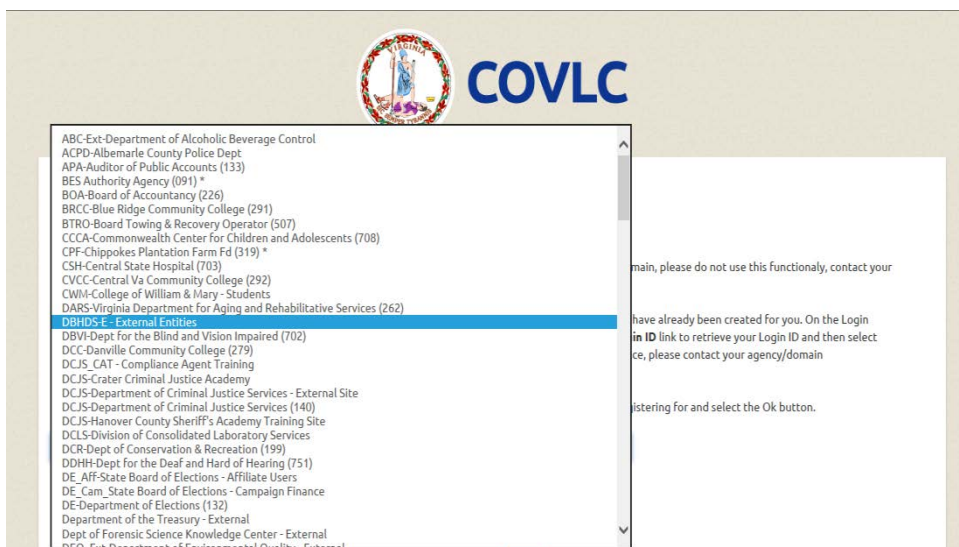
### Registering for a Commonwealth of Virginia Learning Center Account

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

1. Register at <https://covlc.virginia.gov>.
2. Select the white “Need an account?” button.

3. On the drop-down menu, select **DBHDS-E - External Entities**.

***REMEMBER:*** 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 [keiana.bobbitt@dbhds.virginia.gov](mailto:keiana.bobbitt@dbhds.virginia.gov).



4. Click **OK**.

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

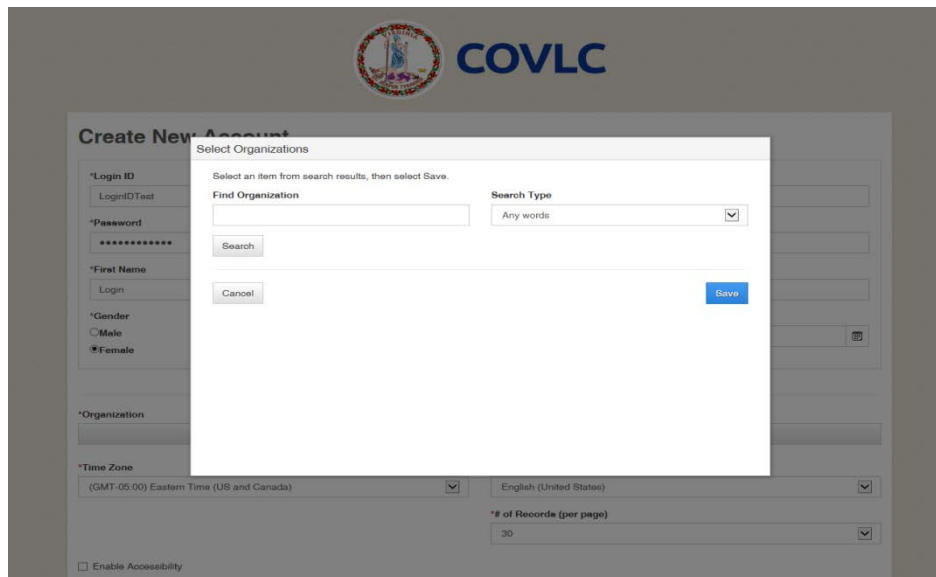
1. **\*Login ID:** Create a Login ID.  
*Make sure you write down your Login ID, as you will enter it on the Login screen after receiving an approval.*
2. **\*Email Address:** Enter your organizational email address.  
*If you do not have one, please enter your personal email address. A personal email 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).*
3. **\*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).



The screenshot shows the 'Create New Account' form for COVLC. The form is titled 'Create New Account' and features the COVLC logo at the top. It contains several input fields and dropdown menus for user registration. The fields are organized into two main columns. The left column includes fields for \*Login ID, \*Password, \*First Name, \*Gender (radio buttons for Male and Female), \*Organization (dropdown), \*Time Zone (dropdown), and a checkbox for 'Enable Accessibility'. The right column includes fields for \*Email Address, \*Confirm Password, \*Last Name, \*Date of Birth (calendar icon), \*Job Title (dropdown), \*Manager (dropdown), \*Region (dropdown), and \*# of Records (per page) (dropdown). All fields marked with an asterisk are required.

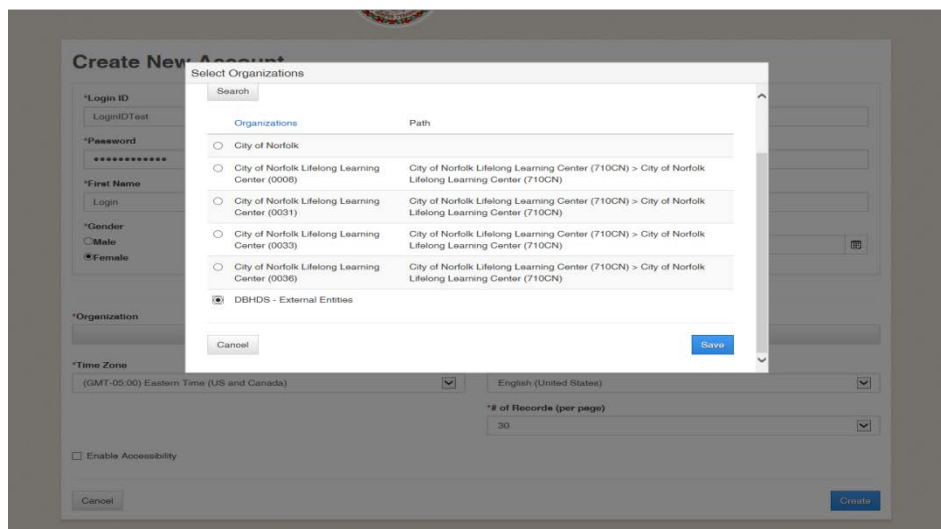
Field	Requirement
*Login ID	Required
*Email Address	Required
*Password	Required
*Confirm Password	Required
*First Name	Required
Middle Name	Optional
*Last Name	Required
*Gender	Required
*Date of Birth	Required
*Organization	Required
Job Title	Optional
Manager	Optional
*Time Zone	Required
*Region	Required
*# of Records (per page)	Optional
Enable Accessibility	Optional

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



The screenshot shows the COVLC 'Create New Account' form. A modal window titled 'Select Organizations' is open, prompting the user to 'Select an item from search results, then select Save.' The modal contains a 'Find Organization' search field, a 'Search Type' dropdown set to 'Any words', and 'Search', 'Cancel', and 'Save' buttons. The background form includes fields for Login ID, Password, First Name, Gender (Male/Female), Organization, Time Zone, and Language, along with a 'Create' button at the bottom right.

Scroll down and select **DBHDS – External Entities**. Click Save.

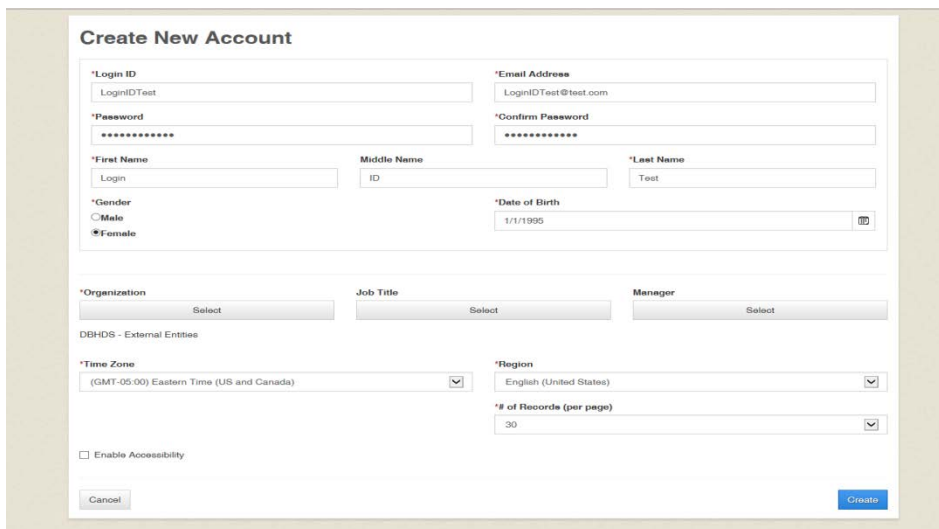


This screenshot shows the 'Select Organizations' modal with a list of organizations. The 'Search' button has been clicked, and the modal displays a table with two columns: 'Organizations' and 'Path'. The table lists several 'City of Norfolk Lifelong Learning Center' entries with their respective paths. The entry 'DBHDS - External Entities' is selected with a radio button. The 'Save' button is visible at the bottom right of the modal.

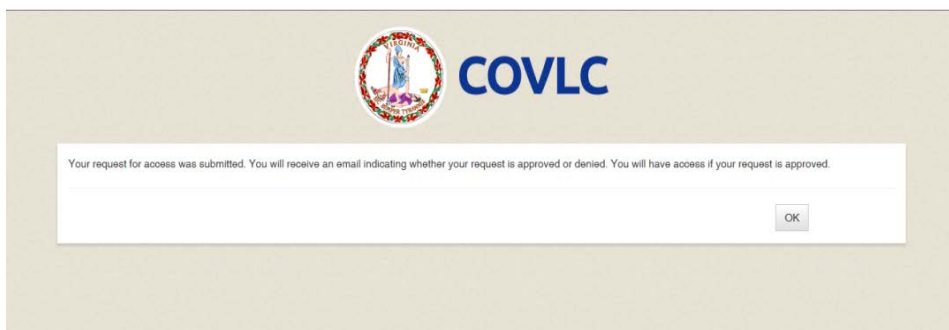
Organizations	Path
<input type="radio"/> City of Norfolk	
<input type="radio"/> City of Norfolk Lifelong Learning Center (0008)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
<input type="radio"/> City of Norfolk Lifelong Learning Center (0031)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
<input type="radio"/> City of Norfolk Lifelong Learning Center (0033)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
<input type="radio"/> City of Norfolk Lifelong Learning Center (0036)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
<input checked="" type="radio"/> DBHDS - External Entities	

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.

A screenshot of the 'Create New Account' form. The form is titled 'Create New Account' and contains several sections. The first section includes fields for 'Login ID' (with 'LoginIDTest' entered), 'Email Address' (with 'LoginIDTest@test.com' entered), 'Password' (with '\*\*\*\*\*' entered), and 'Confirm Password' (with '\*\*\*\*\*' entered). Below these are fields for 'First Name' (with 'Login' entered), 'Middle Name' (with 'ID' entered), and 'Last Name' (with 'Test' entered). There is also a 'Date of Birth' field with '1/1/1995' entered and a 'Gender' section with 'Male' and 'Female' radio buttons, where 'Female' is selected. The second section includes 'Organization' (with a 'Select' button), 'Job Title' (with a 'Select' button), and 'Manager' (with a 'Select' button). Below these are 'DBHDS - External Entities', 'Time Zone' (with '(GMT-05:00) Eastern Time (US and Canada)' selected), 'Region' (with 'English (United States)' selected), and '# of Records (per page)' (with '30' selected). At the bottom left is a checkbox for 'Enable Accessibility' and a 'Cancel' button. At the bottom right is a blue 'Create' button.

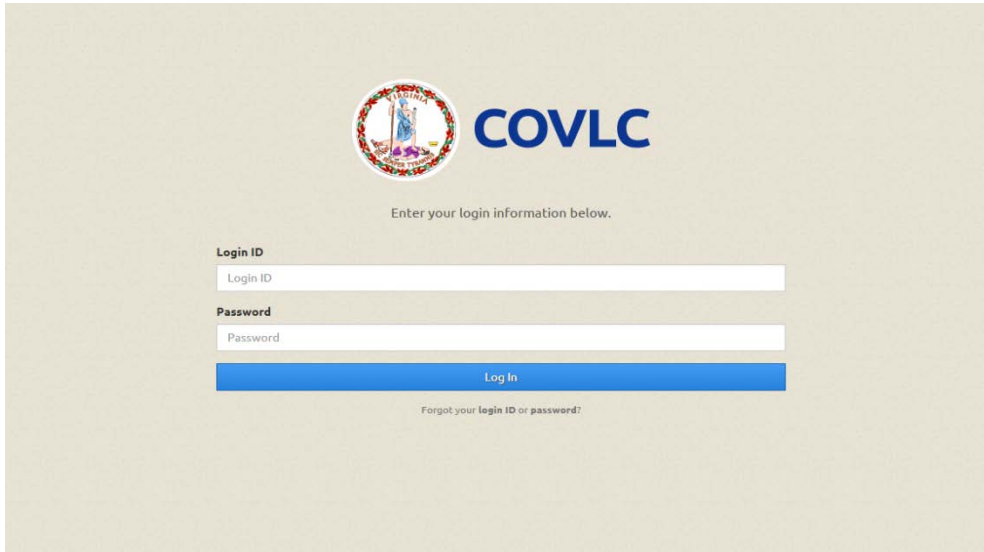
13. Click **OK**. You will receive a computer-generated email stating “your request for access has been submitted”. ***This is not the approval or denial email.*** You will receive an additional computer-generated email once your request has been approved or denied. This process takes up to 48 hours.



## Accessing Your Commonwealth of Virginia Learning Center Account

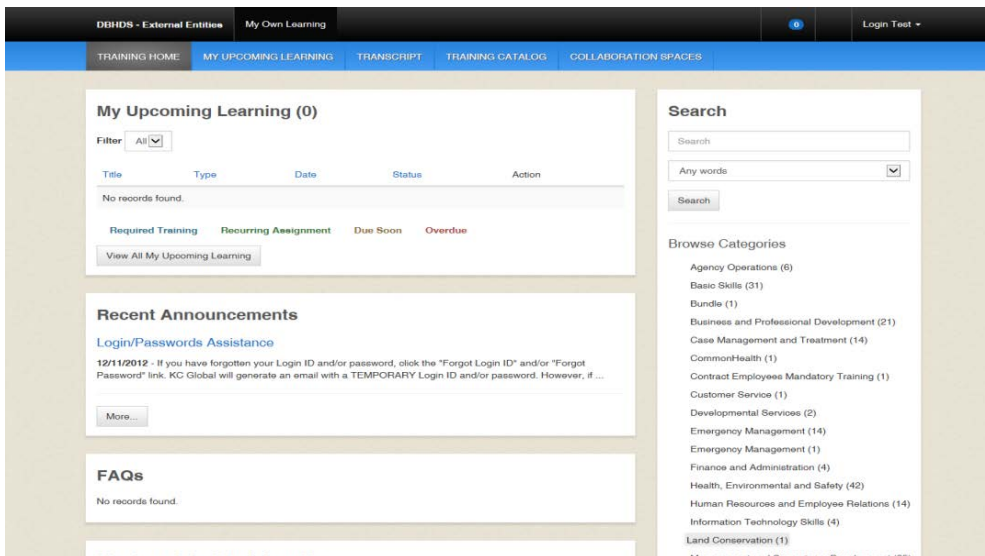
Enter <https://covlc.virginia.gov> in your web browser's address line.

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.*



The image shows the COVLC login page. At the top center is the COVLC logo, which features a circular seal with a figure and the word "COVLC" in large blue letters. Below the logo, the text "Enter your login information below." is displayed. There are two input fields: "Login ID" and "Password". Below these fields is a blue "Log In" button. At the bottom, there is a link that says "Forgot your login ID or password?".

You have successfully accessed your COVLC account!

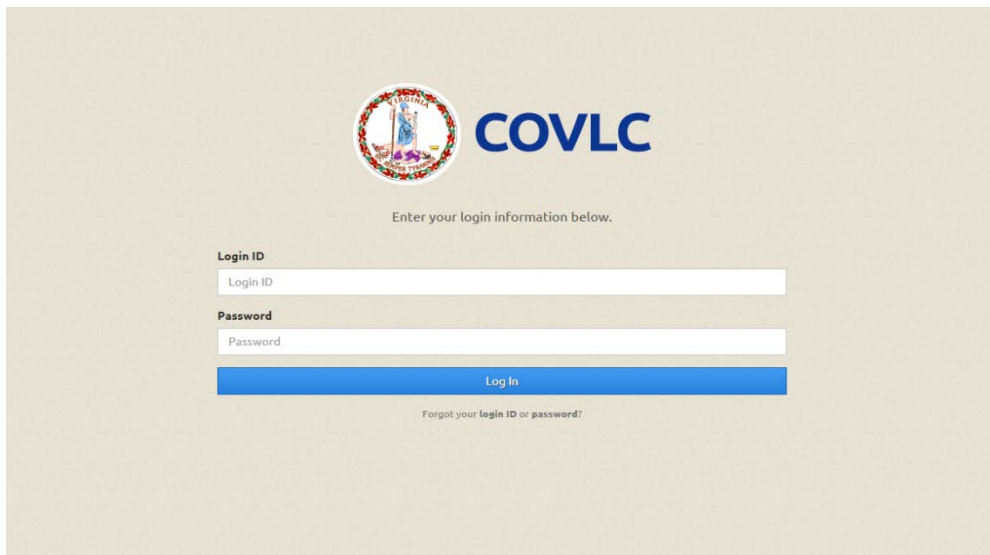


The image shows the COVLC dashboard. At the top, there is a navigation bar with tabs: "DBHDS - External Entities", "My Own Learning", and "Login Test". Below the navigation bar, there is a section titled "My Upcoming Learning (0)". This section includes a filter dropdown set to "All", a table with columns "Title", "Type", "Date", "Status", and "Action", and a "View All My Upcoming Learning" button. Below this, there is a "Recent Announcements" section with a link to "Login/Passwords Assistance" and a "More..." button. At the bottom, there is an "FAQs" section with the text "No records found." On the right side of the dashboard, there is a "Search" section with a search bar and a "Search" button. Below the search bar, there is a "Browse Categories" section with a list of categories and their counts: Agency Operations (6), Basic Skills (31), Bundle (1), Business and Professional Development (21), Case Management and Treatment (14), CommonHealth (1), Contract Employees Mandatory Training (1), Customer Service (1), Developmental Services (2), Emergency Management (14), Emergency Management (1), Finance and Administration (4), Health, Environmental and Safety (42), Human Resource and Employee Relations (14), Information Technology Skills (4), Land Conservation (1), and Management and Supervision Development (56).

## Forgotten Login ID and/or Password

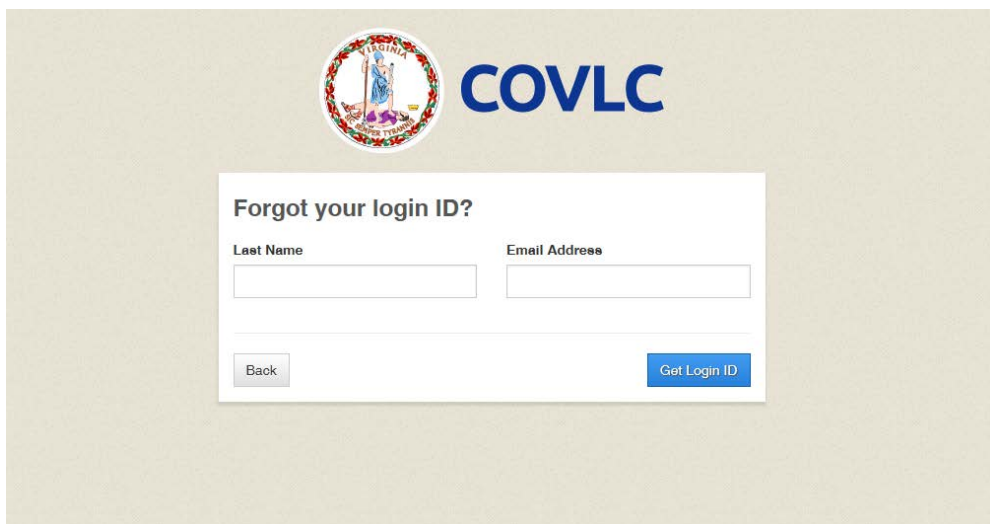
Enter <https://covlc.virginia.gov> in your web browser's address line.

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.



The image shows the COVLC login page. At the top center is the Virginia state seal, which features a Native American figure holding a bow and arrow, surrounded by a wreath. To the right of the seal is the text "COVLC" in a large, bold, blue sans-serif font. Below the seal and logo, the text "Enter your login information below." is centered. Underneath this, there are two input fields: the first is labeled "Login ID" and the second is labeled "Password". Both labels are in a small, bold, black font. Below the password field is a blue button with the text "Log In" in white. At the bottom of the login section, there is a link that says "Forgot your login ID or password?" in a small, black font.

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




The image shows a form titled "Forgot your login ID?". The title is in a bold, black font. Below the title, there are two input fields: the first is labeled "Last Name" and the second is labeled "Email Address". Both labels are in a small, bold, black font. Below the "Email Address" field, there is a blue button with the text "Get Login ID" in white. To the left of this button, there is a grey button with the text "Back" in black.

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

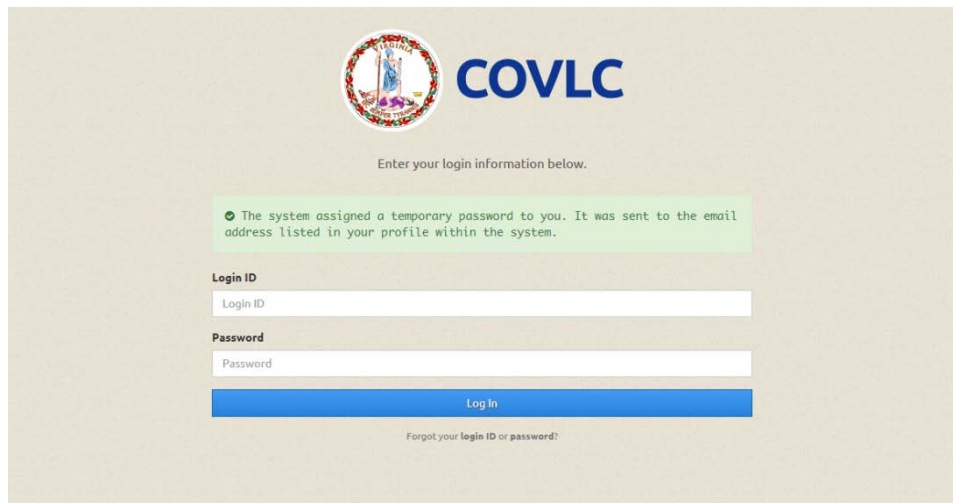
***\*If your account was created under a previous organizational email, please contact the DBHDS VLC Domain Administrator, Keiana Bobbitt, at [keiana.bobbitt@dbhds.virginia.gov](mailto:keiana.bobbitt@dbhds.virginia.gov).***



Forgot your password?: Enter your **Login ID**.

The screenshot shows the COVLC logo at the top left, which includes a circular seal with a figure and the text 'COVLC' in large blue letters. Below the logo is a white rectangular form titled 'Forgot your password?'. Inside the form, there is a label 'Login ID' above a single-line text input field. At the bottom of the form are two buttons: a grey 'Cancel' button on the left and a blue 'Continue' button on the right.

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

The screenshot shows the COVLC logo at the top. Below it is the text 'Enter your login information below.' followed by a green notification box with a checkmark icon and the text: 'The system assigned a temporary password to you. It was sent to the email address listed in your profile within the system.' Below the notification are two input fields: 'Login ID' and 'Password', each with a label above it. A blue 'Log In' button is positioned below the 'Password' field. At the very bottom of the form area, there is a small link that says 'Forgot your login ID or password?'.

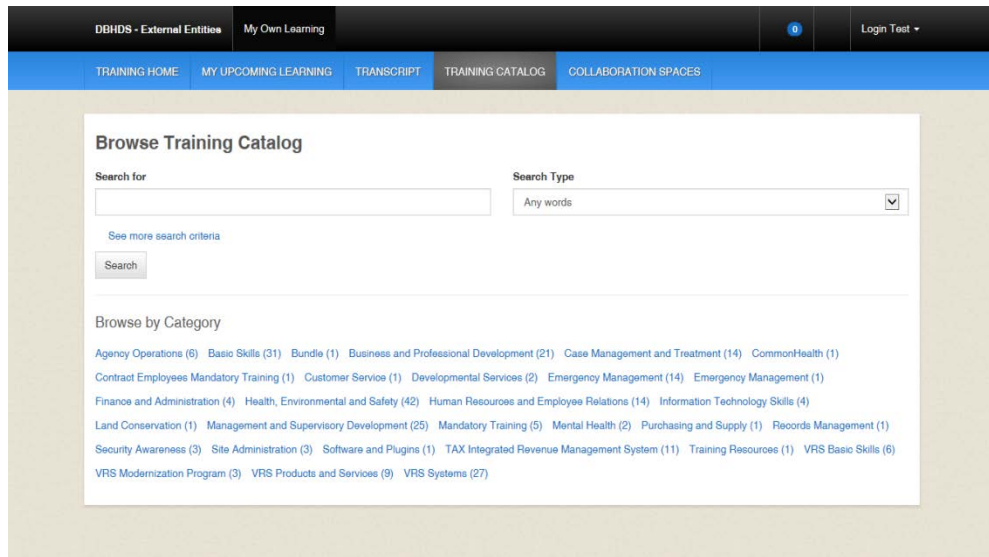
3. After receiving your Login ID and/or temporary password, return to the COVLC homepage. Select **“Log In”**. Enter the Login ID and/or temporary password you received accordingly. Click **Log In**.  
*Remember, the password is case sensitive. Enter it exactly as you received it.*



## Searching for Courses in the Commonwealth of Virginia Learning Center

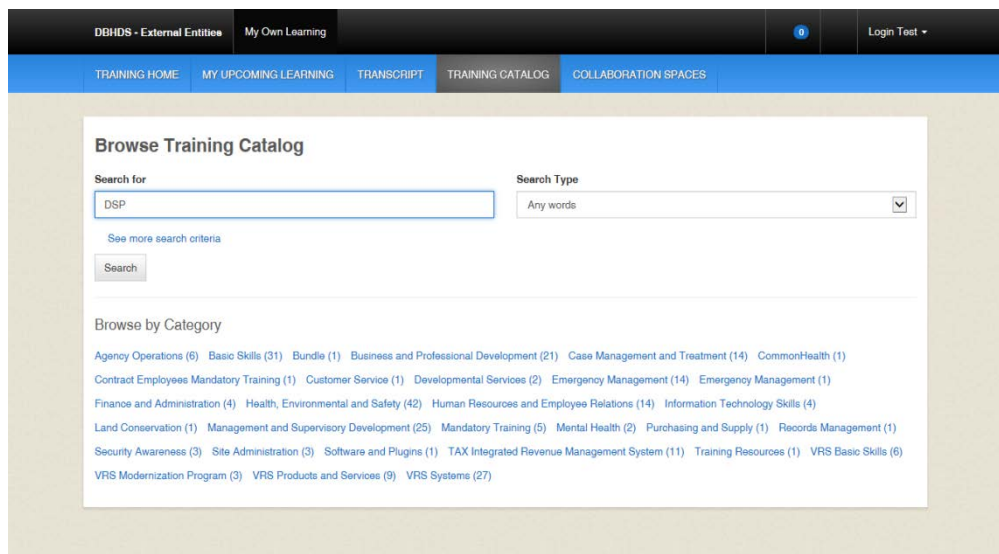
Enter <https://covlc.virginia.gov> in your web browser's address line.

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 **CATALOG** tab on the blue area called **“Toolbar Banner”**.



The screenshot shows the 'Browse Training Catalog' page. At the top, there is a navigation bar with tabs: 'TRAINING HOME', 'MY UPCOMING LEARNING', 'TRANSCRIPT', 'TRAINING CATALOG' (which is highlighted), and 'COLLABORATION SPACES'. Below the navigation bar, the 'Browse Training Catalog' section contains a search area with a 'Search for' text box and a 'Search Type' dropdown menu set to 'Any words'. There is a 'Search' button and a link to 'See more search criteria'. Below the search area, there is a 'Browse by Category' section listing various categories and their counts, such as 'Agency Operations (6)', 'Basic Skills (31)', 'Bundle (1)', 'Business and Professional Development (21)', 'Case Management and Treatment (14)', 'CommonHealth (1)', 'Contract Employees Mandatory Training (1)', 'Customer Service (1)', 'Developmental Services (2)', 'Emergency Management (14)', 'Emergency Management (1)', 'Finance and Administration (4)', 'Health, Environmental and Safety (42)', 'Human Resources and Employee Relations (14)', 'Information Technology Skills (4)', 'Land Conservation (1)', 'Management and Supervisory Development (25)', 'Mandatory Training (5)', 'Mental Health (2)', 'Purchasing and Supply (1)', 'Records Management (1)', 'Security Awareness (3)', 'Site Administration (3)', 'Software and Plugins (1)', 'TAX Integrated Revenue Management System (11)', 'Training Resources (1)', 'VRS Basic Skills (6)', 'VRS Modernization Program (3)', 'VRS Products and Services (9)', and 'VRS Systems (27)'.

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



This screenshot is identical to the previous one, but the 'Search for' text box now contains the text 'DSP'. The rest of the page, including the navigation bar, search type dropdown, and category list, remains the same.

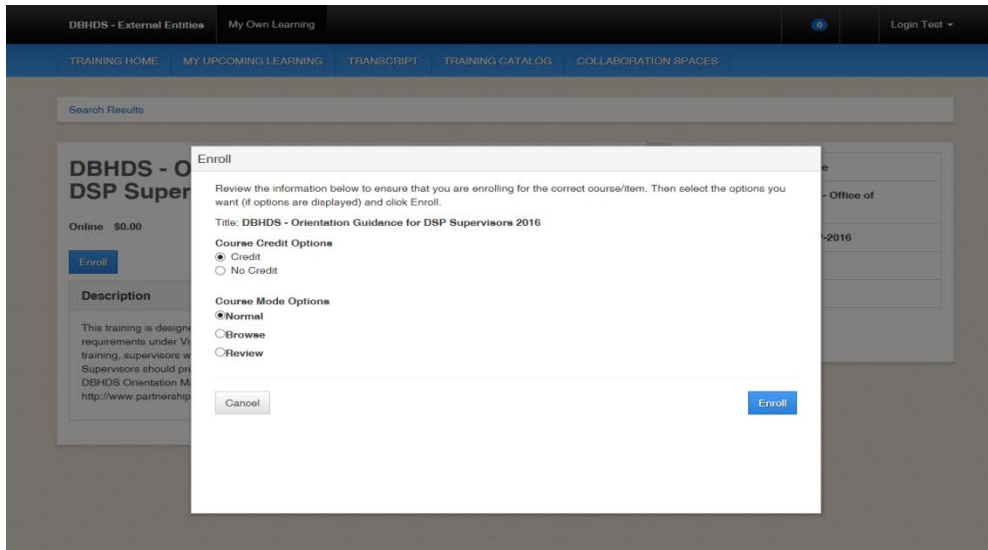
5. Click **Search**.
6. Click on the **title** of the course on the Search Results page.

The screenshot shows the 'My Own Learning' section of the DBHDS External Entities portal. On the left, there is a 'Search' box with a search button and a 'Narrow Your Search' section with a list of categories. The main area displays 'Search Results' for the query 'dbhds - orientation guidance for dsp supervisors 2016'. It shows 345 items, with 'Page 1 of 35' displayed. The first result is 'DBHDS - Orientation Guidance for DSP Supervisors 2016', which is highlighted. Below it, there are two more results: 'Basics of Case Management Module 06: Services' and 'DBHDS - Waiver Slot Assignment Committee Orientation'. Each result includes a brief description and metadata like 'Content Type: SCORM 1.2', 'Your Cost: \$0.00', and 'Checked in'.

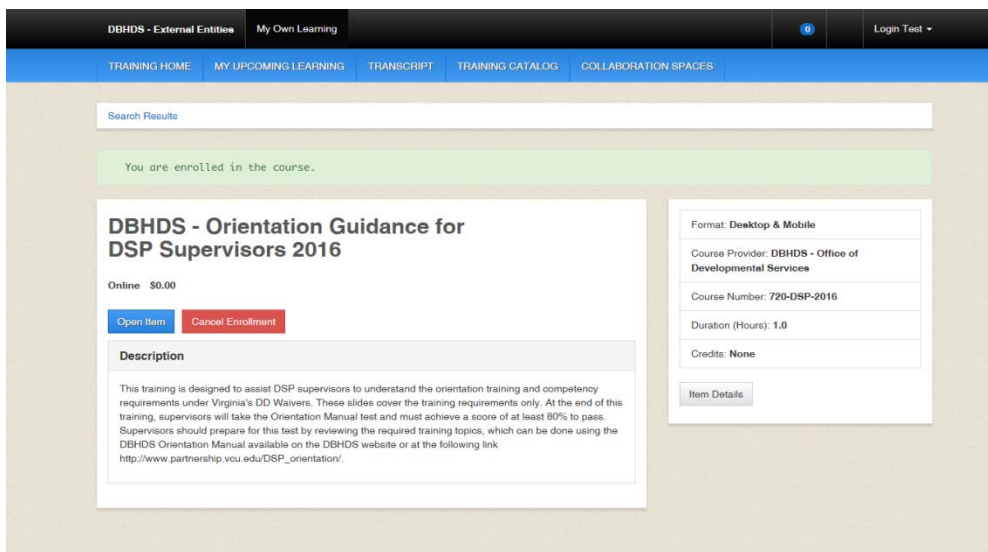
7. Click on the **Enroll** button on the Enrollment page.

The screenshot shows the 'Enrollment' page for the course 'DBHDS - Orientation Guidance for DSP Supervisors 2016'. The page is titled 'Search Results' at the top. The course title is prominently displayed, followed by 'Online \$0.00'. Below this is a blue 'Enroll' button. A 'Description' section provides details about the training, including its purpose and a link to the DBHDS Orientation Manual. On the right side, there is a 'Format: Desktop & Mobile' section with a table of course details: 'Course Provider: DBHDS - Office of Developmental Services', 'Course Number: 720-DSP-2016', 'Duration (Hours): 1.0', and 'Credits: None'. At the bottom right, there is an 'Item Details' button.

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



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



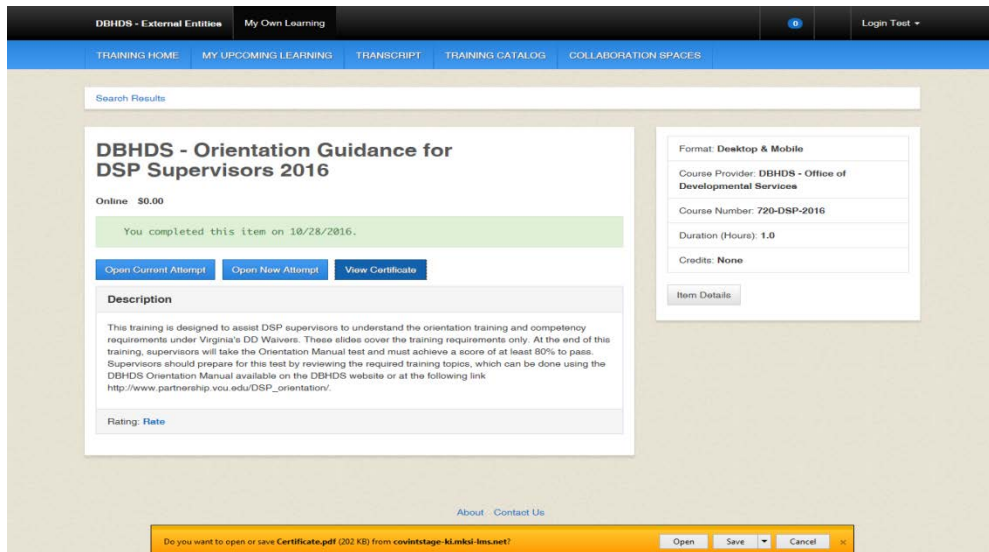
10. A “pop-up” box will appear with the course title displayed. **DO NOT** click the back button or black X; the course is loading.

***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.

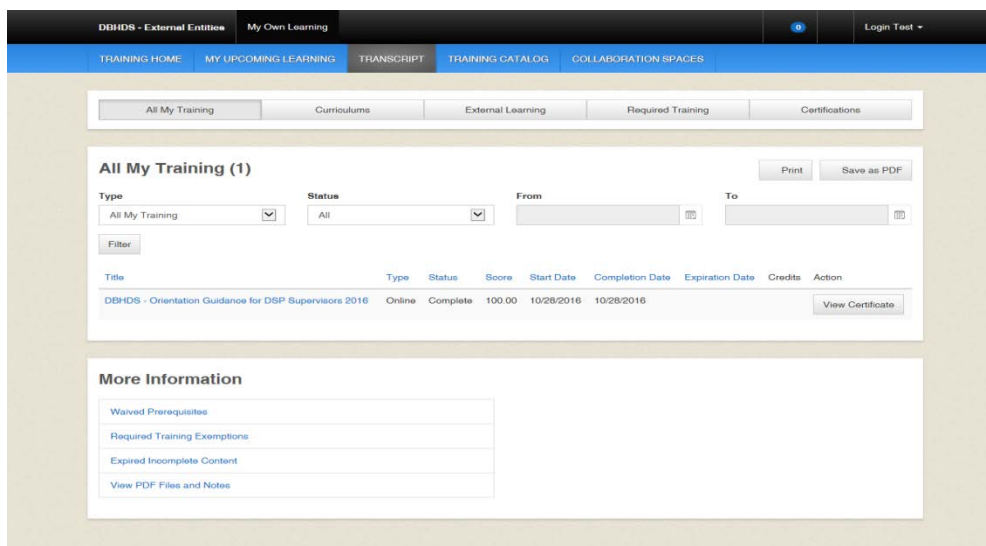
## Retrieving a Certificate

There are several ways to retrieve your Certificate of Completion:

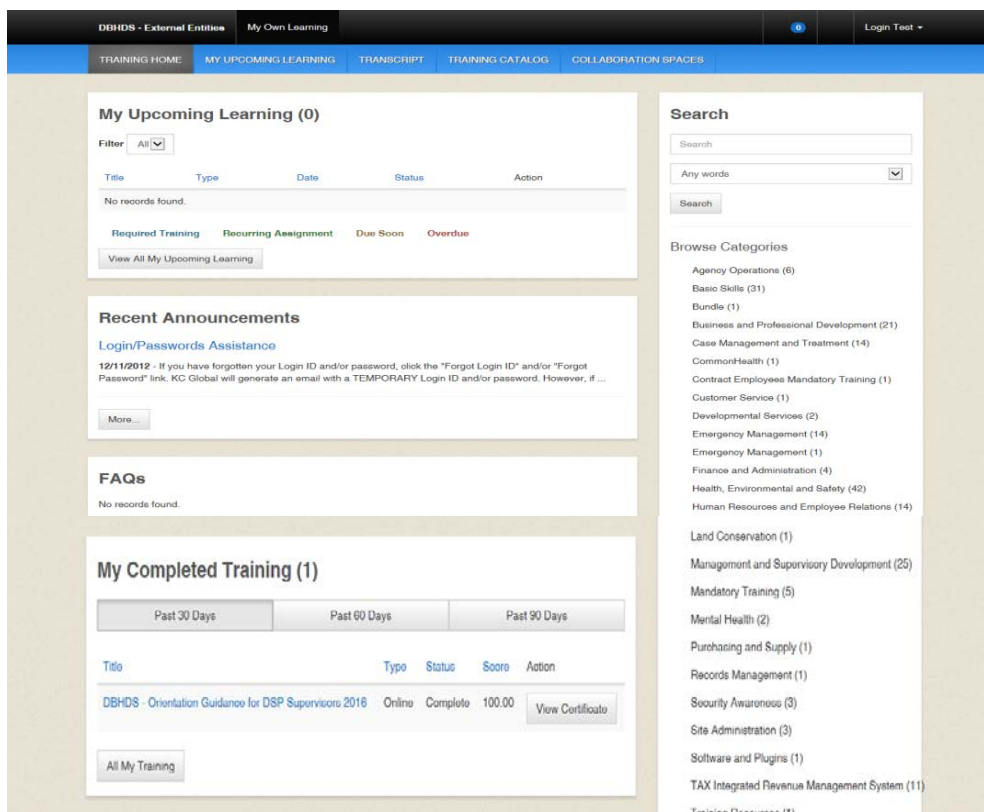
- Once you've completed the training, click **View Certificate**.  
*An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.*



- 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.*



- On the **HOME** page scroll down to the 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**.



## Viewing/Printing/Saving your Transcript

Click the **TRANSCRIPT** tab on the blue area called “Toolbar Banner”.

You may filter your items by:

- Type (All 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
- Sort by Tabs (All Training, Curriculums, External Learning, Required Training, or Certifications)

The screenshot shows the 'My Own Learning' section of the DBHDS system, specifically the 'TRANSCRIPT' tab. It displays a list of training transcripts. The first transcript is 'DBHDS - Orientation Guidance for DSP Supervisors 2016', which is 'Online', 'Complete', with a 'Score' of 100.00, 'Start Date' of 10/28/2016, and 'Completion Date' of 10/28/2016. There is a 'View Certificate' button next to it. Above the list, there are filters for 'Type' (All My Training), 'Status' (All), and date ranges. There are also 'Print' and 'Save as PDF' buttons. Below the transcript list, there is a 'More Information' section with links for 'Waived Prerequisites', 'Required Training Exemptions', 'Expired Incomplete Content', and 'View PDF Files and Notes'.

To print your transcript, click the **Print** button. A “pop-up” box will appear. Click Print.

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](mailto:keiana.bobbitt@dbhds.virginia.gov).