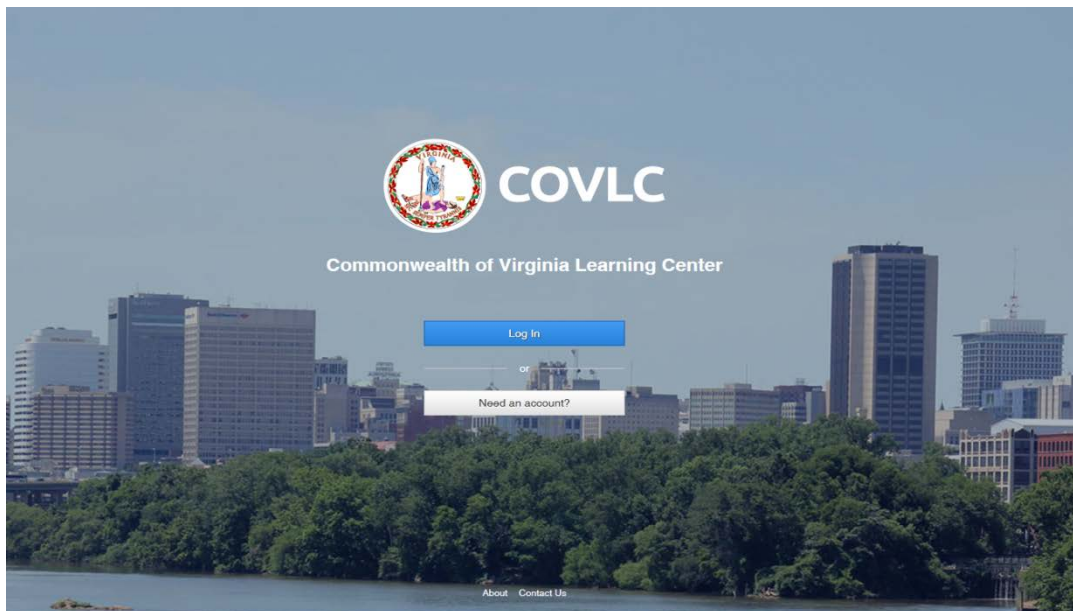




Commonwealth of Virginia Learning Center (COVLC/VLC): DBHDS External Entities Domain Guide

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 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 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-Ext-Dept of Behavioral Health and Developmental Services-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.



The screenshot shows the COVLC Non-State Registration page. At the top is the COVLC logo. Below it is the heading "Non-State Registration" and a note: "This functionality is intended for registration of Non-State employees ONLY." There are two main sections: "Non-State Employees" and "State Employees". Below these is a scrollable list of domains. The domain "DBHDS-E - External Entities" is highlighted. To the right of the list, there is a text box that says "Registering for and select the Ok button."

Non-State Registration

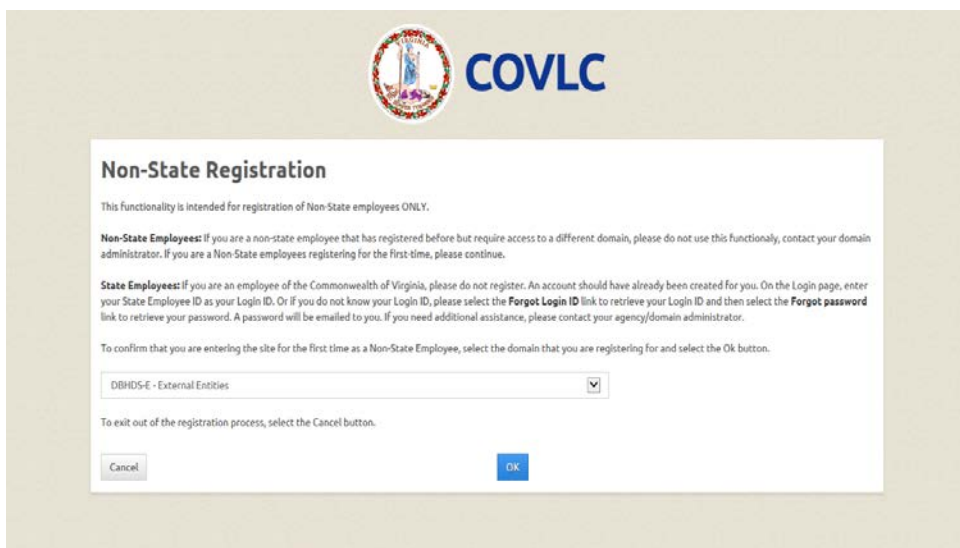
This functionality is intended for registration of Non-State employees ONLY.

Non-State Employees: If you are a non-state employee that has registered before but require access to a different domain, please do not use this functionality, contact your domain administrator. If you are a Non-State employees registering for the first-time, please continue.

State Employees: If you are an employee of the Commonwealth of Virginia, please do not register. An account should have already been created for you. On the Login page, enter your State Employee ID as your Login ID. Or if you do not know your Login ID, please select the **Forgot Login ID** link to retrieve your Login ID and then select the **Forgot password** link to retrieve your password. A password will be emailed to you. If you need additional assistance, please contact your agency/domain administrator.

Registering for and select the Ok button.

DBHDS-E - Department of Alcohol Beverage Control
ALPD-Albemarle County Police Dept.
APA-Auditor of Public Accounts (133)
BES-Authority Agency (091) *
BGA-Board of Accountancy (226)
BRCC-Blue Ridge Community College (291)
BTRO-Board Towling & Recovery Operator (507)
CCCA-Commonwealth Center for Children and Adolescents (708)
Commonwealth of Virginia Learning Center
COBE-Commonwealth of Virginia Learning Center
COVLC-Commonwealth of Va Learning Center - User Training
CPF-Chippokes Plantation Farm Id (319) *
CSA-Office of Comprehensive Services
CSH-Central State Hospital (703)
CVCC-Central Va Community College (292)
CWHI-College of William & Mary - Students
DAPS-Virginia Department for Aging and Rehabilitative Services (262)
DBHDS-E - External Entities
DBVI-Dept for the Blind and Vision Impaired (702)
DCC-Danville Community College (279)
DCLIS - Compliance Agent Training
DCJS-Crater Criminal Justice Academy
DCJS-Department of Criminal Justice Services - External Site
DCJS-Department of Criminal Justice Services (140)
DCJS-Hanover County Sheriff's Academy Training Site
DCLS-Division of Consolidated Laboratory Services
DCR-Dept of Conservation & Recreation (199)
DBHH-Dept for the Deaf and Hard of Hearing (751)
DE_Aff-State Board of Elections - Affiliate Users
DIE-Commonwealth Board of Elections - Commission Executive



The screenshot shows the COVLC Non-State Registration page with the "DBHDS-E - External Entities" domain selected in the drop-down menu. Below the list, there is a text box that says "To confirm that you are entering the site for the first time as a Non-State Employee, select the domain that you are registering for and select the Ok button." At the bottom, there are "Cancel" and "OK" buttons.

Non-State Registration

This functionality is intended for registration of Non-State employees ONLY.

Non-State Employees: If you are a non-state employee that has registered before but require access to a different domain, please do not use this functionality, contact your domain administrator. If you are a Non-State employees registering for the first-time, please continue.

State Employees: If you are an employee of the Commonwealth of Virginia, please do not register. An account should have already been created for you. On the Login page, enter your State Employee ID as your Login ID. Or if you do not know your Login ID, please select the **Forgot Login ID** link to retrieve your Login ID and then select the **Forgot password** link to retrieve your password. A password will be emailed to you. If you need additional assistance, please contact your agency/domain administrator.

To confirm that you are entering the site for the first time as a Non-State Employee, select the domain that you are registering for and select the Ok button.

DBHDS-E - External Entities

To exit out of the registration process, select the Cancel button.

Cancel OK

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).

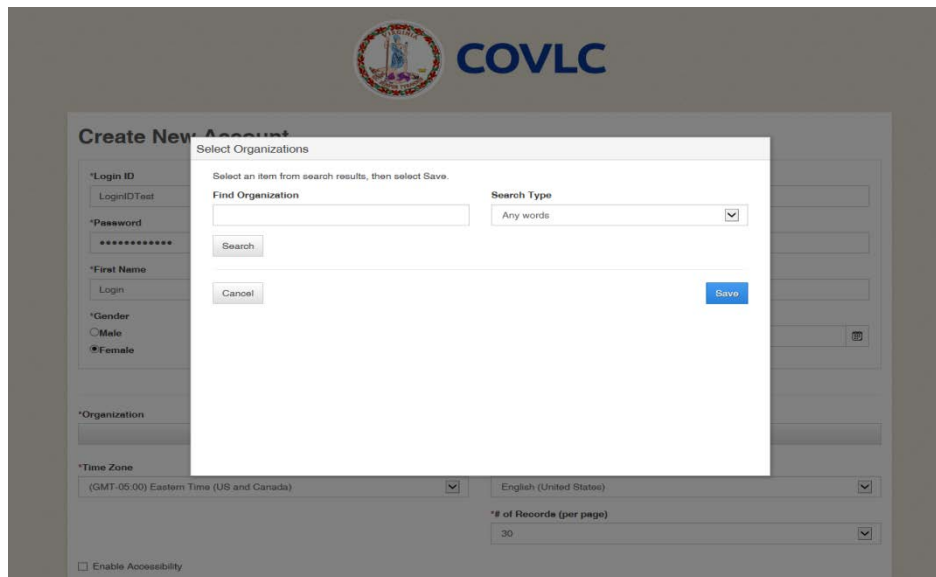


The screenshot shows the 'Create New Account' form for COVLC. The form is titled 'Create New Account' and features the COVLC logo at the top. It contains several required fields marked with an asterisk (*):

- *Login ID:** A text input field.
- *Email Address:** A text input field.
- *Password:** A text input field.
- *Confirm Password:** A text input field.
- *First Name:** A text input field.
- Middle Name:** A text input field.
- *Last Name:** A text input field.
- *Gender:** Radio buttons for Male and Female.
- *Date of Birth:** A date picker field.
- *Organization:** A dropdown menu with 'Select' as the placeholder.
- Job Title:** A dropdown menu with 'Select' as the placeholder.
- Manager:** A dropdown menu with 'Select' as the placeholder.
- *Time Zone:** A dropdown menu with '(GMT-05:00) Eastern Time (US and Canada)' selected.
- *Region:** A dropdown menu with 'English (United States)' selected.
- *# of Records (per page):** A dropdown menu with '40' selected.

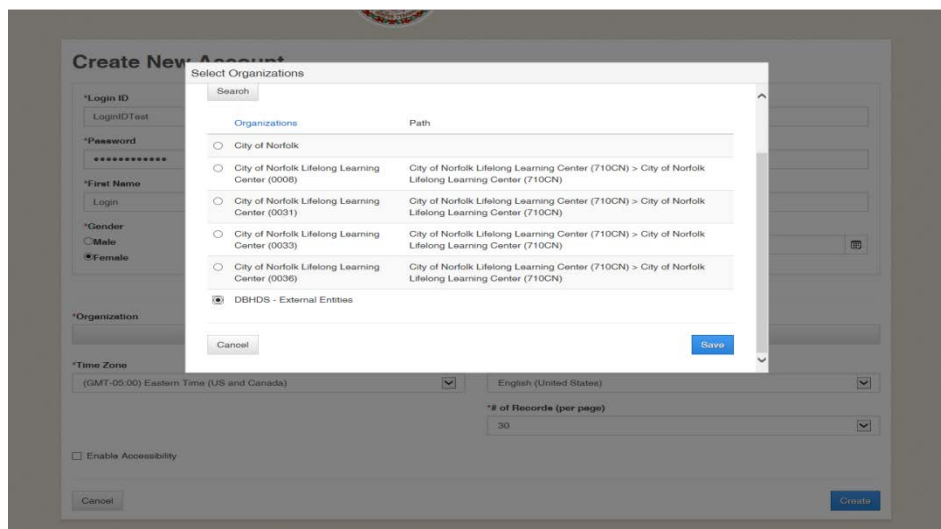
At the bottom left, there is a checkbox labeled 'Enable Accessibility'.

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 checkbox for 'Enable Accessibility'.

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

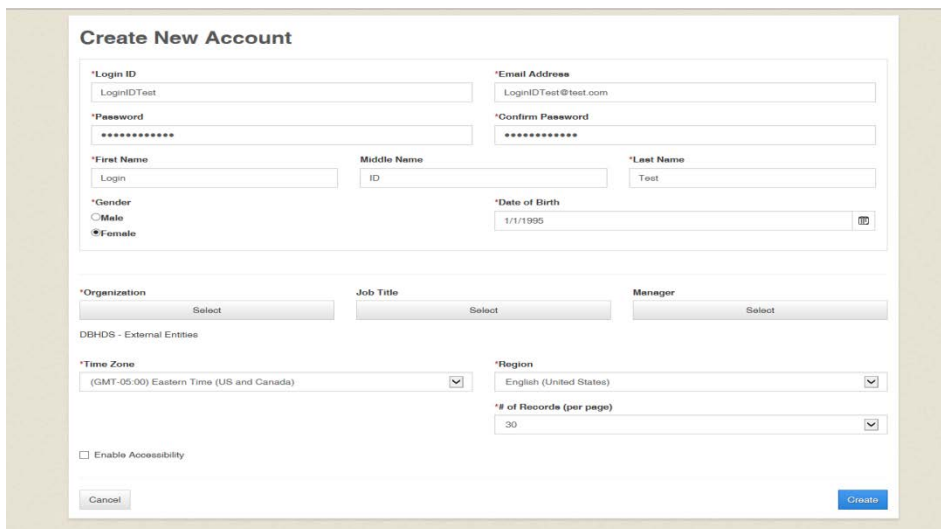


This screenshot shows the 'Select Organizations' modal with a list of organizations. The 'Search' button has been clicked, and the modal displays a table with two columns: 'Organizations' and 'Path'. The table lists several 'City of Norfolk Lifelong Learning Center' entries with their respective paths.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

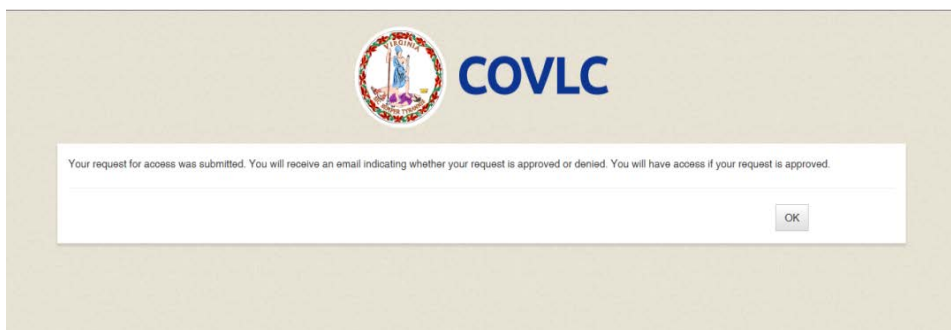
Organizations	Path
☐ City of Norfolk	
☐ City of Norfolk Lifelong Learning Center (0008)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
☐ City of Norfolk Lifelong Learning Center (0031)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
☐ City of Norfolk Lifelong Learning Center (0033)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
☐ City of Norfolk Lifelong Learning Center (0036)	City of Norfolk Lifelong Learning Center (710CN) > City of Norfolk Lifelong Learning Center (710CN)
☒ 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). The second section includes fields for 'First Name' (with 'Login' entered), 'Middle Name' (with 'ID' entered), 'Last Name' (with 'Test' entered), 'Gender' (with 'Female' selected), and 'Date of Birth' (with '1/1/1995' entered). The third section includes fields for 'Organization' (with 'Select' entered), 'Job Title' (with 'Select' entered), and 'Manager' (with 'Select' entered). The fourth section includes fields for '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). There is also a checkbox for 'Enable Accessibility' which is unchecked. At the bottom left is a 'Cancel' button and at the bottom right is a 'Create' button.

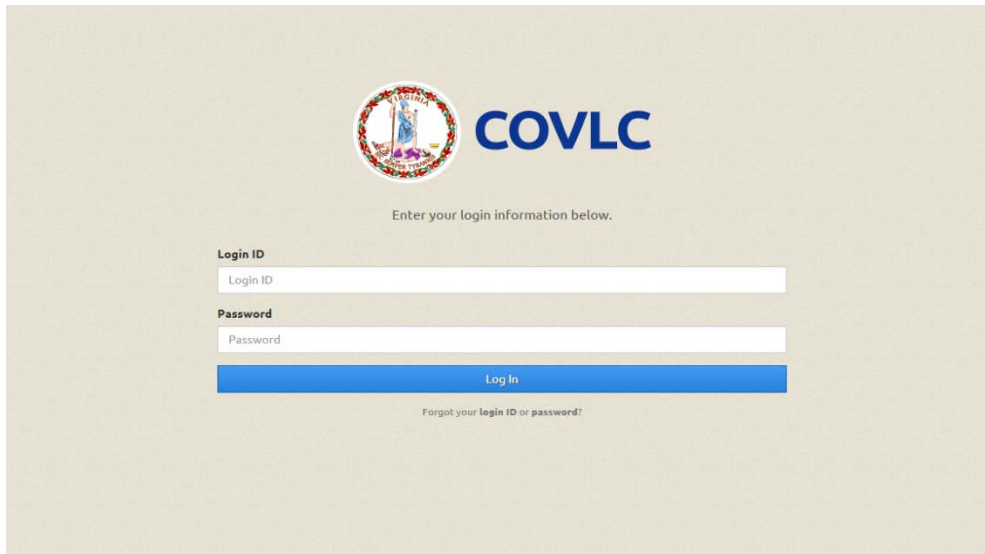
13. Click **OK**. You will receive a computer-generated email stating “your request for access has been submitted”. ***This is not the approval or denial email.*** You will receive an additional computer-generated email once your request has been approved or denied. This process takes up to 48 hours.



Accessing Your Commonwealth of Virginia Learning Center Account

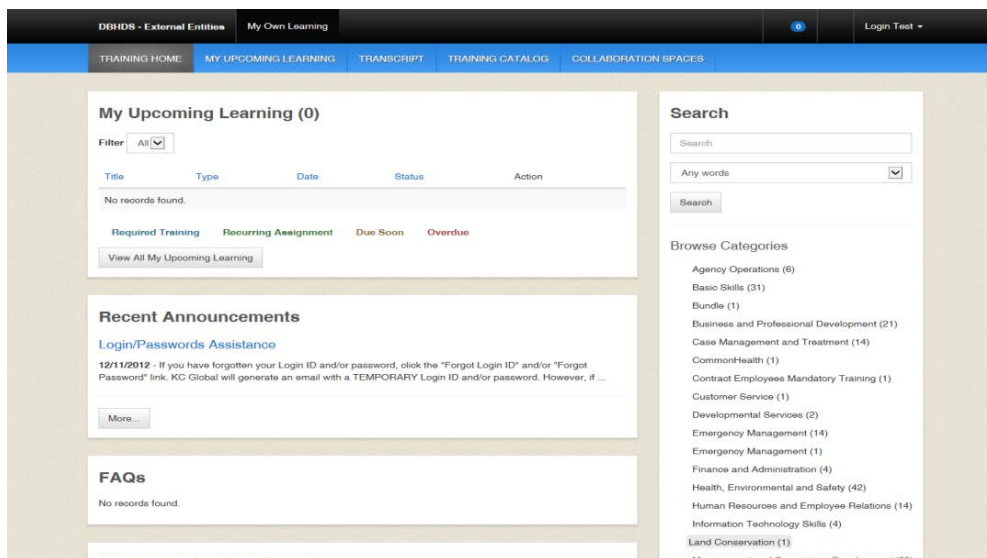
Enter <https://covlc.virginia.gov> in your web browser's address line.

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!

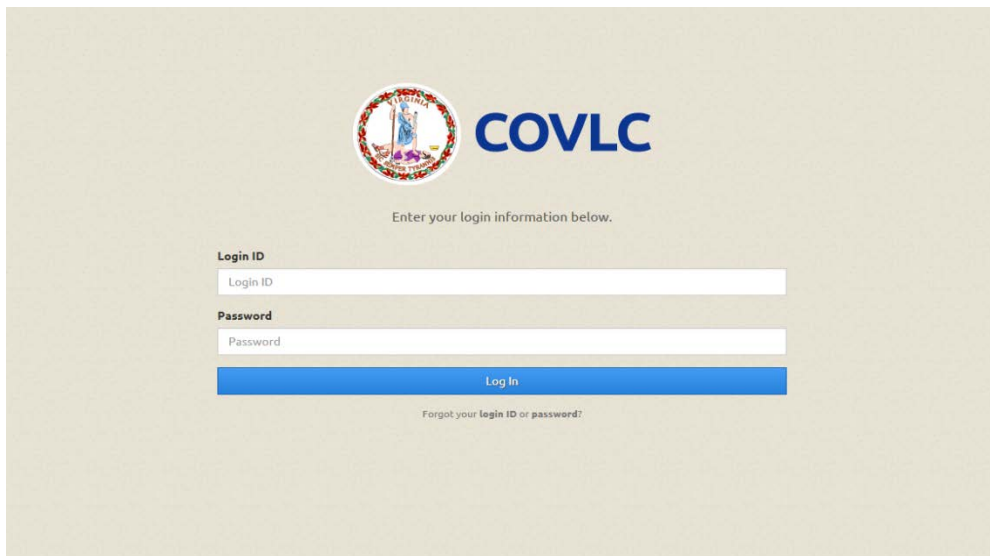


The image shows the COVLC dashboard. At the top, there is a navigation bar with tabs: "DBHDS - External Entities", "My Own Learning", and "Login Test". Below the navigation bar, there is a section titled "My Upcoming Learning (0)". This section includes a filter dropdown set to "All", a table with columns "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

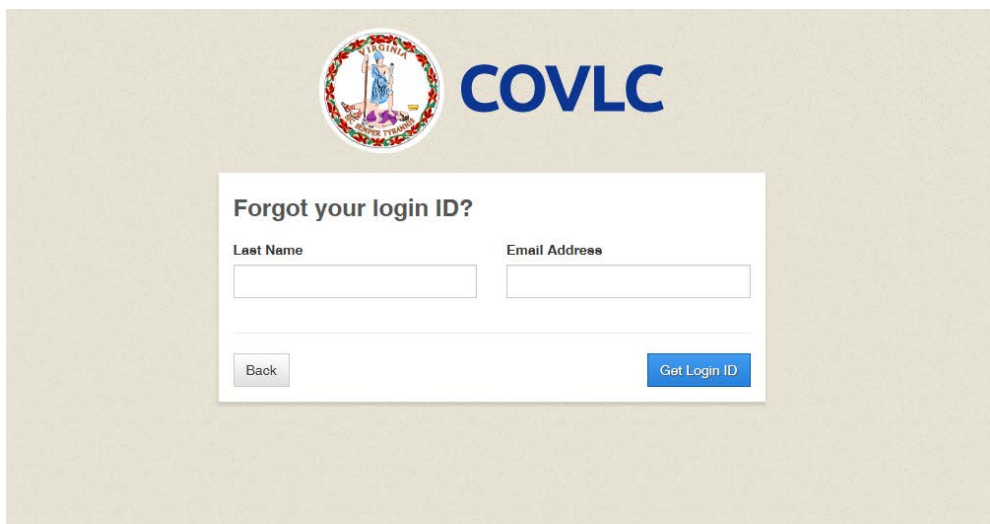
Enter <https://covlc.virginia.gov> in your web browser's address line.

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 depicts a woman holding a torch and a scroll, 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 text 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 area, 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 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 is a blue button with the text "Get Login ID" in white. To the left of the "Get Login ID" button is a grey button with the text "Back" in black.

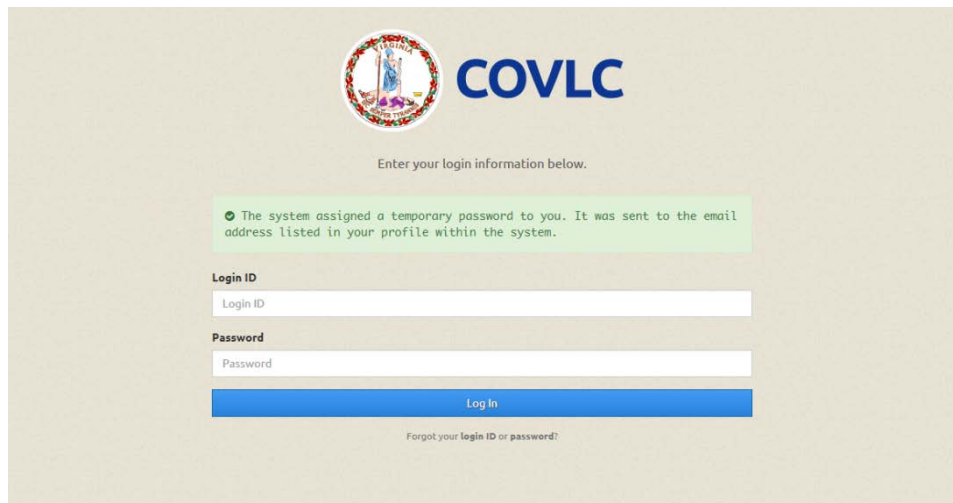
Click **Get Login ID**. A computer-generated email will be sent to your email address listed in your profile within the COVLC.

****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.***

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, there 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.

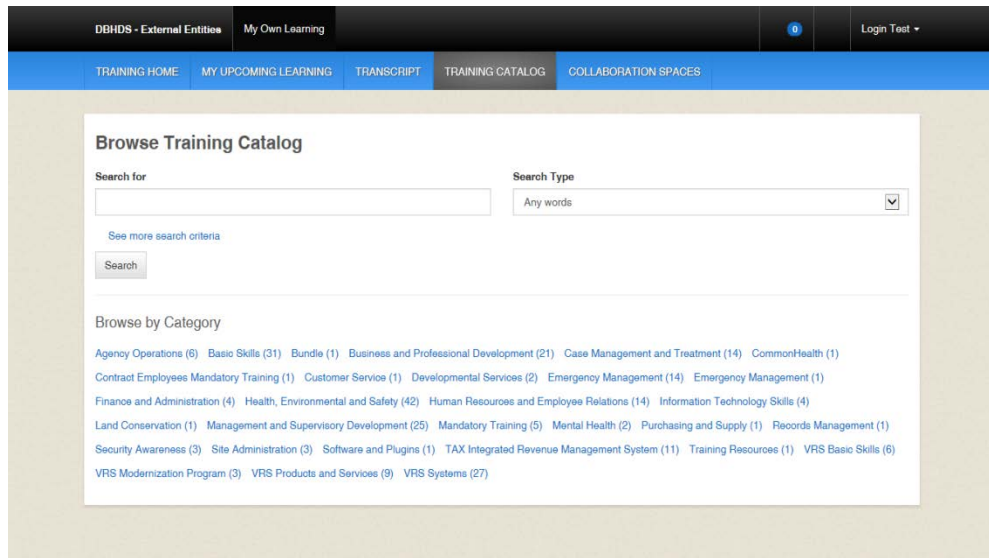
The screenshot shows the COVLC logo at the top. Below it is the text 'Enter your login information below.' followed by a green notification box with a checkmark icon and the text: 'The system assigned a temporary password to you. It was sent to the email address listed in your profile within the system.' 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

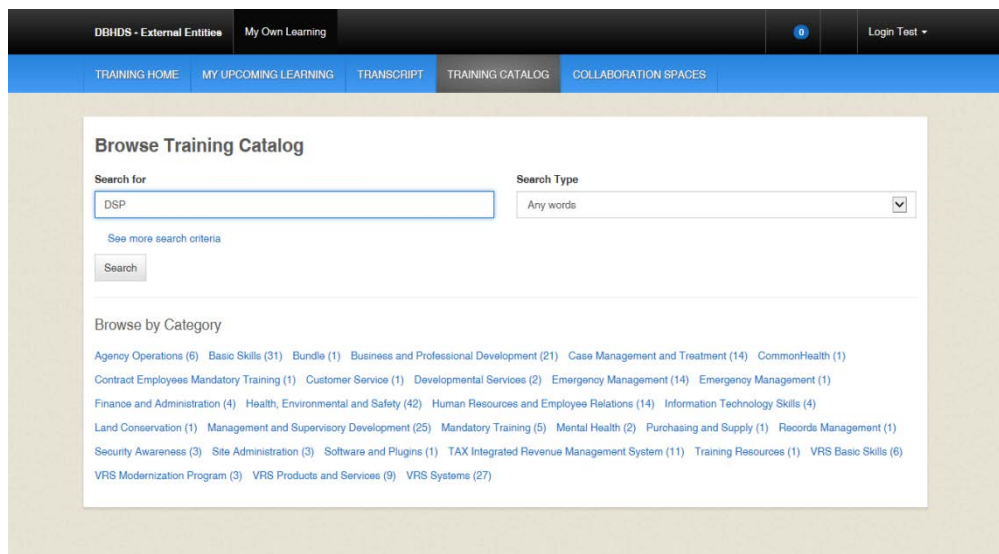
Enter <https://covlc.virginia.gov> in your web browser's address line.

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 **TRAINING 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. It has a 'Search for' text input field, a 'Search Type' dropdown menu set to 'Any words', a 'See more search criteria' link, and a 'Search' button. 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 Training 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 input field 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**.

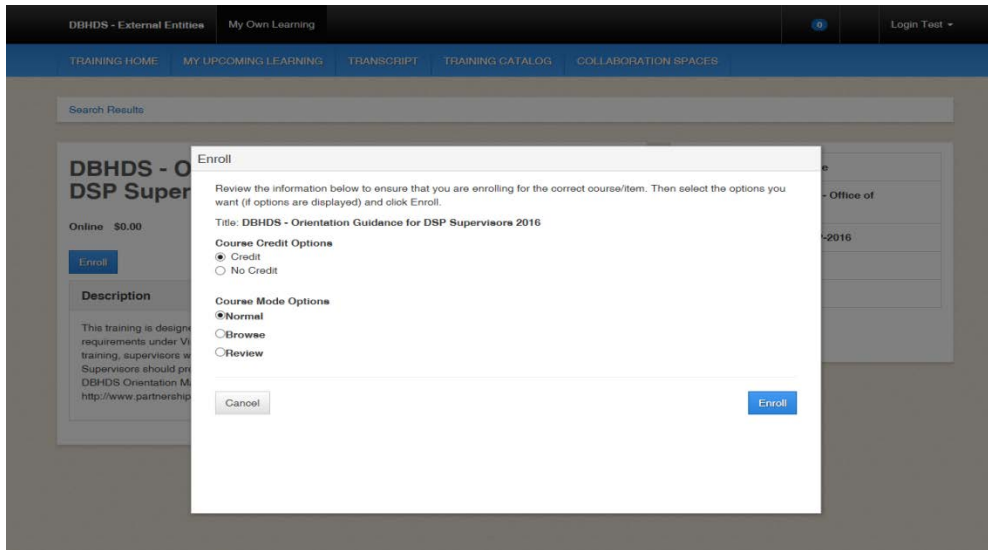
6. Click on the **title** of the course on the Search Results page.

The screenshot shows the 'My Own Learning' section of the DBHDS External Entities website. 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 and lists three results: 'DBHDS - Orientation Guidance for DSP Supervisors 2016', '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'.

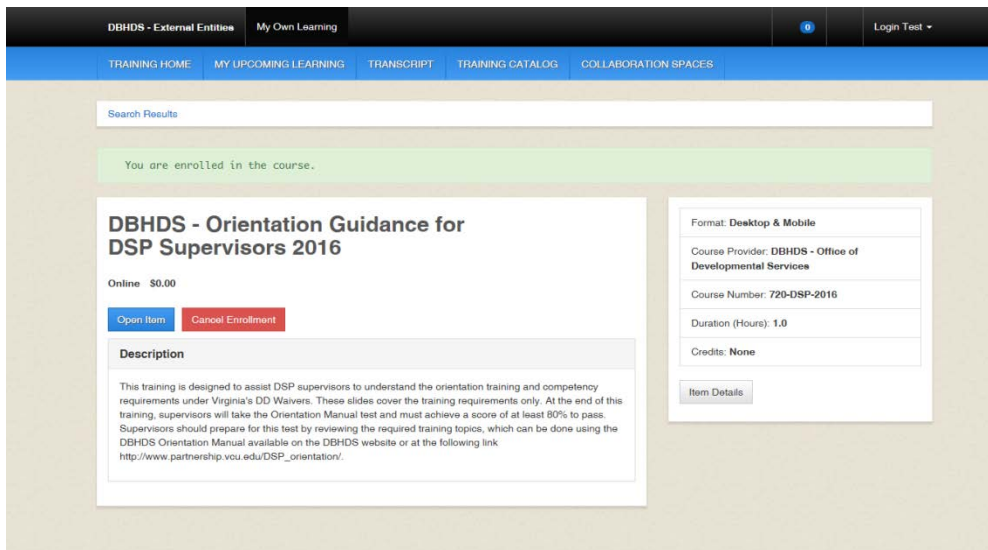
7. Click on the **Enroll** button on the Enrollment page.

The screenshot shows the enrollment page for the course 'DBHDS - Orientation Guidance for DSP Supervisors 2016'. The page includes a title, a description, and an 'Enroll' button. The description states: '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 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/'. On the right, there is a sidebar with course details: 'Format: Desktop & Mobile', 'Course Provider: DBHDS - Office of Developmental Services', 'Course Number: 720-DSP-2016', 'Duration (Hours): 1.0', and 'Credits: None'. There is also 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.



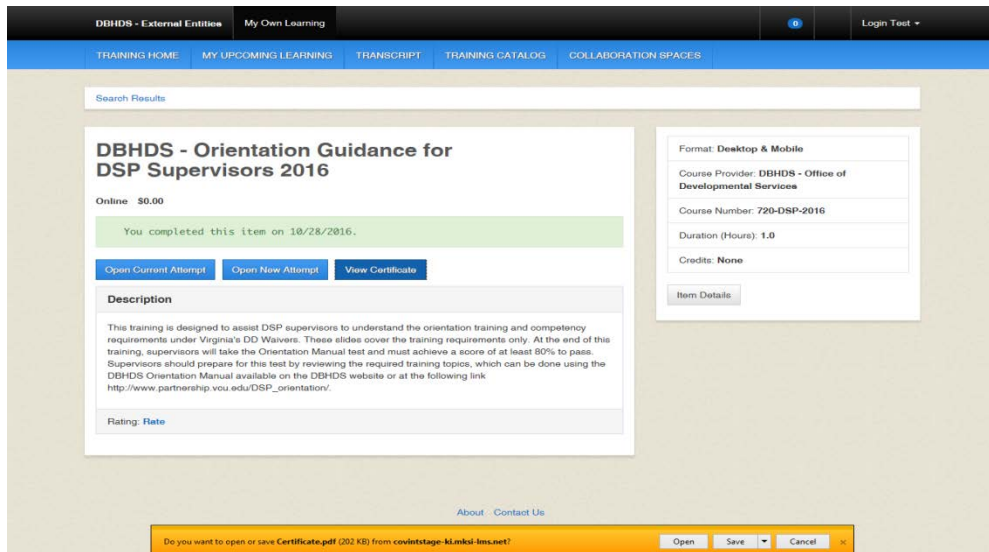
10. A “pop-up” box will appear with the course title displayed. **DO NOT** click the back button or black X; the course is loading.

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.

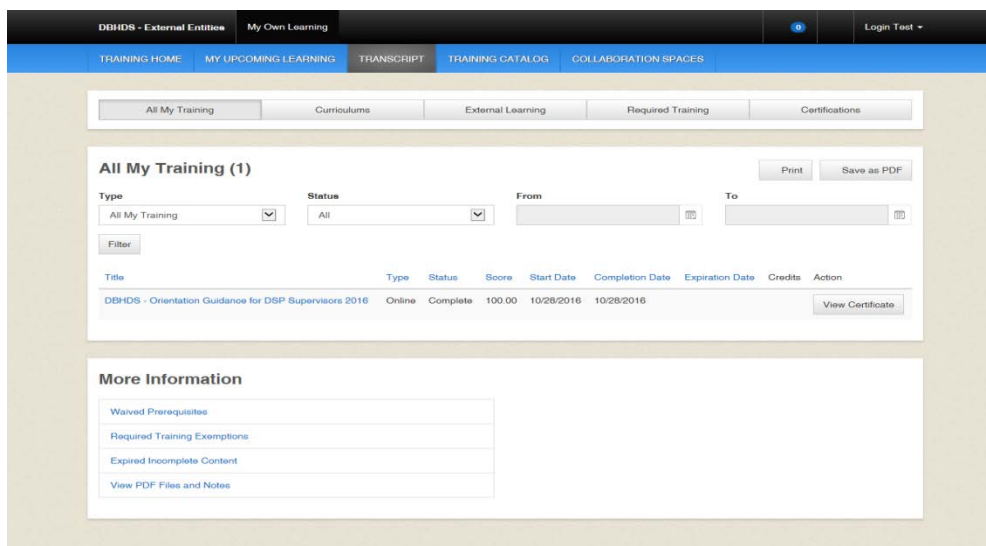
Retrieving a Certificate

There are several ways to retrieve your Certificate of Completion:

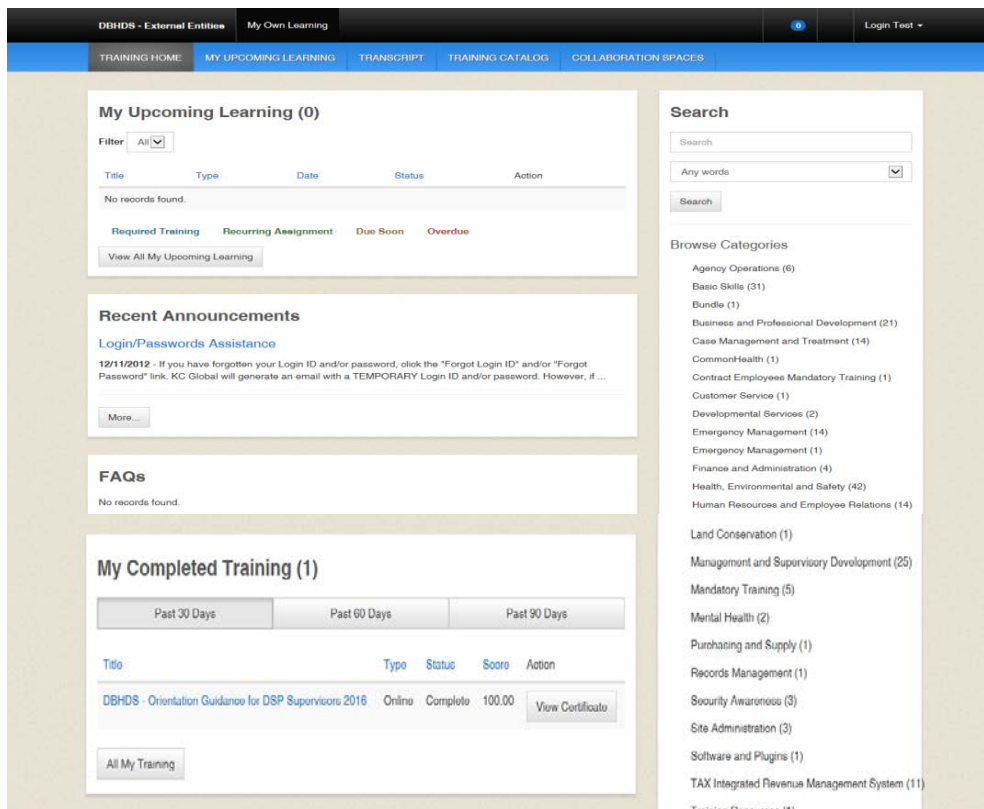
- o Once you've completed the training, click **View Certificate**.
An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.



- o 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.



- o 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**.



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

The screenshot shows the 'My Own Learning' section of the DBHDS system. The 'TRANSCRIPT' tab is selected. Below the navigation bar, there are tabs for 'All My Training', 'Curriculums', 'External Learning', 'Required Training', and 'Certifications'. The 'All My Training' tab is active, displaying 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 this entry. Above the list, there are filters for 'Type' (set to 'All My Training'), 'Status' (set to 'All'), and date ranges 'From' and 'To'. There are also 'Print' and 'Save as PDF' buttons. Below the 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.