

DBHDS-E-External Entities Domain

Commonwealth of Virginia Learning Center (COVLC)

Account Request Instructions

The self-service registration function is no longer accessible. Please follow the steps, in the New Users Only section, if needing a new account for the *DBHDS-E-External Entities Domain*.

New Users Only: To request an account, please email the DBHDS COVLC Help Desk at dbhdscovlchelpdesk@dbhds.virginia.gov.

You will need to submit an email, entering "Requesting a COVLC Account" in the subject line. Before approving or denying your request the following information will need to be supplied:

- Your full legal name (first and last name); you may include a preferred first name
- The name of the organization you are affiliated with (CSB, Licensed Private Provider, etc.)
- Your Manager’s Name (if a contractor or providing counseling services, who would you report to)
- Is the organization licensed or are you in the process of being licensed by one of the following: DBHDS Office of Licensing, the Virginia Department of Health (VDH), the Department of Social Services, or DMAS?
- If your organization is not licensed, please provide the reason for requesting an account.
- What is your reason for requesting an account in the DBHDS-E – External Entities Domain? (Example: training to qualify for Medicaid billing, support coordination training, DSP Supervisor Training, etc.).

Once your responses have been reviewed, an account may be created for you, or you’ll receive a follow-up/denial email. Approvals/account creations may take up to 3-business days.

Change in Organization: If you have an existing account but have switched organizations and can't access your account, please submit an email to the DBHDS COVLC Helpdesk email address above. You'll need to enter “Update Email Address” in the subject line. Please provide your full name (first and last) and previous email address. A user may have only one account in the VLC and therefore a new account will be denied.

Current Users: If you’ve forgotten your Login ID and/or password. You may request your Login ID or a temporary password, by clicking login ID and/or password in the “Forgot your login ID or password?” link on the COVLC log in page (<https://covlc.virginia.gov>). Please request your Login ID first, via the link. The VLC will send a system-generated email. The email may deliver to your Spam/Junk folder. Please be sure to update your organizational information, in your account profile, accordingly. It’s imperative that you include your Company name, as it helps identify which organization you’re taking training for.

If any additional assistance is needed, please email the DBHDS COVLC Help Desk at dbhdscovlchelpdesk@dbhds.virginia.gov.

The Commonwealth of Virginia Learning Center (COVLC) is not monitored 24/7. Help desk assistance is provided Monday through Friday, 8:00 a.m. until 4:00 p.m., with the exception of State Holiday/Department closures. Text