



Commonwealth of Virginia Learning Center (COVLC/VLC): CSB Staff Account Registration 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.

Registering for a Commonwealth of Virginia Learning Center Account

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

1. Using Google Chrome (*preferred*), Microsoft Edge, or Firefox, register at <https://covlc.virginia.gov>.
2. Select the white “Need an account?” button.
3. Click the drop-down arrow, scroll down and click **DBHDS-E - External Entities**. Click **OK**

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.*

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).
8. *Organization: Click **Select**. **Leave the search field under Find Organization blank**, click **Search**. Scroll down and select **DBHDS – External Entities**. Click Save.
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.
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.

Updating Your Virginia Learning Center Account Profile

Both NEW and EXISTING users will need to update your COMPANY NAME in your profile.

Enter <https://covlc.virginia.gov> in your web browser’s address line (Google Chrome, Microsoft Edge, or Firefox):

1. After logging in, click the down-arrow beside your initials, then select Account.
2. Select the Profile tab.
3. Click *Edit User Information* to update your Work, Home or Mobile Phone, and/or Fax, as appropriate. Address is not needed, as your Company Address is to be entered into the Work Information section.
4. Click *Edit Work Information* to include your Job Title, Manager, Company, and Company Address. **It’s imperative that you include your Company name**, as this helps identify which organization you’re taking training(s) for (i.e. Alleghany Highlands Community Services Board, Colonial Behavioral Health, Richmond Behavioral Authority, etc.). *Please note, your Manager will only be found if he/she has an account in the VLC. If no record is found, you may leave blank. Also, the VLC has a variety of Job Titles, however, it may not be unique to your specific title. If title not found, you may leave blank.*

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.