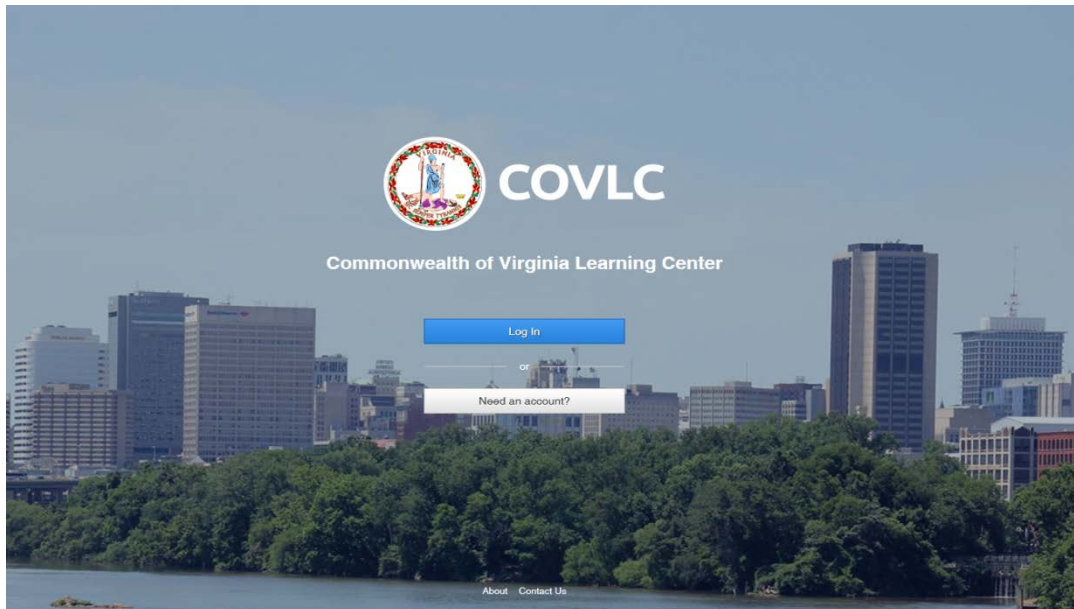




## Commonwealth of Virginia Learning Center (COVLC/VLC): DBHDS External Entities Domain Guide

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.

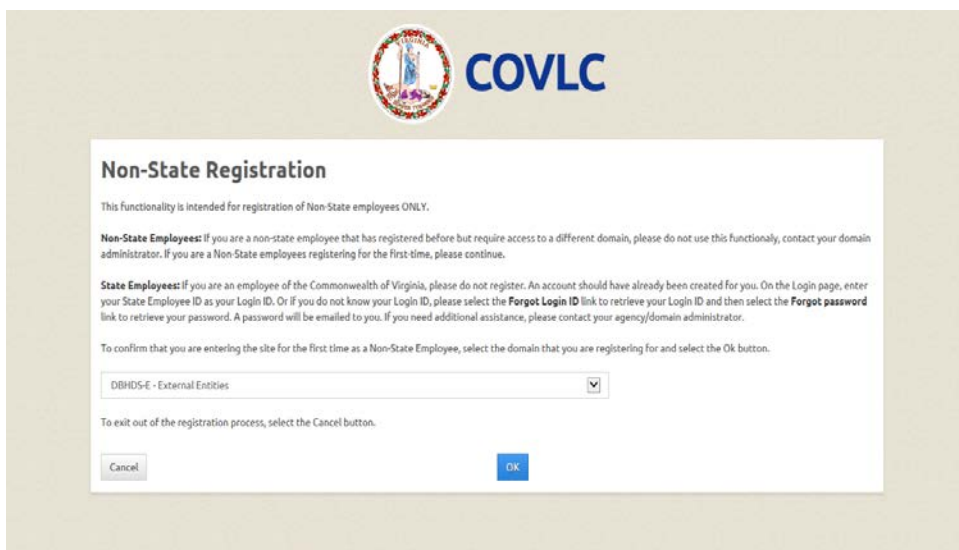
### Registering for a Commonwealth of Virginia Learning Center Account

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



4. Click **OK**.

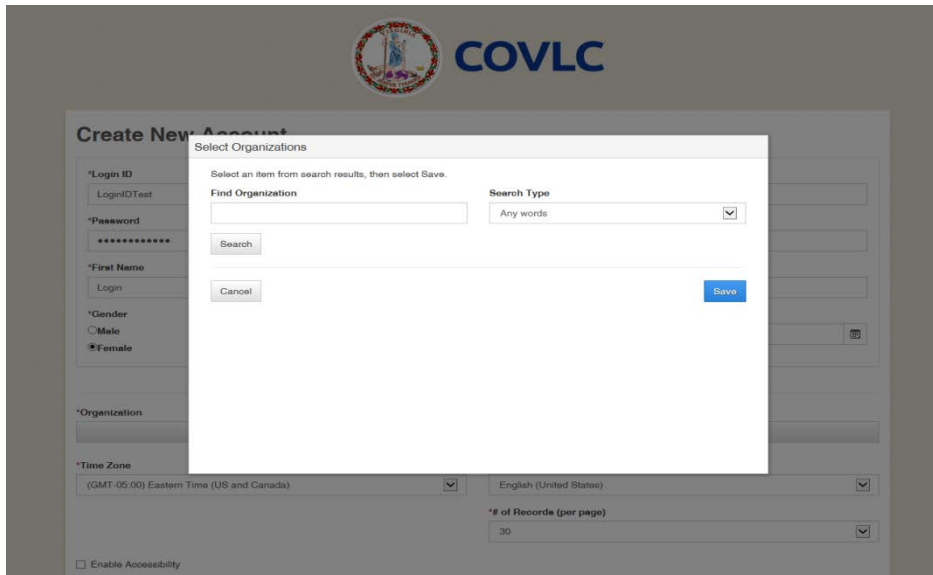
**Create New Account Screen** - All entry fields with an asterisk are required fields.

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. The form fields are as follows:

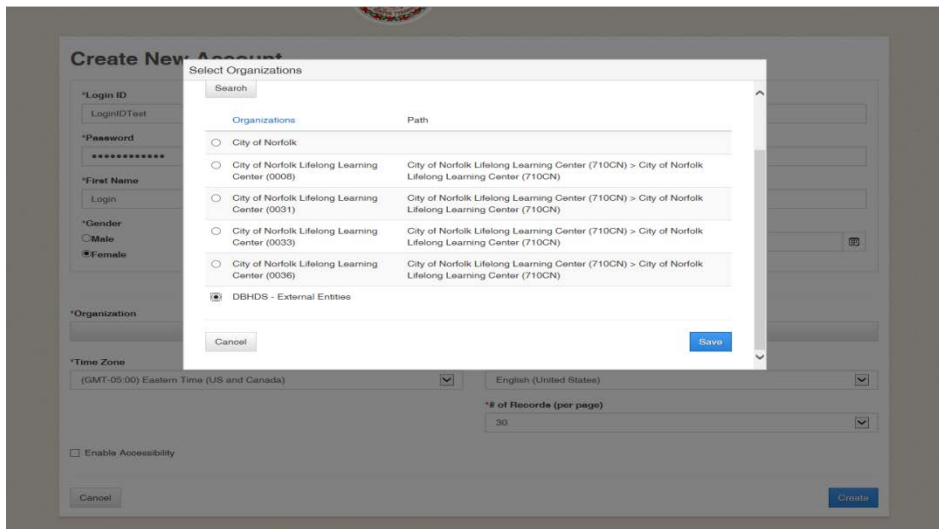
- \*Login ID:** Text input field.
- \*Email Address:** Text input field.
- \*Password:** Text input field.
- \*Confirm Password:** Text input field.
- \*First Name:** Text input field.
- Middle Name:** Text input field.
- \*Last Name:** Text input field.
- \*Gender:** Radio buttons for Male and Female.
- \*Date of Birth:** Text input field with a calendar icon.
- \*Organization:** Dropdown menu with 'Select' text.
- Job Title:** Dropdown menu with 'Select' text.
- Manager:** Dropdown menu with 'Select' text.
- \*Time Zone:** Dropdown menu with '(GMT-05:00) Eastern Time (US and Canada)' selected.
- \*Region:** Dropdown menu with 'English (United States)' selected.
- # of Records (per page):** Dropdown menu with '40' selected.
- Enable Accessibility:** Checkbox.

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 menu set to 'Any words', and 'Search', 'Cancel', and 'Save' buttons. The background form includes fields for Login ID, Password, First Name, Gender (Female selected), Organization, Time Zone (GMT-05:00 Eastern Time (US and Canada)), and Language (English (United States)).

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

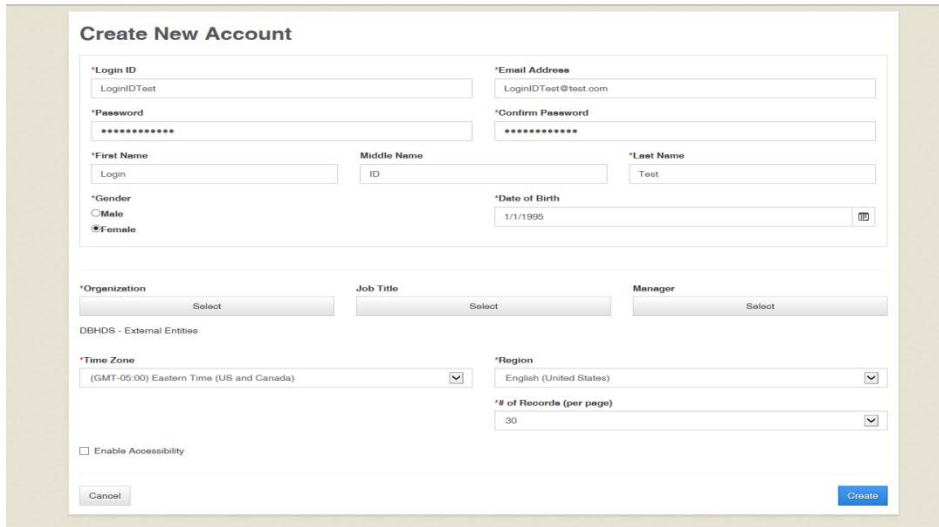


This screenshot shows the 'Select Organizations' modal with a search results table. The 'DBHDS - External Entities' option is selected. The table lists several other organizations, all of which are paths leading to 'City of Norfolk Lifelong Learning Center'.

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	

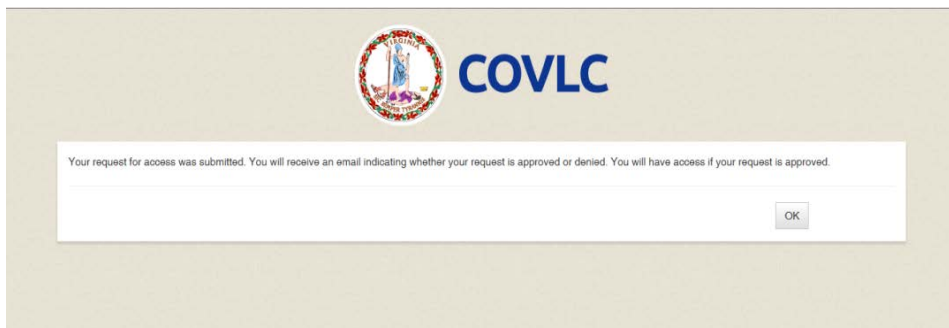
9. \*Time Zone: Default; *do not change*.
10. \*Region: Default; *do not change*.
11. \*# of Records (per page): Default  
*You may change to any number between 10-100.*

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



The screenshot shows a web form titled "Create New Account". It contains several input fields and dropdown menus. The fields are: Login ID (with "LoginIDTest" entered), Password (with "\*\*\*\*\*" entered), Confirm Password (with "\*\*\*\*\*" entered), First Name (with "Login" entered), Middle Name (with "ID" entered), Last Name (with "Test" entered), Date of Birth (with "1/1/1995" entered), Gender (with "Female" selected), Organization (with "Select" button), Job Title (with "Select" button), Manager (with "Select" button), 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 an unchecked checkbox for "Enable Accessibility". At the bottom, there are "Cancel" and "Create" buttons.

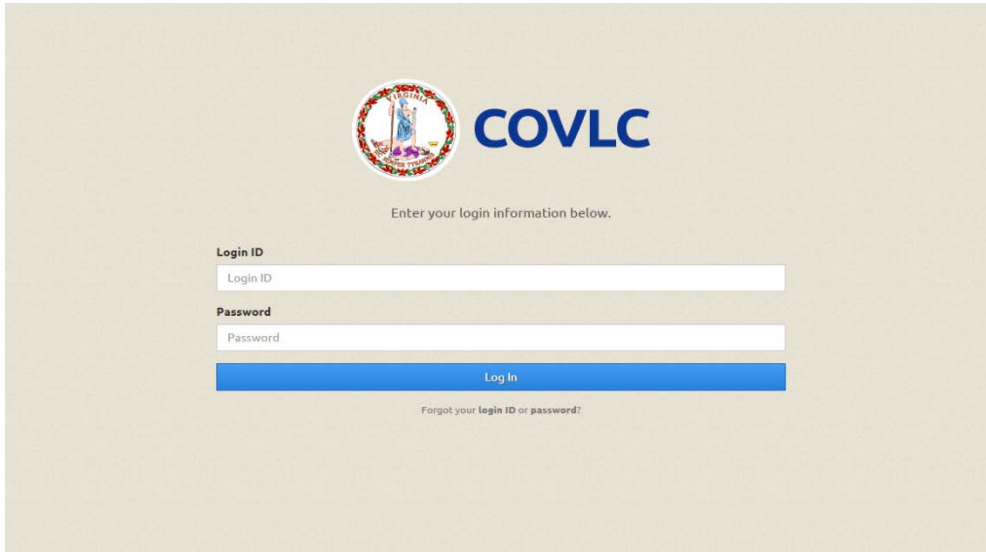
13. Click **OK**. You will receive a computer-generated email stating “your request for access has been submitted”. ***This is not the approval or denial email.*** You will receive an additional computer-generated email once your request has been approved or denied. This process takes up to 48 hours.



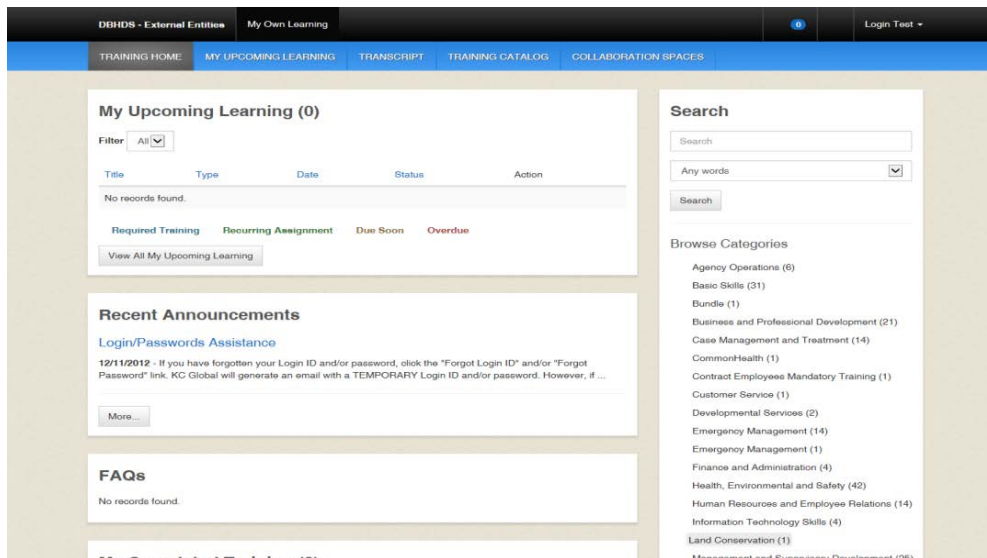
## Accessing Your Commonwealth of Virginia Learning Center Account

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.*



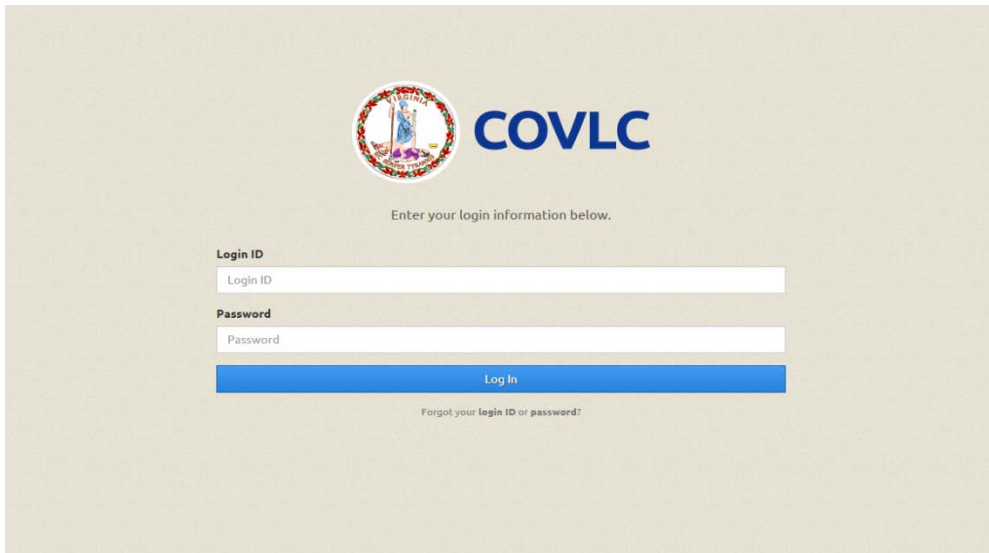
You have successfully accessed your COVLC account!



## Forgotten Login ID and/or Password

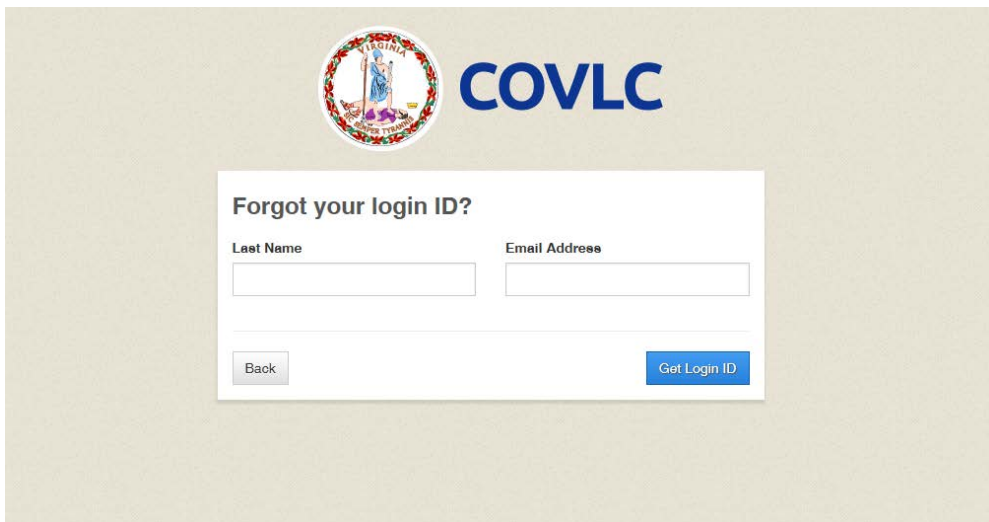
Enter <https://covlc.virginia.gov> in your web browser's address line.

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, followed by the text "COVLC" in a large, bold, blue font. Below this, the text "Enter your login information below." is centered. There are two input fields: "Login ID" and "Password". Below the "Password" field is a blue "Log In" button. At the bottom of the form area, there is a link that says "Forgot your login ID or password?".

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



The image shows the "Forgot your login ID?" form. At the top center is the Virginia state seal, followed by the text "COVLC" in a large, bold, blue font. Below this, the text "Forgot your login ID?" is centered. There are two input fields: "Last Name" and "Email Address". Below the "Email Address" field is a blue "Get Login ID" button. At the bottom left of the form area, there is a grey "Back" button.

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).***

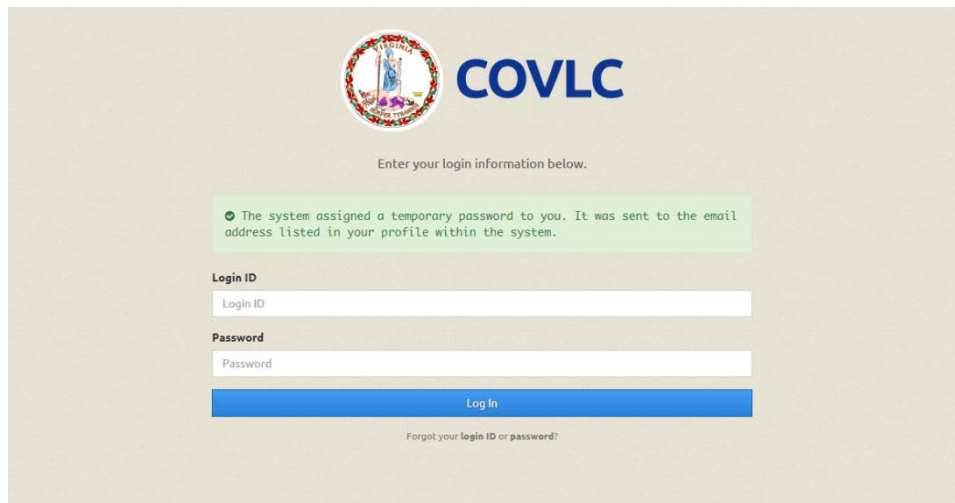


Forgot your password?: Enter your **Login ID**.



The screenshot shows the COVLC logo at the top left. Below it is a white form titled "Forgot your password?". The form contains a label "Login ID" above a text input field. At the bottom of the form are two buttons: "Cancel" on the left and "Continue" 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." A green notification box contains 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". A blue "Log In" button is positioned below the "Password" field. At the bottom of the form is a link that says "Forgot your login ID or password?"

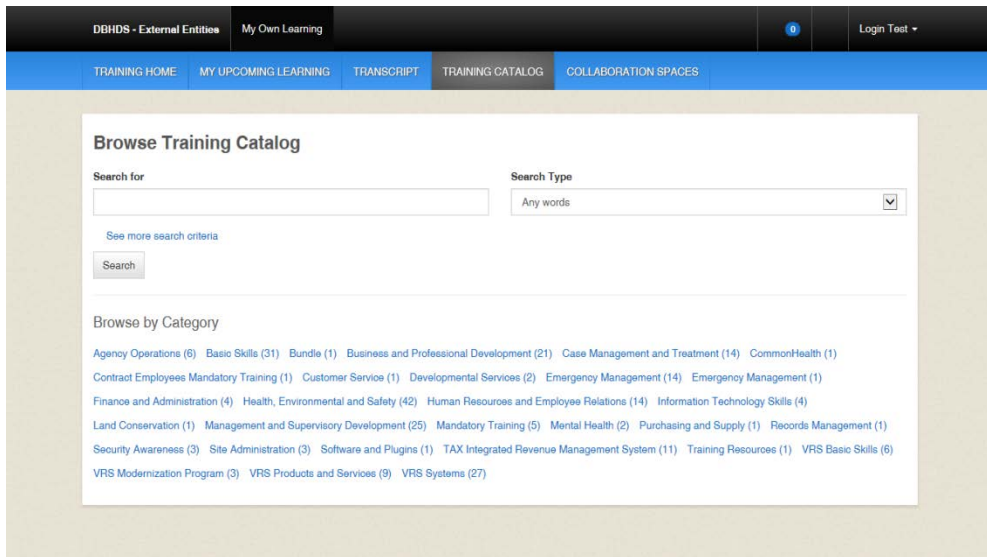
3. After receiving your Login ID and/or temporary password, return to the COVLC homepage. Select **"Log In"**. Enter the Login ID and/or temporary password you received accordingly. Click **Log In**.  
*Remember, the password is case sensitive. Enter it exactly as you received it.*



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

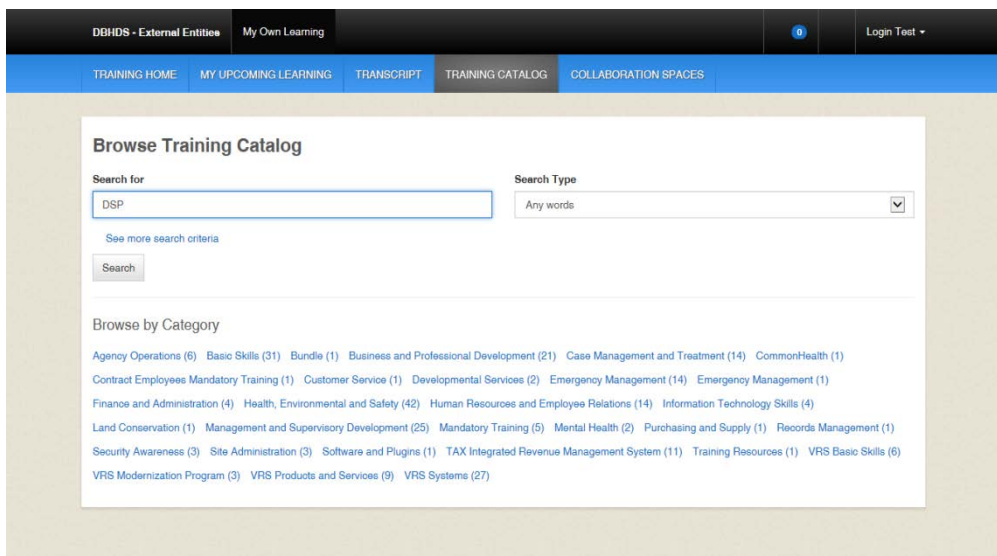
Enter <https://covlc.virginia.gov> in your web browser's address line.

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 'DBHDS - External Entities' and 'My Own Learning' tabs. Below that is a blue 'Toolbar Banner' with tabs for 'TRAINING HOME', 'MY UPCOMING LEARNING', 'TRANSCRIPT', 'TRAINING CATALOG', and 'COLLABORATION SPACES'. The main content area has a search section with a 'Search for' text box, a 'Search Type' dropdown menu set to 'Any words', and a 'Search' button. Below the search section is a 'Browse by Category' section with a list of categories and their counts, such as 'Agency Operations (6)', 'Basic Skills (31)', etc.

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 box now contains the text 'DSP'. The rest of the page, including the navigation bar, toolbar banner, and category list, remains the same.

5. Click **Search**.

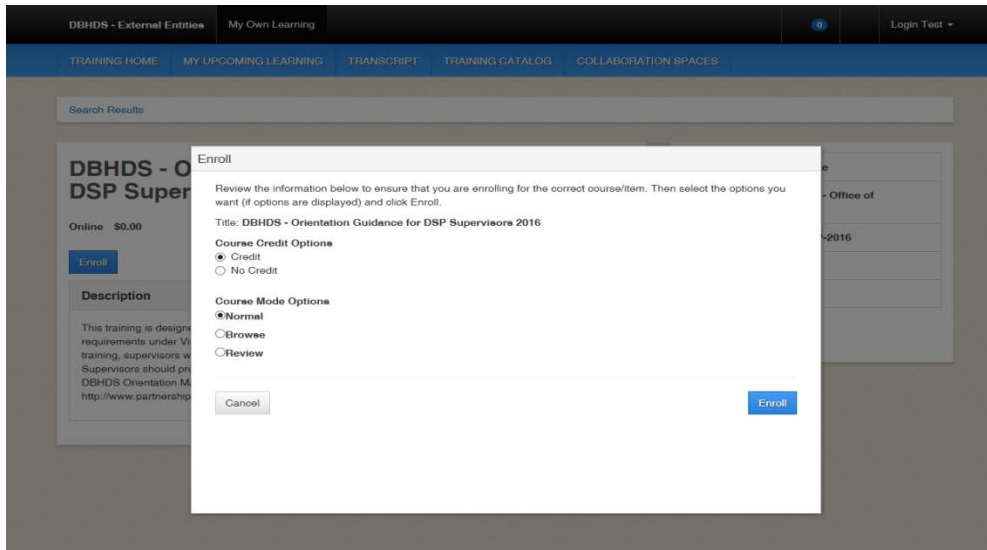
6. Click on the **title** of the course on the Search Results page.

The screenshot shows the LMS search interface. On the left, there is a search bar with the text "Search within results" selected. Below it, a "Narrow Your Search" section lists categories such as "Health, Environmental and Safety (42)", "VRS Systems (27)", "Basic Skills (24)", "Management and Supervisory Development (23)", "Business and Professional Development (21)", "Human Resources and Employee Relations (14)", "Case Management and Treatment (14)", "Emergency Management (11)", and "TAX Integrated Planning". The main search results area shows "345 Items" and "Page 1 of 35". The first result is "DBHDS - Orientation Guidance for DSP Supervisors 2016" with a description: "This training is designed to assist DSP supervisors to understand the orientation training and compe". It also shows "Content Type: SCORM 1.2", "Your Cost: \$0.00", and "Checked in".

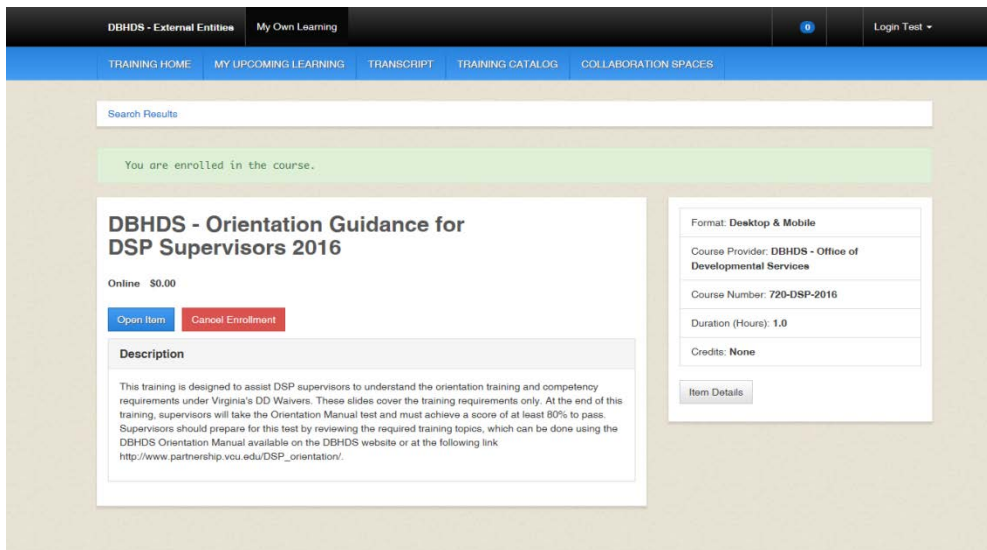
7. Click on the **Enroll** button on the Enrollment page.

The screenshot shows the enrollment page for the course "DBHDS - Orientation Guidance for DSP Supervisors 2016". The course is listed as "Online \$0.00" with 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, a "Format: Desktop & Mobile" box provides details: "Course Provider: DBHDS - Office of Developmental Services", "Course Number: 720-DSP-2016", "Duration (Hours): 1.0", and "Credits: None".

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.



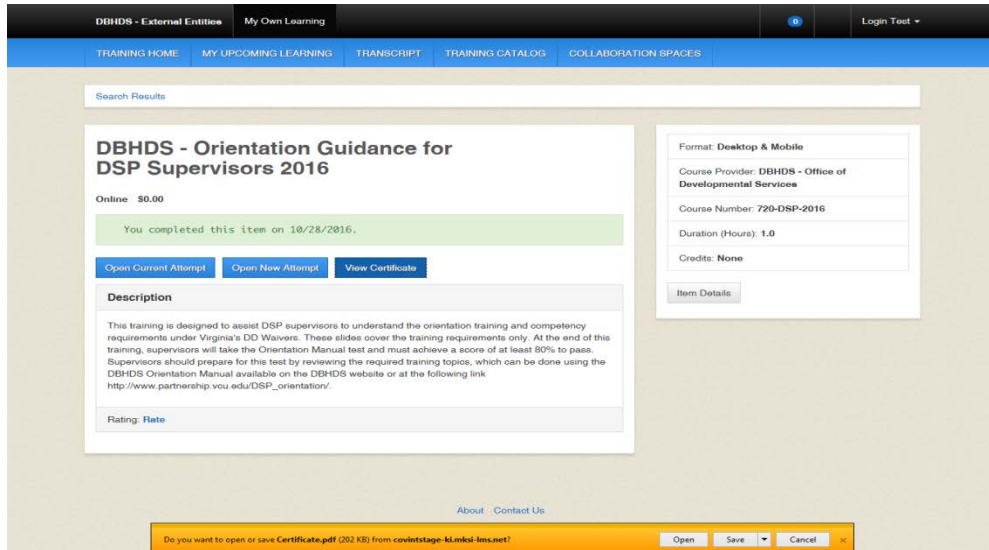
10. A “pop-up” box will appear with the course title displayed. **DO NOT** click the back button or black X; the course is loading.

***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.

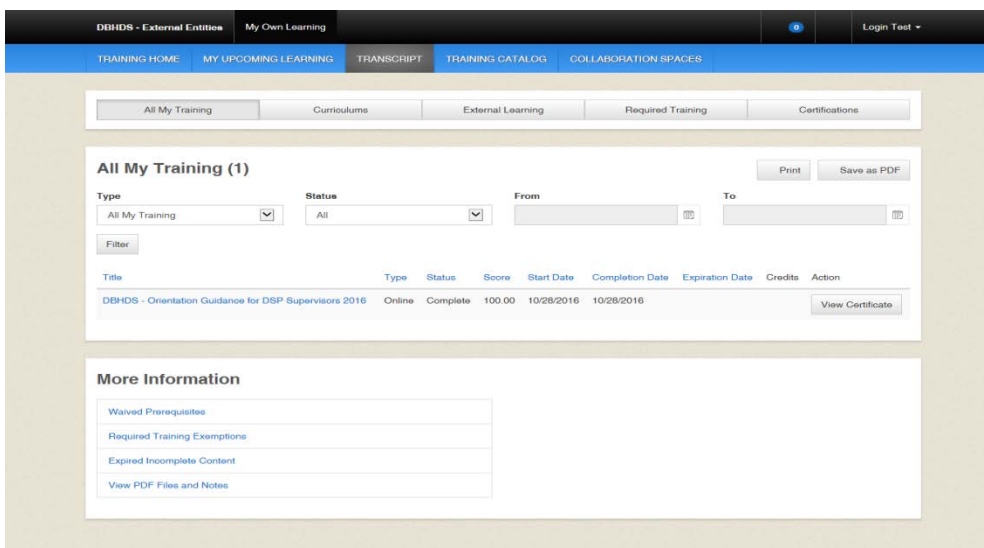
## Retrieving a Certificate

There are several ways to retrieve your Certificate of Completion:

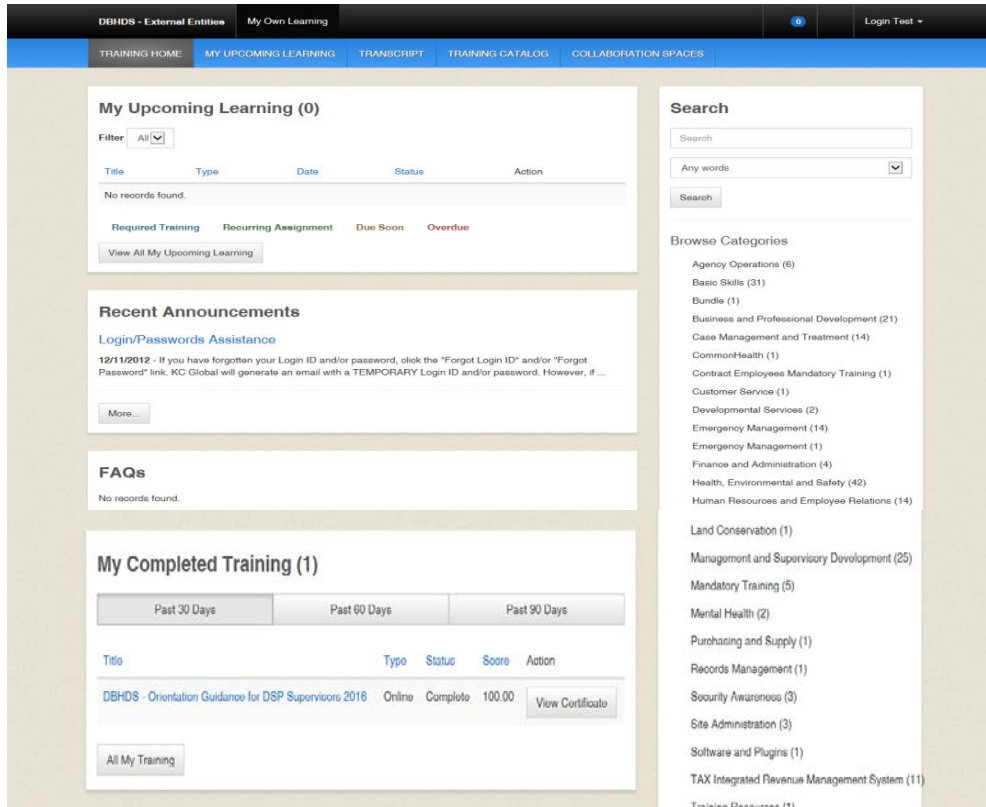
- Once you've completed the training, click **View Certificate**.  
*An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.*



- 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 **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**.

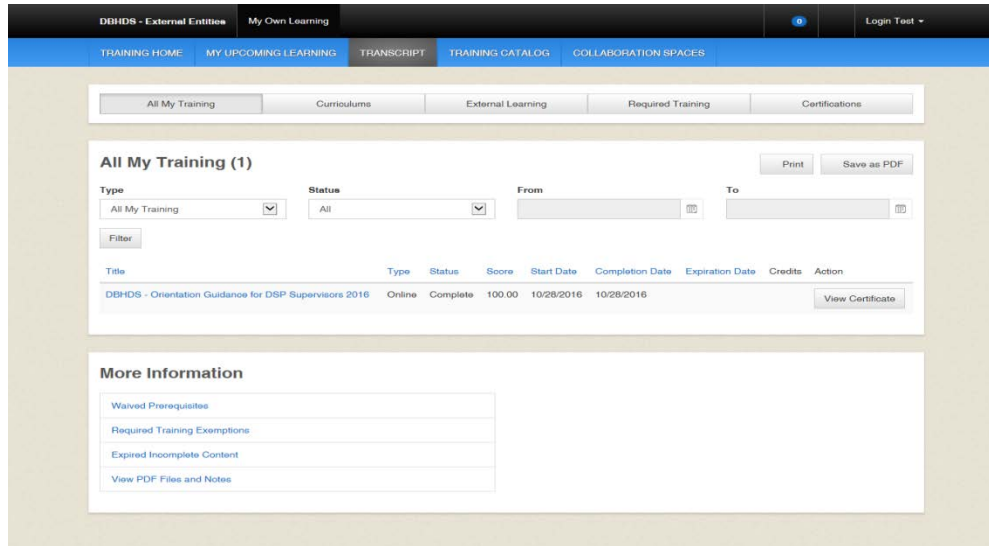


## Viewing/Printing/Saving your Transcript

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)



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).