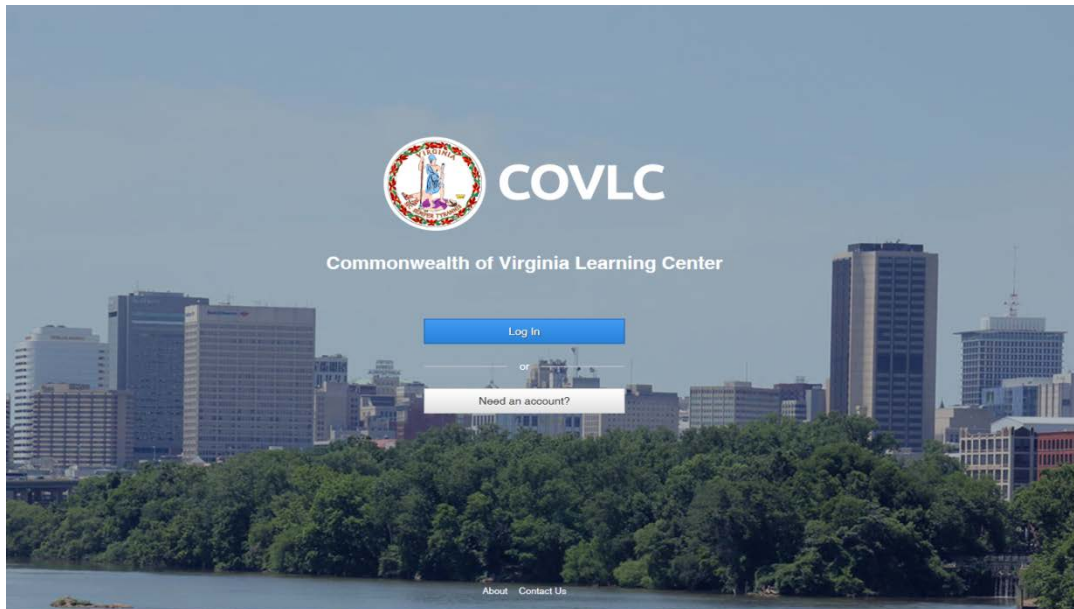# Commonwealth of Virginia Learning Center (COVLC/VLC): DBHDS External Entities Domain Guide

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 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 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.**
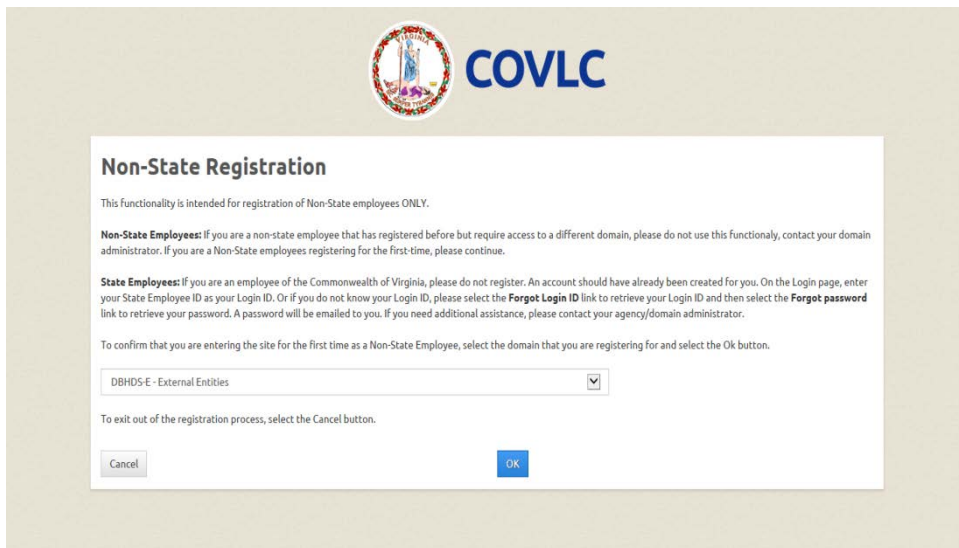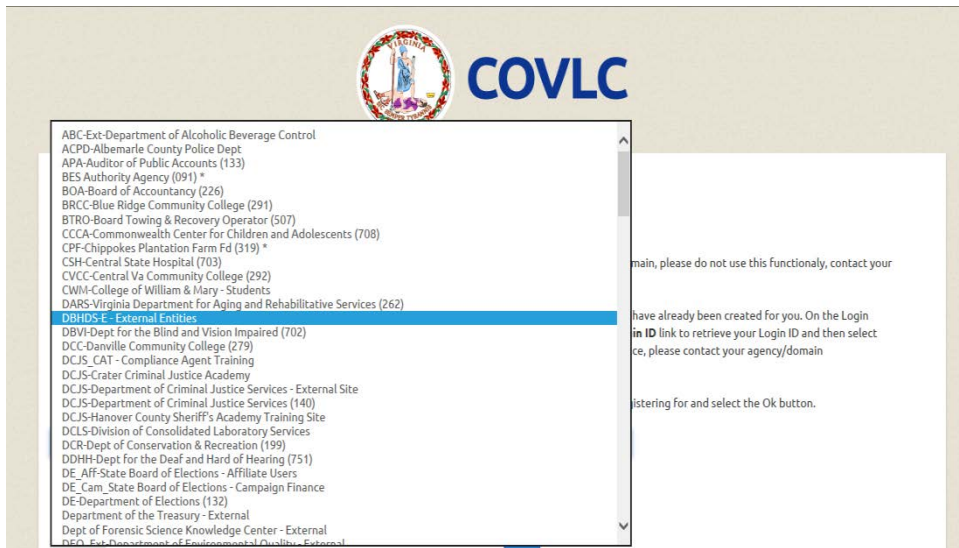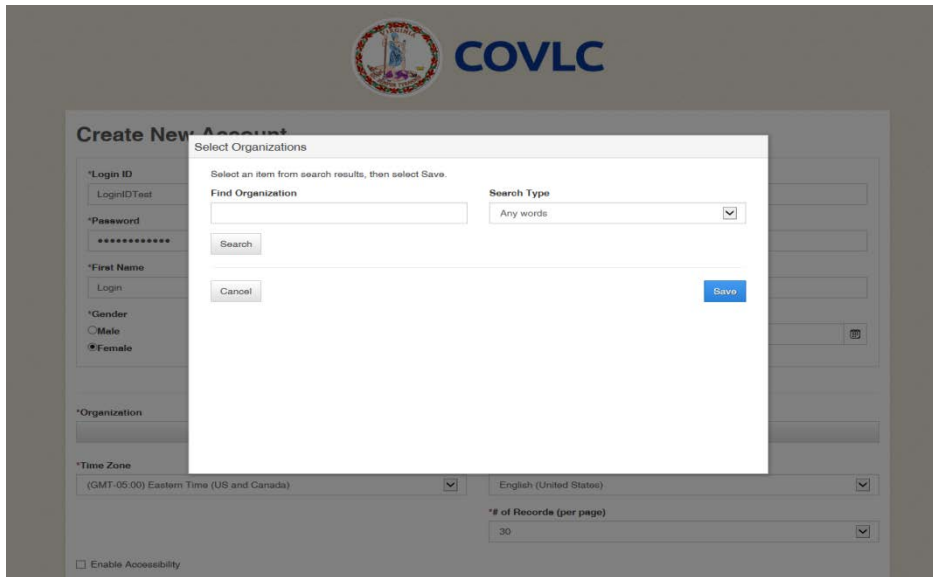

4. Click **OK**.

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).

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.
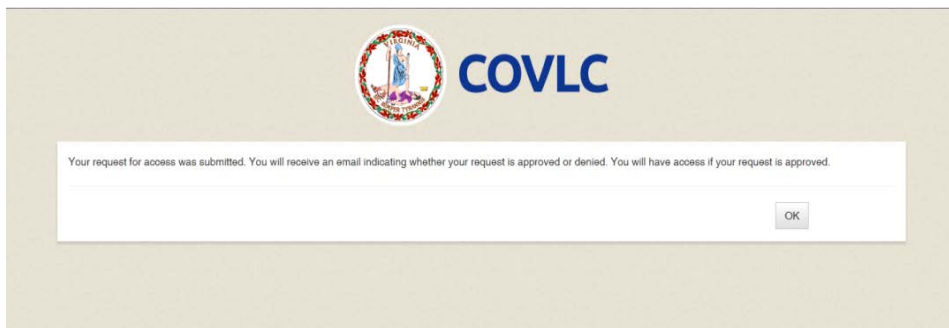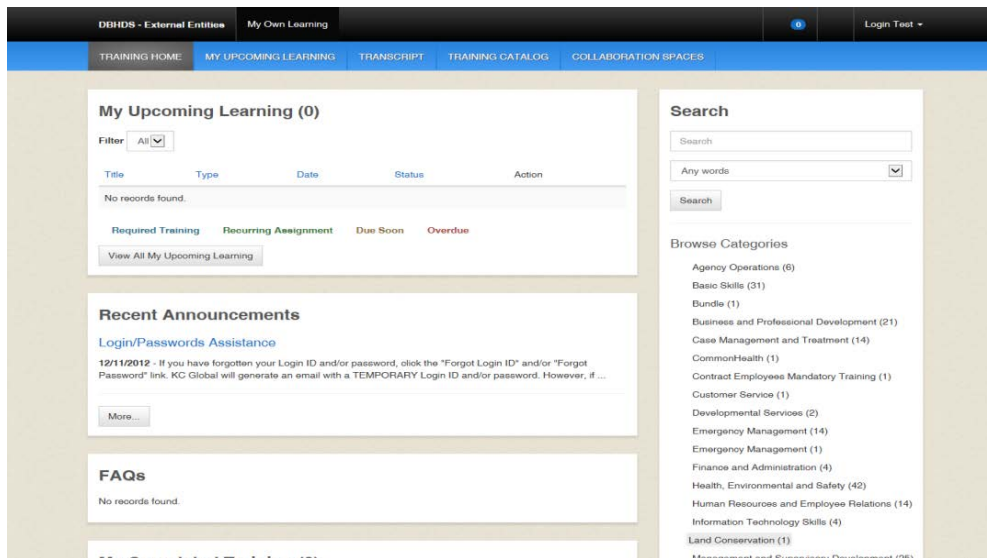

Accessing Your Commonwealth of Virginia Learning Center Account
Enter https://covlc.virginia.gov in your web browser's address line.

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.
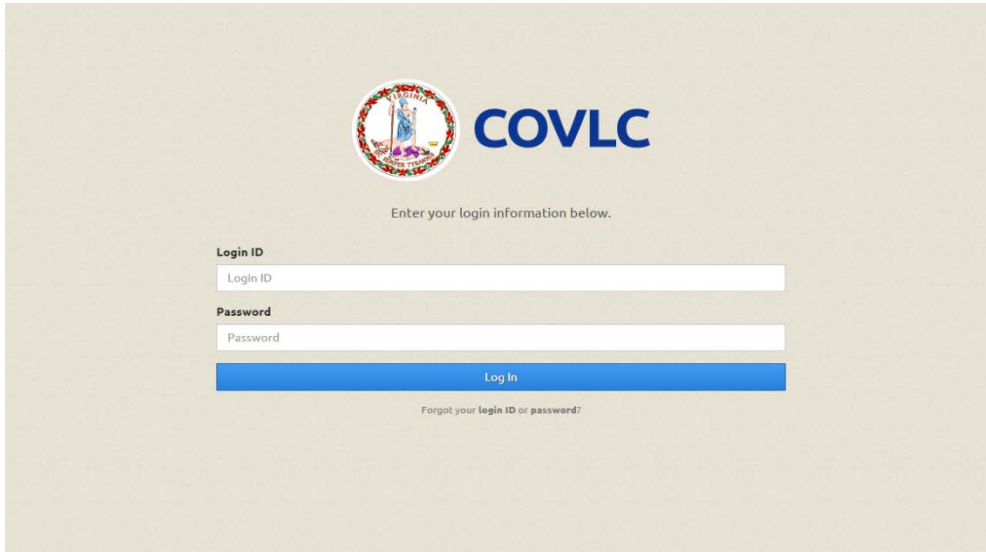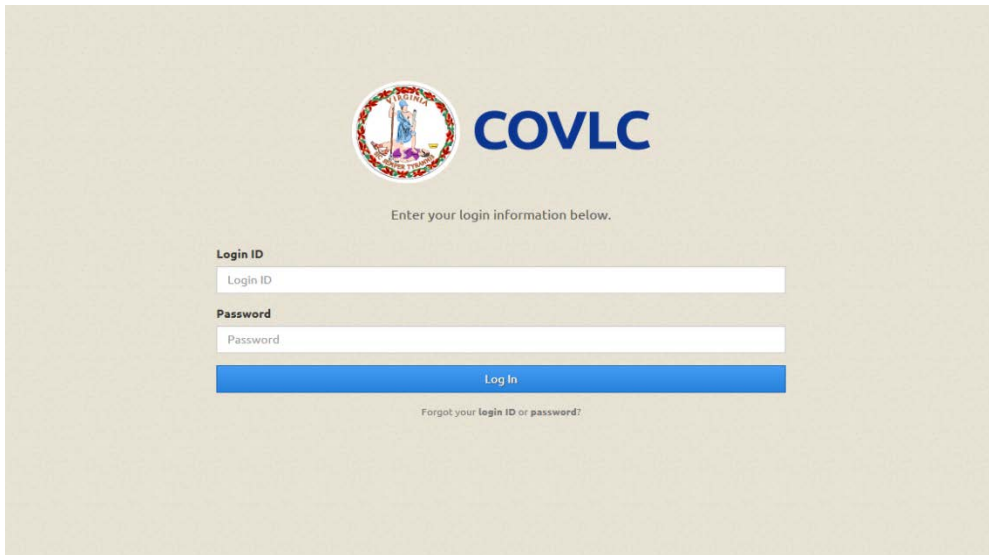
You have successfully accessed your COVLC account!
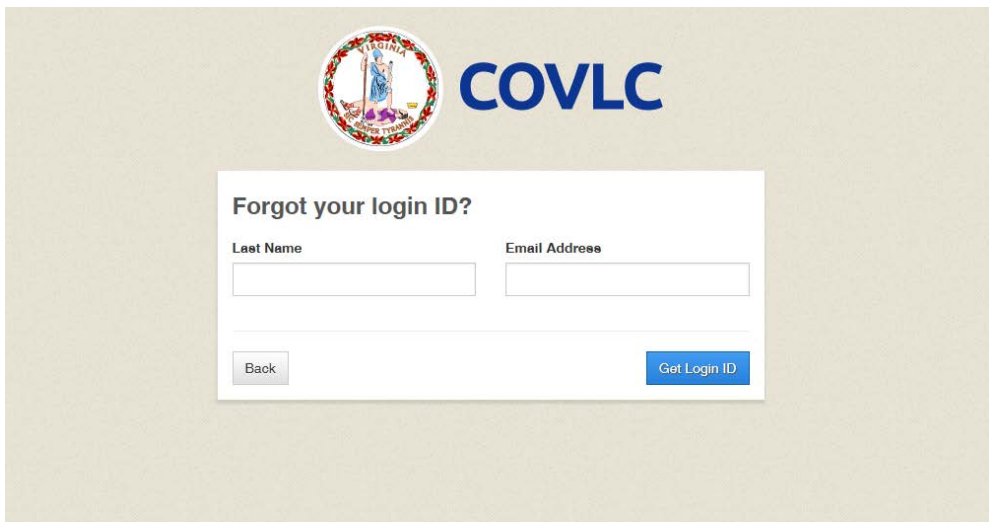

Forgotten Login ID and/or Password

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.

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

Click **Get Login ID**. A computer-generated email will be sent to your email address listed in your profile within the COVLC.
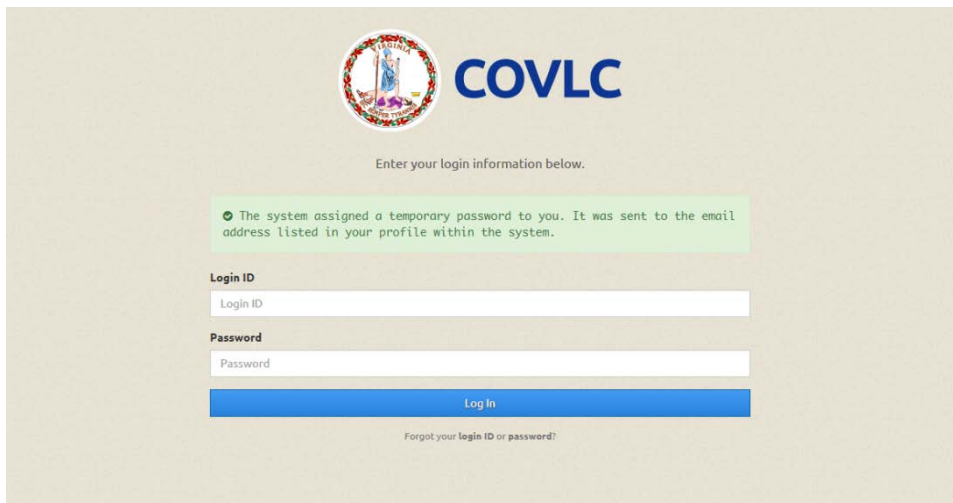
*If your account was created under a previous organizational email, please contact the DBHDS VLC Domain Administrator, Keiana Bobbitt, at keiana.bobbitt@dbhds.virginia.gov.

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

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

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".
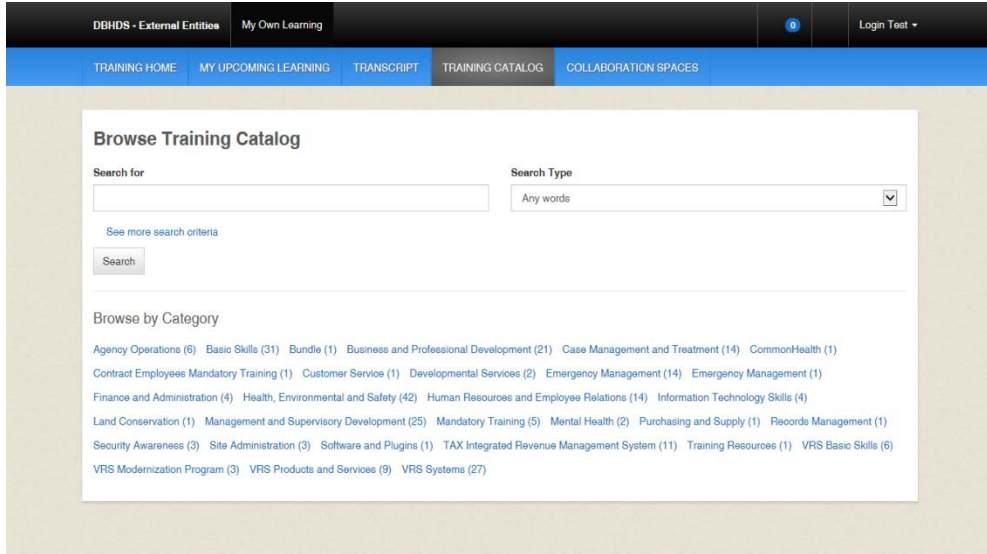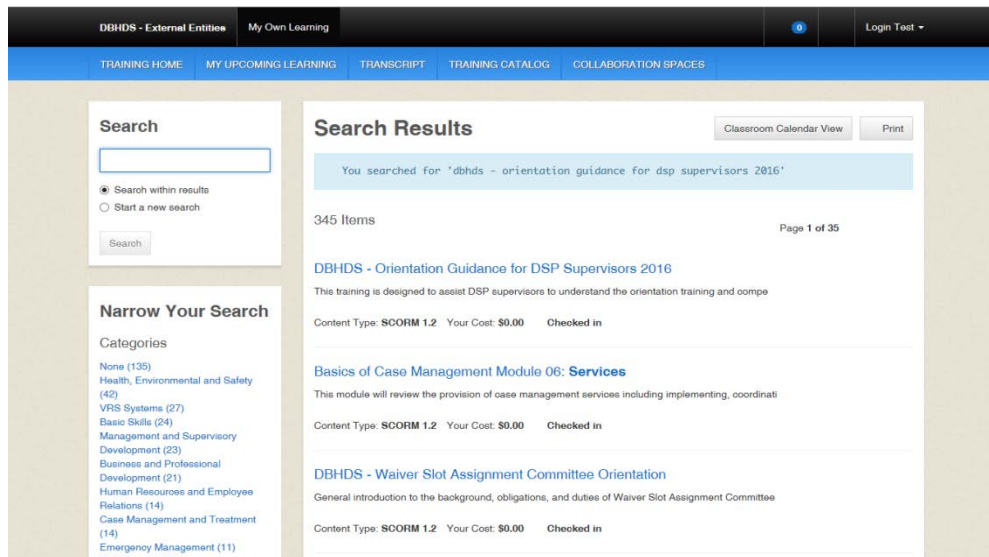

4. Enter the course's keyword(s)/acronym in the Search for field in the Browse Catalog section. Example: Orientation Guidance for DSP Supervisors = DSP; Basics of Case Management = CM; REACH Crisis Services = REACH, etc.
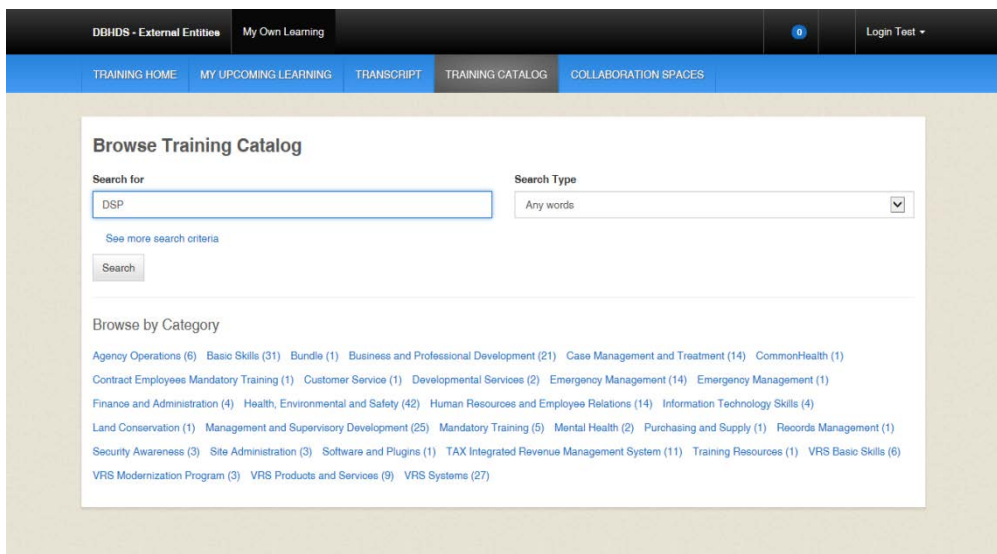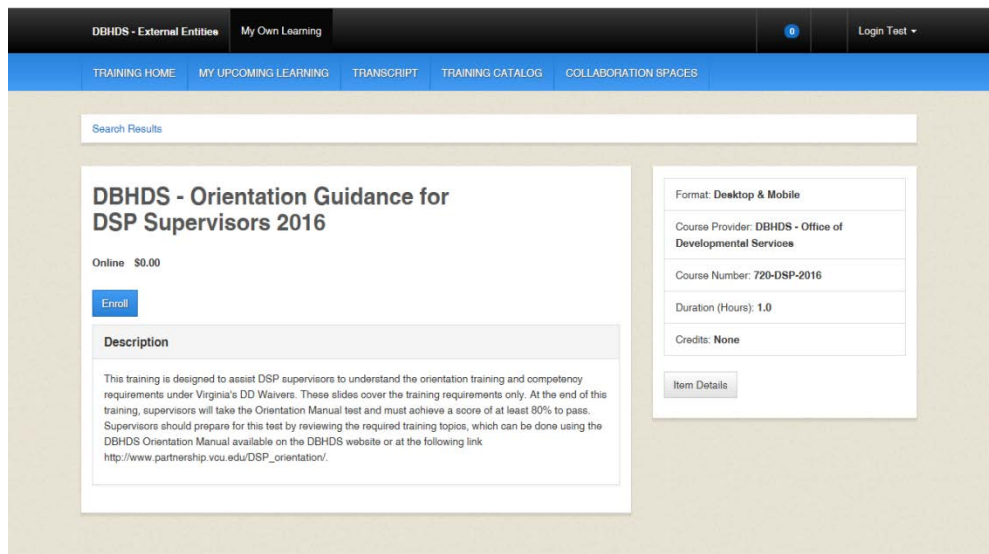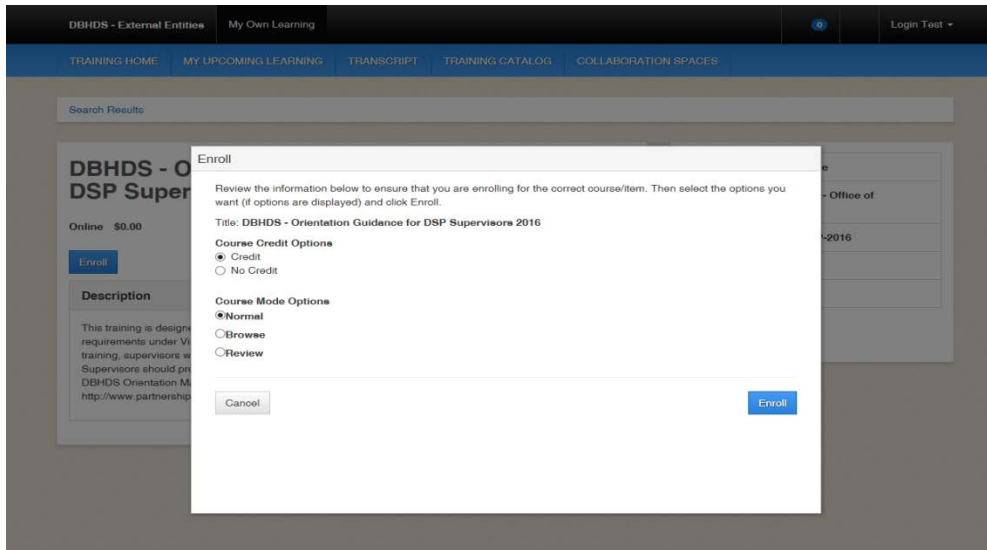
5. Click **Search**.

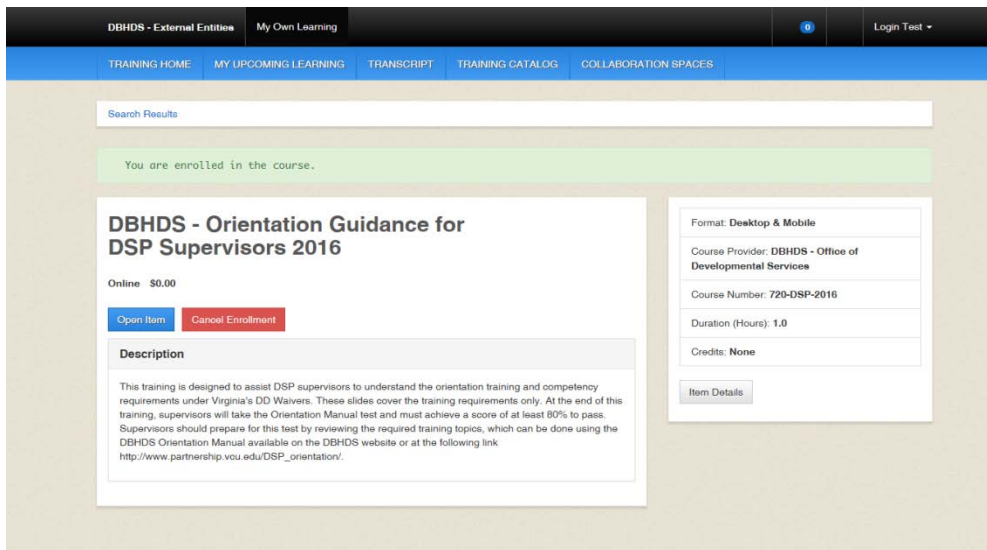6. Click on the **title** of the course on the Search Results page.

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

8. A "pop-up" box may appear. If so, 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.

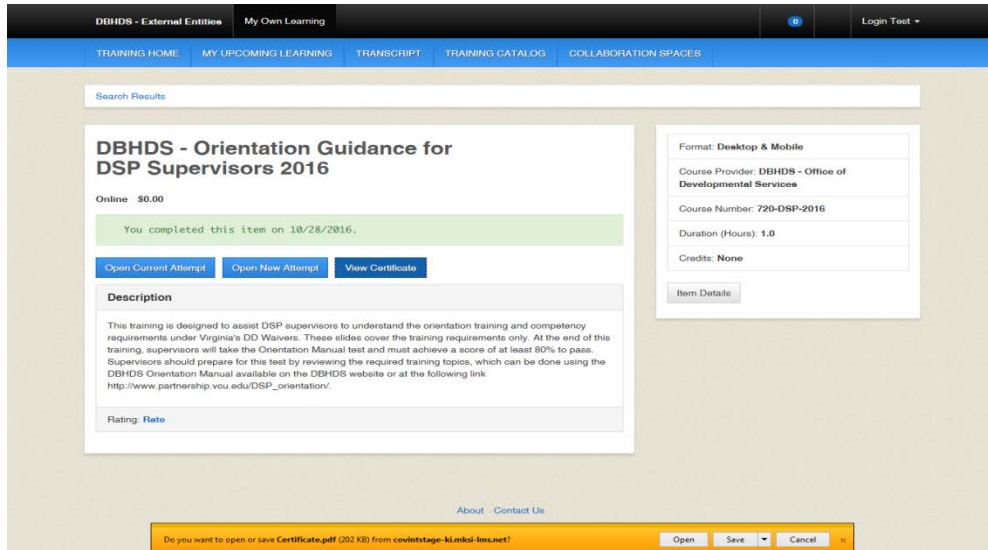10. A "pop-up" box will appear with the course title displayed. **DO NOT** click the back button or black X; the course is loading.

   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.*
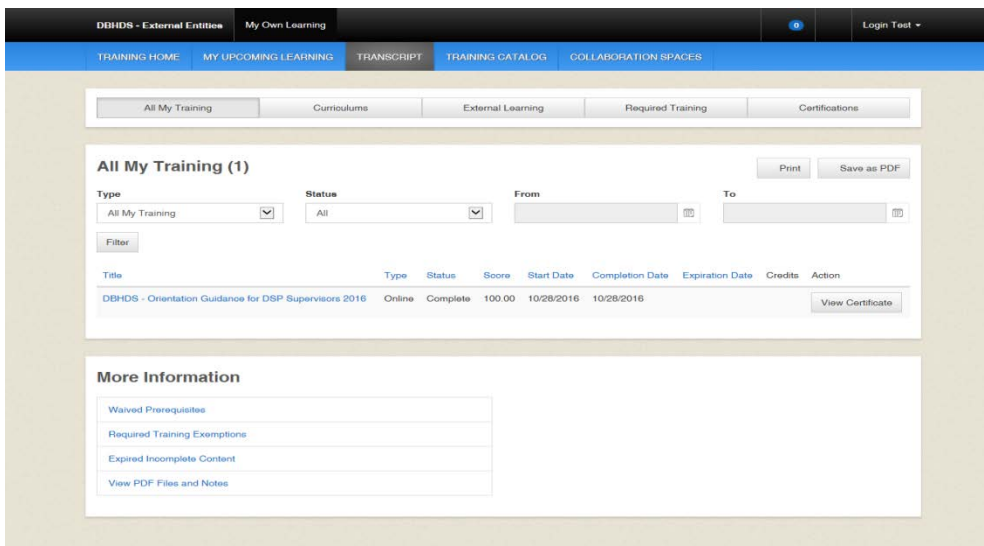
Retrieving a Certificate

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.
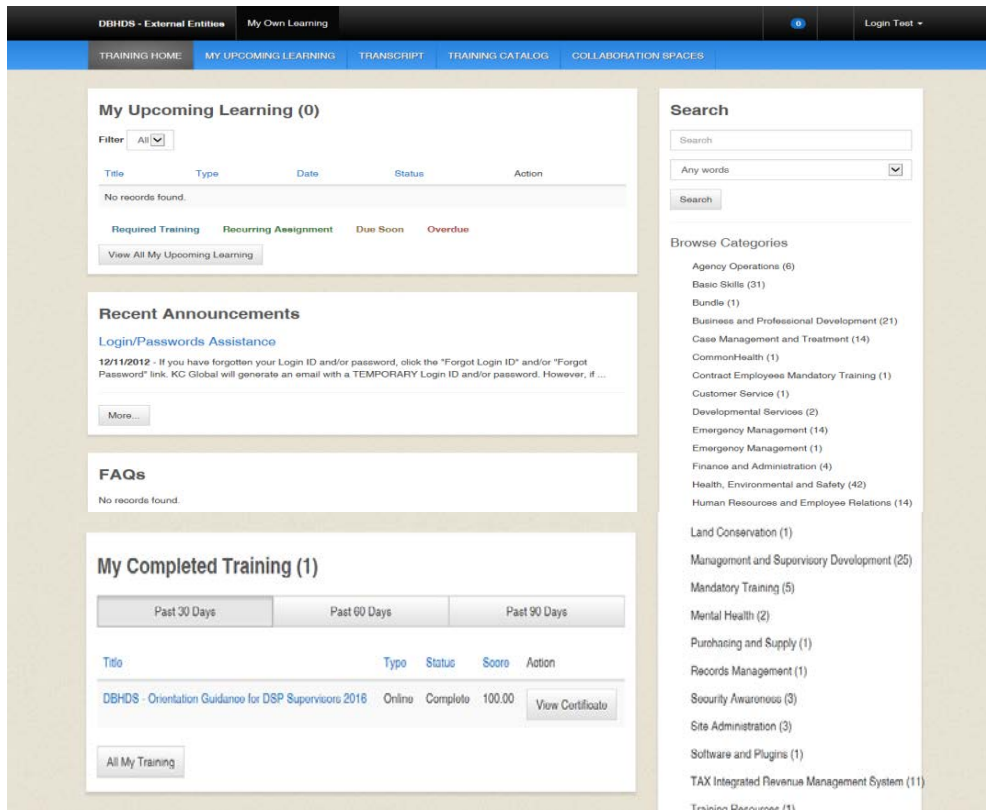

o Click the **TRANSCRIPT** tab on the blue area called "Toolbar Banner". Click **View Certificate**.
An orange "pop-up" box will appear. Click Open. If you would like to save the certificate, in pdf format, click Save.

o On the **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)
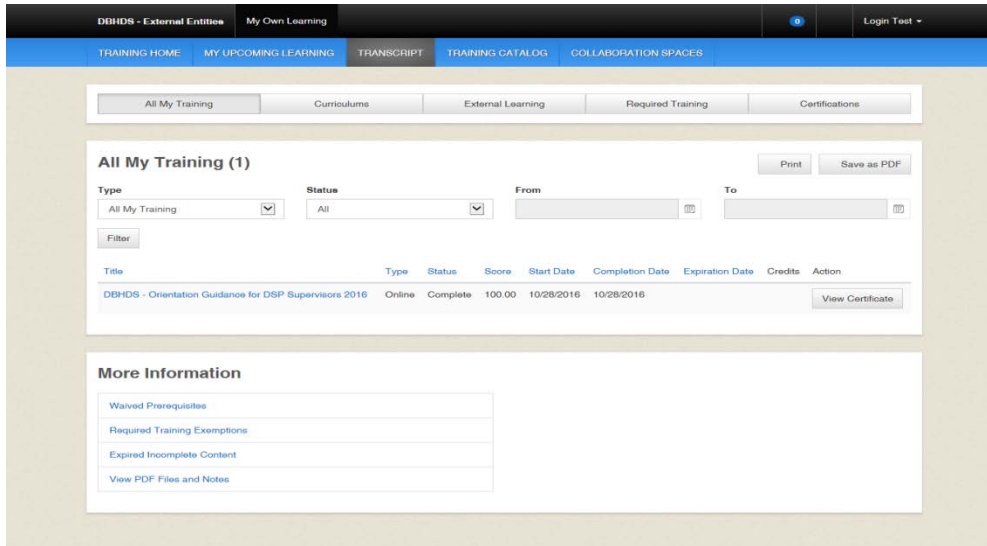
To print your transcript, click the **Print** button. A "pop-up" box will appear. Click Print.

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.