



Virginia Department of
Emergency Management

Training, Education and Exercise Division
VLC External Account Request Process Job Aid

Date of Last Update: October 18th, 2023



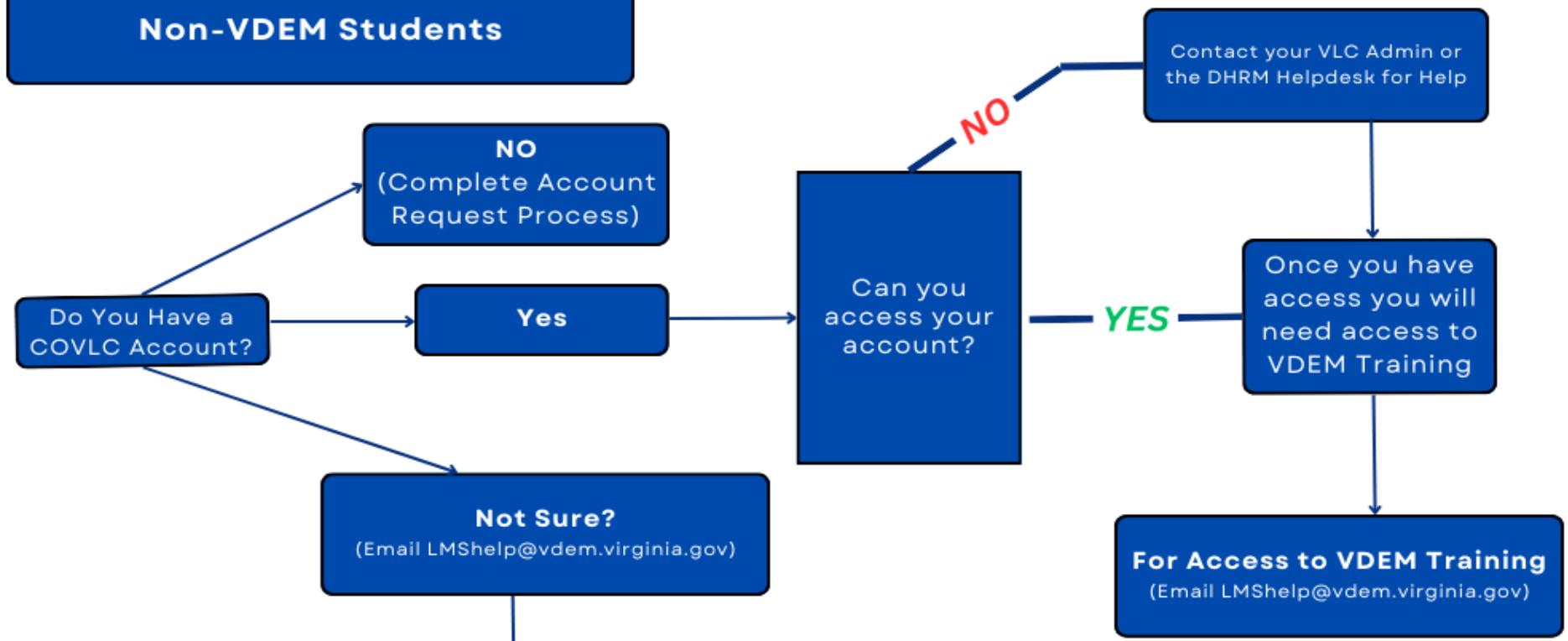
Requesting A VDEM VLC Account for External Users

Due to a recent upgrade to the COVLC external users (anyone that does not have a VDEM issued email account) can no longer self-register for a VDEM VLC Account. A VDEM VLC account is only needed if you are planning or required to take trainings offered by VDEM. We ask that you please follow the instructions included in this job aid to request account creation.

Please note: Account creation is now a manual process completed by our Academic Support Technicians and our processing times will be extended. Please contact us at LMSHelp@vdem.virginia.gov with questions. Your request will be handled in the order it was received within 5 business days. We thank you in advance for your patience during this transition.



COVLC Account Process for Non-VDEM Students



Not Sure?
(Email LMShelp@vdem.virginia.gov)

If you were ever affiliated with another state agency, VDFP or a Virginia College you most likely have an account already

For general VLC assistance: covlc@dhrm.virginia.gov

For VDEM VLC Access/account issues:
LMSHelpdesk@vdem.Virginia.gov

For Training requests and scheduling questions:
emtraining@vdem.Virginia.gov



Account Creation Request Form

- If you are a new VDEM employee, you **DO NOT** need to submit this form-Your account will be created automatically by HR when your cardinal account is sync'd.
- If you are a new Commonwealth of Virginia Employee, your COVLC account will be generated by your agency please check with your HR department if you haven't received an account.
- If you have ever held a COVLC account before, are affiliated with another state agency or are a part of Dept. of Fire Programs you may not need an account. Please email LMShelp@vdem.virginia.gov to verify.
- If you are an external user (anyone without a VDEM email) and need to request a VDEM VLC account to take VDEM offered trainings, please navigate to the account creation request form by clicking this link:
<https://arcg.is/TqWa0>



Account Creation Request Form

Upon clicking the link, you will be taken to a fillable form that looks like this:

COVLC NEW Account Creation Form

The most recent Commonwealth of Virginia Learning Center (COVLC) upgrade has removed the ability for self registration for a NEW account.

This form is a user friendly way to provide information to COVLC Help for account creation requests.

If you have issues utilizing this submission form please email VDEM GIS at gis@vdem.virginia.gov with the Subject "COVLC Account Creation Form Issue".

First Name*

Middle Initial
Please provide initial if you have one.

Last Name*

Email Address*



Account Creation Request Form

You will be required to fill in information including your name, email address, agency and supervisor:

COVLC NEW Account Creation Form

The most recent Commonwealth of Virginia Learning Center (COVLC) upgrade has removed the ability for self registration for a NEW account.

This form is a user friendly way to provide information to COVLC Help for account creation requests.

If you have issues utilizing this submission form please email VDEM GIS at gis@vdem.virginia.gov with the Subject "COVLC Account Creation Form Issue".

First Name*

Middle Initial
Please provide initial if you have one.

Last Name*

Email Address*

Fill in all fields (Fields with the red * are required).



Account Creation Request Form

Fill in all applicable information. Your Nickname and Preferred login are also used to create your account:

Email Address*

Preferred Name
A nickname such as Jon Smith verses the legal name of Jonathon Smith.

Agency*

Supervisor / Manager*

Preferred Login
Also known as an Account user name

Have you ever had a VLC account?*

Yes No

Submit

This is where you would record a nickname or AKA.

This will become your Login ID.



Account Creation Request Form

Next you will be asked to answer if you have ever had a VDEM VLC account:

Email Address*

Preferred Name
A nickname such as Jon Smith verses the legal name of Jonathon Smith.

Agency*

Supervisor / Manager*

Preferred Login
Also known as an Account user name

Have you ever had a VLC account?*

Yes No

Submit

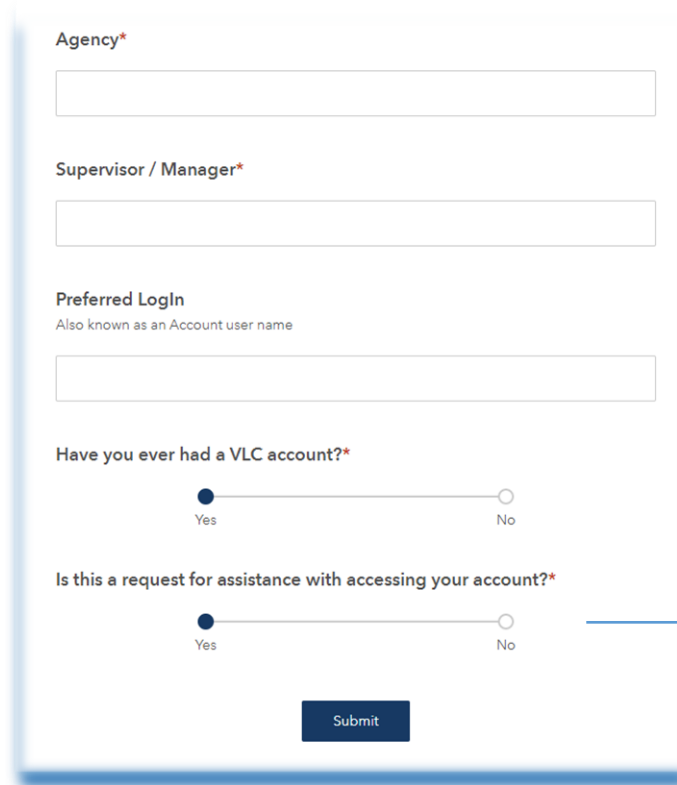


The form will ask you if you have ever had an VDEM VLC account.



Account Creation Request Form

If you have ever had a VDEM VLC account or need help accessing your existing VDEM VLC account, you would answer Yes to both of these questions:



The screenshot shows a web form with the following fields and questions:

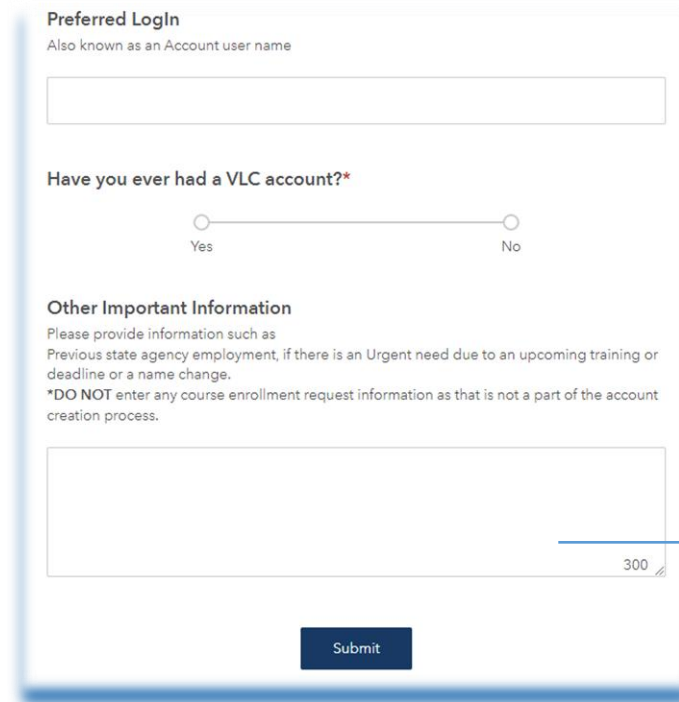
- Agency***: A text input field.
- Supervisor / Manager***: A text input field.
- Preferred Login**: A text input field with the subtext "Also known as an Account user name".
- Have you ever had a VLC account?***: A radio button question with "Yes" selected.
- Is this a request for assistance with accessing your account?***: A radio button question with "Yes" selected.
- Submit**: A dark blue button at the bottom.

The form will ask you if are entering this request for assistance in accessing that account



Account Creation Request Form

Next, you will be asked if there is any additional information you need to provide us. This can include if you have had a name change, if you previously worked for another agency or if there is an urgent need (class starts next week or if there is a registration deadline):



The screenshot shows a web form with the following sections:

- Preferred Login**
Also known as an Account user name
[Text input field]
- Have you ever had a VLC account?***
A radio button slider with "Yes" on the left and "No" on the right.
- Other Important Information**
Please provide information such as
Previous state agency employment, if there is an Urgent need due to an upcoming training or deadline or a name change.
*DO NOT enter any course enrollment request information as that is not a part of the account creation process.
[Large text area with a 300 character limit indicator]
- Submit** button

Enter this information in this field but note there is a 300-character limit.



Account Creation Request Form

Once you have completed the form in its entirety you will select submit:

Agency*

Supervisor / Manager*

Preferred Login
Also known as an Account user name

Have you ever had a VLC account?*

Yes No

Is this a request for assistance with accessing your account?*

Yes No

Submit

When you have completed the form click submit.



Account Creation Request Form

You will receive the following confirmation if you have selected that you **have not** had a VDEM VLC account in the past:

COVLC Account Creation Form Receipt for Shannon A Sullivan



vest.gis (VDEM) <vest.gis@vdem.virginia.gov>

To psuviking09@gmail.com

Cc LMS HELP (VDEM)

Dear ,

Thank you for submitting the information needed to create your NEW COVLC account. Please be advised that the new manual entry process means your request can take up to 5 business days to be completed.

If you have any questions or need urgent assistance, please reach out to LMSHelp@vdem.virginia.gov. Emails will be answered in a timely fashion in the order in which they are received.

We appreciate your patience as we all navigate the new COVLC process, and we look forward to working with you.

VDEM COVLC Help Desk



Account Creation Request Form

You will receive the following confirmation if you have selected that you **have had** a VDEM VLC account in the past:

Prior COLVC Account Held- Help needed by Shannon A Sullivan



vest.gis (VDEM) <vest.gis@vdem.virginia.gov>

To LMS HELP (VDEM)

Cc psuviking09@gmail.com

Shannon A Sullivan has indicated via the COVLC Account Creation Form that they previously had a VLC account.

Is the user requesting assistance? Yes

Please be advised that the new manual entry process means your request can take up to 5 business days to be completed.

If you have any questions or need urgent assistance, please reach out to LMSHelp@vdem.virginia.gov. Emails will be answered in a timely fashion in the order in which they are received.

We appreciate your patience as we all navigate the new COVLC process, and we look forward to working with you.

VDEM COVLC Help Desk

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Additional information submitted in the New COVLC Account Creation Form

- **First Name:** Shannon
- **Middle Initial:** A
- **Last Name:** Sullivan
- **Preferred Name:** Shann Sull
- **Email Address:** psuviking09@gmail.com
- **Agency:** NGO
- **Supervisor/Manager:** N/a
- **Preferred Login / Username:** Shann Sull



Next Steps:

For New VDEM VLC account requests: You will receive a system generated email when your account has been created. In this email will be your login information and a temporary password. These emails can end up in the spam folder so please check there also. Once your account is created, you will have access to register for VDEM course offerings and update your VDEM VLC profile information. Please be patient as we navigate this new process. If you have any questions, please email LMSHelp@vdem.virginia.gov and we will assist you as quickly as possible.

Important Note: If you do not receive this email within 5 business days please email: LMSHelp@vdem.virginia.gov

Dear [REDACTED],

An administrator for the ~~VDEM Ext - Va~~ Dept of Emergency Management Non-state Employee created an account for you. To log into the system, you will need to know the following:

Site URL: <https://covlc.virginia.gov/> [covlc.virginia.gov]

Your login ID: [REDACTED]

Your temporary password: 424P01G243

Before you can access features in the system, you must log in. You may be required to enter and confirm a new password. Email the System Administrator at <mailto:lmshelp@vdem.virginia.gov> if you have any questions.



Important to note:

For requests for assistance with existing VDEM VLC Accounts: An academic support tech will reach out to assist you in gaining access to your VDEM VLC account. Please note: VDEM Academic Support Technicians **cannot** grant access to accounts outside the VDEM domain or assist with your Non-VDEM account in any way-those requests must go through your domain administrator. Therefore, you will need to have access to that account prior to VDEM access being granted to that account.



Tips for Success:

Once your account is created you will have access to the COVLC by visiting <https://covlc.virginia.gov>

When logging in for the first time with your temporary password please note:

- The system will ask for the temporary password twice.
- All letters in the temporary password are capitalized. Any '0's are zeroes.
- **You cannot utilize copy and paste or the caps lock key to input the temporary password-this will cause an error.**
- Once you input your User ID and temporary password, the system will force you to change your password, use the temporary password and create a new password, the minimum length is 14 characters and must contain an upper case, lower case, number and a special character.
- Temporary passwords can expire. **IF** you have not received your auto generated email confirmations or contact from an Academic Support Tech within the 5 business days, please reach out to LMSHelp@VDEM.virginia.gov for assistance.



Questions?



Shannon Sullivan
804-929-4975
LMSHelp@VDEM.virginia.gov

THANK YOU!



vaemergency.gov

[VAemergency](https://www.facebook.com/VAemergency)

[@VDEM](https://twitter.com/VDEM)