



Virginia Department of  
Emergency Management

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

Date of Last Update: May 27th, 2025



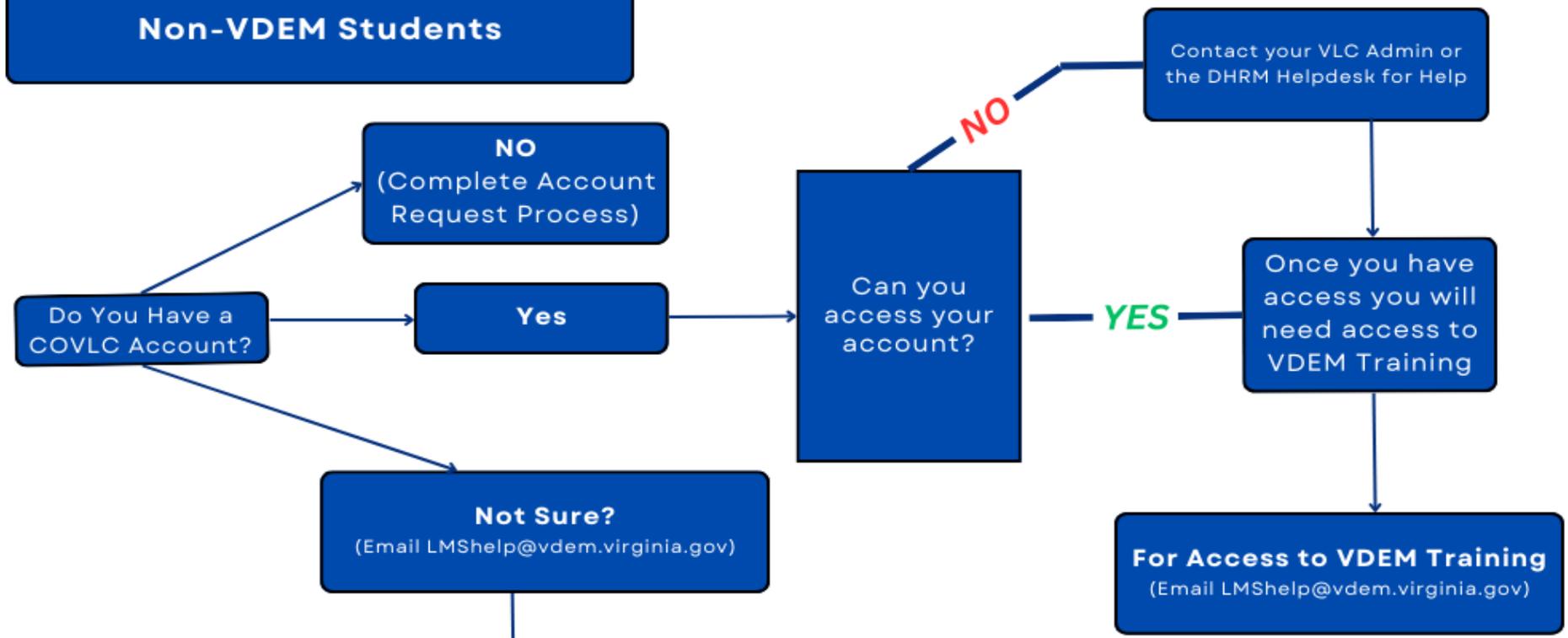
# Requesting A VDEM VLC Account for External Users

Due to a recent upgrade to the COVLC external users (Non-State Employees) can no longer self-register for an external Commonwealth of Virginia Learning Center (COVLC) Account. A Virginia Department of Emergency Management (VDEM) COVLC 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 Coordinators and our processing times will be extended. Please contact us at [LMSHelp@vdem.virginia.gov](mailto: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.**



# COVLC Account Process for Non-VDEM Students



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](mailto:covlc@dhrm.virginia.gov)

For VDEM VLC Access/account issues: [LMSHelpdesk@vdem.Virginia.gov](mailto:LMSHelpdesk@vdem.Virginia.gov)

For Training requests and scheduling questions: [emtraining@vdem.Virginia.gov](mailto:emtraining@vdem.Virginia.gov)



# Account Creation Request Do's & Don'ts

- 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. For assistance with VDEM employee accounts please contact HR directly.
- If you are a new Commonwealth of Virginia Employee with an outside agency, 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; this varies based on circumstances and may not be the case for each instance. Please email [LMShelp@vdem.virginia.gov](mailto:LMShelp@vdem.virginia.gov) to verify.
- **As of August 15<sup>th</sup>, 2024 DHRM has enacted a new policy that automatically deactivates a student's account for lack of use. This policy will affect the ability to access the account, request a password reset and will also complicate the search for an existing account on the Academic Support Coordinator's end. Please reach out to [lmshelp@vdem.virginia.gov](mailto:lmshelp@vdem.virginia.gov) prior to submitting an account request form if you believe this applies to you.**
- **As of May 1<sup>st</sup>, 2025 DHRM has enacted a data reduction strategy that aligns with the Library of Virginia data retention policies. All inactive accounts that had not been accessed in 2 years or longer were deleted from the COVLC system. To prevent this from negatively impacting accounts in the future all requested accounts need to be accessed as soon as they are created and existing accounts will need to be accessed quarterly to ensure they remain active.**
- **If you believe your account was deleted and you need assistance with training records from the past 5 years (2020-present) please work with an academic support coordinator by contacting [lmshelp@vdem.virginia.gov](mailto:lmshelp@vdem.virginia.gov).**



# Account Creation Request Form:

If you have determined an account needs to be requested, please do so here:

<https://survey123.arcgis.com/share/e78b7410861645aab0f855c80a359b47>

**Please continue reading for important FAQs, tips and information regarding the account request process.**

# Account Creation Request Form

Upon clicking the account request form 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.

**Important:** If you are currently or have ever been affiliated with a state agency or Virginia Department of Fire Programs, **DO NOT** complete a request for a new account- You most likely already have an account, and a new account will not be granted. If you cannot access your account, you will need to contact your domain's administrator for help accessing your account. Once you have gotten access to your account, access to VDEM courses will be provided; to request access to VDEM courses or if you have any further questions, please email [lmshelp@vdem.virginia.gov](mailto:lmshelp@vdem.virginia.gov) If you have never held a VLC account in the past please proceed with the New Account Request Form

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

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

First Name\*



# Account Creation Request Form

You will be required to fill in information including your name, email address, phone number and preferred name:

**First Name\***

**Middle Name**  
Please provide your middle name if you have one.

**Last Name\***

**Email Address\***

**Phone Number\***  
Valid phone numbers should adhere to the following format with each grouping of numbers separated by a dash (-) ###-###-####.

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

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

This is where you would fill in a nickname or AKA. This field is optional



# Account Creation Request Form

You will be required to certify that you are requesting this account to take courses offered by the **Virginia Department of Emergency Management**. All courses in the COVLC are Domain specific, so courses offered by another state entity are not available through a VDEM COVLC Account.

I am requesting an account to take courses offered by the Virginia Department of Emergency Management.\*

If you do not know if the course you are trying to access is a VDEM course please reach out to [LMSHelp@vdem.virginia.gov](mailto:LMSHelp@vdem.virginia.gov) prior to submitting an account request.

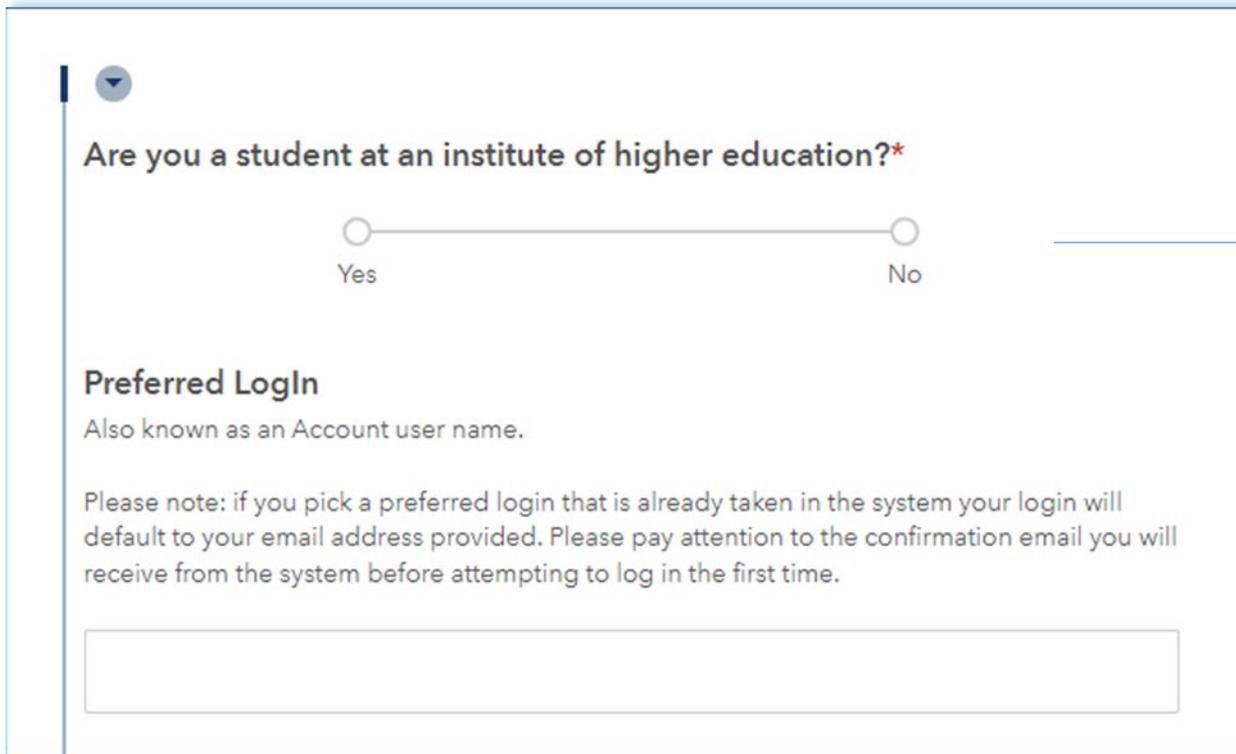
Yes  No

Submit



# Account Creation Request Form

You will be asked if you are currently a student of higher education. This information will help us identify potential duplicate accounts. If you answer yes to this question you will fill in your preferred login and hit submit ending the form. Preferred login will be used to create your User ID. Please note if the preferred login in is not available your User ID will default to your Email address:



The screenshot shows a form with a dropdown menu at the top left. Below it is the question "Are you a student at an institute of higher education?\*" with radio buttons for "Yes" and "No". Underneath is the "Preferred Login" section, which includes the text "Also known as an Account user name." and a note: "Please note: if you pick a preferred login that is already taken in the system your login will default to your email address provided. Please pay attention to the confirmation email you will receive from the system before attempting to log in the first time." At the bottom of this section is a text input field.

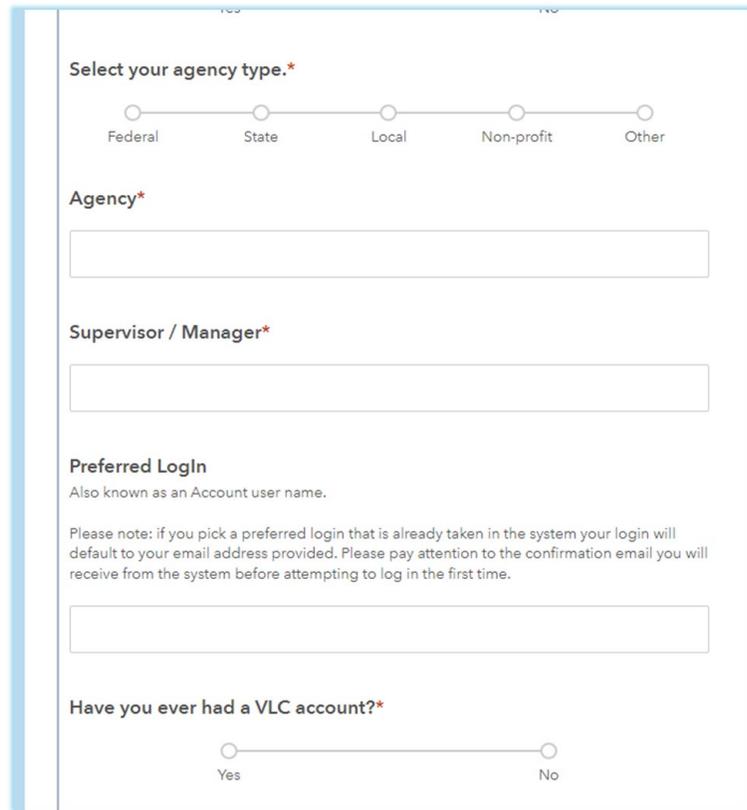
If you are requesting an account for a college course or credit or you are currently an active student please select yes.

This will become your Login ID.



# Account Creation Request Form

For anyone who is not currently a student you will be asked to answer questions about your agency type, your agency name, supervisor and then preferred login. Please remember Preferred login will be used to create your User ID. Please note if the preferred login in is not available your User ID will default to your Email address :



The screenshot shows a web form with the following sections:

- Select your agency type.\***: A horizontal radio button selection with five options: Federal, State, Local, Non-profit, and Other.
- Agency\***: A text input field.
- Supervisor / Manager\***: A text input field.
- Preferred Login**: A section with a sub-label "Also known as an Account user name." and a note: "Please note: if you pick a preferred login that is already taken in the system your login will default to your email address provided. Please pay attention to the confirmation email you will receive from the system before attempting to log in the first time." Below this is a text input field.
- Have you ever had a VLC account?\***: A horizontal radio button selection with two options: Yes and No.

The form will also ask you if you have ever held a 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:

Have you ever had a VLC account?\*

Yes  No

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

Yes  No

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):

**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.

300

Submit

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:

**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.

300

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](mailto: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](mailto: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. . **It is important to access this account as soon as possible to make sure it is active within the system!**

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 continue to navigate this process. If you have any questions, please email [LMSHelp@vdem.virginia.gov](mailto: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](mailto:LMSHelp@vdem.virginia.gov)**

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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](https://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 reminders:

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

**Important:** After your account is created, you **MUST** log in using the temporary password and complete the password reset process for your account to be active in the system. Inactive accounts are subject to possible deletion by the application owner.

Account maintenance and records retention are the responsibility of the student. Please make sure that you are adhering to the following best practices after your account is created:

- Make sure your contact information (specifically email) is up to date-the system will use this for self-service features of the account and academic support coordinators will use this information to verify they are working with the correct account if you ever need assistance.
- Make sure you are logging in quarterly (set an alert on your calendar to help remind you)
- When you finish a course or training retain a back-up copy of your records



# Password Tips for Success:

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 Coordinator within the 5 business days, please reach out to [LMSHelp@VDEM.virginia.gov](mailto:LMSHelp@VDEM.virginia.gov) for assistance.



# Important to note:

**For requests for assistance with existing VDEM VLC Accounts:** An Academic Support Coordinator will reach out to assist you in gaining access to your VDEM VLC account. Please note: VDEM Academic Support Coordinators **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.

**Registering for training and ensuring your training records are accurate are student responsibilities.** Once your VDEM VLC account is created or VDEM access is granted to an existing account if you have one it is still the student's responsibility to self-register for their course **prior to attending**. Attendance and rostering for all VDEM trainings are based on COVLC registration. Registration for NDEMU state delivered Emergency Management Basic Academy courses requires both COVLC Registration **AND** NDEMU application. Certificates for course completion are generated within the COVLC for all courses except the basic academy classes those certificates are delivered directly from NDEMU.

**For assistance with course registration, application and certificate assistance please email the course manager listed on the training announcement.**



# Questions?



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

# THANK YOU!



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