



Virginia Department of
Emergency Management

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

Date of Last Update: January 25, 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 aide 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.



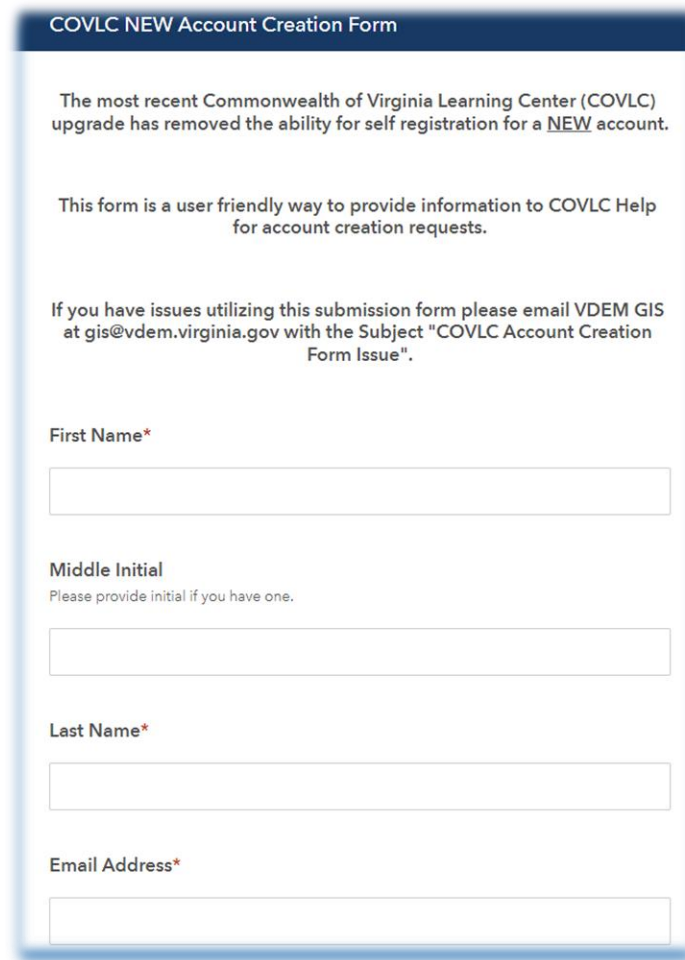
Account Creation Request Form

- 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 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:



The screenshot shows a web form titled "COVLC NEW Account Creation Form". The form contains the following text and fields:

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

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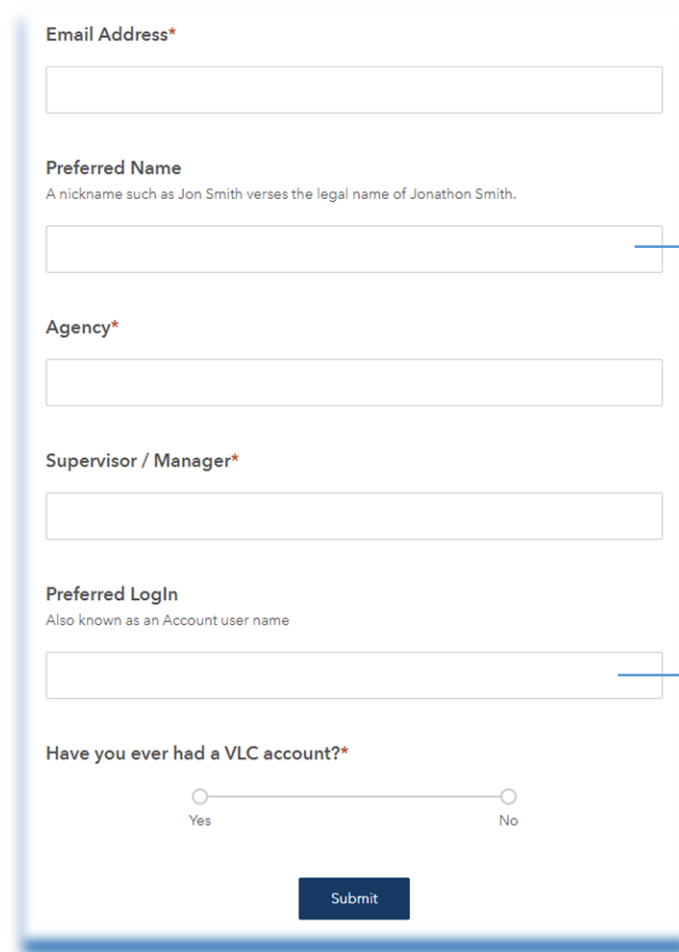
Last Name*

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:



The form is titled "Account Creation Request Form" and contains the following fields and sections:

- Email Address***: A text input field.
- Preferred Name**: A text input field with a subtitle "A nickname such as Jon Smith verses the legal name of Jonathon Smith."
- Agency***: A text input field.
- Supervisor / Manager***: A text input field.
- Preferred Login**: A text input field with a subtitle "Also known as an Account user name".
- Have you ever had a VLC account?***: A radio button selection field with options "Yes" and "No".
- Submit**: A blue button at the bottom.

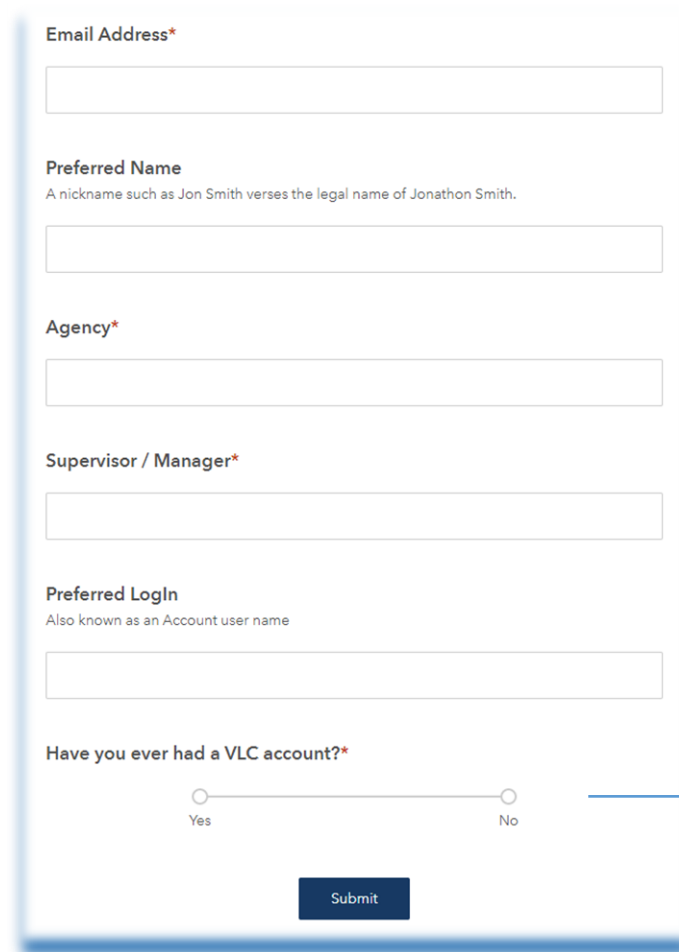
Two blue arrows point from the "Preferred Name" and "Preferred Login" fields to explanatory text on the right.

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:



The form is a vertical stack of input fields and a radio button group, all enclosed in a light blue border. It contains the following elements from top to bottom: a text input field for 'Email Address*' with a red asterisk; a text input field for 'Preferred Name' with a subtitle 'A nickname such as Jon Smith verses the legal name of Jonathon Smith.'; a text input field for 'Agency*'; a text input field for 'Supervisor / Manager*'; a text input field for 'Preferred Login' with a subtitle 'Also known as an Account user name'; a radio button group for 'Have you ever had a VLC account?*' with 'Yes' and 'No' options; and a dark blue 'Submit' button at the bottom center.

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?*

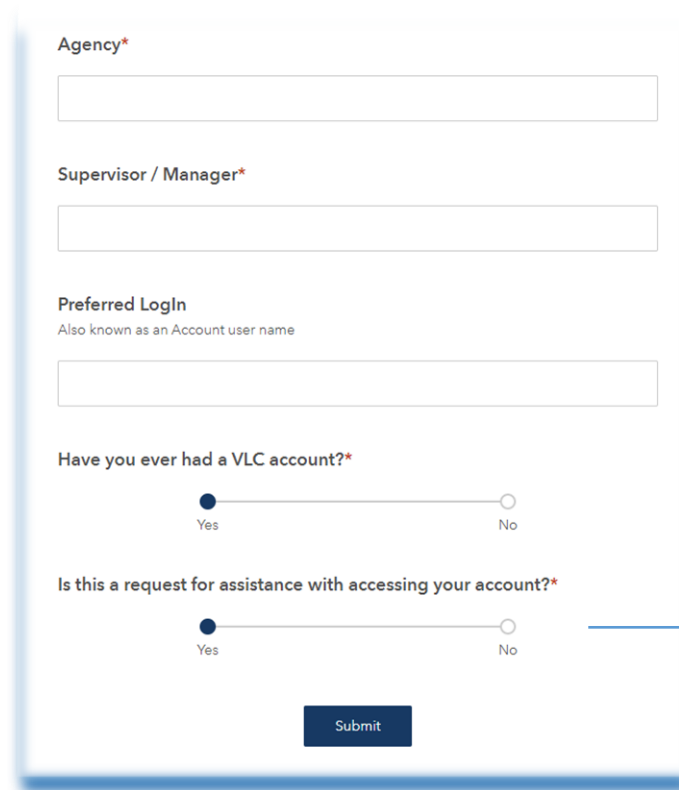
Yes No

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 titled "Account Creation Request Form". It contains the following fields and questions:

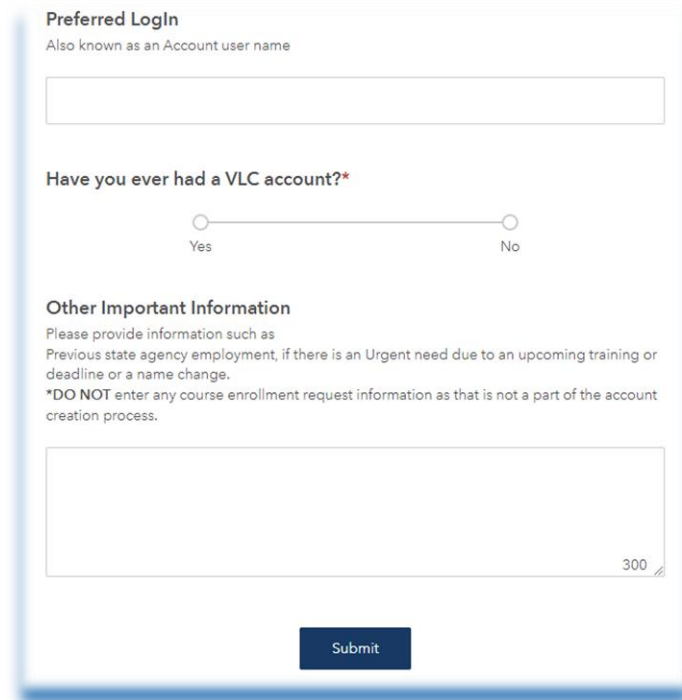
- Agency***: A text input field.
- Supervisor / Manager***: A text input field.
- Preferred Login**: A text input field with the subtitle "Also known as an Account user name".
- Have you ever had a VLC account?***: A radio button question with "Yes" and "No" options. The "Yes" option is selected.
- Is this a request for assistance with accessing your account?***: A radio button question with "Yes" and "No" options. The "Yes" option is selected.
- Submit**: A dark blue button at the bottom.

A blue arrow points from the "Is this a request for assistance with accessing your account?*" question to the explanatory text on the right.

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):

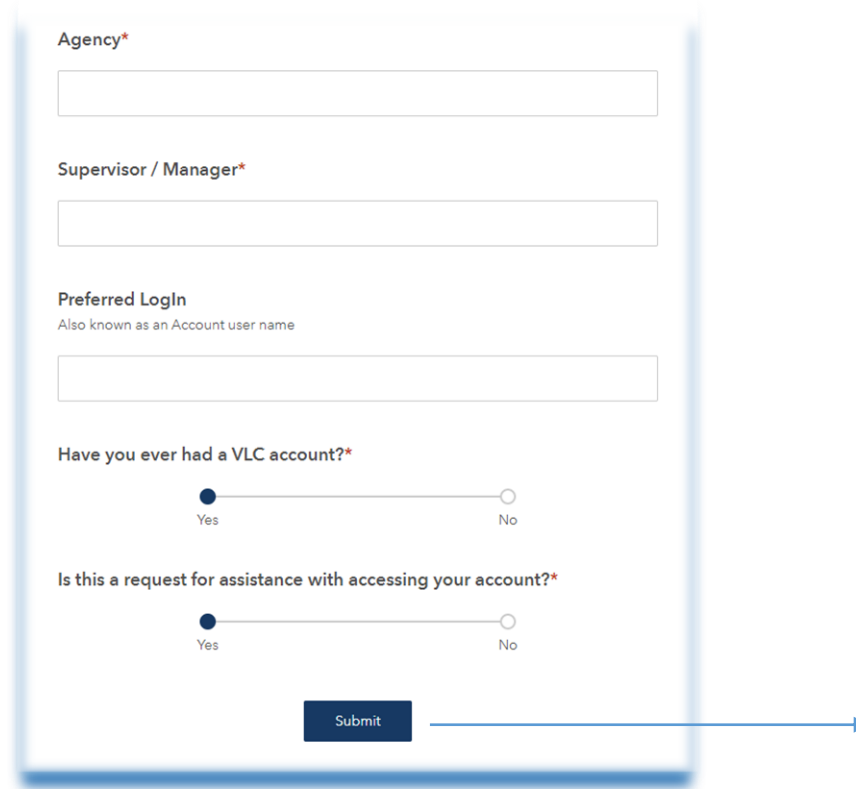


The screenshot shows a web form titled "Preferred Login" with the subtitle "Also known as an Account user name". Below this is a text input field. The next section is "Have you ever had a VLC account?*" with a radio button selection between "Yes" and "No". The "Yes" radio button is selected. Below this is a section titled "Other Important Information" with the instruction "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." and a note: "*DO NOT enter any course enrollment request information as that is not a part of the account creation process." There is a large text area for input, with a "300" character limit indicator in the bottom right corner. A blue "Submit" button is at the bottom of the form.

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

Account Creation Request Form

For New VDEM VLC account requests: You will receive an email from an Academic Support Technician when your account has been created. 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.

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: Academic support technicians only have access to assist with VDEM VLC account access and all other requests for assistance will need to be handled with your agency's domain administrator.

Questions?



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

THANK YOU!

