



Virginia Department of  
Emergency Management

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

Date: December 20, 2022



# 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](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 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:

**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](mailto: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](mailto: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:

The form contains the following fields and elements:

- Email Address\***: A text input field.
- Preferred Name**: A text input field with a subtext: "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 subtext: "Also known as an Account user name".
- Have you ever had a VLC account?\***: A radio button selection with "Yes" and "No" options.
- Submit**: A dark blue button at the bottom center.

Two blue arrows point from the form to explanatory text on the right: one from the Preferred Name field and one from the Preferred Login field.

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:

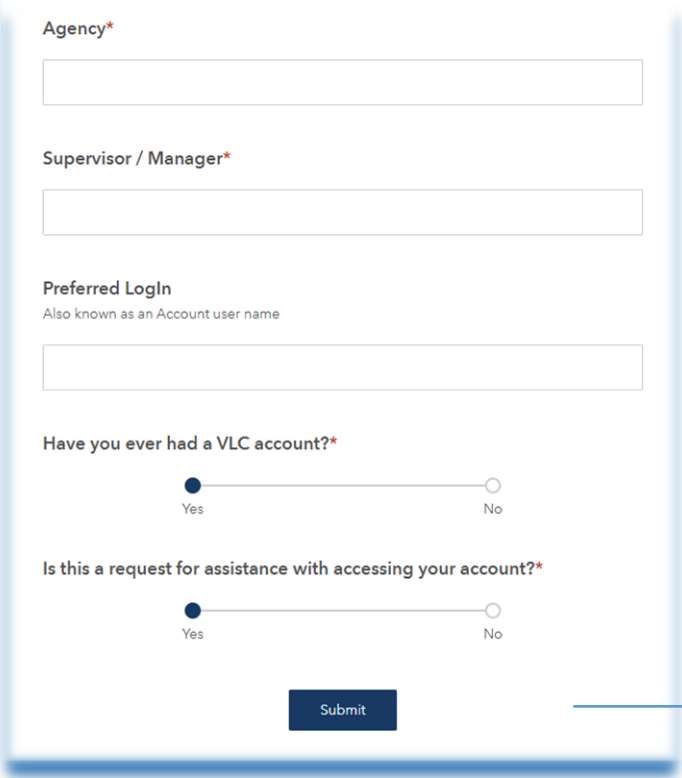
The form contains the following fields and elements:

- Email Address\***: A text input field.
- Preferred Name**: A text input field with a sub-label: "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 sub-label: "Also known as an Account user name".
- Have you ever had a VLC account?\***: A radio button selection with "Yes" and "No" options.
- Submit**: A dark blue button at the bottom center.

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 form 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 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 center.

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

# Account Creation Request Form

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

The form 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 subtext "Also known as an Account user name".
- Have you ever had a VLC account?\***: A radio button selection with "Yes" selected.
- Is this a request for assistance with accessing your account?\***: A radio button selection with "Yes" selected.
- Submit**: A dark blue button at the bottom center, with a blue arrow pointing to the right.

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

# 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](mailto: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!



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