

LOCAL AGENCIES

Individuals must perform a one time registration to the Knowledge Center Global Learning Management System (LMS) in order to access the training.

Definitions:

Local Agencies are those local government social service agencies.

Community Partners are those organizations that provide community wide social services such as adoption agencies.

Licensing Community partners are generally those entities such as adult homes and day care providers seeking licensing training.

Go to <https://covkc.virginia.gov/dss/external> on the internet. This is the logon page for Social Services Local Agencies, Community Partners and Licensing Community Partners

The following set of instructions is for Local Agencies.

Step # 1. Click the Register button on the login page.



Knowledge Center Global Learning Management System

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

If you are not registered in the system ... click here [Register](#) [Email Administrator](#)

VDSS Knowledge Center Global
for Local Agencies and Community Partners

Recent Announcements

Video Overview

The VDSS KCG is now available. When you first login, use your regular Login ID and the temporary password kcpassword. You will be prompted to change your password. **If you have any login/password issues,** use "Forgot Login ID" or "Forgot Password" on the login page. You will receive your credentials via email. Should you need further assistance click the "Email Administrator" link at the top of the page.

Important information to get you started in the new VDSS Knowledge Center Global...

Take a tour of the new VDSS Knowledge Center!
Click the link just above OR once you log in. Look for the "Announcements" section and click the link- "Video Overview Link" to access the video demonstrating how to register for an online course, classroom course, and view transcripts. The video will take a few seconds to load and is maximized for Internet Explorer browsers only.
(QuickTime software is required to view the video)

Login ID

[Forgot Login ID?](#)

Password

[Forgot Password?](#)

[Log In](#)

Step #2. Select Non State radio button then click the Submit button

Non-State Registration

The screenshot shows a web form titled "Non-State Registration". The form contains the following text:

Non-State Registration

This functionality is intended for registration of Non-State employees ONLY.

Non-State Employees: If you are a non-state employee that has registered before but require access to a not use this functionality, contact your site administration. If you are a non-state employee registering for the

State Employees: If you are an employee of the Commonwealth of Virginia please do not register using this functionality. An account should have already been created for you, if you don't know your credentials please contact your site administrator.

Are you a non-state employee? I am a non-state employee, entering the site for the first time

At the bottom of the form, there are two buttons: "Return" and "Submit".

Red annotations include a callout box pointing to the selected radio button with the text "Click this radio button... then click the Submit button" and a red arrow pointing from the "Submit" button back to the selected radio button.

Step #3. Fill in the form as noted below.... Then click the next button

Create New Non-State Account



Create an account for a new user.

- User Information
- Manager
- Organization
- Job Title
- Affiliation
- Additional Information

User Information

Type the indicated information in the fields, make menu selections, and click Next to proceed.

* Login ID

* Password

* Confirm Password

* First Name

* Last Name

Middle Name

* Last 4 of SSN

* Date of Birth

* Email Address

* Gender Male Female

* Address

* City

* U.S. State

* Postal Code

* Home Phone

Fax **Not required**

Qualifications **Not required**

* Section 508 Support Off **(Turn on if you are reading or hearing impaired)**

* Primary Language English (US)

* Region English (United States)

* Time Zone (GMT-05:00) Eastern Time (US and Canada)

Fill in the form. All fields with an asterisk indicate a required field

Check for correct region and time zone

Click the Next button

Step # 4. Tell the system about your supervisor.

Create New Non-State Account

Create an account for a new user.

User Information **Manager** Organization Job

Select Manager

Type a last name, first name or both and then click Search. Click the button to the left of the manager's name and click Select Manager (or click Next if creating a new account).

Last Name
 First Name

Search

Back **Next** **Cancel**

Enter the name of your immediate supervisor OR the word "None" in the last name field if there is no immediate supervisor.
 Click the search button

Step #4.1 Verifying the supervisor.

When the supervisor search returns possible records, you can check records to identify your supervisor's information by clicking on the blue button in front of the individuals name... creating a pop up box of that information for your verification. (see below and right)

Records found: 1	
<input type="checkbox"/>	
<input checked="" type="checkbox"/>	CRAIGHEAD WILLIAM

Information - WILLIAM CRAIGHEAD
 Close Window | Print

Contact Professional Contributions

Name WILLIAM W CRAIGHEAD
 Email Address bill.craighead@dss.virginia.gov
 Work Phone 8047267609 Ext.
 Home Phone
 Mobile Phone
 Fax 8047267027
 Address 801 E MAIN ST
 City RICHMOND
 Non-U.S. State/Province
 U.S. State VA
 Country UNITED STATES
 Postal Code 23219-2901
 Manager PATRICK PATRONG
 Organization Dept of Social Services - Training (OT)

Step 4.2 Selecting Supervisor OR indicating that none exist.

Create New Non-State Account

Create an account for a new user.

User Information **Manager** Organization Job Title Affiliation Additional Information

Select Manager
Type a last name (or click Next if no manager is required) of the manager's name and click Select Manager

Select your supervisor by clicking the radio button in front of their name OR if there is no supervisor click the checkbox

Last Name
First Name

Click this checkbox if you are unable to select a manager at this time, and then click Next (if creating a new account) or click Select Manager (if editing a profile).

Search

Records found: 1

	Last Name	First Name	Title	Location
<input type="radio"/>	CRAIGHEAD	WILLIAM	Other	RICHMOND, VA

Back Next Cancel

After making your selection click the "Next" button

Step #5 Selecting the Organization

Create New Non-State Account



Create an account for a new user.

User Information Manager **Organization** Job Title Affiliation Additional Information

Select Organization

Select your organization (only one can be saved). Click Save (or click Next if creating a new account).

- (CRTO) - Central Regional Office ADMIN
- (CRTO) - Central Regional Office Inactive
- (CRTO) - Central Regional Office Duplicate
- (CRTO) - Central Regional Training Office (RICHMOND, VA)
- (CRTO) - Community Partners
- (ERTO) - Eastern Regional Office Duplicate
- (ERTO) - Eastern Regional Office VISSTA
- (ERTO) - Eastern Regional Office Inactive
- (ERTO) - Eastern Regional Training Office (VIRGINIA BEACH, VA)
- (ERTO) - Eastern Regional Training Office ADMIN
- (ERTO) Community Partners
- (LIC) Community Partners
- (NRTO) - Northern Regional Office ADMIN
- (NRTO) - Northern Regional Office Duplicate
- (NRTO) - Northern Regional Training Office (WARRENTON, VA)
- (NRTO)_ Northern Regional Office Inactive
- (NRTO) Community Partners
- (PRTO) - Piedmont Regional Office CWSP - RADFORD UNIVERSITY
- (PRTO) - Piedmont Regional Training Office (ROANOKE, VA)
- (PRTO) - Piedmont Regional Training Office ADMIN
- (PRTO) - Piedmont Regional Training Office Duplicate
- (PRTO) - Piedmont Regional Training Office Inactive
- (PRTO) Community Partners
- (WRTO) - Western Regional Office ADMIN
- (WRTO) - Western Regional Office Duplicate
- (WRTO) - Western Regional Office Inactive
- (WRTO) - Western Regional Training Office (ABINGDON, VA)
- (WRTO) Community Partners
- 001 - Accomack
- 003 - Albemarle
- 005 - Alleghany
- 007 - Amelia
- 009 - Amherst
- 011 - Appomattox
- 013 - Arlington
- 015 - Augusta
- 017 - Bath
- 019 - Bedford
- 021 - Bland
- 023 - Botetourt
- 025 - Brunswick
- 029 - Buckingham
- 031 - Campbell
- 033 - Caroline
- 035 - Carroll

Selecting an organization is critical.

Find your local agency FIPS

i.e. 059-Fairfax County

Click the box in front of you selection...

. After selecting your local agency click the Next button at the bottom of the page.

Step # 6. Job title. We do not populate this field at this time. Type none in the text box and click the Search button.

Create New Non-State Account

Create an account for a new user.

User Information | Manager | Organization | **Job Title** | Affiliation | Additional Information

Select Job Title

Perform a search to find job titles. Click the button to the left of a job title and click Next. Click the checkbox if unable to select a job title at this time.

Search Text
 Search Type All words

Search

Type none in text box then click search

Step 6.1

Create New Non-State Account

Create an account for a new user.

User Information | Manager | Organization | **Job Title** | Affiliation | Additional Information

Select Job Title

Perform a search to find job titles. Click the button to the left of a job title and click Next. Click the checkbox if unable to select a job title at this time.

Search Text
 Search Type All words

Search

Click the checkbox then click next

Click this checkbox if you are unable to select a job title at this time, and then click Create (if creating a new account) or click Save (if editing a profile).

Back | Next | Cancel

Step #7 Create Record.

Create New Non-State Account

Create an account for a new user.

User Information Manager Organization Job Title

Select Affiliation

Type the indicated information in the fields, make menu selections.

* Affiliation Local Government

* Reason for Access To access training for this agency
Some of the fields below might become required

* Federal Agency / Organization

* County ID BRISTOL (CITY) - 520

Create Back Cancel

The record has now been submitted to the unit registrar. You will have a reply within 48 hours.