

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, courts, etc..

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.

It will take you a few minutes to get registered but mistakes will delay your approval. Follow these instructions carefully!

The following set of instructions is for License Community Partners

Step # 1. Click the Register button on the logon 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?](#)

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 and elements:

- Non-State Registration** (Section Header)
- Text: "This functionality is intended for registration of Non-State employees ONLY."
- Text: "Non-State Employees: If you are a non-state employee that has registered before but require access to a... not use this functionaly, contact your site administration. If you are a non-state employee registering for the..."
- Text: "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."
- Text: "Are you a non-state employee?"
- Radio button: "I am a non-state employee, entering the site for the first time"
- Buttons: "Return" and "Submit"

Red arrows and a callout box provide instructions: "Click this radio button... then click the Submit button". One arrow points from the callout box to the selected radio button, and another points from the callout box to the "Submit" 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

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)

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 (O

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

Click this checkbox if you are (if creating a new account) or click

Records found: 1

	Last Name	First Name
<input type="button" value="i"/>	CRAIGHEAD	WILLIAM

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

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

of the manager's name and click Select Manager

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 # 5.1 Selecting the Organization is VERY important. Please take time to follow these instructions carefully.

- Look for the Dept. of Social Services – External Entities on this following list.

Select Organization

Edit Profile is where you enter information about you and your preferences when using the site. Click the workflow steps to enter information.

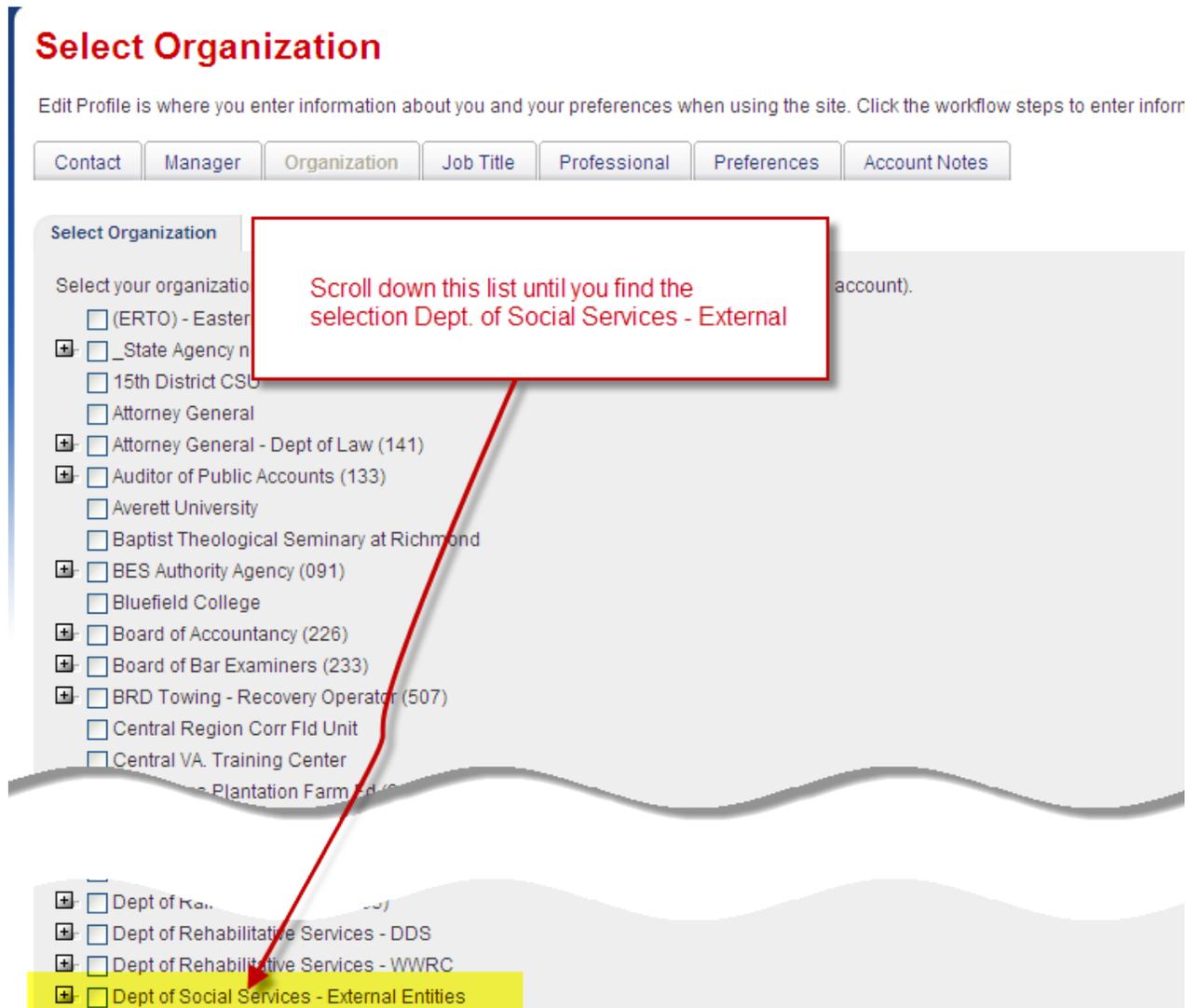
Contact Manager **Organization** Job Title Professional Preferences Account Notes

Select Organization

Select your organization (account).

- (ERTO) - Eastern
- _State Agency n
- 15th District CSU
- Attorney General
- Attorney General - Dept of Law (141)
- Auditor of Public Accounts (133)
- Averett University
- Baptist Theological Seminary at Richmond
- BES Authority Agency (091)
- Bluefield College
- Board of Accountancy (226)
- Board of Bar Examiners (233)
- BRD Towing - Recovery Operator (507)
- Central Region Corr Fld Unit
- Central VA. Training Center
- Plantation Farm Ed (6
- Dept of Ka...
- Dept of Rehabilitative Services - DDS
- Dept of Rehabilitative Services - WWRC
- Dept of Social Services - External Entities

Scroll down this list until you find the selection Dept. of Social Services - External



Steps 5.2 through 5.5 (follow the steps in the illustrated boxes)

- Click the box in front of the name Dept. of Social Services – External Entities (see illustration below) this will cause a drop down of all sub categories (see below)

Go To Next Page

- Dept of Motor Vehicles - External Entities
- Dept of Motor Vehicles (154)
- Dept of Planning and Budget (122)
- Dept of Professional - Occ Reg (22)
- Dept of Rail - Public Trans (305)
- Dept of Rehabilitative Services - DD
- Dept of Rehabilitative Services - W
- Dept of Social Services - External Entities
- (CRTO) - Central Regional Training Office (RICHMOND, VA)
 - (CRTO) - Central Regional Office ADMIN
 - (CRTO) - Central Regional Office I
 - (CRTO) - Central Regional Office D
 - 007 - Amelia
 - 029 - Buckingham
 - 033 - Caroline
 - 036 - Charles City
 - 041 - Chesterfield
 - 049 - Cumberland
 - 057 - Essex
 - 065 - Fluvanna
 - 075 - Goochland
 - 085 - Hanover
 - 087 - Henrico
 - 097 - King and Queen
 - 101 - King William
 - 103 - Lancaster
 - 111 - Lunenburg
 - 119 - Middlesex
 - 127 - New Kent
 - 133 - Northumberland
 - 135 - Nottoway
 - 145 - Powhatan
 - 147 - Prince Edward
 - 150 - Richmond County

Step 5.2

Be sure to click the box in front of the Dept. of Social Services - External.

This opens up all the subcatagories

Step 5.3

Once the subcatagories open up you will need to scroll further down this list and look for Dept. of Social Services - External Entities

- 191 - Washington
- 195 - Wise
- 197 - Wythe
- 520 - Bristol
- 640 - Galax
- 720 - Norton
- 750 - Radford
- Boards
 - Board - Family and Children's Trust Fund of Virginia
- Community Partners
 - (CRTO) - Community Partners
 - (ERTO) Community Partners
 - (LIC) Community Partners
 - (NRTO) Community Partners
 - (PRTO) Community Partners
 - (WRTO) Community Partners
 - Community Partners - Inactive
 - Community Partners (Unassigned)
 - Duplicate Community Partners
- MAIN ADMINISTRATION

Step 5.4

Once you find the link (LIC) Community Partners click the select box in front of the name

Step 5.5

Scroll down to the bottom of this list til you see the "Save " Button

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
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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 ▾

Type none in text box then click search

Go To Next Page

Step 6.1 Job Title

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 the search text at this time.

Search Text

Search Type All words

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).

Search

Back Next Cancel

Click the checkbox then click next

Step #7 Create the record

Create New Non-State Account

Create an account for a new user.

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

Select Affiliation

Type the indicated information in the fields, make menu selections, and click Create or Next (if available) to proceed.

* Affiliation License - Community Partners

* Reason for Access To complete job-related licensing training

Some of the fields below might become required depending on the affiliation selected

* Federal Agency / Organization

* County ID

Create Back Cancel

Affiliation & Reason for access fields... click each box and make the selection shown... After making selection click the Create button

Step # 8. The request was submitted to the unit registrar in step 7. You will receive a reply via email within 48 hours.