

Welcome **Non-State Employee User**



Register in the VDSS Knowledge Center

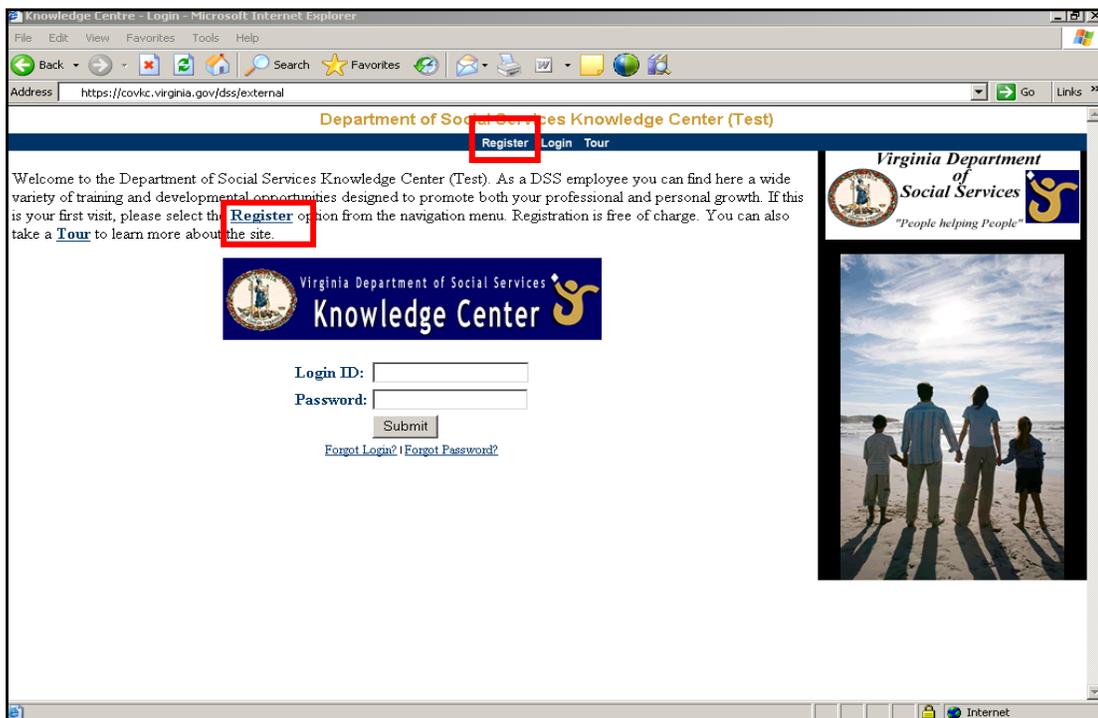
Non-State Employee Users

The DSS Knowledge Center Learning Management System (LMS) is a Web-based application that delivers self-study training topics to your desktop, as well as tracks your progress through the training. To access the LMS, you need to navigate to the LMS Web site and register as a new user.

Access the DSSTraining Web Site

- Step 1.** Open your Internet browser (such as *Internet Explorer, Netscape, AOL, etc.*).
- Step 2.** Enter the LMS Web site address (<https://covkc.virginia.gov/dss/external>) in the **Address** line and press the **Enter** key on your keyboard.

The *DSS Learning Management System Login Page* opens.



Bookmark the DSS Training Web Site

At this point, it is recommended that you add the DSS LMS Web site to your Favorites list for quick access to the site in the future.

To bookmark the LMS Web site:

Step 1. From your Internet menu bar, select the **Favorites > Add to Favorites** menu option. The Add Favorite window opens and displays the default bookmark name for this Web site.

Step 2. Click **OK**. The LMS Web site now appears on your Favorites menu.

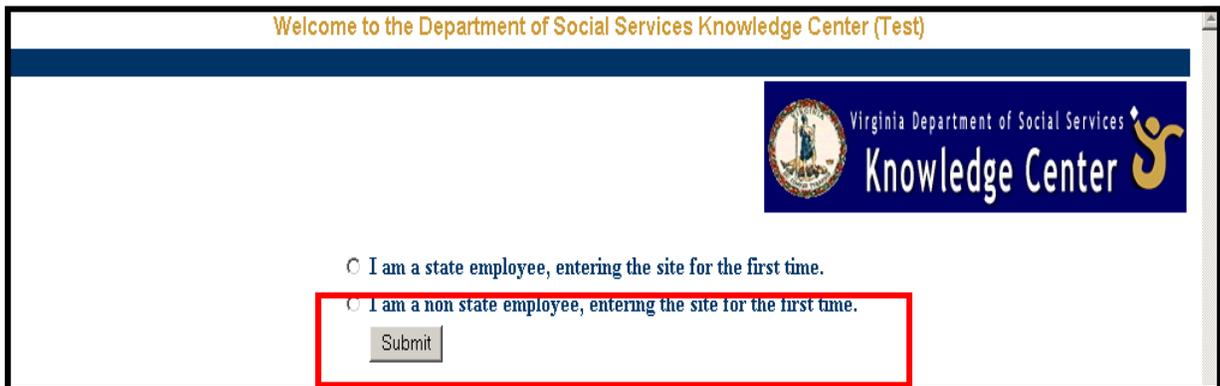
Note: To quickly access the DSS LMS in the future, open your Internet browser and select the “Knowledge Center – Login” option from the Favorites menu.

Register on the DSS Training Web Site

This registration process needs only to take place once. After registering in the LMS the first time, you will use the unique login ID and password combination that you create to access the site in the future.

To register in the DSS LMS:

Step 1. Click one of the **Register** links on the DSS Learning Management System Login Page. The *Registration* window opens.



Welcome to the Department of Social Services Knowledge Center (Test)

Virginia Department of Social Services
Knowledge Center

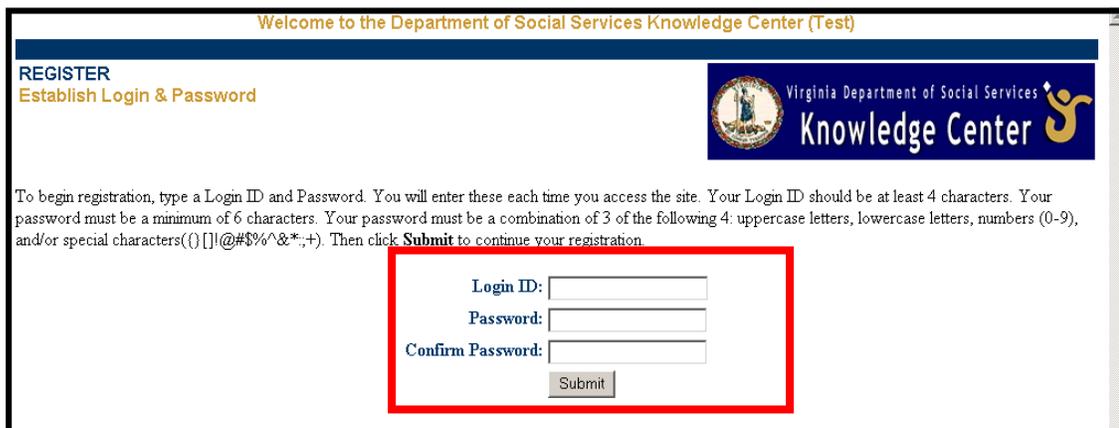
I am a state employee, entering the site for the first time.

I am a non state employee, entering the site for the first time.

Submit

Step 2. Select **I am a non state employee, entering the site for the first time** option.

Step 3. Click the **Submit** button. The *Establish Login & Password* window opens.



Welcome to the Department of Social Services Knowledge Center (Test)

REGISTER
Establish Login & Password

Virginia Department of Social Services
Knowledge Center

To begin registration, type a Login ID and Password. You will enter these each time you access the site. Your Login ID should be at least 4 characters. Your password must be a minimum of 6 characters. Your password must be a combination of 3 of the following 4: uppercase letters, lowercase letters, numbers (0-9), and/or special characters({ } [] @ # \$ % ^ & * ; : , +) . Then click **Submit** to continue your registration.

Login ID:

Password:

Confirm Password:

Submit

- Step 4.** Enter a unique **Login ID** that you will use to access the LMS.
- Step 5.** Enter a unique **Password**.
Note: Your password must be at least 6 characters and contain at least 3 of the following: uppercase letters, lowercase letters, numbers (0-9), and special characters (such as { } [] ! @ # \$ % ^ & *: ; +). An example of an acceptable password is **Training1**.
- Step 6.** Re-enter your unique password in the **Confirm Password** field.
Note: Make sure to write down your **Login ID** and **Password**, as you will need this information to login to the LMS in the future.
- Step 7.** Click the **Submit** button. The *User Profile* window opens and displays fields for entering your contact information. The required fields are marked with an asterisk (*).

Welcome to the Department of Social Services - External Entities

REGISTER
User Profile



As part of the registration process, you need to provide some general information. Please fill in the fields below and click the **Submit** button. All required are marked with *.

* **First Name:**

Middle Initial:

* **Last Name:**

* **Email Address:**

* **Registrant Classification:**

* **Company Name:**

* **Organization:** [Search](#)

Send me updates and notification of content changes at this email address.

***Gender:** Male Female

- Step 8.** Enter your **First Name**, **Last Name**, and **Email Address** in the appropriate fields.
- Step 9.** Select **Local (LDSS)**, **Private**, **Public** from the **Registrant Classification** drop-down list. The “Company Name” field appears on the User Profile window.
- Step 10.** Enter your organization’s name in the **Company Name** field. Now that you have identified your organization, you need to select DSS-External Entities as the agency to which you are requesting access.

Step 11. Click the **Search** link to the right of the Organization fields. The *Root Organization* window opens on top of the User Profile window.

* **Organization:** Dept of Social Services - External Entities CUS00049 [Search](#)

Send me updates and notification of content changes at this email address.

***Gender:** Male Female

Address 1: 123 Any Street

Address 2:

City: Richmond

State: Virginia

Province/Other:

Zip: 23228

Country: (Select one)

Phone: 804-555-7890

Fax: 804-555-0987

Manager's Email: xxx@local.dss.gov

Please use the following area to highlight your area of expertise and professional items of interest. This may include qualifications and certifications, as well as a brief biography.

Qualifications:

Make this information available to others in the PeerNet.

Step 12. Select **Dept of Social Services – External Entities** from the Organization drop-down list.

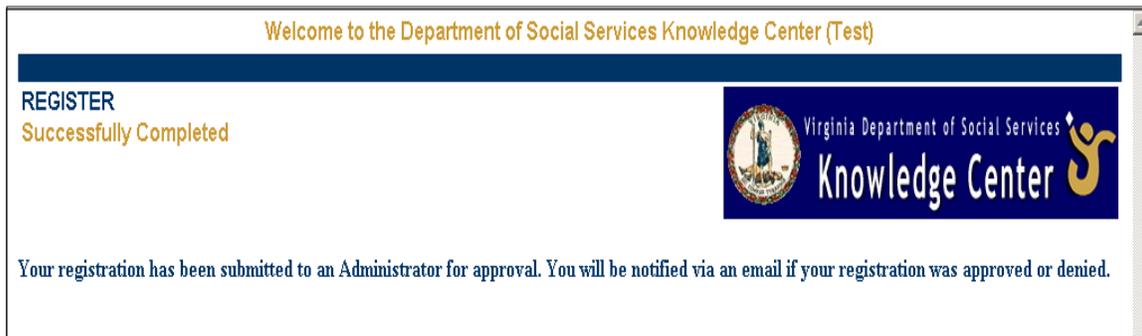
Step 13. Click the **Select** button. The Organization window closes and returns you to the User Profile window, which now displays “Dept of Social Services” and various agency codes in the Organization fields.

Step 14. Select your appropriate **Gender**.

Step 15. Enter your business **Address**, **Phone** Number, and **Manager’s Email Address** in the appropriate fields.

Note: When you enter your Manager’s E-mail address, he/she will receive copies of e-mails sent to you by the LMS (these include profile update confirmations and course access requests).

Step 16. Click the **Submit** button.



Your request to access the LMS is sent to the DSS LMS Administrator for approval. You also receive an e-mail acknowledgement of your registration (to the e-mail address you entered on the User Profile window).

Once approved, you will receive another e-mail notifying you of your approval to access the DSS training.

Login to the DSS Training Web site

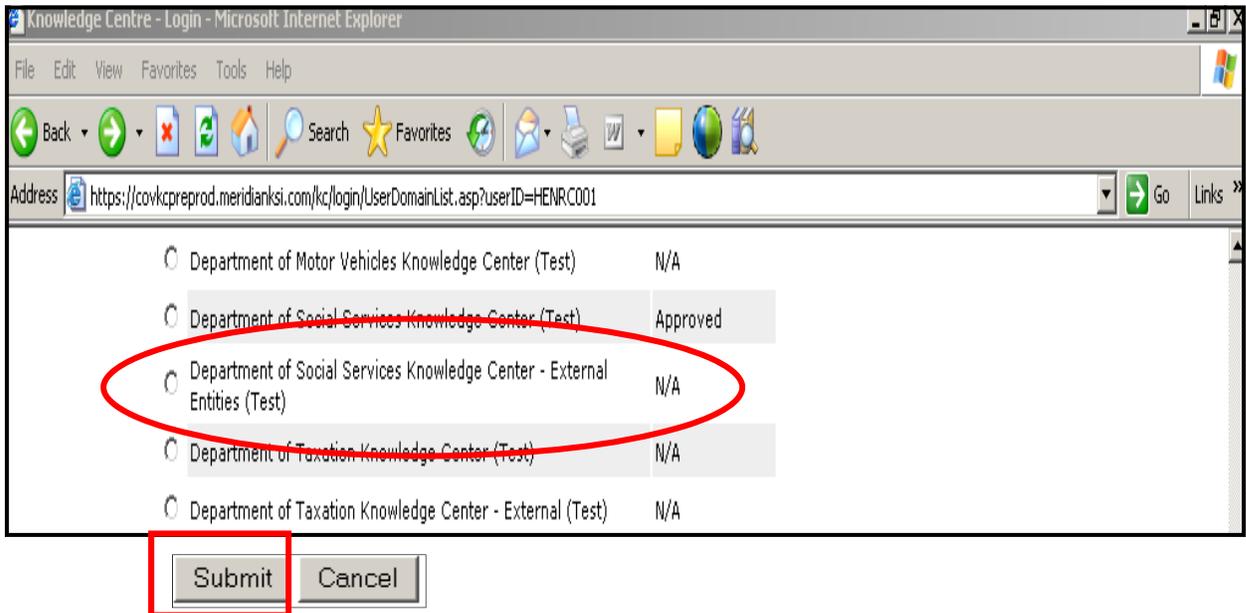
After registering and receiving approval to use the LMS Web site, you need to login each time you want to access the training.

To login to the LMS Web site:

- Step 1.** Open your Internet browser (such as *Internet Explorer, Netscape, AOL, etc.*).
- Step 2.** Enter the LMS Web site address (<https://covkc.virginia.gov/dss/external>) in the **Address** line and press the **Enter** key on your keyboard.
- Step 3.** Enter the **Login ID** and **Password** you created for yourself during the registration process.

A screenshot of the login page for the Virginia Department of Social Services Knowledge Center. The page features the department's logo at the top, which includes a circular seal and the text "Virginia Department of Social Services Knowledge Center" and a stylized orange figure. Below the logo, there is a red-bordered box containing two input fields: "Login ID:" and "Password:". Below these fields is a "Submit" button. At the bottom of the red-bordered box, there are two links: "Forgot Login?" and "Forgot Password?".

Step 4. Click the **Submit** button. A window opens that allows you to select which agency's training you would like to access.



Step 5. Select the **DSS Knowledge Center – External** option.

Step 6. Click the **Submit** button. The *DSS Learning Management System* window opens.

Forgot Your LMS Password?

To reset your DSS training password:

- Step 1.** Open the DSS Knowledge Center Login Page at <https://covkc.virginia.gov/dss/external>.
- Step 2.** Click the **Forgot Password?** link. The *Password Assistance* window opens.



- Step 3.** Enter the **Login ID** that you created when first registering in DSS's LMS.



- Step 4.** Enter your work **Email Address**.
- Step 5.** Click the **Submit** button. A message opens to notify you that your password was sent to your e-mail address.
- Step 6.** Retrieve and make note of your new password from your e-mail Inbox.
- Step 7.** Return to the DSS Knowledge Center Login Page at <https://covkc.virginia.gov/dss/external>.
- Step 8.** Enter your **Login ID**, new **Password**, and click the **Submit** button. The *Change Password* window opens.

Change Password

Change Password allows you to change your site password. To change your password, enter your Current Password and your New Password, then click **Submit**. To exit without changing your password, click **Cancel**.

Your password must be at least 6 characters. Your Password must consist 3 of the 4: uppercase letters, lowercase letters, numbers (0-9), and/or special characters({ } [] ! @ # \$ % ^ & * : ; +). Your new password will be effective the next time you login to the site.



The screenshot shows a web form titled "Change Password" enclosed in a red rectangular border. The form contains three text input fields stacked vertically, each with a label to its left: "Current Password:", "New Password:", and "Confirm New Password:". Below the input fields are two buttons: "Submit" and "Cancel".

Step 9. Enter the password you received via e-mail in the **Current Password** field.

Step 10. Enter a new password in the **New Password** field.

Note: Your password must be at least 6 characters and contain at least 3 of the following attributes: uppercase letters, lowercase letters, numbers (0-9), and special characters (such as { } [] ! @ # \$ % ^ & * : ; +). Examples of acceptable passwords are **Training1** and **1FineDay**.

Step 11. Re-enter the new password in the **Confirm New Password** field.

Step 12. Click the **Submit** button. Your new password is saved and a window opens that allows you to select which agency's training you would like to access.

Step 13. Select the **DSS Knowledge Center – External** option.

Step 14. Click the **Submit** button. The *DSS Knowledge Center Home Page*

Forgot Your LMS Login?

To view your DSS training Login ID:

Step 1. Open the DSS Knowledge Center Login Page at <https://covkc.virginia.gov/dss/external>.

Step 2. Click the **Forgot Login?** link. The *Login Assistance* window opens.



Step 3. Enter your **First Name** and **Last Name** in the appropriate fields.



Step 4. Click the **Submit** button. Your LMS Login ID is displayed at the bottom of the *Login Assistance* window. **NOTE: If you have a common name for example David Smith, you will receive several logins. If you do not recognize your login, contact the Site Administrator for assistance.**

Step 5. Make note of your Login ID.

Step 6. Click the **Next** button to return to the DSS Knowledge Center Login Page.

- Step 7.** Enter your **Login ID** and **Password**.
- Step 8.** Click the **Submit** button. A window opens that allows you to select which agency's training you would like to access.
- Step 9.** Select the **DSS Knowledge Center – External** option.
- Step 10.** Click the **Submit** button. The *DSS Knowledge Center Home Page* option.