

WELCOME

State Employee



Virginia Department of Social Services

Knowledge Center



*Division of Training Management
Virginia Department of Social Services
7 North Eighth Street, Fifth Floor
Richmond, VA 23219*

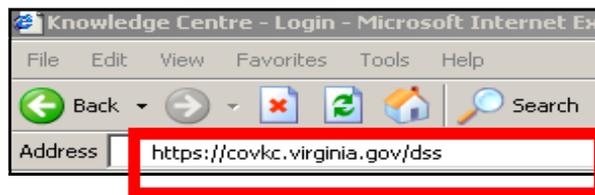
Register in the VDSS Knowledge Center

State Employee Users

The Department of Social Services Knowledge Center 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 Knowledge Center, you need to navigate to the Knowledge Center Web site and register as a new user.

Access the Knowledge Center

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



The *Department of Social Services Knowledge Center* opens.



Bookmark the Knowledge Center Web Site

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

To bookmark the Knowledge Center 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 Meridian LMS in the future, open your Internet browser and select the “Knowledge Center – Login” option from the Favorites menu.

First Time Users of the LMS

If this is the first time you are entering the system click “[here](#)” to access instructions for registering to the Knowledge Center.

Register in the LMS

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 Meridian LMS:

Step 1. Click the **Register** link on the DSS Knowledge Center Login Page. The *State Employee* 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 state employee, entering the site for the first time** option.

Step 3. Click the **Submit** button. The *Registration* window opens.

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



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:**

* **Date Of Birth:**
Enter the date in (mm/dd/yyyy) format.

* **Last four digits of SSN:**

* **Are you a Wage employee:** Yes No

Root Organization:

- Step 4.** Enter your **First Name**, **Last Name**, and **Date of Birth** (in MM/DD/YYYY format) in the appropriate fields. Items with an * asterisks is required. **Note:** Make sure to enter your name as it appears on your paycheck or in Pay line; **do not use abbreviations or nicknames.** It is not recommended that you enter middle initial during registration as this can cause a problem in locating your personnel records.
- Step 5.** Enter the last four numbers of your Social Security Number (SSN) in the **Last four digits of SSN** field.
- Step 6.** Answer the question to identify whether you are a Wage employee (P-14).
- Step 7.** Select **Dept of Social Services** from the **Root Organization** drop-down list.
- Step 8.** Click the **Submit** button. The *Registration Verification* window opens and lists your employee information as maintained by Human Resources. **Note:** **If your employee information is not displayed (or if the Non-PMIS State User Registration form opens), you have not registered correctly.** Please return to the Registration screen by clicking the **Back** button on your Internet toolbar and re-enter your name and birth date, making sure not to use abbreviations or nicknames. **Note:** Any employee information changes (i.e., name, address, telephone number, e-mail address, and manager name and e-mail address corrections) should be sent to your Human Resources Office. Verify all information.

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



Please verify the following information is correct. If you feel there is an error, please contact your Human Resources Department.

If you do not want to proceed, click **Cancel**. Please note, you will not complete the registration or be able to login until the registration process is complete.

Position ID Number	:	X1234
Social Security Number	:	1234
Employee ID Number	:	STUDT123
Last Name	:	Tester
First Name	:	Student45
Middle Initial	:	
Name Suffix	:	
Email Address	:	xxx@dss.virginia.gov
EEO Code	:	F
Gender	:	F
Race	:	B
Race	:	Employee
Position Level	:	
LMS Role	:	123456
Role Code	:	
Role Title	:	

Working Title	:	
Wage Employee	:	No
Manager's Name	:	
Manager's Email	:	
Cost Code 1	:	936
Cost Code 2	:	000
Cost Code 3	:	000
Cost Code 4	:	000
Cost Code 5	:	000
Cost Code 6	:	000
Cost Code 7	:	000
Cost Code 8	:	000
Cost Code 9	:	000
Cost Code 10	:	000
Cost Code 11	:	000
Cost Code 12	:	000
Cost Code 13	:	000
Location Code	:	
Agency Hire Date	:	1/10/2006
State Begin Date	:	1/10/2006

Step 9. Click the **Submit** button. The *Login* window opens

Location Code	:	
Agency Hire Date	:	01/10/2000
State Begin Date	:	01/10/2000
Address	:	7 N Eighth St
City	:	Richmond
State	:	VA
Zip	:	23219
Country	:	
Phone	:	804-555-5555
Fax	:	804-555-5551
Rank	:	
Disability (for proper housing assignment)	:	
Date of Birth	:	01/01/1972
E-Mail Copy	:	<input type="text"/>
Agency Name	:	Dept of Social Services
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.	:	<input type="text"/>

Step 10. 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 11. Re-enter your unique password in the **Confirm Password** field.

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



Please enter a login and password. 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({ } [] ! @ # \$ % ^ & * : ; +). Click **Submit** to complete your registration and return to the login page.

If you do not want to proceed, click the Register, Login or Tour buttons or select **Cancel**. Please note, you will not complete the registration or be able to login until the registration process is complete.

Login ID:

Password:

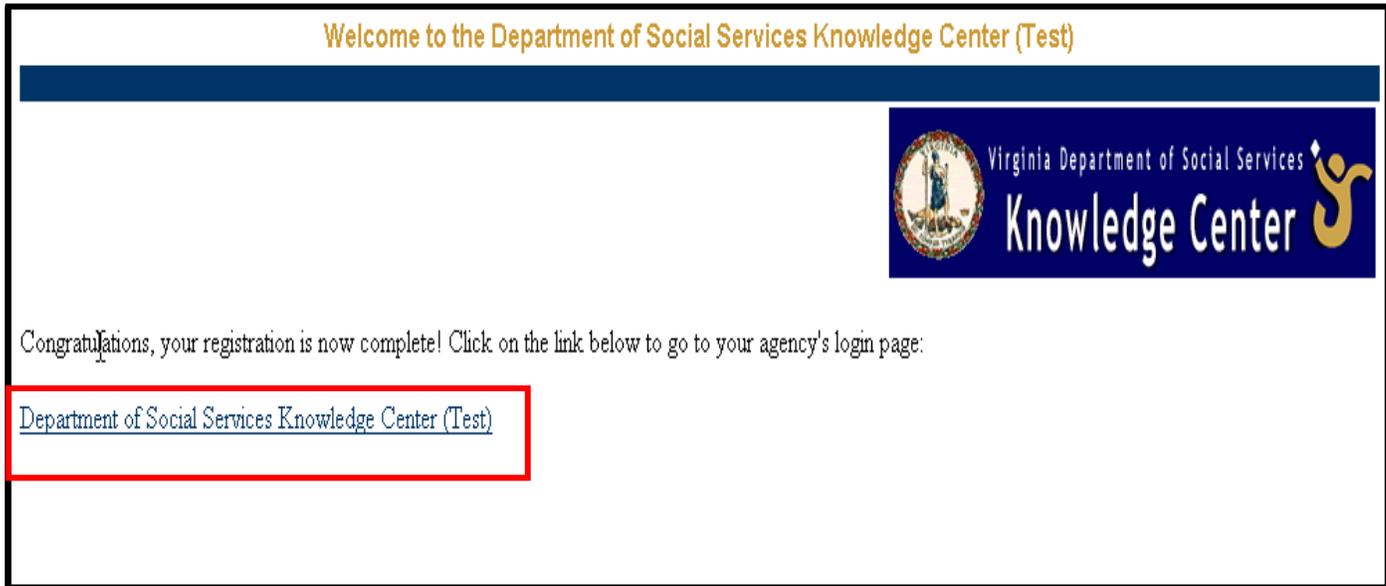
Confirm Password:

Step 12. Click the **Submit** button. The *Congratulations* window opens.

Step 13. Click the **DSS Knowledge Center** link.

Step 14. Enter your new **Login ID, Password**, and click the **Submit** button. The *DSS Knowledge Center Home Page* opens.

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.



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>.
- 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 Knowledge Center.



- 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>
- 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.

Current Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm New Password:	<input type="text"/>
	<input type="button" value="Submit"/> <input type="button" value="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** 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.virignia.gov/dss>.
- Step 2.** Click the **Forgot Login?** link. The *Login Assistance* window opens.



Virginia Department of Social Services
Knowledge Center

Login ID:

Password:

Submit

[Forgot Login?](#) | [Forgot Password?](#)

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



Welcome to the Department of Social Services

LOGIN ASSISTANCE

Virginia Department of Social Services
Knowledge Center

If you have forgotten your Login ID, please enter your first and last name.

First Name:

Last Name:

Submit

- Step 4.** Click the **Submit** button. Your LMS Login ID is displayed at the bottom of the *Login Assistance* window.
- 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** option.

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