

DATE: December 9, 2016  
TO: All State and Local Staff  
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SUBJECT: Launch of the Commonwealth of Virginia Learning Center (COVLC) Update #1

## The COVLC is here!

The Virginia Department of Human Resource Management (DHRM) has launched the new COVLC. Reference the [COVLC Launch Chart](#) for guidance by role on the tasks/functions to complete.

### Log-In

- To access the COVLC, click [here](#).
- Follow steps to [Login](#) using your existing KC username and password. If you do not recall your KC login credentials, follow steps to [Retrieve a Login ID or Password](#).
- If you are a new user and do not have a KC username and password, follow steps to [Request an Account](#).
- For additional log-in guidance, reference DHRM's [2016 COVLC Overview](#) video.

### Additional Help

- Submit a Help Desk ticket to [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov) to report functionality problems or inquire about other needed guidance. Additional communications will go out as modifications are made to the COVLC functionality.

**Note:** If the graphics on the COVLC webpage do not display correctly, you may need to empty your temporary internet files folder on your PC. Follow these steps:

1. Open your internet browser
2. On the main menu, choose Tools and then Internet Options
3. Choose the Advanced tab, scroll down and ensure that the box next to "Empty Temporary Internet Files folder when browser is closed" is checked.
4. Click OK.

### Quick Links

- [VDSS COVLC Information Website](#)
- [COVLC Launch Chart](#)
- [Commonwealth of Virginia Learning Center \(COVLC\)](#)

