

## **Charge Card Administration**

### **Accessing the Knowledge Center in Learning Management System (LMS)**

**Purpose:** This procedure instructs the user how to access Department of Human Resource Management's (DHRM) Knowledge Center (KC) in the Learning Management System (LMS). The Knowledge Center is a web-based application that delivers self-study training topics and instructor-led course registration to your desktop. The Knowledge Center also tracks eLearning and instructor led courses that you completed or registered for in the KC.

**Source:** Commonwealth of Virginia  
Department of Accounts - Charge Card Administration

December 2008

**Accessing the Knowledge Center in LMS**

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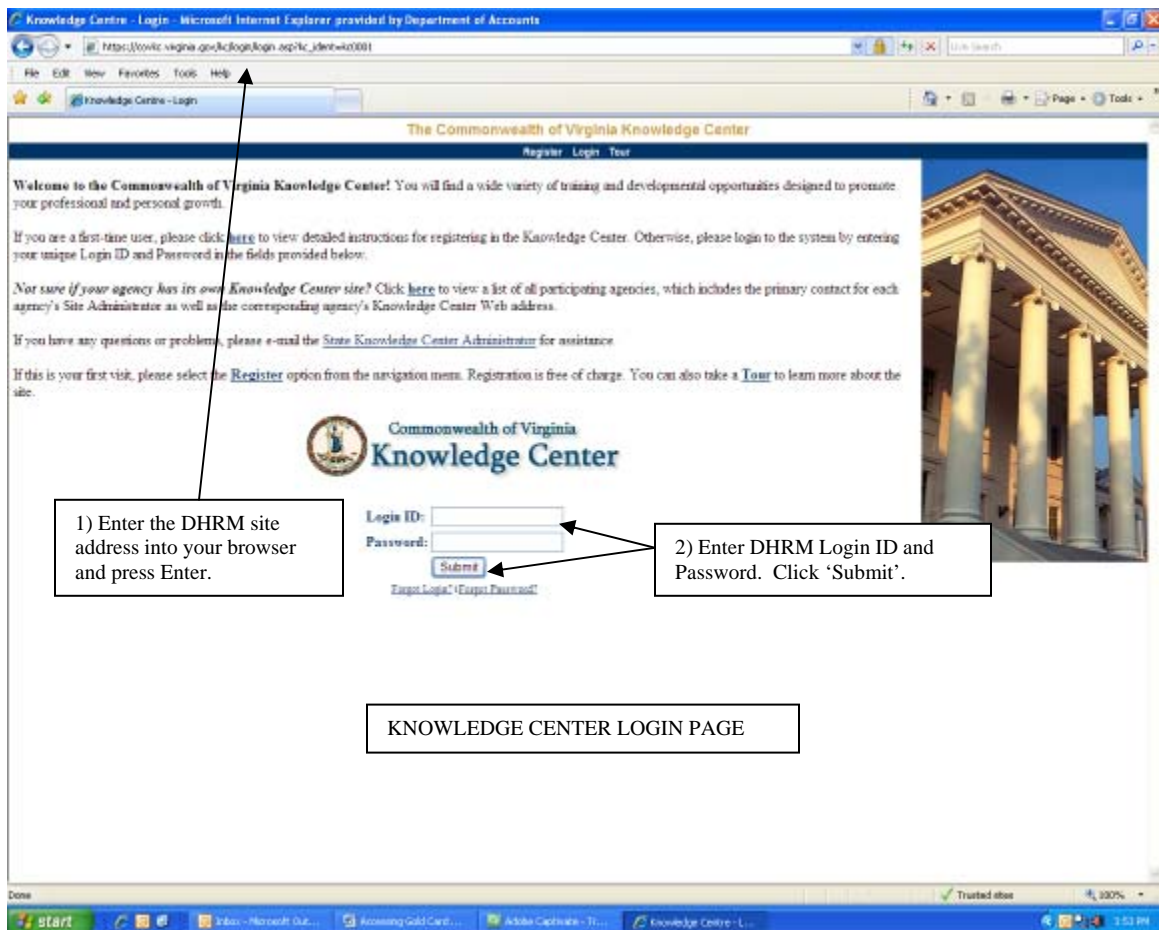
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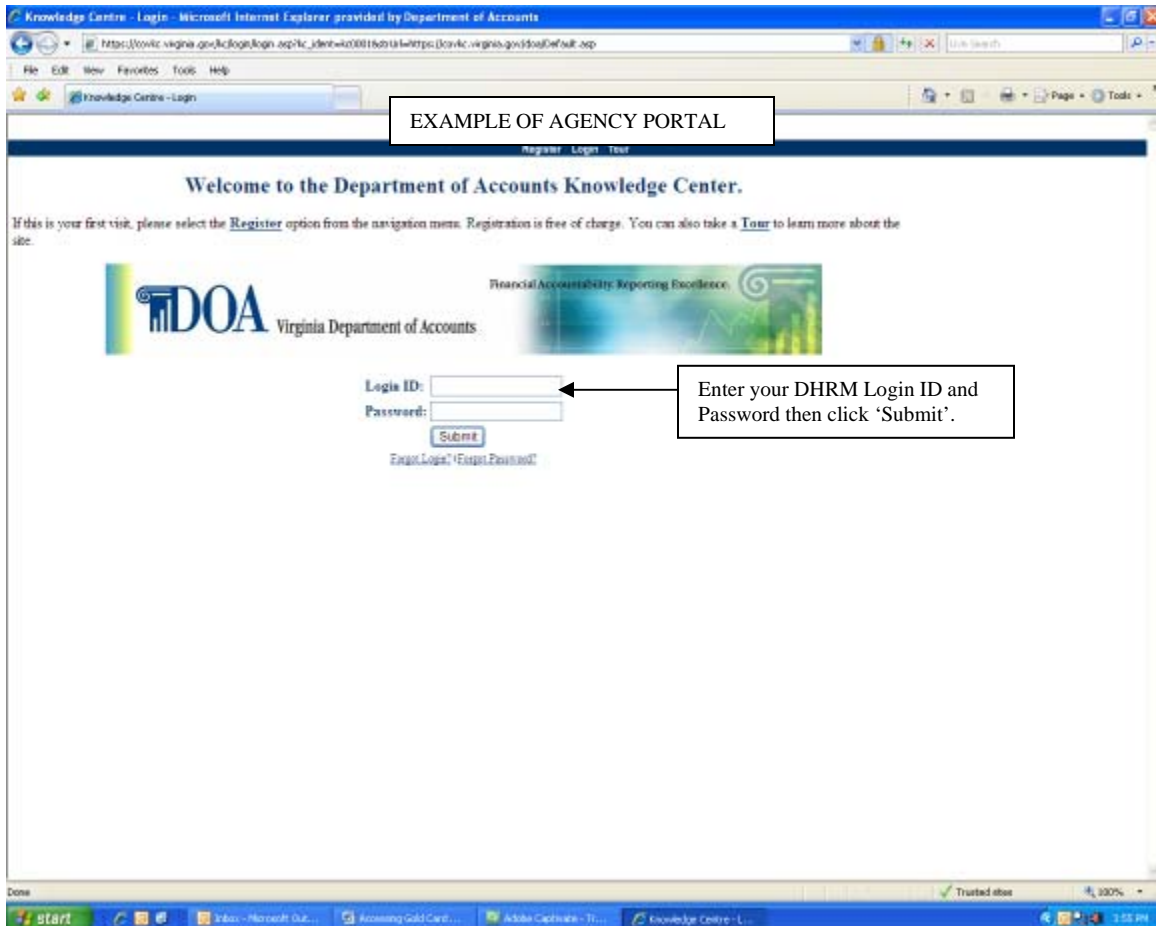
**Accessing the Knowledge Center in LMS**

1. Log into the **Knowledge Center**, either from your agency's portal or from the DHRM site by entering The Commonwealth of Virginia's Knowledge Center web address <https://covkc.virginia.gov> into your internet browser and pressing the Enter key. This will take you to the Knowledge Center login page.
2. On the Knowledge Center login page, enter your **DHRM Login ID and Password** then click on '**Submit**'. This will log you in to the Knowledge Center and take you to the Knowledge Center Campus Area.



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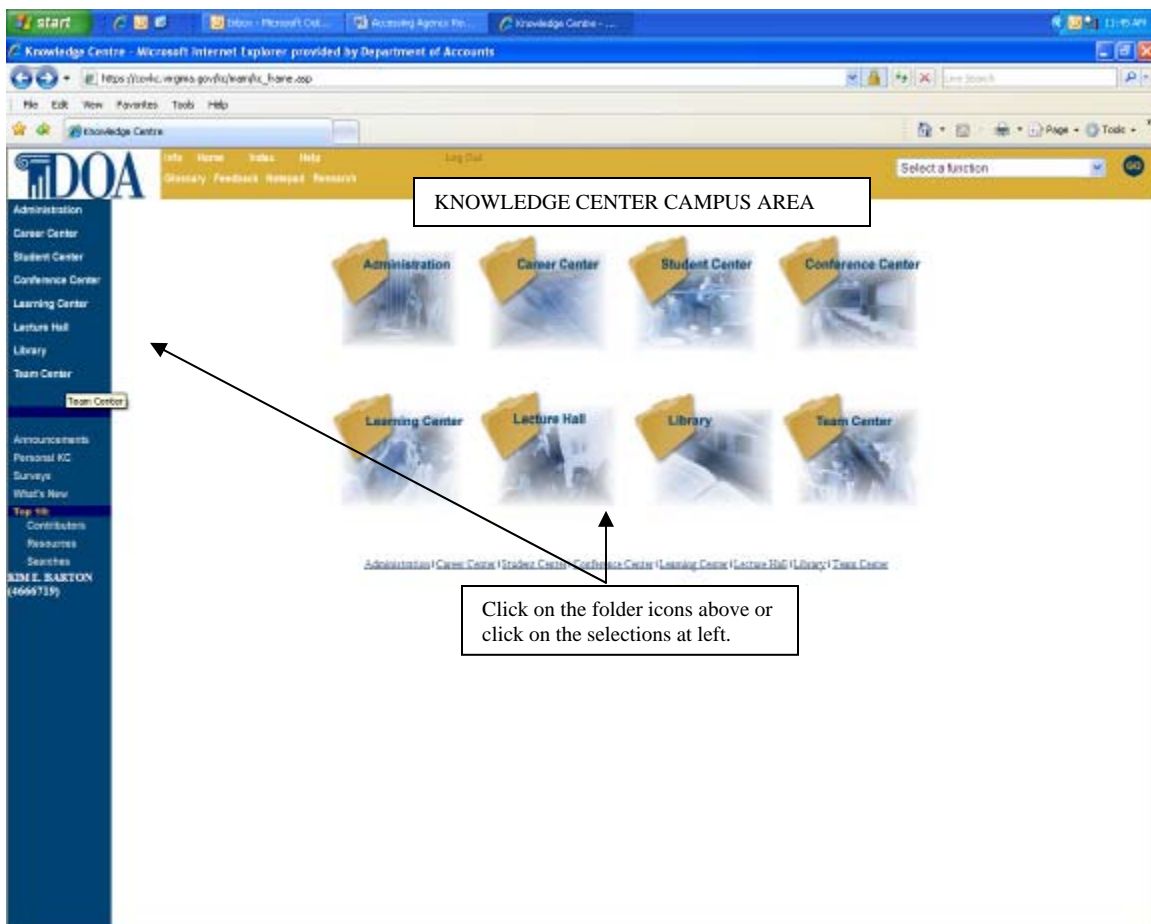
**NOTE:** If you are redirected to **your agency's Knowledge Center portal**, use the same Login ID and Password you would use for DHRM. **Enter your DHRM Login ID and Password**, then click on **'Submit'**. Follow the same directions as above.



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3. From the Knowledge Center Campus Area you may access a variety of folders, each allowing you to access different resources and perform a variety of functions within the Knowledge Center. You may either click on the appropriate folder icon or you may click on the appropriate option from the selections listed on the left side of the screen. Enjoy this valuable new LMS resource.

**NOTE:** Your Knowledge Center Campus Area may have a different appearance but the selection choices will be the same.



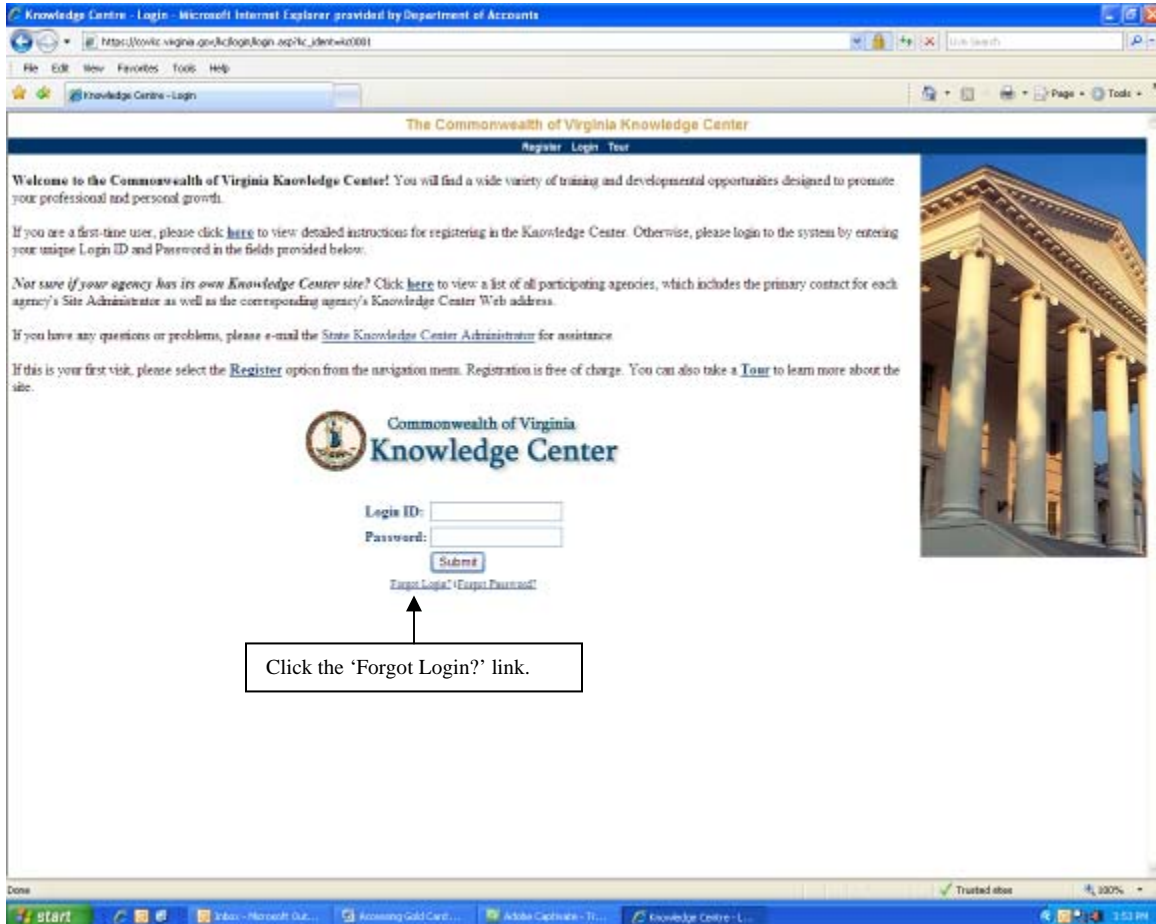
# Charge Card Administration

## Accessing the Knowledge Center in LMS

### Forgot Login ID

#### Did you forget your Login ID?

1. If you forgot your Login ID, please click on the **'Forgot Login?'** link on the login screen to access the Login Assistance screen.



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2. In the boxes provided enter your **first and last name**, then click **'Submit'**. Your Login ID will appear on the left side of the screen.

Knowledge Centre - Forget Login - Microsoft Internet Explorer provided by Department of Accounts

https://lms.virginia.gov/lms/login/forget\_login.asp?tdURL=

File Edit View Favorites Tools Help

Knowledge Centre - Forget Login

Welcome to the The Commonwealth of Virginia Knowledge Center

LOGIN ASSISTANCE

Commonwealth of Virginia  
Knowledge Center

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

First Name:

Last Name:

1) Enter first and last name.

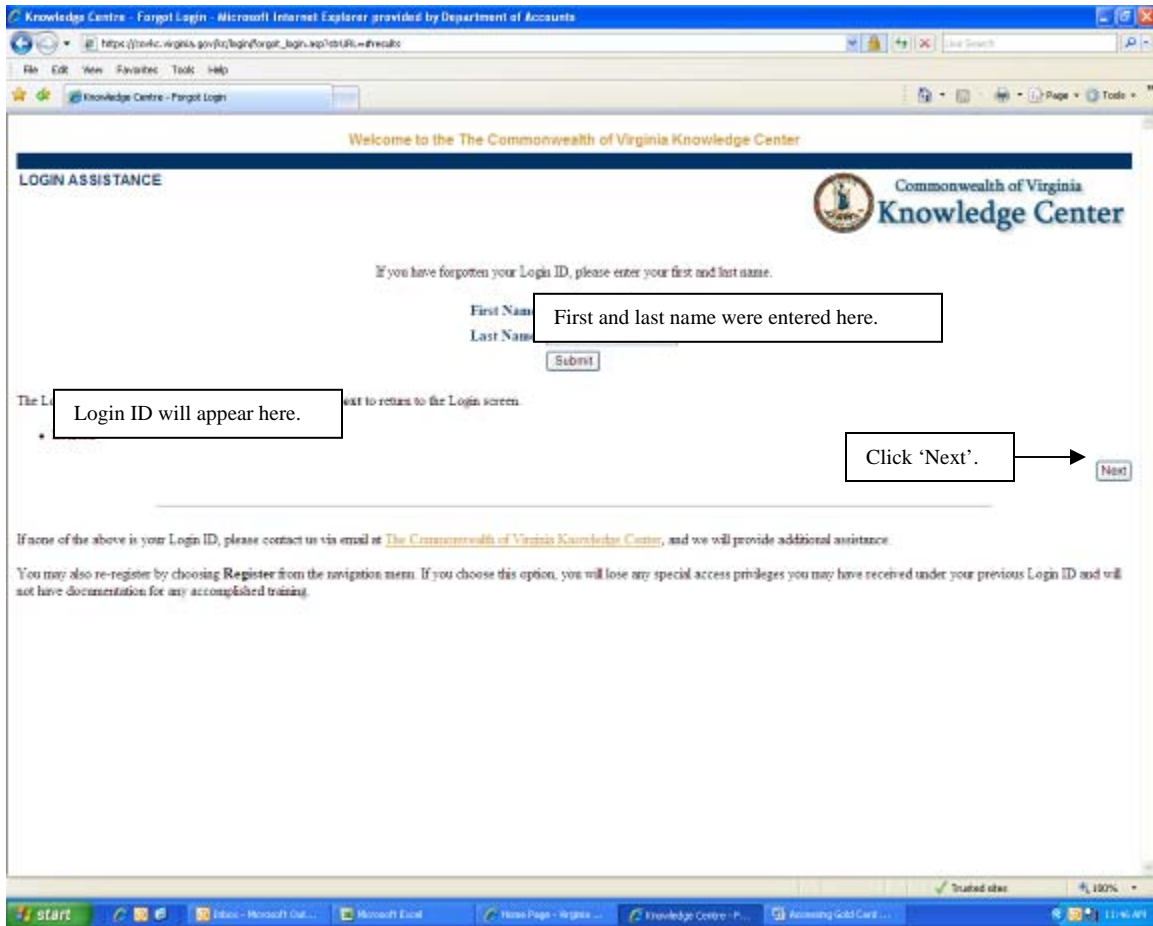
2) Click 'Submit'.

Done

Start Outlook - Microsoft Out... Microsoft Excel Home Page - Virginia Knowledge Centre - P... Accessing Gold Card ... 11:44 AM

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3. Once you have obtained your Login ID, click **'Next'** to return to the Login screen.
4. Once you have returned to the Login screen, go to page 3, **Accessing the Knowledge Center in LMS**, to login to the Knowledge Center.



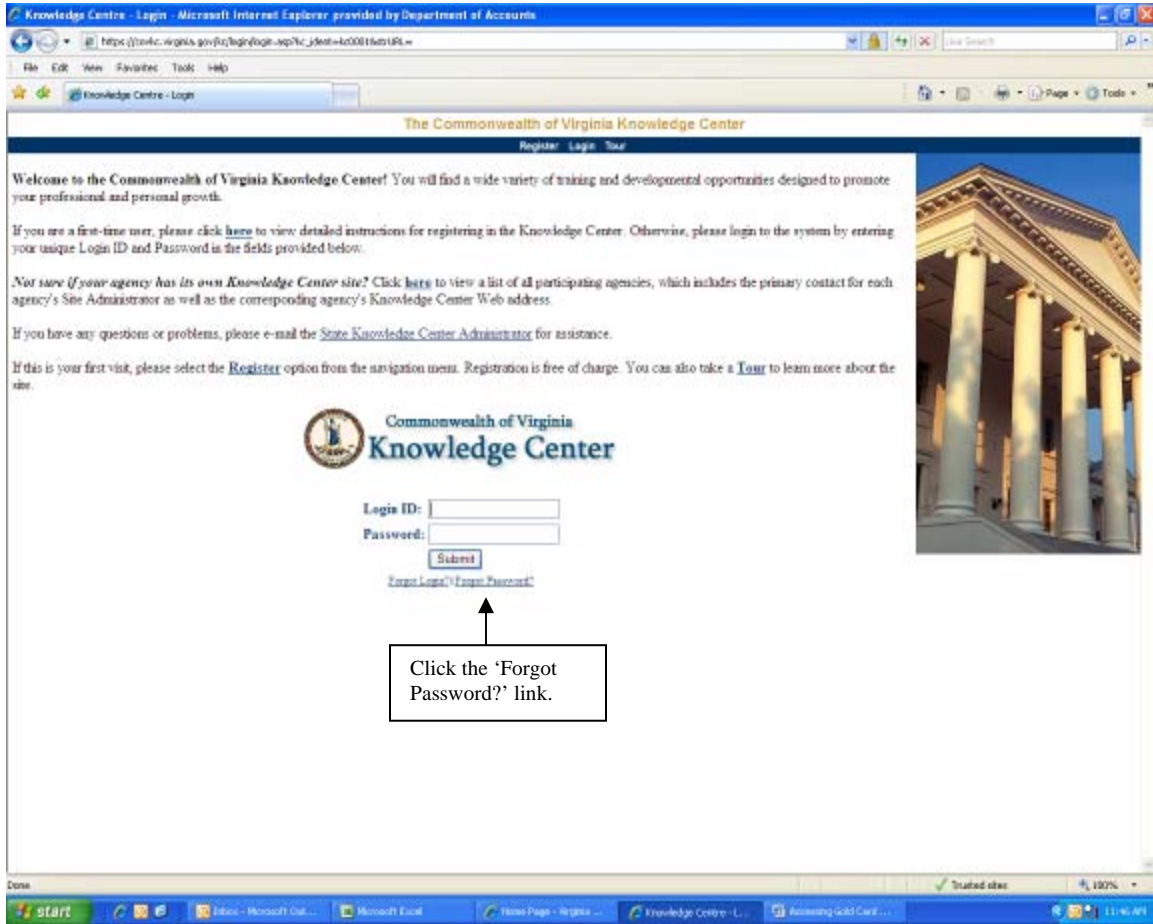
# Charge Card Administration

## Accessing the Knowledge Center in LMS

### Forgot Password

#### Did you forget your Password?

1. If you forgot your Password, please click on the **'Forgot Password?'** link on the Login screen to access the Login Assistance screen.



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2. In the boxes provided enter your **Login ID and your Email address**, then click **'Submit'**. Your password will be emailed to you.
3. Once you have received your password, go to page 3, **Accessing the Knowledge Center in LMS**, to login to the Knowledge Center.

The screenshot shows a web browser window titled "Knowledge Centre - Forgot Password - Microsoft Internet Explorer provided by Department of Accounts". The address bar shows the URL: [https://lms.virginia.gov/lms/login/forgot\\_password.asp?stURL=](https://lms.virginia.gov/lms/login/forgot_password.asp?stURL=). The page content includes a header "Welcome to the The Commonwealth of Virginia Knowledge Center" and a sub-header "PASSWORD ASSISTANCE". Below the header is the Commonwealth of Virginia Knowledge Center logo. The main text reads: "If you have forgotten your Password and require assistance, please complete the following form. Your Password will be sent to you via email." The form consists of two input fields: "Login ID:" and "Email Address:". Below these fields is a "Submit" button. Two callout boxes with arrows point to the form: one pointing to the input fields with the text "1) Enter Login ID and Email address." and another pointing to the "Submit" button with the text "2) Click 'Submit'". The Windows taskbar at the bottom shows the Start button, several open applications (Internet Explorer, Microsoft Excel), and the system tray with the date and time (11:40 AM).

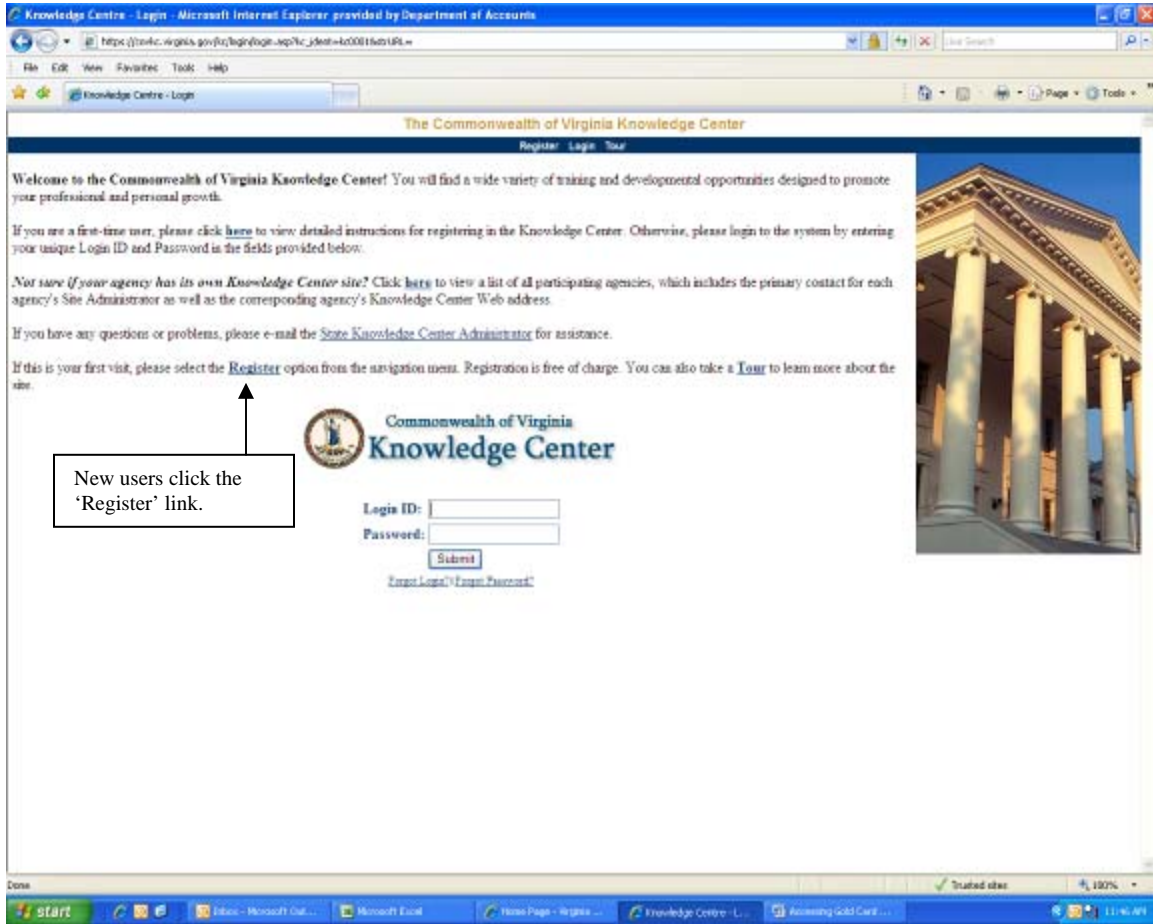
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## Accessing the Knowledge Center in LMS

### New User to LMS

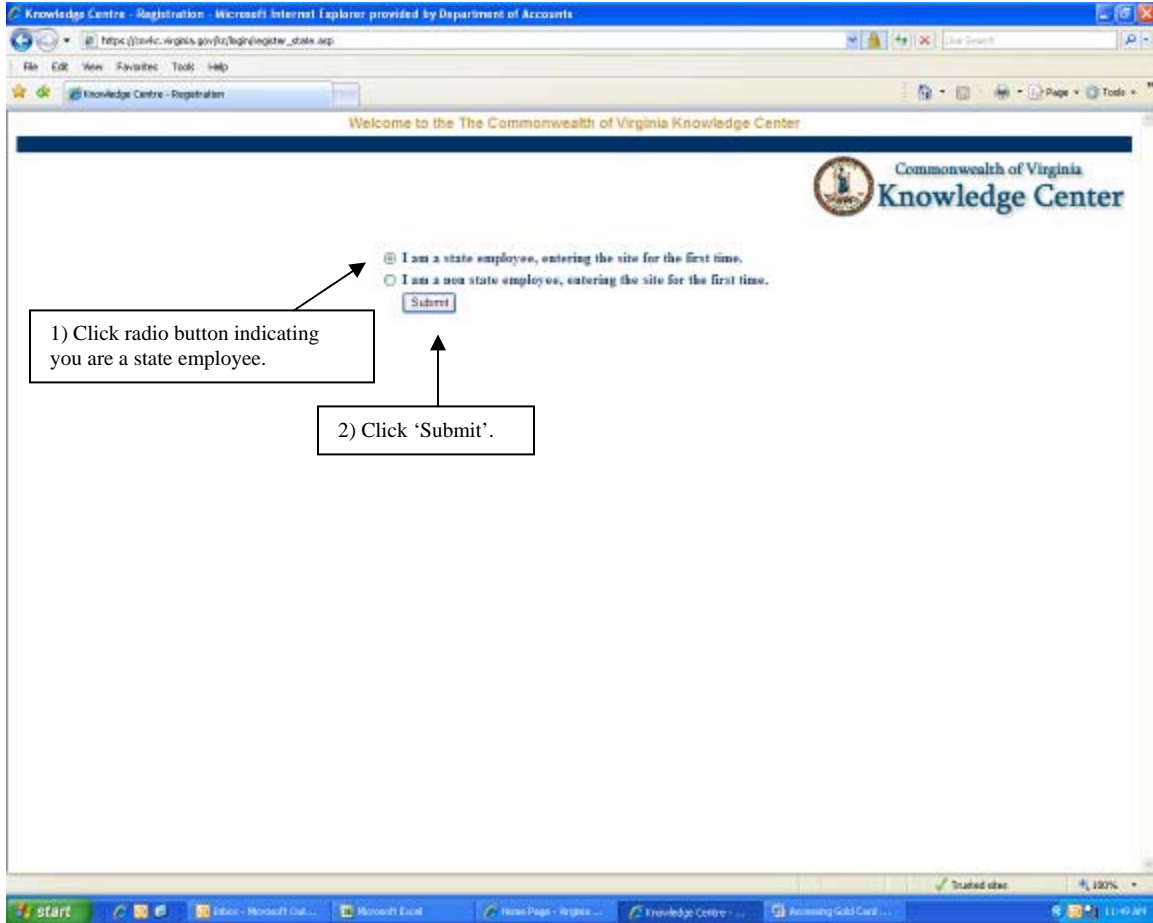
#### Is this your first visit to the Knowledge Center?

1. If this is your first visit to the Knowledge Center, you must register as a new user by clicking the **'Register'** link.



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2. Click the **radio button** indicating that you are a state employee then click on **'Submit'**.



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3. Next you will be required to enter some **general information**. All fields that are required are marked with an asterisk (\*). Fill in the following information:

Enter your First Name.

Enter your Last Name.

Enter your Date of Birth using (mm/dd/yyyy) format.

Enter the Last Four Digits of your Social Security Number.

Indicate if you are a Wage employee or not.

4. After you have filled in all required fields, click on **'Submit'** to complete your registration.

5. Upon completion of your registration, go to page 3, **Accessing the Knowledge Center in LMS**, to login to the Knowledge Center.

The screenshot shows a web browser window titled "User Registration - Microsoft Internet Explorer provided by Department of Accounts". The address bar shows the URL: [https://zenc.virginia.gov/nc/login/register\\_InState.asp?trState=Vtroot\\_arg=VtLLHomearg&path=M&L](https://zenc.virginia.gov/nc/login/register_InState.asp?trState=Vtroot_arg=VtLLHomearg&path=M&L). The page content includes a header for the Commonwealth of Virginia Knowledge Center and a registration form. The form fields are: First Name (\*), Middle Initial, Last Name (\*), Date of Birth (\*, with a note "Enter the date in (mm/dd/yyyy) format"), Last four digits of SSN (\*), and Are you a Wage employee: (radio buttons for Yes and No). Below these is a dropdown menu for "Root Organization" and a "Submit" button. Two callout boxes with arrows point to the form fields and the Submit button. The first callout box contains the text "1) Fill in required information." and the second callout box contains the text "2) Click 'Submit'".