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.

**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.
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:  
  C Yes  C 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 * asterisk(s) 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
- **Email Address**: xxx@dss.virginia.gov
- **EEO Code**: F
- **Gender**: B
- **Race**: Employee
- **Position Level**: 
- **LMS Role**: 
- **Role Code**: 123456
- **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
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.
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.

Congratulations, your registration is now complete! Click on the link below to go to your agency's login page:

[Department of Social Services Knowledge Center (Test)]
Forgot Your LMS Password?

To reset your DSS training password:


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.

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.

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.

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.