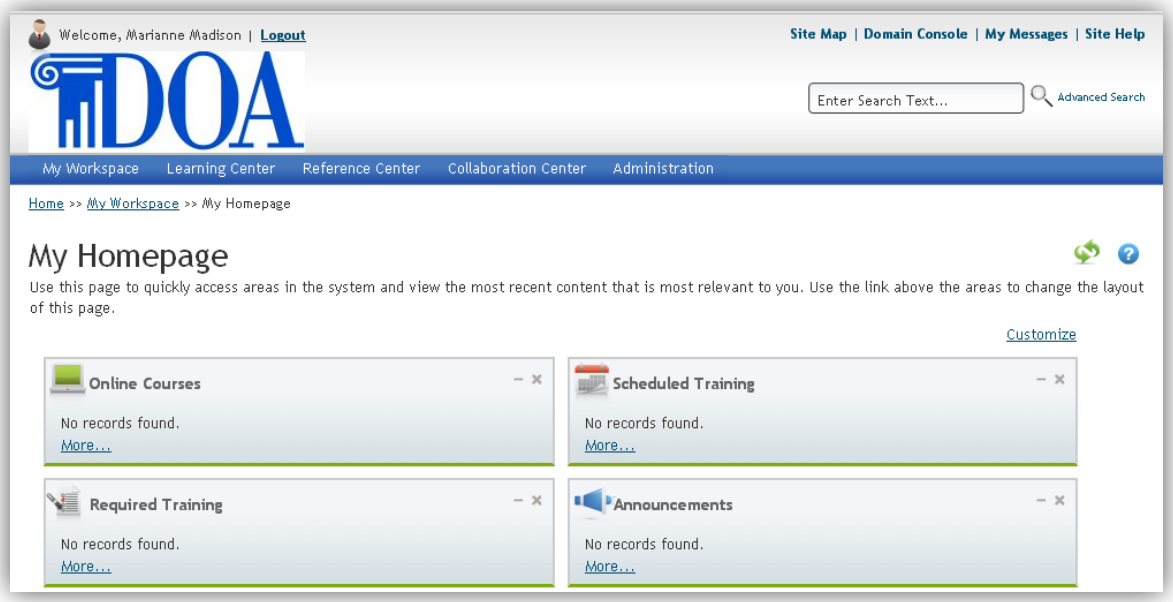
How to Access Charge Card Training

Within the Knowledge Center (also known as KC Global, or LMS) is a course catalog, which allows you to quickly locate a specific course and launch it.

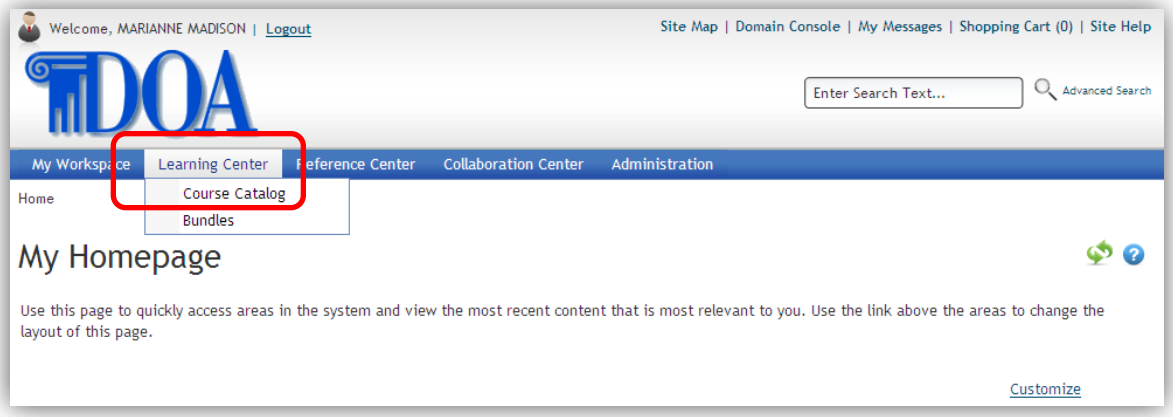
Step 1. Open the Knowledge Center Login Page (**https://covkc.virginia.gov/**). **NOTE:** If your agency has its own domain, you will receive a message indicating you are a member of another domain and be directed to select your domain from the list that appears, or you may be prompted to request access to the DOA domain. For illustration purposes, these instructions will show the DOA Knowledge Center. However, the instructions will be the same for all domains.

Step 2. Enter your **Login ID** and **Password**. Click the **Log In** button.

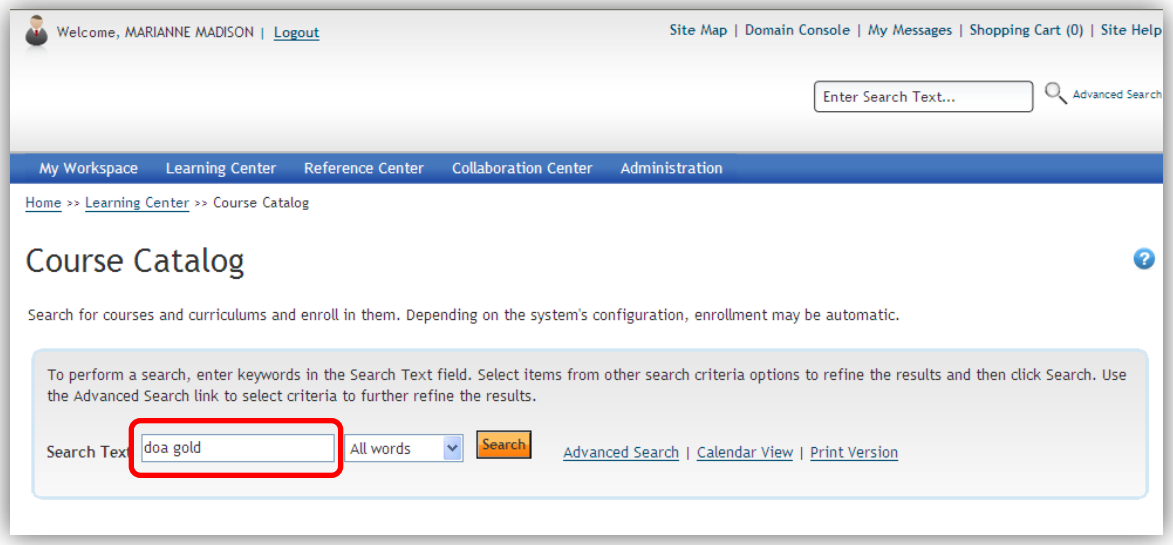
Step 3. The ***Knowledge Center Home Page*** opens.



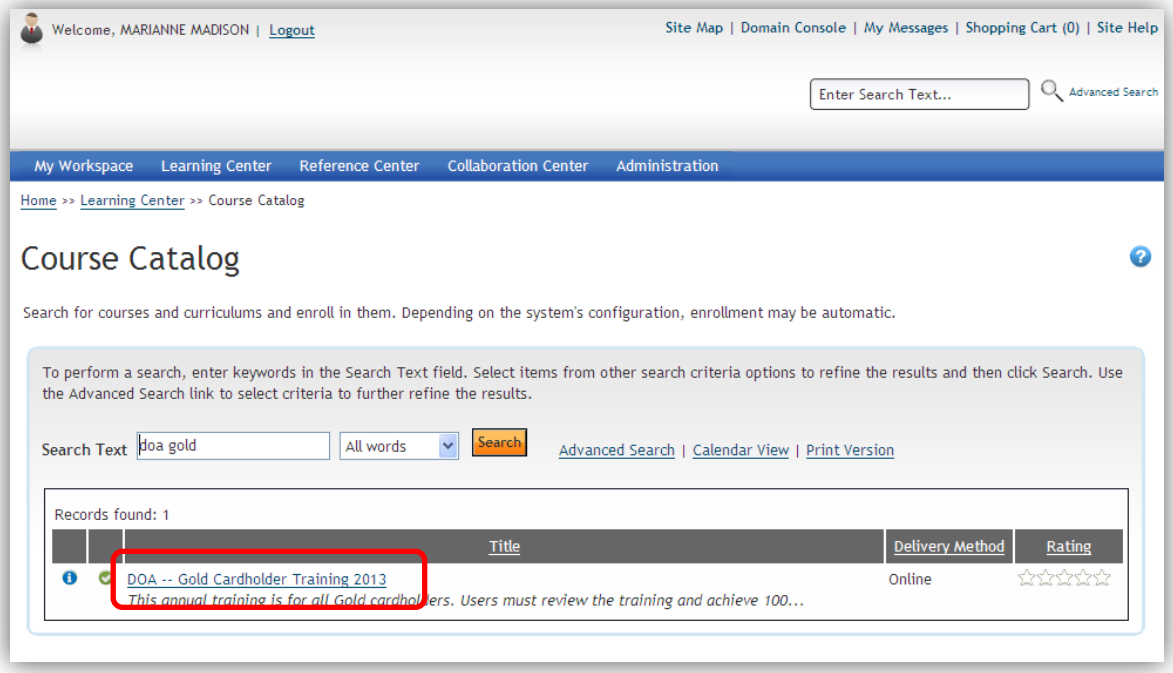
Step 4. From the **Learning Center** menu, select the **Course Catalog** option.



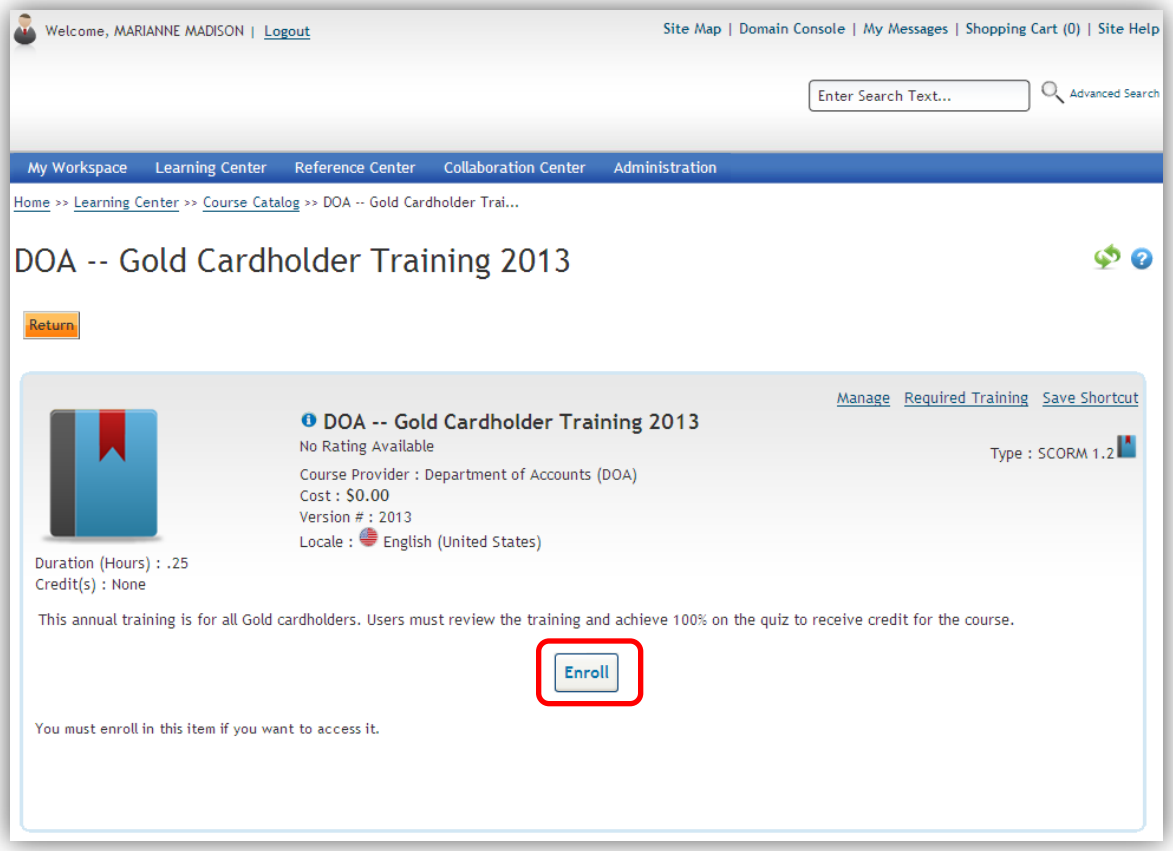
Step 5. Type a keyword to search for the course and then click the **Search** button.



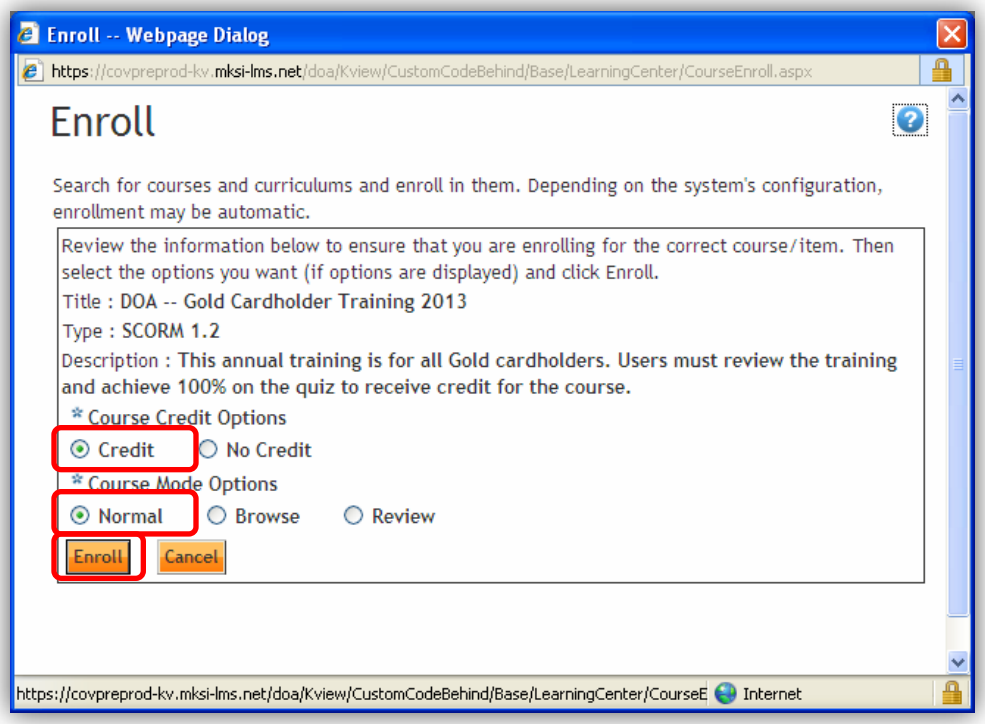
Step 6. The matching course(s) will be displayed. Note that the courses in your list may differ based on your keyword(s). Click the course title link to open the course. In this example, we will choose the Gold Cardholder Training.



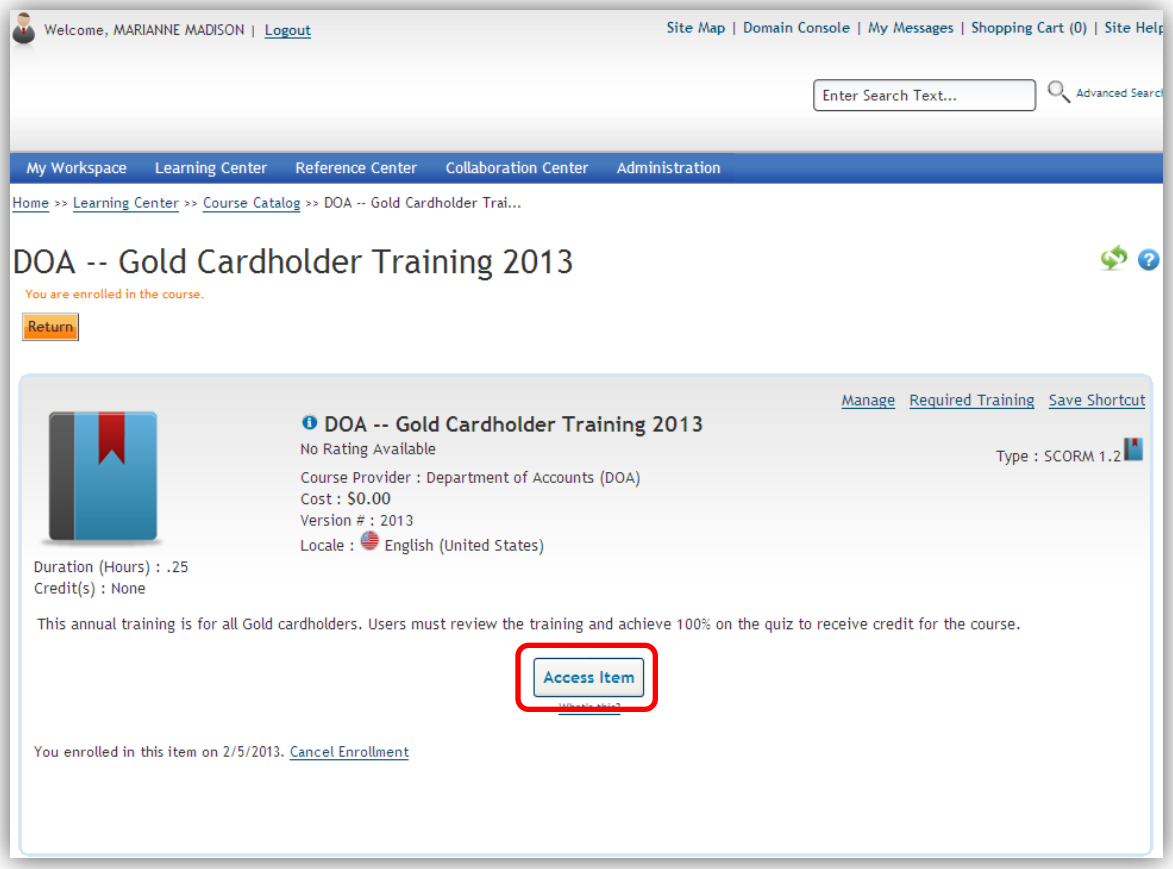
Step 7. The first time you access a course, you must enroll in it. Click **Enroll**.



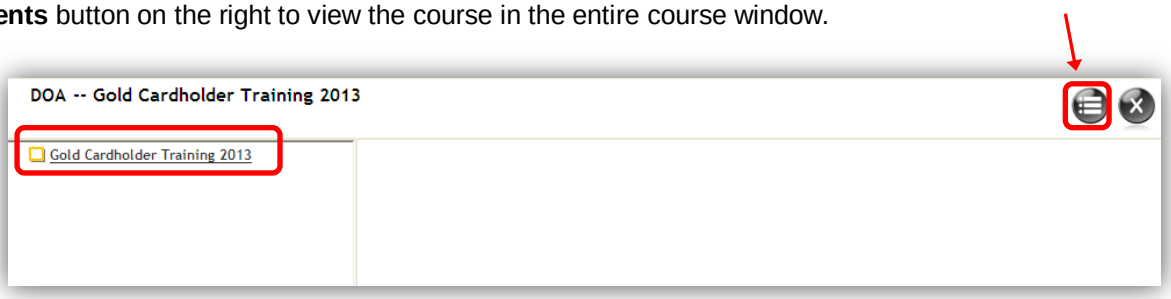
Step 8. Verify that the **Credit** and the **Normal** checkboxes are selected. Click the **Enroll** button. This will return you to the course window.



Step 9. Once you have enrolled in the course, you must access it. Click the **Access Item** button to open the course.

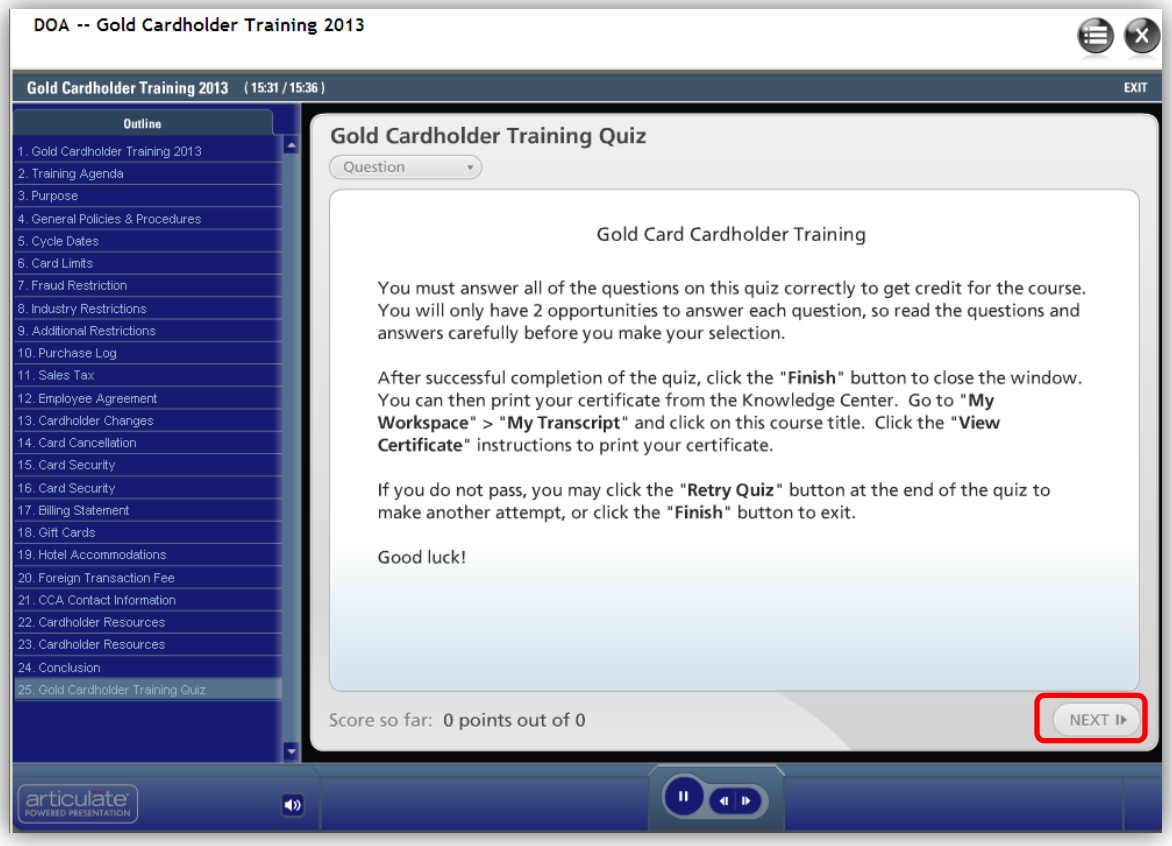


Step 10. Click the course section name to begin the course. Notice that there is an empty yellow checkbox next to the course name, indicating this is your first time accessing the training. You may click the **Toggle Table of Contents** button on the right to view the course in the entire course window.

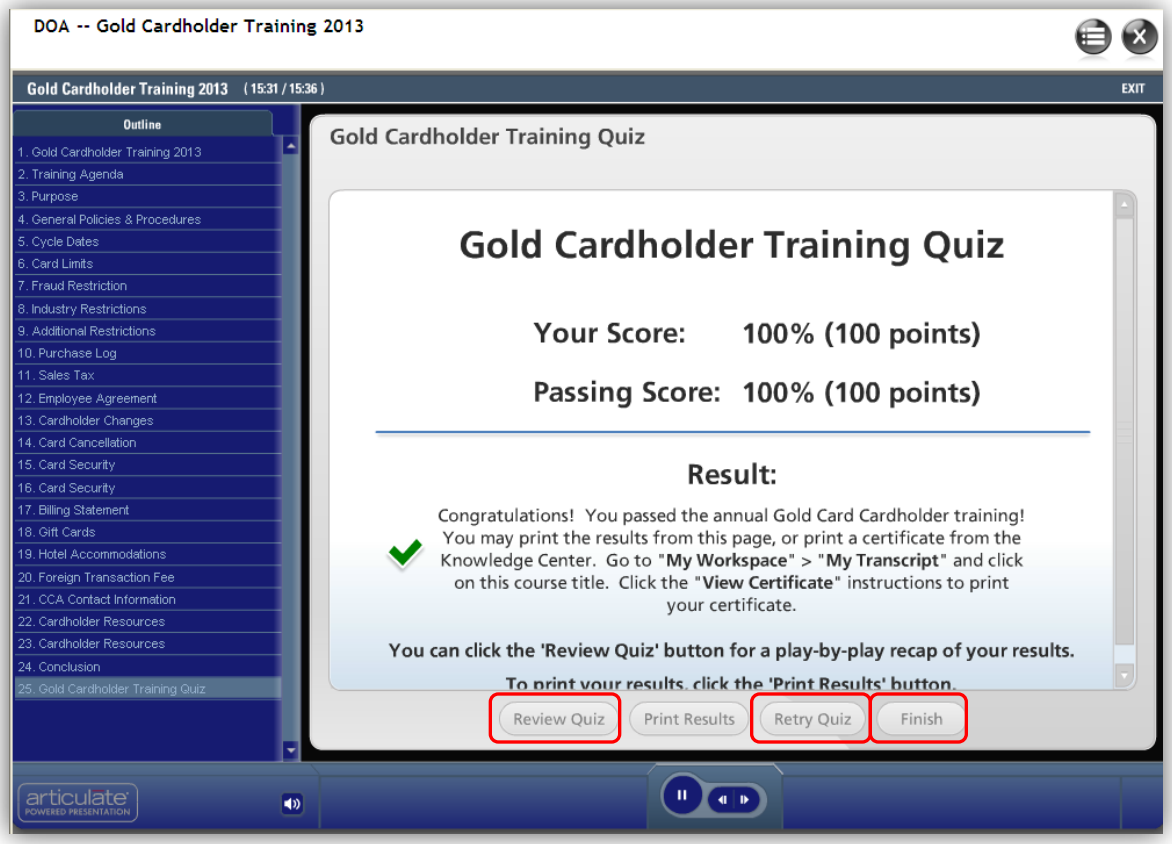


Step 11. A PDF copy of the slides and notes is available by clicking on the **Attachments** button in the upper right corner of the training window. If you would like to view the closed captions / slide notes on the screen, click the **Notes** button at the bottom right corner of the window.

Step 12. The required training quiz is embedded at the end of the course. It will automatically begin after you view the last training slide. The course is designed so that you must view all the slides before attempting the quiz. When you are ready to begin the quiz, click the **Next** button.



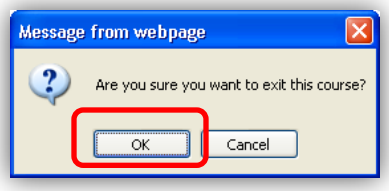
Step 13. If you do not successfully complete the quiz with a score of 100%, you may try again. Just click the **Retry Quiz** button at the end of the quiz. You will also have the opportunity to review the questions and answers by clicking the **Review Quiz** button. When you successfully complete the quiz, click the **Finish** button.



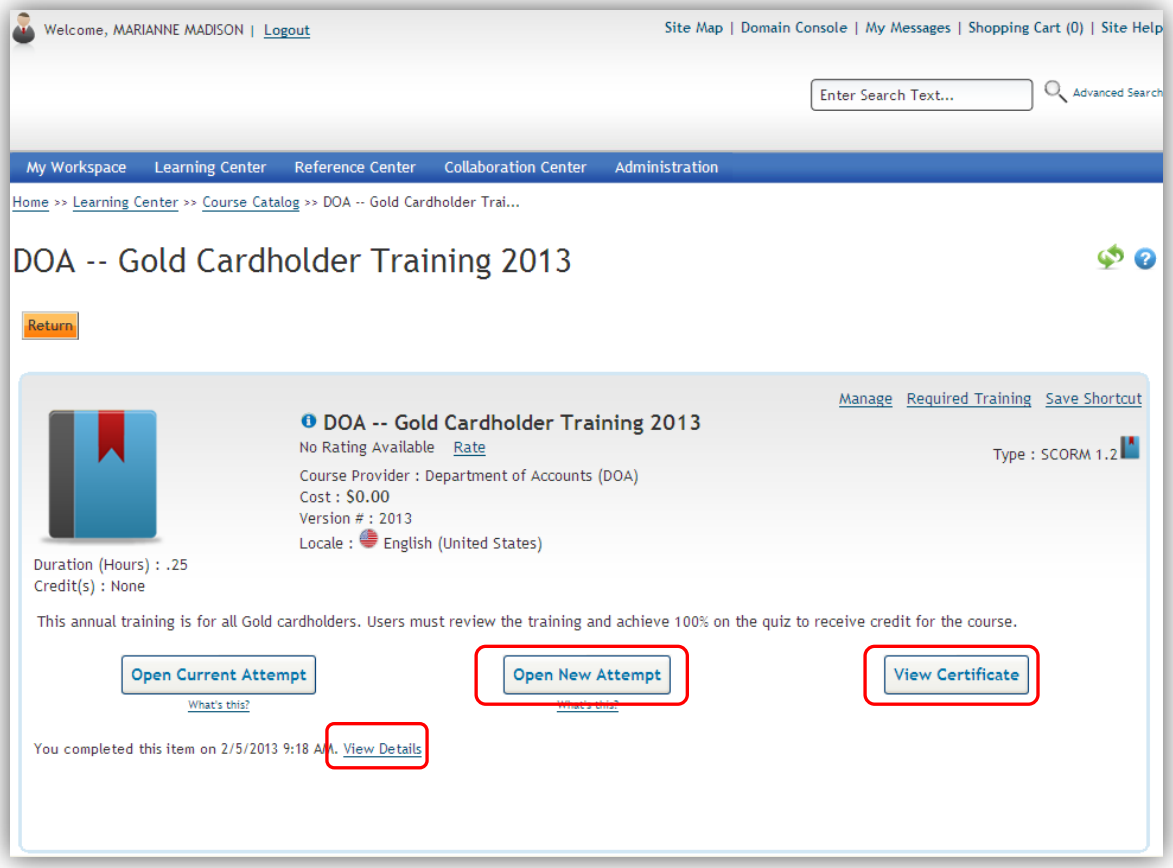
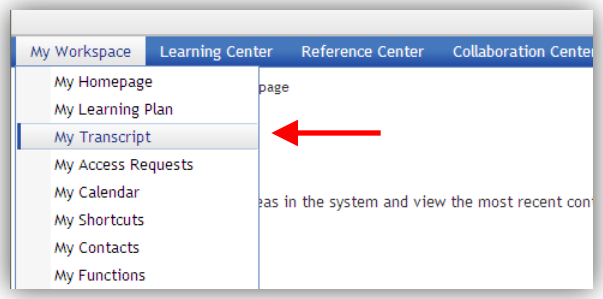
Step 14. You will be taken back to the screen shown in Step 10. Notice that the course name how has a check mark beside it and the course name is highlighted in yellow, indicating that you have accessed the training.

Close the window by clicking the in the course window. **Do not use the red Windows X button to close the course; if you do, the system will NOT award completion credit**

If you see this dialog box, click **OK**.



Step 15. The course information window shows the date and time you completed the training. You can click the **View Details** link to see more information. You can also click the **View Certificate** button to view or print your course completion certificate. If you did not pass the quiz and want to retake the training, or if you just need a refresher, click the **Open New Attempt** button.



Step 16. To view your transcript at anytime, click **My Workspace** and **My Transcript**. All attempts for the course will be listed on your transcript.