Dear VCE Website User:

This Website User Guide & Resource Manual is a tool for your use when you need extra assistance with the website. Please use this as a guide to help you through a particular segment or process on the website. You also can find answers to questions you may have about our website and/or technology.

Inside you will find helpful step-by-step directions to help you navigate the VCE website. To illustrate these steps, we have included screenshots (outlined in red) to give you a view of what you should see on your screen. Additionally, we have highlighted certain parts of the screenshot to which you should pay attention with a red arrow.

Once you have reviewed this Website User Guide & Resource Manual, and you still have questions, please contact the VCE Help Desk at 888-785-7793.

Thank you for your continued support of the VCE.

Very Truly Yours,

Pasquale Vignola, MA, LLP
Manager

Write your VCE User ID and password below and store in a safe place:

My VCE User ID/Email is: ________________________________

My VCE Password is: ________________________________
Website Site Map

Home -

- About
  - VCE History
  - Mission
  - Goals
  - VCE Brochure
  - Terms of Use
  - Privacy Policy

- Members
  - New Member Sign-up
  - My Profile
  - Virtual Training Transcript
  - Update Password
  - Log-Out

- DWMHA Policies
  - Recovery-Enhancing Environment (REE)

- Training
  - Online Training
  - Calendar

- Children's System of Care
  - Connections
  - Connections Committee
    - Overview
  - Children's Initiatives
  - Youth Involvement
  - Youth
  - Stakeholders
  - Youth United Sites
  - Parent Involvement
  - Useful Documents
  - Partner Links

- Clinical & Grantsmanship
  - Research Advisory Committee
    - Evidence-Based and Promising Practices
    - Grantsmanship 101

- Resources
  - Community Calendar
  - Useful Documents
  - Job Bank
  - Links

- Help
  - Contact
  - User Guide & Resources
    - Manual
  - Frequently Asked Questions
  - How To
  - Troubleshooting

*what is it?
A Site Map is is a list of pages of a web site accessible to users. It is usually mapped out in an outline format to reflect how the pages are displayed on the site.*
Website Tabs

About – Informs how VCE was created in 2006 to promote System Transformation through workforce development. Under this tab, you can learn about:

• VCE History
• Mission
• Goals
• Terms of Use
• Privacy Policy

Members – If you do not have an account with VCE, you will have the option to sign up for new membership. While signed into VCE, the Members page will allow you to access:

• My Profile
• Virtual Training Transcript (including self report)
• Update Password
• Log-Out

Training – Lists all VCE’s online training: online courses, training videos, calendar of live trainings, self study videos

Children’s System of Care – An approach to services that recognizes the importance of family, school and community, and seeks to promote the full potential of every child and youth by addressing their physical, emotional, intellectual, cultural and social needs.
**Clinical & Grantsmanship** – The Research Advisory Committee (RAC) reviews proposed research or evaluation projects and recommends Agency approval based on those reviews.

**Resources** – Your source for all VCE and other related documents and forms, and:
- Community Calendar
- Useful Documents
- Job Bank
- Links

**Help** – Lists the troubleshooting methods, frequently asked questions and a Help Desk contact.

**Contacts** - All VCE staff is listed

For technical support with the VCE website and/or VCE questions, email us at info@vceonline.org or call the VCE Toll-Free Message Center: 1.888.785.7793. Help is available Monday - Friday between 8:30 am - 5:00 pm.
The VCE provides free or low-cost training and other benefits to its members, including:

- Easy online registration for conferences, training series and other events
- Provides continuing education credits (CECs)
- Trainings to maintain professional license
- MDHHS-required trainings
- Track your continuing education credits through your Virtual Training Transcript

The VCE is your go-to resource for professional growth and education, required trainings, research and information. It is a one-stop resource where you can:

- View recorded trainings and speakers
- Access evidence-based research
- Find helpful links and Community mental health-related resources
- Earn continuing education credits 24 hours a day, seven (7) days a week at your convenience, at your pace, at home or at work.
Before you can register for a VCE membership, you will need a personal or work e-mail address. Your email address will be the “User Email” you will use to log into the VCE website along with the password you will create for your account. If you do not have email, below is a list of four free email services:

- Google Mail: https://accounts.google.com/SignUp
- Yahoo Mail: https://edit.yahoo.com/registration
- AOL Mail: https://new.aol.com/productsweb

Registration Process
1. To register for a VCE membership go to www.vceonline.org
2. From the menu bar, click on “Members” then “New Member Sign-up”
3. On the registration page, select the Primary Employer Country, State and County in which you work.
4. Then click on the “Submit” button.
5. The New Member Sign-Up page contains the registration form. Fill in all fields that are marked with a red asterisk (*), as these fields are required for membership and blue asterisks (*) are optional fields that you may complete.
1. After you have completed the first steps, the last step is the Contractual Agreement where you will need to read the “Terms of Use”.

2. After you have finished reading the “Terms of Use”, click on the check box to ACCEPT, and then click on the “Save Profile” button to complete the registration process.

hot tip!
When you register for a VCE membership by using your email address, you will automatically added to our email mailing list.
1. Your information will be processed and added to our system. The website will redirect you to a page with your login information. You are now a member of VCE and ready to login and begin using the website.

![Thank you message]

Thank you
Your registration page submission has been received by VCE.

**Your Log-In Information**

User Email: youremailhere@email.com
User Password: password123
Membership type: Full
Today's Date: 01/04/2016

Please print this page for future reference or help in Log-In details.

[Home page] [Log-In]

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**take note**

You will receive an email confirming your new VCE membership automatically to the email you used to create your account.

**hot tip!**

Write down your User Email and User Password on Page 2 of this User Guide and keep it in a safe place.
1. Go to [www.vceonline.org](http://www.vceonline.org)

2. Starting from the top right of the Home Page, you will find the “Member Login” section.

3. Login with the **User Email** address and **Password** you have created for your VCE account, then click on the “Login” button.

When you are logged into the VCE website, at the top of the page, it will say “Welcome (your first and last name)”, membership type, the option to view your profile and to sign-out.
After you have logged into VCE, click on “Members” from the menu bar. The Members page contains My Profile, Virtual Training Transcripts, Update Password and Log-Out.

- **My Profile**: You can make changes to your profile for personal and employer information such as name change, contact number, change jobs, update education level, etc.

- **Virtual Training Transcript**: This page contains your information, professional license number, online courses you have completed, training videos you have watched, live events you have attended and the option to self-report trainings you have attended outside VCE. You also can print your certificates and a full copy of your transcript.

- **Update Password**: Change your password for your VCE account.

- **Log-Out**: Log-out of the VCE website.
Some online courses contain documents to download in PDF format, videos to watch for each section in the course and a quiz or multiple quizzes to complete for the section of the course. Courses completed at 100% will allow you to receive your certificate of completion of the course with your name, title of the course, the date the course was completed and credit hours earned for the course, if any.

1. From the Home page, on the menu bar, click on “Training” and then “Online Training”
2. Select the course you want to take by clicking on the title of the course

**What is it?**
VCE courses and trainings offer bookmarking features, which allows you to do a little bit of the training at a time and keep your place the next time you log in.

**Take Note**
Each course has sections that have to be completed in the order they are listed. Completed sections will have a check mark in the box next to the name of the section. Completed sections will be underlined and can be rematched.

**Take Note**
Not all courses have videos to watch or a test to take in each section of the course. Some courses may only have context to read before taking the quiz.
1. You will be directed to the course page where you can begin your online training.
2. Click on the “Start” button located at the bottom in the middle of the page. You should now be at the “Menu” page with information about the course.
3. On the right side of the screen is the list of section(s) to complete in the box. Click on the title of the first section.
1. In the section page, use the “Continue” button located at the top and bottom right of the page to navigate through the section. The “Previous” button will take you back one page.
2. When you are on a page with a video, click on the play button located center of the black box.
3. When you are done watching the video, the “Continue” button will appear on the right of your screen, top and bottom. Videos have to be watched completely and cannot be skipped.
4. After you have completed the section, you will be directed back to the “Menu” page to complete the next section.

All completed online training courses are automatically added to your Virtual Training Transcript.
1. When all sections are completed, the Course Progress bar will show 100%. You now can print and download your certificate at the end of the course or from the Menu page by clicking on “Click here to print your certificate!”
Please note, not all training videos meet the Continuing Education Credit criteria for licensed social workers, counselors, nurses or psychiatrists. Some training videos do provide approved professional credit hours. Training videos that do not meet the Continuing Education Credit criteria will count toward the annual training hours required by most provider agencies and the Michigan Department of Health & Human Services. If you are specifically seeking training hours in child- and youth-related subject matter, please make sure that the video’s title and description reflect this.

1. To watch a Training Video, start from the Home page, then, at the menu bar, click on “Training” then “Online Training”, then click on the “Training Videos” tab.

Another way to get to the Training Videos is from the “Take a Training” box in the middle of the Home Page.
Watch a Training Video

1. Now select the training video you want
2. Click on the play button in the center of the black window to watch the video.
3. Once the video is done playing and completed, the “Submit to get Credit” button will appear on the top right corner of the video.

**take note**
If you do not click the “Submit to get Credit” button and leave the page that you are on, your time and credit for watching the video will NOT be submitted for credit or added to your transcripts.

**take note**
All completed training videos are saved to your virtual training transcripts, where you will be able to print your certificate.
Register & Pay for an Event

To register for a live training, you must be a registered member of VCE. To learn how to become a member see page 9 of this guide book.

The benefits to registering online for live events:

• Registering online takes less than five (5) minutes
• Registration process is automatically done online with no wait time
• You can verify if you are registered for a live training through your Virtual Training Transcript
• Email confirmations will be sent when you register for a live training
• Receive email reminders about upcoming events for which you are registered
• Live trainings are added to your Virtual Training Transcript
• Print lost or misplaced live training certificates at no cost

Registering for a live training:

1. Go to: www.vceonline.org
2. Log into VCE with your User Email and Password for your account
1. From the menu bar click on “Training”
2. Now click on “Calendar”
3. Select the month of the event by clicking on “Last Month” or “Next Month” top right of the page.
4. Find the event you want to attend and click on the title for more information.
5. After reading the event page information, scroll to the bottom of the page.
6. Click on the “Register Now” button (some events have multiple locations from which to choose)
7. Click again on the “Register” button
8. You will be directed to a confirmation page of the event for which you are now registered.

**Registering for a live training that requires payment:**
1. After you have selected the event from the Training Calendar, read the event page information and selected the location (for multi-site events only), click on the “Register Now” button.
2. You will be directed to the event page to process the registration fees
3. Listed is the event info, comment section and a section for billing information, along with different options to pay and Cancellation/Refund Policy for Training and Event Registration
4. You can select to pay:
   a. securely online by credit card or e-check
   b. choose to mail in an agency or personal check
5. Once you have selected your payment option, click on the “Submit” button
6. You will be directed to a confirmation page with the name and date of the event for which you are registered with date, location and the payment option you have selected
7. You will receive an email from VCE confirming registration, and from our online payment processing firm showing you have made payment for the event

A “special code” needed for an event means it is for a specifically selected group of participants and not open to the public

Not all events are free or open to everyone. Some events have a fee that can be paid online through the VCE website, and some events require a special code.
To view your Virtual Training Transcript:

1. Go to: www.vceonline.org
2. Log into VCE with your User Email and Password at the “Member Login” section
3. From the Home page, click on “Members” from the menu bar
4. On the left of the screen, click on Virtual Training Transcript

This page contains your training transcripts for live trainings you have attended (only when you registered for them online), upcoming events for which you are registered, online courses you have completed, online videos you have watched and credit earned, and the option to self-report for other trainings you have taken outside of VCE.

**Your Information:** View your information such as your name, professional license number, place of employment and address.

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**take note**

To print a full review of your Virtual Training Transcript, click on “Printer Friendly” located on the top right of the Virtual Training Transcript page (certificates do not get printed).

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**take note**

If you misplace your live training certificates and need copies, and DID NOT register online, there will be a $10 processing fee to request copies of your live training certificates.
Upcoming Events: The Upcoming Events page shows the list of events for which you are currently registered. You will find the name and date of the event, the option to unregister and whether you are on the wait list for an event. To unregister for an event, simply click the “unregister” button next to the name of the upcoming training.

Event Training Completed: Listed here are the live trainings completed along with the date completed (only if your registered for them using the website), event name and type and amount of credits earned for that event. By clicking on the name of the event you will be able to print a certificate.
Professional License Number(s): License numbers are listed in categories; Counseling, Marriage & Family Therapy, Nursing, Physician, Psychology and Social Work. Here, you find all the license numbers you have added to your profile to be placed on your transcripts.

Online Courses: You will find all the online trainings you have completed for each course and for every year you have taken the online course. Listed is the name of the online course, an option to review/take, the date you completed the online course, the amount of credits earned and the option to view and print your certificates.
Training Videos: Listed are all video trainings completed, noting the date it was completed, and number of credits, with the option to watch the video again. For online video training, there are no certificates to be downloaded.

Self-Reporting: VCE provides this self-reporting section so that you may update your transcript to include non-VCE events you have attended. You must retain your supporting documentation for any event that you enter. VCE cannot verify your attendance at outside events and this transcript does not eliminate the need to maintain a personal file of your certificates of completion.

Reminders: Listed are the reminders emailed to you for online courses and training videos you have previously taken. You will only receive reminders for trainings you have completed before and needed to be renewed.
Utilize Self-Reporting Function

1. Go to: www.vceonline.org
2. Log into VCE with your User Email and Password for your account
3. From the menu bar, click on “Members”
4. Then, on the left of the screen, click on “Virtual Training Transcript”
5. From the Virtual Training Transcript page click on the “Self Report” tab
6. Now “Click here to add a new record” at the top of the screen
7. Fill in each box of the form at the right. If there are any boxes for which you are missing information, please attempt to obtain the requested information from the event’s facilitator.
8. After you have completed the form, click on “Submit”
9. You will be directed to a page stating your self report has been added to your virtual training transcript
10. Click on the link “Click here to visit the Virtual Training Transcript page.”
How to Use Community Calendar

The Community Calendar includes all events pertinent to people receiving services, their families and the CMH workforce. The Community Calendar can be found from the menu bar under “Resources” then “Community Calendar”. You need to be logged into your VCE account to view the Community Calendar details.

**Note:** Non-VCE trainings and conferences that appear on this website are created and delivered by third parties that are independent of the VCE (VCE). VCE is not responsible for the content of those trainings and
How to Use Community Calendar

conferences. Inclusion of a training or conference does not constitute endorsement by VCE or the party or parties associated with that training or conference.

Viewing the Community Calendar:
1. Log into your VCE account.
2. Select the month of the event by clicking on “Last Month” or “Next Month” on the top right of the page
3. Find the event you want to attend and click on the title for more information.

Posting/Viewing your events to the Community Calendar:
1. Before posting anything to the Community Calendar, you need to be a VCE member and logged into the website.
2. From the “Community Calendar” page, click on “Add Event” at the top of the screen
3. Fill in each box of the form
4. Now click on the “Submit” button
5. You will be directed to the “Events - Add/Edit” page for submitting your event
6. On the “Events - Add/Edit” page, at the top, click on “My Events” to view your submitted events
7. “My Events” also can be viewed from the “Community Calendar”

Note: Within 72 hours, it will be reviewed by VCE staff. If you are requesting that this event is published on our website, you will receive an email confirmation once it is available. If you are not requesting this service, and your submission is simply for the tracking of community events, you will not receive a response.
How to Use Job Bank

The Job Bank allows members of the website to search for open jobs. Organizations can post jobs for open positions.

Searching for a job in the Job Bank:

1. Log into your VCE account.
2. Starting from the home page of the website, at the menu bar, go to “Resources” then click on “Job Bank”
3. At the Job Bank page, you will have the option to “Search for Posted Jobs” or “Post a Job”
4. Click on “Search for Posted Jobs”
5. Search for your choice of job then click on “Detail”
6. On the detail page, you will find more information about the job and the option to send your resume to apply for the position
Posting a Job:
1. Starting from the home page of the website, at the menu bar, go to “Resources” then click on “Job Bank”
2. At the Job Bank page you will have the option to “Search for Posted Jobs” or “Post a Job”
3. Click on “Post a Job”
4. On the Job Bank form, the following information is needed: job title, billing information, and contact information for applicants, person/organization posting this job, etc.
5. Once you have completed filling out the form, click on “Preview” to view what your job posting will look like
6. When you are satisfied, click on the “Submit” button
7. Your job posting will be reviewed within three (3) business days and edited and/or approved.

For questions about your job posting, please call 734-785-7705, Ext. 7544. Once approved, the post will remain in effect for 90 days. If the position is filled prior to that time, and you want the post removed, please contact info@vceonline.org.
Technology Requirements

The VCE website requires two (2) basic programs to be installed on your computer:

Adobe Reader: Required to view or print your certificates in PDF format.

Adobe Flash Player: Required to play training / courses on the VCE website.

Both of these programs are free to download:


*Note:* Administrative rights may be required to install the software.

Supporting Software

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*Note:* If you are using Google Chrome or Internet Explorer 10/11, both internet browsers support HTML5 for the JW Player and do not require Adobe Flash Player to be installed to watch VCE videos.
# Troubleshooting

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<th><strong>Problem</strong></th>
<th><strong>Solution</strong></th>
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<tbody>
<tr>
<td>I received an error message that states: “Sorry, we are unable to process your request at this time. Code: chkf”</td>
<td>Please try registering for the event again or use a different internet browser. If the issue still persists, please contact the VCE to report the problem.</td>
</tr>
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<td>A live event I attended is not showing up on my transcript.</td>
<td>If you did not register for the live event from the VCE website and, instead, you faxed your registration, emailed or called to register, or came to the event as a walk-in, this training will not appear. If you DID register for this event through the website, please contact the VCE Help Desk.</td>
</tr>
<tr>
<td>I received this message when I tried to log in: “Invalid Log-In - Please enter authorized Log-in information - Unable to Login”</td>
<td>If you are unable to login to your VCE account because you have forgotten your user email or password, please use the “forgot password” online tool first. If this doesn’t provide the help you need, please call the VCE Help Desk.</td>
</tr>
<tr>
<td>When I attempt to use the “forgot password” tool, I get the following message: “We could not find the email in our system. Enter the email you used during the registration process.”</td>
<td>This means you are not entering the email that is listed in your profile. You must enter the email that is listed in your profile in order to receive the email about your password. If you can no longer access this email account in order to retrieve the email about your password, please call the VCE Help Desk.</td>
</tr>
<tr>
<td>I created a new account because I could not access my old account and the trainings I had completed are now not on my transcript.</td>
<td>When you create a new account, you are starting from scratch. DO NOT CREATE A NEW ACCOUNT. If you can’t access your old account for any reason, please call the VCE Help Desk for assistance.</td>
</tr>
<tr>
<td>My employer is using the TAP system and they are unable to view my profile. What do I do?</td>
<td>If your employer cannot view your account through TAP, it is likely that they aren’t listed as your employer on your profile. Please check your profile and ensure that you have the correct employer(s) listed.</td>
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<tr>
<td>At the end of an online training, I clicked “Print Certificate” and nothing happened.</td>
<td>Minimize the screen you are viewing. It is possible the certificate printing window is behind it. If it is not, check your “Pop-up Blocker” settings to make sure it is not blocking the window from opening. If this doesn’t work, please call the VCE Help Desk for assistance.</td>
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<td>I’m trying to view my certificate and I get this error message: “Sorry, no certificate for display.”</td>
<td>Please contact the VCE Help Desk for assistance.</td>
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<tr>
<td>I’m trying to print my certificate and I get this error message: “Sorry, you haven’t passed the entire online course yet. Code CCE-02-E”</td>
<td>Please contact the VCE Help Desk for assistance.</td>
</tr>
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<td>How do I add my certificate to my Self-Report record?</td>
<td>In order to upload your certificate, you will need to scan in your certificate to convert it to a digital image file. File types allowed for upload are: pdf, doc, jpg, jpeg, gif, ppt, png, bmp, tif. File size limit may not exceed: 1.14 MB. When the Self-Report tool asks you to upload your document, choose the document you just scanned in.</td>
</tr>
<tr>
<td>I received an email from VCE that my Self-Report was audited and was disapproved. What do I do?</td>
<td>VCE does not approve or deny trainings, only someone within your organization will do that. If your training is disapproved, the auditor will provide you a reason. If you are able to fix the problem, they can re-audit the record.</td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
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<tr>
<td>I am trying to delete my Self-Report record, but nothing happens when I click the “delete” button.</td>
<td>Try reloading the page by pressing the “F5” key on your keyboard to see if the record is removed from your Self-Report page. If the record is still there, please contact the VCE Help Desk for assistance.</td>
</tr>
<tr>
<td>The “Submit for Credit” button is not appearing at the end of the video I’m watching.</td>
<td>Install Adobe Flash Player. If the video is playing outside in a different media application, the system will not give you credit for watching the video. You may need to re-install Adobe Flash Player if it is already installed.</td>
</tr>
<tr>
<td>I’m trying to watch a video and I get this error message: “The video could not be loaded, either because the server or network failed or because the format is not supported: progressive.uvault.com”</td>
<td>If you receive this message, please contact the VCE Help Desk.</td>
</tr>
<tr>
<td>The video I am watching pauses, then starts again and repeats.</td>
<td>This issue occurs when your internet connection speed is slow or there is low bandwidth on a shared internet connection, such as work or in a public place. This will cause the video to stop playing while the data moves from the server to your computer. To help with this issue, you can click on the play button to play the video and let it play for 5 seconds, then pause it for 5-10 minutes to let to video to preload, allowing it to play smoothly for you.</td>
</tr>
<tr>
<td>I’m watching a video but there is no audio.</td>
<td>Check the settings on your computer and the volume on your speakers. If you are still not hearing any audio, re-install Adobe Flash Player.</td>
</tr>
<tr>
<td>The video will not load or play.</td>
<td>Install Adobe Flash Player. If you are using an older version of Internet Explorer or Firefox, videos will not play.</td>
</tr>
<tr>
<td>I am trying to play a video but I get this error message: “Video not found or access denied: progressive.uvault.com”</td>
<td>Some applications installed on your computer or firewall/network settings might block your videos from playing. If this is an issue, please contact your IT department.</td>
</tr>
<tr>
<td>I received this error message: “Viewing of this video, in its entirety, is a requirement. Please reload/refresh the page to start over. e2”</td>
<td>Make sure Adobe Flash Player is up to date to the latest version. If the issue is still persistent, please call the VCE Help Desk for assistance.</td>
</tr>
<tr>
<td>I am trying to finish a course and I get this error message: “Sorry, this online course has not yet assigned any questions to the Quiz.”</td>
<td>Press the “F5” key on your keyboard to refresh the page and try watching the video again. If the problem persists, call the VCE Help Desk for assistance.</td>
</tr>
<tr>
<td>I am trying to take an online course and I get this error message: “Sorry, this online course is not available. (OC_OCCHECK-17)”</td>
<td>Press the “F5” key on your keyboard to refresh the page and try watching the video again. If the problem persists, call the VCE Help Desk for assistance.</td>
</tr>
<tr>
<td>The “Continue” button does not appear at the end of the video.</td>
<td>Install Adobe Flash Player. If the video is playing outside in a different media application, the system will not give you credit for watching the video. You may need to re-install Adobe Flash Player if it is already installed.</td>
</tr>
<tr>
<td>I am taking an online course and unable to complete a section; the checkmark will not go in the box.</td>
<td>Please call the VCE Help Desk for assistance.</td>
</tr>
</tbody>
</table>
**Question:** I am unable to log into my VCE account.

If you are unable to log into VCE because you have forgotten your password or user email, here are some easy steps to recover your account information.

1. In the upper right hand corner of the Home page, click on the blue hyperlink “Forgot Password” under Member Login.
2. On the “Forgot Password” page, you can type in the email address that is associated with your VCE account and have your password sent to your email address by clicking on the “Get Password” button.

You should receive an email titled “VCE: Account Login Information” containing your VCE login information.

If you could not retrieve your login information because you did not get an email from VCE or we couldn’t find your email in our system, please contact the VCE Customer Support Line. The VCE Customer Support Line will have all your account information and the ability to reset your password so you may log back into your account.

**Note:** There is no need to re-register for a VCE membership if you are already in the system. If you create a new account you will lose all your completed training under the former account you created. Call the help desk to recover your account.

**Question:** How can I pay for an event?

Make checks payable to: VCE, 13101 Allen Road, Southgate, MI 48195

Agency checks must include the names of the participants whom the check is covering. To ensure your payment and registration is processed, please include on the memo line of the check the name and date of event.

Cancellation Refund Policy: Substitutions are permitted at any time. Cancellations must be received in writing no later than 10 business days prior to the training to info@vceonline.org in order to obtain a full refund. If cancellation is received less than 10 days prior to the training, no refund will be issued.
Frequently Asked Questions

**Question:** What online courses or training videos do I have to complete?

VCE does not know what online course or training videos you are required to complete. This is decided by your employer.

**Question:** When do Online Courses and Training Videos reset so I can take them again?

All online courses and training videos reset the first day of the new year. This will give you the option to retake the online courses and watch training videos for that current year.

Examples:
- If you started to take the online course Recipient Rights on December 31, 2011, with a 50% competition and did not complete the course on that day, on January 1, 2012, all course reset and you have to retake Recipient Rights from the beginning.
- If the current year is 2012, and you have completed the online course training for HIPAA Basics in 2012 you will have the option to print your certificate from that course.
- If the current year is 2013 and you completed the online course training for HIPPA Basics in 2012 you will not be able to print the certificate from the course. The course has reset for the current year and you will have to print your certificate from your Virtual Training Transcript.

**Question:** How do I use Site Search?

The Site Search engine allows you to search all areas of the website and all types of files including Adobe Acrobat PDF files on the VCE website to find what you need quickly. You can enter a keyword or a phrase and choose whether you want to search all files or just web or PDF files; the search word or phrase must contain at least four characters. The results will show the page name and link with the keyword or phrase entered.

The Site Search is located on top just under the Member Login section. Place your cursor in the box then type in the word or phrase and click on the “Go” button. You will be directed to the “Site Search” page with the all the results found with the word or phrase that you used.
**Question:** How do I print certificates?

At the end of each Online Course, or from the “Menu” page, click on the link “Click here to print your certificate!” This will open a separate window for “Certificate Printing”, then “Click here to continue to download/open your PDF certificate.”

Completed course certificates can be printed from your Virtual Training Transcript under the “Online Course” tab by clicking on the word "Print" to print each certificate.

Completed live trainings can be printed from your Virtual Training Transcript under the “Event Training Completed” tab by clicking on the title of the event.

If you are still to unable to print your certificates here are the following reasons:

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>My computer does not recognize the file format “.pdf” my certificate is in.</td>
<td>Install Adobe Reader</td>
</tr>
<tr>
<td>“Sorry, no certificate for display.”</td>
<td>Contact the VCE Customer Support Line to report the problem.</td>
</tr>
<tr>
<td>“Sorry, you haven’t passed this entire online course yet. Code CCE-01-E”</td>
<td>Contact the VCE Customer Support Line to report the problem.</td>
</tr>
</tbody>
</table>

**Question:** What can I request by calling VCE?

- Password Reset
- Account Information
- Merge Accounts
- Copy of Certificates for completed training (Fee)
- Make payment for Event Training
- Receipt of Payment for paid Event Training
- Refund for Event Training (requesting a refund before deadline)
- Register/Unregister for Event Training
- Register/Unregister Mobile Computer Lab Training
- Add your Organization to VCE
VCE
Excellence in
Workforce Development,
Training & Compliance

13101 Allen Road
Southgate, MI 48195
Toll-Free Message Center: (888) 785-7793
info@vceonline.org