

Updated: February 2016

# Website User Guide & Resource Manual

[www.vceonline.org](http://www.vceonline.org)



Excellence in  
Workforce Development,  
Training & Compliance

Funded by:



# Note from the VCE Manager

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

## take note

When you see a “Take Note” icon, please pay attention. Important information will be included here.

## what is it

A “What Is It” icon will further explain or define something to clarify it for your information.

## hot tip!

A “Hot Tip” is a helpful tidbit that you should pay attention to.

## short cut!

A “Short Cut” will help you to navigate to a location on the website or perform a task more quickly.

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

My VCE User ID/Email is: \_\_\_\_\_

My VCE Password is: \_\_\_\_\_

# Table of Contents

Website Site Map .....	4
Website Tabs .....	5
VCE Online Features & Benefits .....	7
Become a Member of VCE.....	8
Log into the VCE Website.....	11
View & Update Your Profile .....	12
Take an Online Course.....	13
Watch a Training Video .....	17
Register & Pay for an Event .....	19
Your Virtual Training Transcript .....	22
Utilize Self-Reporting Feature .....	26
How to Use Community Calendar .....	27
How to Use Job Bank .....	29
Technology Requirements .....	31
Troubleshooting .....	32
Frequently Asked Questions .....	34

# 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

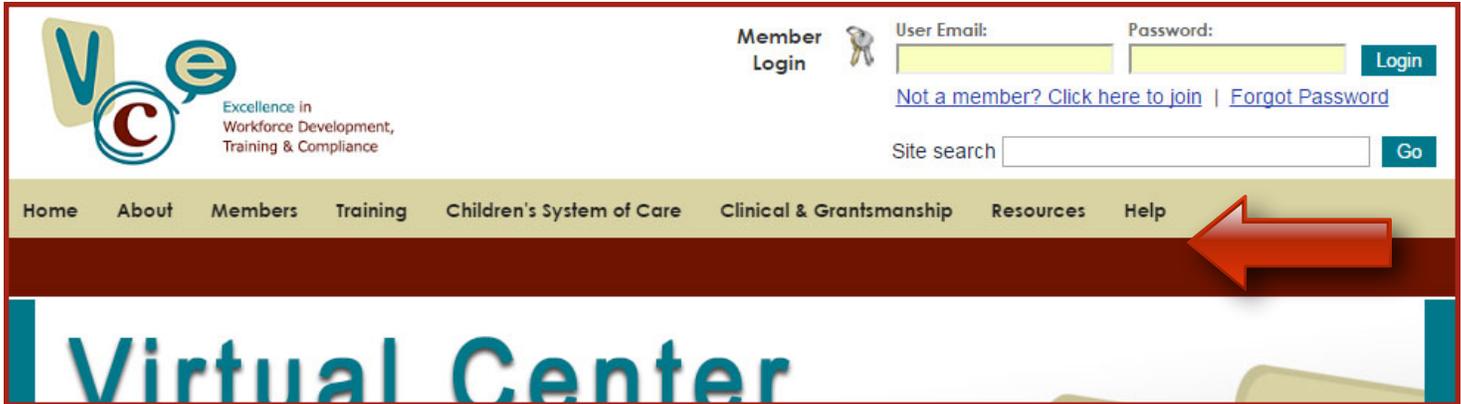
## ↳ **Help**

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

### what is it

A Site Map is 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.

## what is it

The tabs are located horizontally across the top of the Home Page. These are the major areas of the website. From there, you can navigate to other areas of the site.

## take note

Only members of the Wayne County, Michigan, workforce will be able to view the Clinical & Grantsmanship section of the VCE website.

# Website Tabs

**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](mailto: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.**

# VCE Online Features & Benefits

## DON'T MISS OUT ON THESE VALUABLE VCE Online Website Features

	Non-Members Access To:	Full Membership Access To:
<b>Training</b>		
View Training Calendar	✓	✓
Register Online for Training and Events		✓
Discounts to Live Events		✓
Take Required Trainings		✓
Earn Continuing Education Credits Online		✓
View Virtual Transcript		✓
Print Certificates		✓
<b>Resources</b>		
View Posts on Community Calendar	✓	✓
Add Posts to Community Calendar		✓
View Posts on Job Bank		✓
Add Posts to Job Bank	✓	✓
View Resources such as Evidence-based Research, Useful Documents and Links	✓	✓

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.

# Become a Member of VCE

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>
- Windows Mail: <https://signup.live.com/signup.aspx>
- AOL Mail: <https://new.aol.com/productsweb>

## Registration Process

1. To register for a VCE membership go to [www.vceonline.org](http://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.



## Welcome!

Welcome to **your** Virtual Center of Excellence (VCE), your go-to resource for:

- convenient trainings, registration, and e-learning
- professional development

**In which state do you provide services?**

Select your country \*

What state do you work in primarily \*

Which county is your primary employer located \*

[Next Step](#)

# Become a Member of VCE

## Personal Information

Legal First Name \*   
As it appears on your state-issued identification card or license.

Legal Last Name \*   
As it appears on your state-issued identification card or license.

Date of Birth \*

State-Issued ID Number \*   
(ie: Driver's License Number, Official State ID Number)

State-Issued ID State \*

State-Issued ID Expiration Date \*

Email \*   
Confirm Email \*   
Must be a valid email address. [Get your own email](#)

Password \*   
Confirm Password \*

Highest Degree Earned \*

Ethnicity

Gender

Which languages do you speak fluently?  
 Arabic  Chinese  English  
 Filipino  French  German  
 Greek  Hebrew  Hindi  
 Italian  Japanese  Korean  
 Polish  Portuguese  Punjabi  
 Russian  Spanish

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.



## Contractual Agreement

### Terms of Use

This site may ask you to provide contact and identifiable information including, but not limited to, name, email address, professional license, employer, work address, job title, and credentials for the purposes of site membership, event registration, obtaining continuing education credits, tracking, evaluation, providing a service you request, or otherwise. In some instances, including those listed above, but not limited to, this information may be shared with accrediting institutions, your employer, your MCPN provider, your PIHP or evaluation partners of The Virtual Center of Excellence.

Your information will not, under any circumstances, be sold, or be used for any circumstances that intend to cause you harm in any way.

This site may also share training and test results with accrediting institutions, your employer, your MCPN provider, your PIHP, or evaluation partners of the Virtual Center of Excellence. Federal law, specifically 20 USCA 1232g, may prohibit us from sharing this information to the above listed entities without your permission. For more information regarding your rights under federal law we strongly encourage you to review the federal act.

I "ACCEPT" the Terms of Use

[Previous Step](#) [Save Profile](#)

# Become a Member of VCE

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

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](#)

## take note



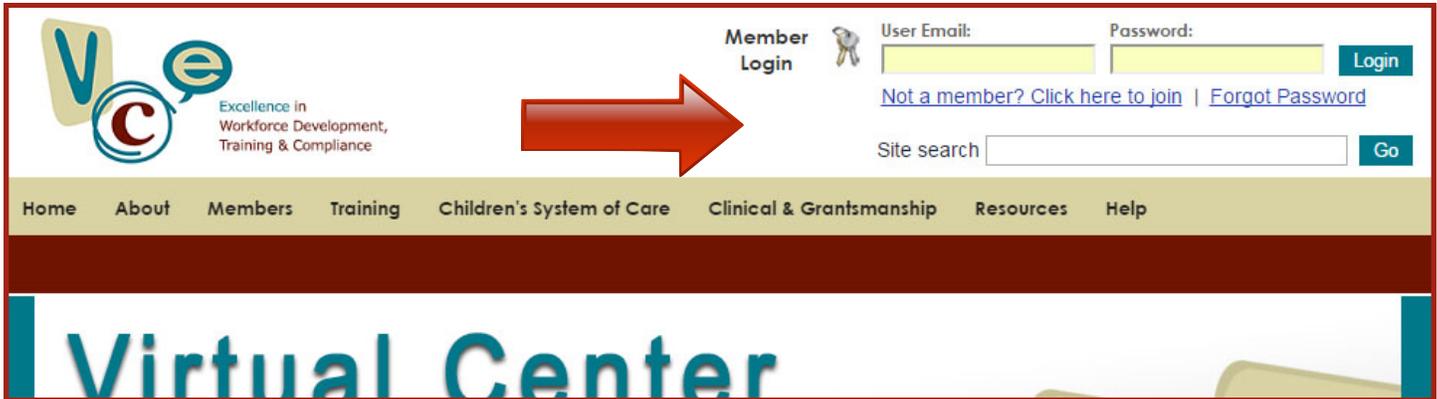
You will receive an email confirming your new VCE membership automatically to the email you used to create your account.



## hot tip!

Write down your User Email and User Password on Page 2 of this User Guide and keep it in a safe place.

# Log into the VCE Website



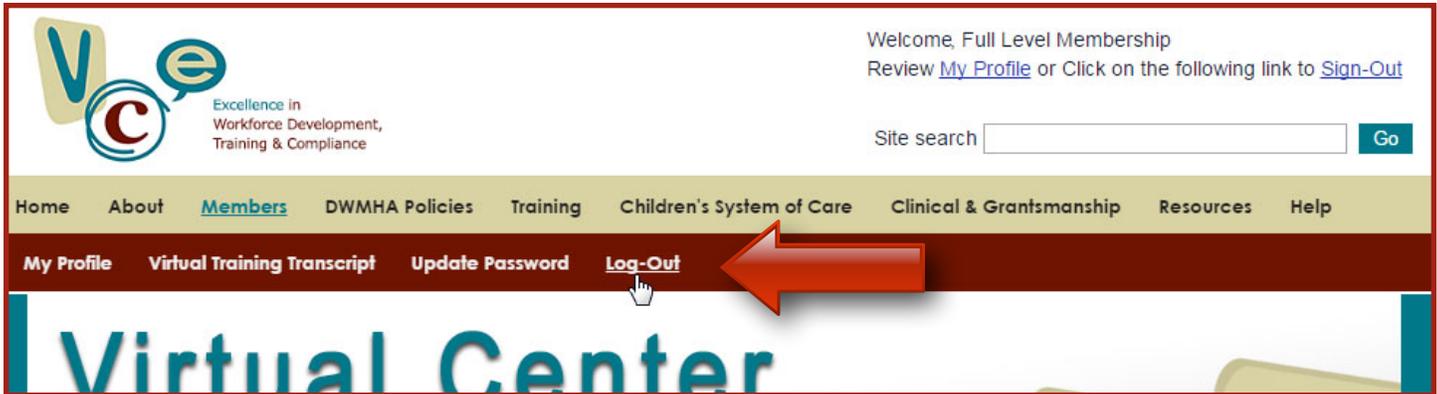
1. Go to [www.vceonline.org](http://www.vceonline.org)
2. Starting from the top right of the Home Page, you will find the "Member Login" section.
3. Login with the **User Email** address and **Password** you have created for your VCE account, then click on the "Login" button.

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.

## take note

To take online training, watch training videos or print and view your virtual training transcript, you must be logged in.

# View & Update Your Profile



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.

## take note

If you change your email address, your new email address will be your User Email you will use to log into VCE.

## take note

You should update your profile when you change jobs, contact number or education level.

# Take an Online Course

Home About Members DWMHA Policies **Training** Children's System of Care Clinical & Grantsmanship Resources Help

**Online Training** Calendar TAP Admin Login Raising the Bar Conference

Online Training » Online Training

Calendar

TAP Admin Login

Raising the Bar Conference

Online Training

If you are having trouble with an online course or training video, please contact the **Technical Support Specialist** at 1-888-785-7793.

Credit Type Credit Hours [Show/Hide Filters](#)

Select Credit Name  Filter Clear

Required Courses Supplementary Courses Training Videos Self-Study Video Links

[Abuse & Neglect: Reporting Requirements](#)

**\*\*An important message from the Wayne County Prosecuting Attorney\*\***

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.

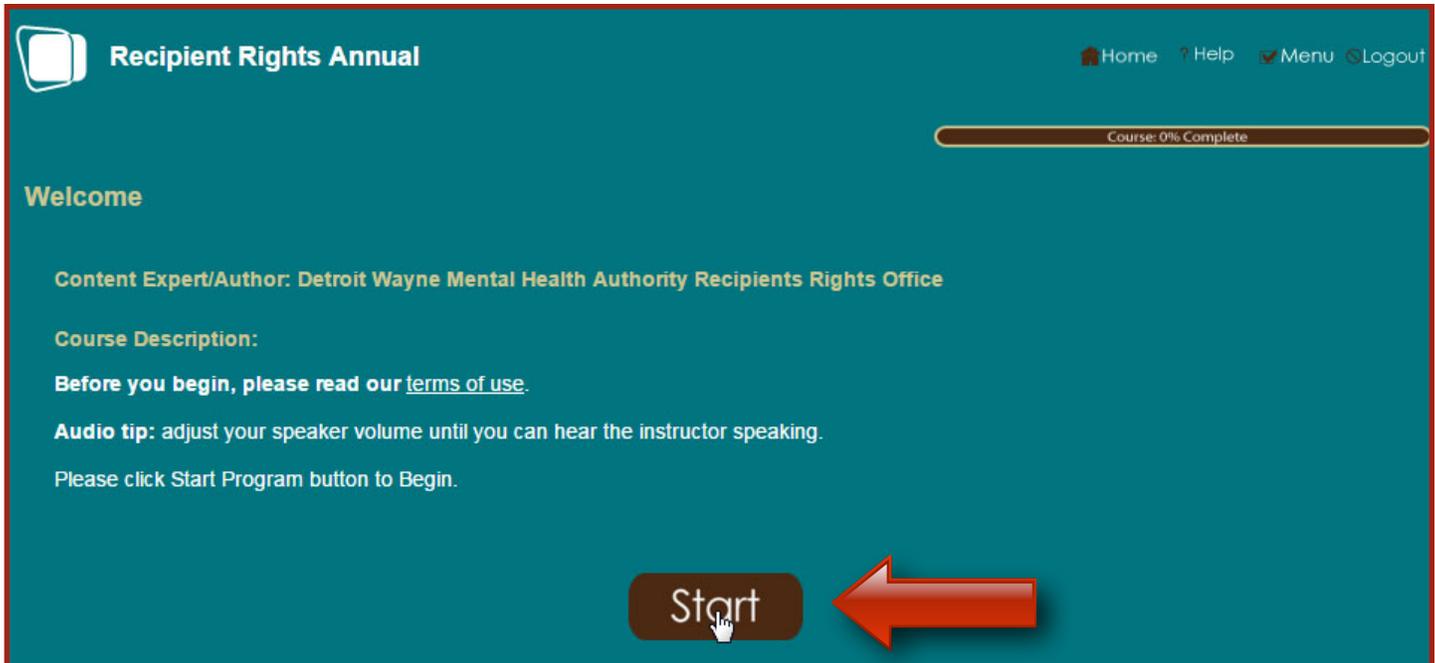
## take note

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.

# Take an Online Course



**Recipient Rights Annual** Home Help Menu Logout

Course: 0% Complete

## Welcome

Content Expert/Author: Detroit Wayne Mental Health Authority Recipients Rights Office

Course Description:

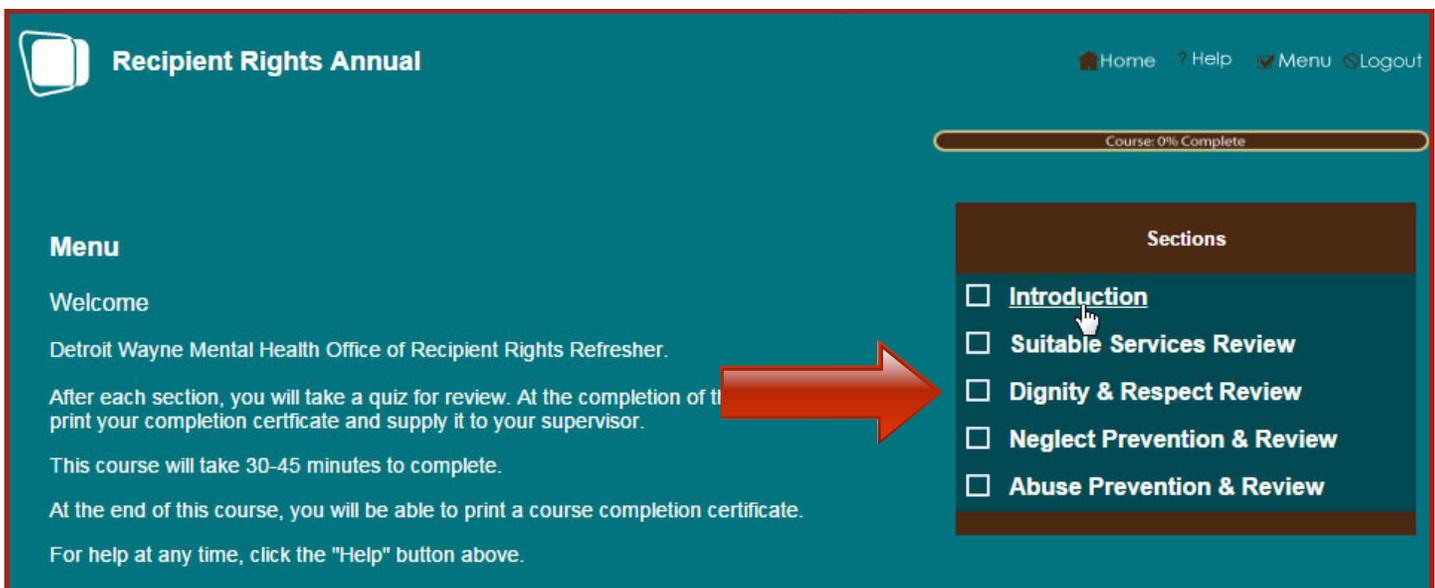
Before you begin, please read our [terms of use](#).

**Audio tip:** adjust your speaker volume until you can hear the instructor speaking.

Please click Start Program button to Begin.

**Start** ←

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.



**Recipient Rights Annual** Home Help Menu Logout

Course: 0% Complete

## Menu

Welcome

Detroit Wayne Mental Health Office of Recipient Rights Refresher.

After each section, you will take a quiz for review. At the completion of the course, you will print your completion certificate and supply it to your supervisor.

This course will take 30-45 minutes to complete.

At the end of this course, you will be able to print a course completion certificate.

For help at any time, click the "Help" button above.

### Sections

- [Introduction](#)
- Suitable Services Review
- Dignity & Respect Review
- Neglect Prevention & Review
- Abuse Prevention & Review

→

# Take an Online Course

The screenshot shows a teal-colored web interface for an online course. At the top left, there is a logo and the text "Recipient Rights Annual". To the right, there are navigation links: "Home", "Help", "Menu", and "Logout". Below the header, a progress bar indicates "Course: 7% Complete". The main content area shows "Module: Introduction" and "Content: Introduction - Video". A "Previous page" button is located at the top right of the content area, and another "Previous page" button is at the bottom right. A large black video player is centered on the page, with a red arrow pointing to a play button icon in the center. A "Back" button is on the left side of the video player. Below the video player, the text "The video has not yet been played." is displayed, followed by a "Start playback" link. At the bottom of the page, there are links for "Help for Video" and "Introduction".

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.

## take note

All completed online training courses are automatically added to your Virtual Training Transcript.

# Take an Online Course

The screenshot shows a course interface with a teal background. At the top left, there is a logo and the text "Recipient Rights Annual". To the right, there are navigation links: "Home", "Help", "Menu", and "Logout". Below the logo, it says "Module: Introduction" and "Content: Introduction - Video". A red arrow points from the "Content" text to a progress bar on the right that shows "Course: 7% Complete". In the center, there is a video player area that is currently black, with a "Back" button on the left and a "Continue" button on the right. Below the video player, it says "00:01:05", "The video has completed playing.", "00:01:4", and "Start playback". At the bottom, there are navigation links: "Previous page", "Page 3 of 3", and "Continue".



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!"

# Watch a Training Video

Welcome, Full Level Membership  
Review [My Profile](#) or Click on the following link to [Sign-Out](#)

Site search

Home About Members DWMHA Policies [Training](#) Children's System of Care Clinical & Grantsmanship Resources Help

[Online Training](#) Calendar TAP Admin Login Raising the Bar Conference

Online Training  
Calendar  
TAP Admin Login  
Raising the Bar Conference

Home » Training » Online Training

## Online Training

If you are having trouble with an online course or training video, please contact the **Technical Support Specialist** at 1-888-785-7793.

Credit Type  Credit Hours    [Show/Hide Filters](#)

Required Courses Supplementary Courses **Training Videos**

[ACT \(Assertive Community Treatment\)](#) - Video Count: (0)

[Adult Topics](#) - Video Count: (83)

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.



### short cut!

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

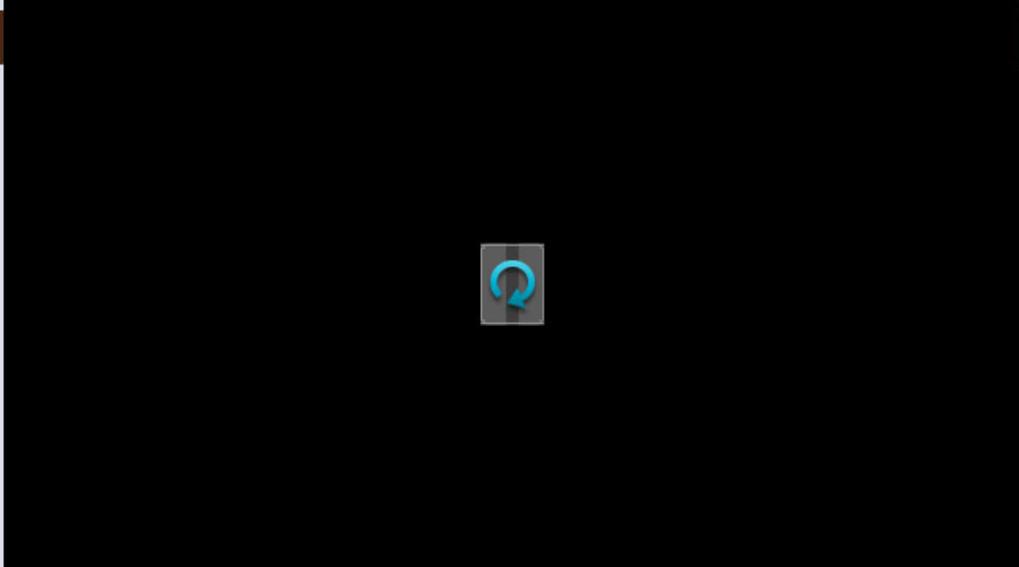
All completed training videos are saved to your virtual training transcripts, where you will be able to print your certificate

[Back to Category List page.](#)

Video is listed under: Adult Topics, Co-Occurring Disorders



**2008 | COMPASS - (Comorbidity Program Audit and Self-Survey) for Behavioral Health Services with Christie A. Cline, MD, MBA, PC**



00:32:16 00:32:16

The video has completed playing.

[Start playback](#)

[Help for Video](#)

# 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](http://www.vceonline.org)
2. Log into VCE with your User Email and Password for your account

Home About Members **Training** Children's System of Care Clinical & Grantsmanship Resources Help

Online Training **Calendar** Raising the Bar Conference

Home » Training » Calendar

### Calendar

January 2016 VCE Calendar: [Table](#) | [List](#) Community Calendar: [Table](#) | [List](#) ◀ last month next month ▶

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5	6 ▶ CAFAS.2016.01.06 & 01.07.Initial	7 ▶ TF-CBT.2016.01.07.Building Capacity: Trauma-Focused Cognitive Behavioral Therapy Cohort #3	8 ▶ 2016.1.8.Motivational Interviewing for Co-Occuring Disorders	9
10	11 ▶ CAFAS.2016.01.11.Booster	12	13	14 ▶ 2016.1.14.Co-Occurring	15	16

**USING THIS CALENDAR:**

1. Find your event topic and click on its title for more information.
2. Click on event to print details or to register.

**LEGEND:**

- ▶ Special Code Required For Registration
- ▶ Non VCE Events
- ▶ VCE Events
- ▶ Document Attached

# Register & Pay for an Event

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.

## what is it

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

## 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

## take note

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.

# Your Virtual Training Transcript

Home » Members » Virtual Training Transcript

**Virtual Training Transcript**

Note: Please click on tabs below to view training details. [Printer Friendly](#)

Completion Dates:  Thru:  [Filter](#) [Clear](#)

[Your Information](#) [Upcoming Events](#) [Event Training Completed](#) [Online Courses](#) [Training Videos](#) [Self Reporting](#) [Reminders](#)

**Your Information**

Your Name

Professional License Number(s)

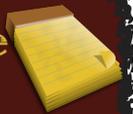
To view your Virtual Training Transcript:

1. Go to: [www.vceonline.org](http://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.

## 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).

## 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.

# Your Virtual Training Transcript

**Virtual Training Transcript**

Note: Please click on tabs below to view training details. [Printer Friendly](#)

Completion Dates:  Thru:  [Filter](#) [Clear](#)

[Your Information](#) **[Upcoming Events](#)** [Event Training Completed](#) [Online Courses](#) [Training Videos](#) [Self Reporting](#) [Reminders](#)

### Upcoming Events

Date	Event	Registered	Wait List
[1/28/2016]	<a href="#">2016.01.28 TAP Training</a>	<a href="#">Unregister</a>	

**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.

**take note**

If you think you are registered for an event, but it is not listed on your transcript, please contact VCE.

**Virtual Training Transcript**

Note: Please click on tabs below to view training details. [Printer Friendly](#)

Completion Dates:  Thru:  [Filter](#) [Clear](#)

[Your Information](#) [Upcoming Events](#) **[Event Training Completed](#)** [Online Courses](#) [Training Videos](#) [Self Reporting](#) [Reminders](#)

### Event Training Completed

Please click on the event name below to "Print Certificate"

Date	Event	MI-CEC	NBCC	MCBAP	CME	CMHP	QIDP	QMHP	Training Hours
[4/18/2013]	<a href="#">(04/18/13) CMHGR: Play Therapy with Children</a>	3	3	3	3	0	0	0	0
[10/6/2012]	<a href="#">(10.6.12) Walk a Healthy Mile MiPATH Walk</a>	0	0	0	0	0	0	0	0

# Your Virtual Training Transcript

Virtual Training Transcript

Note: Please click on tabs below to view training details. [Printer Friendly](#)

Completion Dates:  Thru:  [Filter](#) [Clear](#)

Your Information
Upcoming Events
Event Training Completed
Online Courses
Training Videos
Self Reporting
Reminders

### Online Courses

Please click on the date below to "Print Certificate"

Date/Time	Title	MI-CEC	NBCC	MCBAP	CRC/CRCC	CMHP	QIDP	QMHP	Training Hours
<b>Required Courses</b>									
<a href="#">[02/12/2015] [09:52:29]</a>	1. Abuse & Neglect: Reporting Requirements	0.5	0.5	0	0	0	0	0	0.5
<a href="#">[02/19/2012] [21:35:50]</a>	<a href="#">[Review/Take]</a>	0.5	0.5	0	0	0	0	0	0.5

**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.

Virtual Training Transcript

Note: Please click on tabs below to view training details. [Printer Friendly](#)

Completion Dates:  Thru:  [Filter](#) [Clear](#)

Your Information
Upcoming Events
Event Training Completed
Online Courses
Training Videos
Self Reporting
Reminders

### Training Videos

Please click on the date below to "Print Certificate"

Date/Time	Title	MI-CEC	NBCC	MCBAP	CRC/CRCC	CMHP	QIDP	QMHP	Training Hours
<a href="#">[08/03/2015] [09:03:50]</a>	1. 2007-05-31   CMH System Transformation with Michele Reid, MD	0	0	0	0	0	0	1	0
<a href="#">[07/28/2014] [15:38:24]</a>	<a href="#">[Review/Take]</a>	0	0	0	0	0	0	1	0
<a href="#">[01/07/2016] [15:51:14]</a>	2. 2008   COMPASS - (Comorbidity Program Audit and Self-Survey) for	0	0	0.5	0	0	0	0.5	0.5

# Your Virtual Training Transcript

**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.

The screenshot shows the 'Virtual Training Transcript' header with a notebook icon. Below the header is a note: 'Note: Please click on tabs below to view training details.' To the right is a 'Printer Friendly' link. Below the note are 'Completion Dates' input fields with 'Filter' and 'Clear' buttons. A navigation bar contains tabs: 'Your Information', 'Upcoming Events', 'Event Training Completed', 'Online Courses', 'Training Videos', 'Self Reporting' (highlighted), and 'Reminders'. The 'Self Reporting' section is active, showing 'Self Reporting (Click below to see the form)' and an 'Add new record' button. A 'Please Note' message is partially visible: 'Please Note: At your request, VCE is providing this self-reporting section in order that you may update your transcript to include non-VCE Continuing Education 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.' A 'Reload Page' button is also present.

The screenshot shows the 'Virtual Training Transcript' header with a notebook icon. Below the header is a note: 'Note: Please click on tabs below to view training details.' To the right is a 'Printer Friendly' link. Below the note are 'Completion Dates' input fields with 'Filter' and 'Clear' buttons. A navigation bar contains tabs: 'Your Information', 'Upcoming Events', 'Event Training Completed', 'Online Courses', 'Training Videos', 'Self Reporting', and 'Reminders' (highlighted). The 'Reminders' section is active, showing 'Reminders' and a note: 'Listed below are the reminders emailed to you for online courses and training videos.' Below this is a table with two columns: 'Title' and 'Reminder Date'.

Title	Reminder Date
Limited English Proficiency (LEP)	9/23/2015 6:00:00 AM
Person-Centered Planning with Children, Adults & Families	9/6/2015 6:00:00 AM
Limited English Proficiency (LEP)	8/23/2015 6:00:00 AM

# Utilize Self-Reporting Function

1. Go to: [www.vceonline.org](http://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."

Fields marked with a \* are required.

Your Name: \* David Perez

Official Name of Training: \*

Training Start Date: \*  (mm/dd/yyyy)

Training End Date: \*  (mm/dd/yyyy)

Speaker Name: \*

Speaker Credentials:

**Location of Training:**

City: \*

Country \*

State \*

County \*

Did you receive a certificate for this training? \*  Yes  No

Upload Certificate:  No file chosen  
File types allowed for upload are: pdf, doc, jpg, jpeg, gif, ppt, png, bmp, tif  
File size limit may not exceed: (150000 bytes) | (1171 kb) | (1.14 mb)  
**Please note:** All .zip files will be uncompressed when uploaded.

**Training Credits/Hours received:**

QMHP	<input type="text" value="0"/>	QIDP	<input type="text" value="0"/>	CMHP	<input type="text" value="0"/>	CME/CNE	<input type="text" value="0"/>
MCBAP (Substance Use)	<input type="text" value="0"/>	MI-CEC (Social Work)	<input type="text" value="0"/>	NBCC (Counseling)	<input type="text" value="0"/>	Peer Support	<input type="text" value="0"/>
Physical Therapy	<input type="text" value="0"/>	Occupational Therapy	<input type="text" value="0"/>	Speech Therapy	<input type="text" value="0"/>	Other	<input type="text" value="0"/>

---

Approval Code

Approving Organization

# 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*



## Community Calendar

January 2016

VCE Calendar: [Table](#) | [List](#)  
 Community Calendar: [Table](#) | [List](#)  
[My Events](#) | [Add Event](#)

◀ Last Month
Next Month ▶

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5 ▶ Substance Abuse: What you need to know and what you can do	6	7	8	9
10	11	12 ▶ Substance Abuse: What you need to know and what you can do	13	14	15	16
17	18	19 ▶ Substance Abuse: What you need to know and what you can do	20	21 ▶ Dementia and the CMH Population: How to Recognize Dementia and What to Do	22	23
24	25	26 ▶ Substance Abuse: What you need to know and what you can do	27 ▶ Dementia and the CMH Population: How to Recognize Dementia and What to Do	28	29	30

# 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"

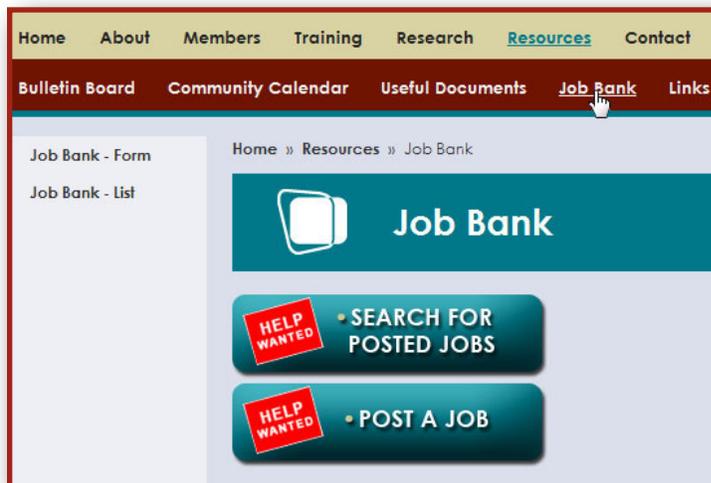
**Note:** *Within 72 hours, it will be reviewed by VCE staff. If you are requesting that this event is published on our website, you will receive an email confirmation once it is available. If you are not requesting this service, and your submission is simply for the tracking of community events, you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





hot tip!

At the Job Bank List page, you will find a number of jobs posted with the option to search a job by date or by job category.



## Job Bank - List

Date:  

Job Category:

#	<a href="#">Date Posted</a>	<a href="#">Category</a>	Organization	Title	State	Deadline	<a href="#">View</a>
1	08/02/2012	Social Worker (Masters of Social Work)	Henry Ford Wyandotte Hospital	Case Manager - Master of Social Work	MI	10/31/2012	<a href="#">Detail</a>
2	08/01/2012	Psychologist	Starfish Family Services	DD Program Psychologist	MI	10/30/2012	<a href="#">Detail</a>
3	07/24/2012	Administrative (management, supervisor, executive)	Starfish Family Services	Quality Supervisor	MI	10/22/2012	<a href="#">Detail</a>
4	07/16/2012	Case Manager (Support Coordinator)	Services to Enhance Potential	Supports Coordinator	MI	08/31/2012	<a href="#">Detail</a>
5	07/12/2012	Other	The Guidance Center	Grant Writer	MI	10/11/2012	<a href="#">Detail</a>
6	07/06/2012	Case Manager (Support Coordinator)	The Information Center, Inc.	Support Coordinator/Social Worker	MI	09/06/2012	<a href="#">Detail</a>
7	06/28/2012	1: Professional Counselor <a href="#">Detail</a> 2: Psychologist <a href="#">Detail</a> 3: Social Worker (Masters of Social Work) <a href="#">Detail</a>	Detroit Behavioral Institute	Clinical Therapist	MI	09/26/2012	

# How to Use Job Bank

## 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](mailto:info@vceonline.org).

### Post your Jobs

---

#### Application

Name of Organization Where Position is Located

Type Of Employment\*  Full Time  
 Part Time  
 Contractual  
 Temporary  
 On Call  
 With Benefits  
 Without Benefits

Job Category\* (Openings for the positions of Peer Support Specialist, Peer Mentor, Board Member, Youth Advocate, Parent Support Partner or other unpaid positions can be made on the Bulletin Board on the VCE website.)

Title of Open Position\*

Approximate Annual Salary

Job Description\*

Required Qualification

Desired Skills

Location of the Job\*

---

#### Contact Information for Applications

\* fill at least one option from phone, email, fax or address and check corresponding checkbox to display that information on job posting

Full Name \*

Work Phone

and / or Cell Phone

and / or Email (resume will be sent to this email)

and / or Fax

and / or Address

Last date to accept the resumes (by default 90 days)   By entering a date less than 90 days from the date this job is posted, the job posting will be removed from our website on the resume deadline date.

Receive application through

---

#### Person/Organization Posting this Job

By posting this job, I agree to complete a 90-day follow-up survey about VCE's Job Bank.

Type of Organization\*

Name of Organization

Contact Person for job Posting

Phone

Email\*

Verification code **DSU95JN**

Enter the verification code you are seeing above

---

**\*There is NO fee to post to the Job Bank.\***  
Your job posting will be reviewed within three business days and edited and/or approved.  
For questions about your job posting, please call 734-785-7705, Ext. 7561.  
Once approved, the post will remain in effect for 90 days. If you wish to have the post removed, please contact [dperez@iamtgc.net](mailto:dperez@iamtgc.net)

# 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:

- **To get Adobe Flash Player:** <http://get.adobe.com/flashplayer/>
- **To get Adobe Reader:** <http://get.adobe.com/reader/>

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

## Supporting Software

	Windows XP	Windows 7	Windows 8	Windows 10
Internet Explorer 7				
Internet Explorer 8		•		
Internet Explorer 9	•	•		
Internet Explorer 10		•	•	
Internet Explorer 11		•	•	•
Mozilla Firefox (latest version)	•	•	•	•
Google Chrome (latest version)	•	•	•	•
Adobe Flash Player (latest version)	•	•	•	•
Adobe Reader (latest version)	•	•	•	•

	Version 10.4: Tiger	Version 10.5: Leopard	Version 10.6: Snow Leopard	Version 10.7: Lion	Version 10.8: Mountain Lion
Safari	•	•	•	•	•
Mozilla Firefox (latest version)	•	•	•	•	•
Google Chrome (latest version)	•	•	•	•	•
Adobe Flash Player (latest version)	•	•	•	•	•
Adobe Reader (latest version)	•	•	•	•	•

**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

## Problem

## Solution

<p><b>I received an error message that states: “Sorry, we are unable to process your request at this time. Code: chkf”</b></p>	<p>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.</p>
<p><b>A live event I attended is not showing up on my transcript.</b></p>	<p>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.</p>
<p><b>I received this message when I tried to log in: “Invalid Log-In - Please enter authorized Log-in information - Unable to Login”</b></p>	<p>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.</p>
<p><b>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.”</b></p>	<p>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.</p>
<p><b>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.</b></p>	<p>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.</p>
<p><b>My employer is using the TAP system and they are unable to view my profile. What do I do?</b></p>	<p>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.</p>
<p><b>At the end of an online training, I clicked “Print Certificate” and nothing happened.</b></p>	<p>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.</p>
<p><b>I’m trying to view my certificate and I get this error message: “Sorry, no certificate for display.”</b></p>	<p>Please contact the VCE Help Desk for assistance.</p>
<p><b>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”</b></p>	<p>Please contact the VCE Help Desk for assistance.</p>
<p><b>How do I add my certificate to my Self-Report record?</b></p>	<p>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.</p>
<p><b>I received an email from VCE that my Self-Report was audited and was disapproved. What do I do?</b></p>	<p>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.</p>

# Troubleshooting

<b><u>Problem</u></b>	<b><u>Solution</u></b>
I am trying to delete my Self-Report record, but nothing happens when I click the “delete” button.	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.
The “Submit for Credit” button is not appearing at the end of the video I’m watching.	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.
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: <a href="http://progressive.uvaul.com">progressive.uvaul.com</a>	If you receive this message, please contact the VCE Help Desk.
The video I am watching pauses, then starts again and repeats.	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.
I'm watching a video but there is no audio.	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.
The video will not load or play.	Install Adobe Flash Player. If you are using an older version of Internet Explorer or Firefox, videos will not play.
I am trying to play a video but I get this error message: “Video not found or access denied: <a href="http://progressive.uvaul.com">progressive.uvaul.com</a>	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.
I received this error message: “Viewing of this video, in its entirety, is a requirement. Please reload/ refresh the page to start over. e2”	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.
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.”	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.
I am trying to take an online course and I get this error message: “Sorry, this online course is not available. (OC_OCCHECK-17)	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.
The “Continue” button does not appear at the end of the video.	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.
I am taking an online course and unable to complete a section; the checkmark will not go in the box.	Please call the VCE Help Desk for assistance.

# Frequently Asked Questions

## **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](mailto: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% completion 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 HIPAA 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.

# Frequently Asked Questions

## **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.

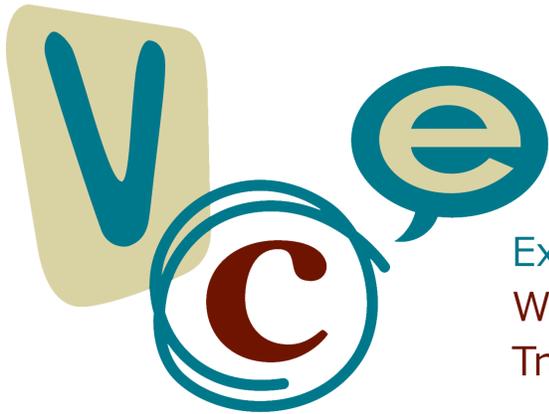
Completed live trainings can be printed from your Virtual Training Transcript under the "Event Training Completed" tab by clicking on the title of the event.

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

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

## **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



Excellence in  
Workforce Development,  
Training & Compliance

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

[www.vceonline.org](http://www.vceonline.org)