

Your Virtual Center of Excellence

Your Virtual Center of Excellence



www.vceonline.org

WEBSITE USER'S GUIDE

REVISED: MARCH 2010



The Detroit-Wayne County Community Mental Health Agency is a division of the Wayne County Department of Health and Human Services.

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NOTES:

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Your Virtual Center of Excellence

About The Virtual Center of Excellence

The Virtual Center of Excellence (VCE) provides quality education and training opportunities for the Detroit-Wayne County Community Mental Health Agency (D-WCCMHA), their partners and providers, the entire mental health workforce, the community at large and many others.

The Virtual Center of Excellence is a unique collaborative effort that brings together the resources of D-WCCMHA, area providers and educators such as Wayne State University.

Designed for and by the Wayne County mental health workforce, the Virtual Center of Excellence provides free or low-cost training for the Wayne County mental health community including:

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

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

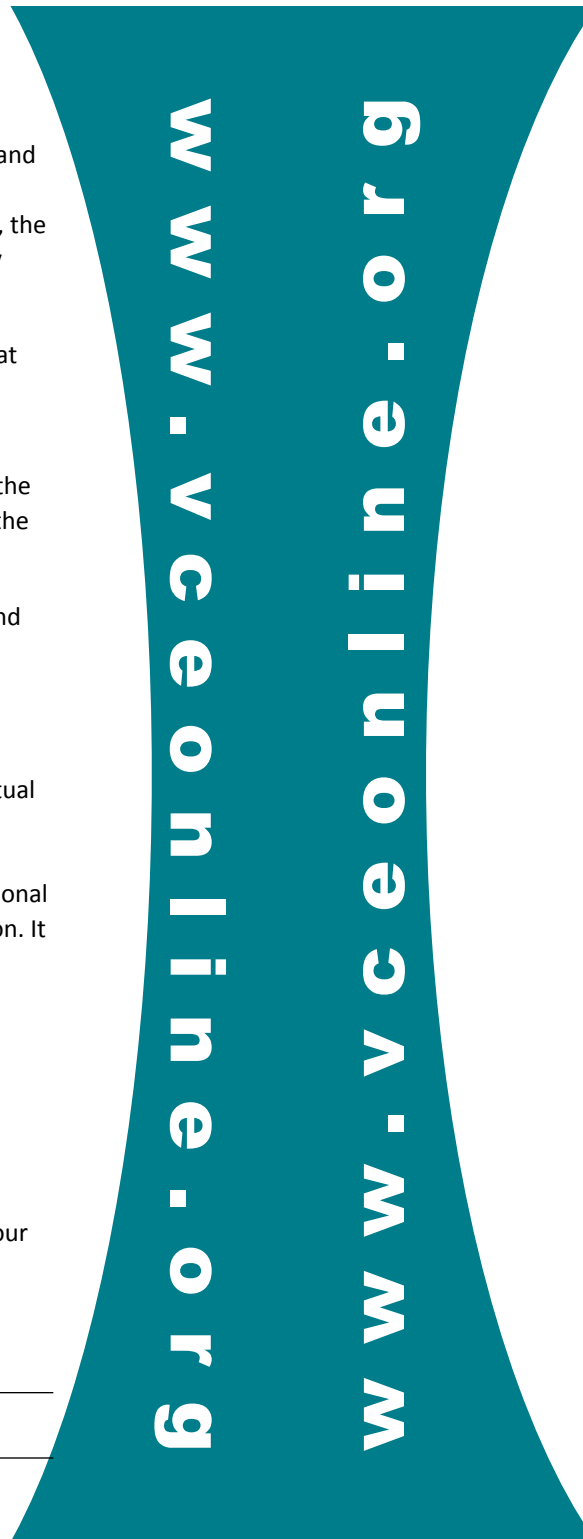
- View recorded trainings and speakers
- Access Evidence-Based Research
- Find helpful links and Community Mental Health-related resources

Plus, vceonline.org provides convenient online learning and Continuing Education Credits 24 hours a day, 7 days a week – at your convenience, at your pace, at home or at work.

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

My VCE User ID/Email is:

My VCE Password is:



Your Virtual Center of Excellence

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About The Virtual Center of Excellence

Your Virtual Center of Excellence is the online destination for continuing education training, research, links and other CMH-related resources. Visit www.vceonline.org and explore this innovative website today.

MISSION

To support the creation of an integrated system of care for individuals and families with mental disorders, including mental illness, developmental disabilities, emotional disturbance, substance abuse and that is:

- ◆ Welcoming
- ◆ Accessible
- ◆ Recovery-oriented
- ◆ Culturally fluent
- ◆ Comprehensive
- ◆ Continuous

VISION

The Community Mental Health System is intended to address the needs of the people and families we serve by building upon strength and resilience, and inspiring hope and sustained recovery for all individuals and families particularly those with co-occurring issues and disorders.

Using the VCE Online Website



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www.vceonline.org

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www.vceonline.org
www.vceonline.org

Using the VCE Online Website

- SYSTEMS CHANGE
 - ▶ Description of how VCE is Wayne County's vehicle for Systems Transformation
- ABOUT
 - ▶ VCE History – A brief history of the Virtual Center of Excellence
 - ▶ Mission – VCE's mission statement
 - ▶ Goals – A list of goals VCE was established to help achieve
- MEMBERS

If not logged in, the only option available underneath Members is "New Member Sign Up", which links to the VCE membership form. If logged in, the following links will appear:

 - ▶ My Profile – Takes you to membership page, where you can update your information, including email address and employer
 - ▶ Virtual Training Transcript – Allows you to view all VCE Online Trainings you have taken, as well as any VCE live events you registered for from the website; **print certificates from this page**
 - ▶ Update Password – Use if you want to change your password
 - ▶ Log-Out – use this link to log out of the VCE website
- TRAINING
 - ▶ VCE Online Courses – Lists all VCE's Online Courses; click on a course title to begin that course
 - ▶ Other Professional Development Resources – Many videos organized by topic relevant to a variety of CMH-related disciplines; most courses are for professional development and do not offer credit; see descriptions for more details on credits
 - ▶ Calendar – Lists upcoming VCE live events and allows you to register for an upcoming live event with a click of your mouse
- RECOVERY
 - ▶ VCE's partnership with the Michigan Recovery Center for Excellence (MRCE)
- DOCUMENTS
 - ▶ Your source for all VCE and D-WCCMHA-related documents and forms
- RESEARCH
 - ▶ Source for researchers to learn about what research is taking place throughout the County and their outcomes
- LINKS
 - ▶ Listing of CMH-related websites and other online resources
- CONTACT – Links to the VCE directory, containing names, email addresses and phone numbers of VCE staff
 - ▶ Help section – Lists many common issues website users experience along with recommendations of how to resolve these issues.

Becoming a Member

MEMBERSHIP FORM * Indicates Required Field!

Personal Information

First Name* Last Name*

Best phone number to reach you* Ethnicity

Gender Year you were born*

Home Zip Code*

UserID/Email* Must be a valid email address. [Learn how to get your own email](#)

Confirm UserID/Email*

Password* should be more than 6 characters and should not contain <, >, ,, (,)

Confirm Password*

Employment Information

Your County*

Primary Job

Organization*

VCE Annual Report 2007-08 Register | Sign Up Site search Go

SYSTEMS CHANGE ABOUT MEMBERS TRAINING RECOVERY DOCUMENTS RESEARCH LINKS CONTACT

VCE VIRTUAL CENTER OF EXCELLENCE
Improving quality. Improving care.

This is Your Virtual Center! Opportunities for professional growth are a click away.

Members Community Quick Links

New Member Sign-Up
Registering is easy and free. You get 24/7 access to our virtual training and all of the resources on this site. Find out more about [member benefits](#).

TAKE
Online courses.

REGISTER
For a live event on our calendar.

EXPLORE
Other professional development resources.

VIEW

Upcoming Live Events

- March-18, 2010 (3-18-10) [Northeast Guidance Center Location! Children's Mental Health Grand Rounds: The Impact of Child Trauma on Sensory Processing](#)
- March-18, 2010 (3-18-10) [Lincoln Behavioral Services Location! Children's Mental Health Grand Rounds: The Impact of Child Trauma on Sensory Processing](#)
- March-18, 2010 (3-18-10) [Children's Center Location! Children's Mental Health Grand Rounds: The Impact of Child Trauma on Sensory Processing](#)
- March-18, 2010 (3-18-10) [The Guidance Center, Center for Excellence Location! Children's Mental Health Grand Rounds: The Impact of Child Trauma on Sensory Processing](#)

Sign-In
UserID/Email:
Password:
[Forgot Password](#)

Troubleshooting

www.vceonline.org

Forgotten Password

1. If you have forgotten your VCE password, click on the “Forgot Password” link underneath the member login form on the VCE home page.
2. You will be prompted for your User ID. Enter your User ID and your password will be emailed to the email address you registered with.

Forgotten User ID

- Your User ID is the email address you used to register with VCE. If you cannot remember which address you used, contact the VCE Help Desk at (734) 785-7705, Ext. 7561 or by email at info@vceonline.org.

I registered but didn't receive a confirmation email

- You must use a valid and working email address to register with VCE Online. If you used a valid email address to register with us and still haven't received your confirmation email, let us know by calling (734) 785-7705, Ext. 7561, or by emailing us at info@vceonline.org and we will manually verify your email address.

When I log in, I am prompted to update my profile

- We recently added some fields to our membership form. If you haven't logged in since we made these changes, our system will prompt you to update your profile. After you've updated your profile, check the box next to “Accept” at the bottom of the membership form, and then click on the “Register” button. Once you submit your updated membership form, our system will send you an email with instructions on how to complete your registration. If you have any questions about this process or are having problems confirming your email, call us at (734) 785-7705, Ext. 7561, or email us at info@vceonline.org.

Technical or Other Issues

If you have problems with the VCE website or with any of the trainings, videos or registration, contact the VCE Help Desk at (734) 785-7705, Ext. 7561 or by email at info@vceonline.org.

Troubleshooting

VCE Online Courses can be accessed using the following browsers:

Windows	Mac
<u>Windows Vista</u> ○ Internet Explorer 8.0 ○ Internet Explorer 7.0 ○ Safari 3.2 ○ Opera 9.64	<u>Mac Snow Leopard</u> ○ Safari 3.2
<u>Windows XP</u> ○ Internet Explorer 7.0 ○ Internet Explorer 6.0 ○ Safari 3.2	<u>Mac Leopard</u> ○ Safari 3.2
<u>Windows 98</u> ○ Internet Explorer 6.0	<u>Mac Tiger</u> ○ Safari 3.2

- In MS Windows based browsers, to access the video sections of the VCE Online Courses, you need to have the Windows Media Player Plug-in, which can be downloaded from Microsoft Knowledge base at <http://www.microsoft.com/windows/windowsmedia/player/faq/default.mspx>.
- In Mac based browsers, to access the video sections of the VCE Online Courses, you need to have the free QuickTime Player, which can be downloaded at <http://www.apple.com/quicktime/download>. Also you need to install the Flip4Mac plug-in to enable the Free QuickTime player to play the Video file. Flip4Mac can be downloaded from http://www.flip4mac.com/wmv_download.htm.

Becoming a Member

Registering to become a member is easy. To take advantage of the benefits our website offers to you, you must become a member of our website. You must have a **valid and working email address in order to register for the website**. To become a member, follow these steps:

1. Go to www.vceonline.org.
2. On the Home page, under “Members Community” in the left-hand column, click the “New Member Sign Up” button.
3. Fill out the form completely (required fields are marked with red asterisks). If you miss a required field, you will be prompted to go back to it before you can finish your registration.
4. When you’ve completed the form, click the “Register” button at the bottom.
5. A confirmation screen will appear to let you know you have registered successfully.
6. Upon registering, you will be sent an email to the email account you registered with that contains your user id, password, and a link to verify your registration. Click on the “[Please click here to verify](#)” link in your confirmation email to verify your email address. If you do not see this link, then you will need to copy the web address that appears under the words “Please click here to verify” and paste this address into the address bar of your internet browser.
7. Once you have verified your email address by clicking the verification link in your registration email, you will then be able to log into the VCE website.
8. Your user ID/email will be the email address you used when completing your membership form.

To change or update your email, password or other information:

1. Log in to the VCE website using your user ID and password on the home page.
2. Move your mouse over the “Members” button in the top main menu.
3. In the drop down menu underneath “Members”, click on “My Profile”.
4. In the next screen, you can update your profile information.
5. When you’re finished updating your profile, check the “ACCEPT” box at the bottom of the page and click on the “UPDATE” button.

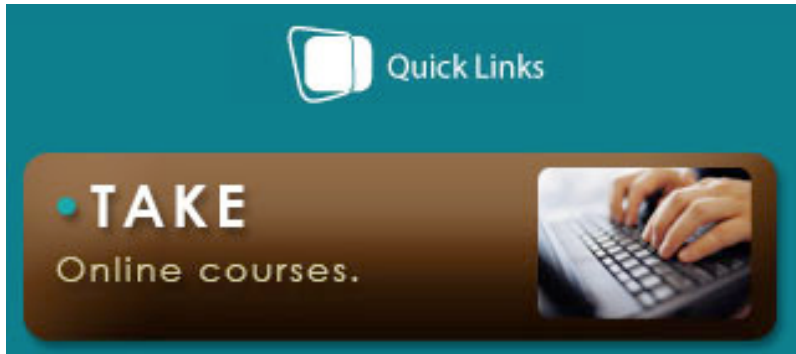


Your Virtual Center of Excellence

Accessing VCE Online Training Courses

From our home page, there are three ways to access our Online Training Courses:

From the large buttons in the center of the home page.



From the Training Menu near the top of the page.



From the Online Courses list in the lower right.

Online Courses

- ▶ [ACT - Advanced Elements I \(New\)](#)
- ▶ [Recipient Rights Annual I](#)
- ▶ [Medicaid Fair Hearings, Local Appeals & Grievances](#)
- ▶ [Ethical Issues in Child & Family Therapy](#)
- ▶ [Interdisciplinary Approaches to Pain Management](#)
- ▶ [HIPAA](#)
- ▶ [ACT - Basic Elements of Assertive Community Treatment](#)

more ▶

Your Virtual Center of Excellence

Accessing Professional Development Online Resources

Certain people can receive credit for watching these training videos. For more information on whether you qualify for credit for these videos, please read the description of each video. Credit information is contained therein.

To view training videos, do the following:

1. From any page on www.vceonline.org, click the "Training" button from the top menu bar.
2. From the drop-down menu, click on "Other Professional Development Resources".
3. A new page will load listing the available video titles organized by category. From this list, click on the video title you would like to view.
4. Your video will appear as a box on the right of your screen with a complete listing of video titles on the left. It may take a few minutes to load. Once it appears, click the play button from the bar at the bottom of the video player. (If your video box remains black, you may need to double click on it to open the player). For further assistance, click on the "Trouble viewing video?" link underneath the player.
5. Once you've viewed your video, you may choose other titles without returning to the previous page.

Please note: training videos watched online will not appear in your Virtual Training Transcript.

www.vceonline.org

Your Virtual Center of Excellence
 Accessing Professional Development Online
 Resources

Your Virtual Center of Excellence
 Accessing VCE Online Training Courses

- [Anti-Stigma](#)
- [Children's Initiatives](#)
- [Children's Mental Health Grand Rounds](#)
- [Core Competencies](#)
- [Cultural Competency](#)
- [Developmental Disabilities](#)
- [Direct Care](#)
- [Ethics](#)
- [Law Enforcement](#)
- [Policies](#)
- [Recovery](#)
- [Suicide Prevention](#)
- [Supervision](#)
- [Systems Transformation](#)



NOTE: To take VCE online trainings, you must be a registered member of the VCE website. To learn how to register, see page 6 of this booklet.

To complete annual Recipient Rights training:

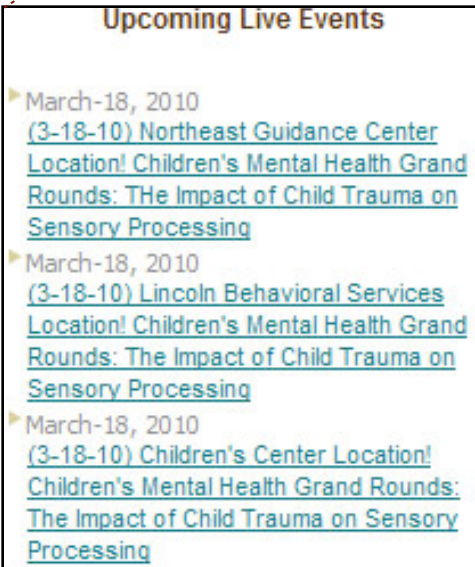
1. To reach the catalog of VCE Online Courses, do one of the following:
 - a. Press the "Take Online Courses" button at the center of the home page. From the catalog page, click on a course title to start that course.
 - b. Click on a course title on the right side of the home page underneath "Online Trainings"
 - c. Click on "VCE Online Courses" underneath the Training button on the top main menu. From the catalog page, click on a course title to start that course.
2. If you are not currently logged in, you will be prompted to type in your user ID and password.
3. A screen will appear with a large "Start Program" button at the bottom. Click this large button to begin the course.
4. After clicking "Start Program", you will be taken through introduction screens with arrows at the bottom of each one to advance to the next screen. Follow the instructions on each screen to continue.
5. After each section of the training, you will be asked to take a short quiz. You must complete and pass each quiz before you will be able to advance to the next section.
6. At the end of the training (approximately 30-45 minutes), you will be able to print your certificate from your Virtual Training Transcript. For more information about printing your certificate, see page 12.
7. If you do not have time to complete the entire training in one session, your place will be bookmarked so that you can continue where you left off later.

These same steps can be used to take most of our online courses.

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Live Events

There are several ways to access registration for our live events:



www.vceonline.org

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Self-Reporting for Virtual Transcript

VCE provides a self-reporting section in your Virtual Training Transcript for you to record your attendance at non-VCE events. To utilize the self-reporting feature of our website:

1. Go to the Virtual Training Transcript page, either from the top main menu (Members>Virtual Training Transcript), or by clicking the large brown "View your training transcript and print certificates" button on our home page.
2. Scroll all the way to the bottom of your Virtual Training Transcript.
3. Any events that you have entered previously will appear under the "Self Reporting" heading.
4. To add a new event, click on the link directly underneath the "Self Reporting" heading.
5. In the next page, enter the details of the event you want to report.
6. When you have entered all the event information, click the "Submit" button at the bottom of the page.
7. The event you added should now appear in the "Self Reporting" section of the Virtual Training Transcript. An email will also be automatically sent to the email address you used when registering with VCE confirming that your event was added.

Please note that VCE is providing this self-reporting section so 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 non-VCE events and this transcript does not remove the need to maintain a personal file of your certificates of attendance.**

Your Virtual Center of Excellence
Self-Reporting for Virtual Transcript



Self Reporting (Click below to see the form)

Click [here](#) to add a new record.

Please Note: At your request, VCE is providing this self-reporting section in order that you may update non-VCE Continuing Education events you have attended. You must retain your supporting event that you enter. VCE cannot verify your attendance at outside events and this transcript does to maintain a personal file of your certificates of completion.

Training Name	Training Date	Speaker Name	Hours of continuing education credit you received
VCE 101	12/23/2009	John	2

Please fill in each box of the form below. If there are any boxes for which you are unable to obtain the requested information from the event's facilitator.

Please Note: At your request, VCE is providing this self-reporting section in order to include non-VCE Continuing Education events you have attended. You must retain event that you enter. VCE cannot verify your attendance at outside events and this to maintain a personal file of your certificates of completion.

Fields marked with a * are required.

Your Name: *	<input type="text"/>
Official Name of Training *	<input type="text"/>
Training Date *	<input type="text"/> Calendar (mm/dd/yyyy)
Speaker Name *	<input type="text"/>
Speaker Credentials	<input type="text"/>

www.vceonline.org

Your Virtual Center of Excellence
Live Events

You must be a member of our website to register for a live training. To learn how to register, see page 6 of this booklet.

Benefits to registering online for live events:

- Easy onsite check in
- Your transcript keeps track of your trainings and CECs
- Print lost certificates at no cost

There are three ways to view VCE live trainings:

- Click on a training in the "Upcoming Live Events" section of the Home page.
- Click the "Training" button on the top menu bar. When you hover over this button, a sub-menu will appear showing the different types of trainings you can take (underneath "Other Professional Development Resources").
Click the "Register for a live event on our calendar" button located in the center of the Home page.

To register for live events:

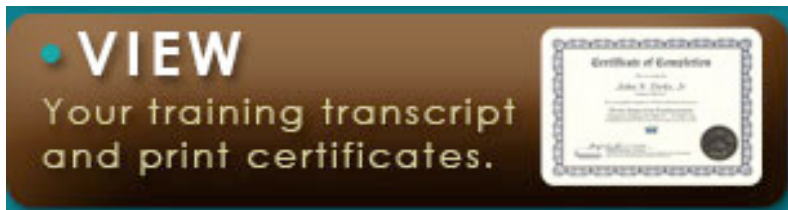
1. Log in to the VCE website using your user ID and password on the home page
2. Use one of the above methods to view training information and click on a training title/name you would like to attend.
3. A screen will appear with information regarding your chosen training, including whether the training is full, closed or accepting registrants.
4. If registration is being accepted, there will be a "Register Now" button at the bottom of the information page. When you click this button, you will be asked for your user ID and password if you are not already logged in.
5. Another screen will appear asking if you are sure you want to register for this training. You have the opportunity to "Register" or "Cancel". Choose "Register" to confirm.
6. A confirmation page will appear letting you know you have registered successfully. You also will receive an email confirmation of your registration.

To unregister for a live event online:

1. Move your mouse over the "Members" button in the top main menu.
2. Click on "Virtual Training Transcript".
3. Locate the live event you want to unregister for in the "Upcoming Events" section of your Virtual Training Transcript.
4. Click on the "Unregister" link to unregister for that event.
5. You will receive an email confirming that you have unregistered for the event.

Your Virtual Center of Excellence

View your Online Training Transcript
and Print Your Certificate



[New Member Sign-up](#) | [Home](#) » [Members](#) » Virtual Training Transcript

[My Profile](#)
[Virtual Training Transcript](#)
[Update Password](#)
[Log Out](#)

Your Name
[Redacted]

Place of employment
Virtual Center of Excellence

Address
640 Temple Detroit MI 48201 USA

Upcoming Events
Not Found

Training Completed(Click on event name to print your certificate)

Date of Event	Event Name	MDCH hrs.	MCBAP hrs.	MI-CEC hrs.	WSU, School of Medicine hrs.
2/3/2010	The Role of Physicians & Nurse Practitioners in A&T				
2/18/2010	(2-18-10) Dearborn Location-Children's Mental Health Grand Rounds: Child's Reaction and Perspective with the Death of a Parent	2			
Total		2	0	0	0

[Print Transcript](#)

Professional License Number(s)
LPC:
LLPC:

Your Virtual Center of Excellence

View your Online Training Transcript
and Print Your Certificate

Your Virtual Training Transcript is your personal tool that contains:

- Your current employment information
- List of upcoming trainings that you have registered for online
- List of trainings that you have attended (only available when you registered online)
- Here, you may easily “unregister” for a training
- Your professional license number(s)
- Your VCE online course status

To view your Virtual Training Transcript:

1. Log into the VCE website using your user ID and password on the home page.
2. Move your cursor over the “Members” button on the top menu bar to view the drop-down menu and choose “Virtual Training Transcript”. Or, open the “Members” page by double-clicking the button and choose “Virtual Training Transcript” from the menu bar at the left.

To print your training certificate:

1. Once you are on the Virtual Training Transcript (see steps 1 and 2 above), you can print your certificate
2. To print a certificate from a live event, click on an event name in the “Training Completed” section of your training transcript to open the certificate for printing.
3. To print a certificate from an online training, click on the year that you completed the course under the course name in the “Online Training” section of your training transcript to open the certificate for printing.

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