Virtual Academy
Talk About it Tuesday
March 21, 2023

Introduction & Contact Information

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Agenda
March 21, 2023

➢ Virtual Academy

Logging into Virtual Academy

Logging into Virtual Academy

Most commonly asked questions/issues with getting access to my Virtual Academy account:

➢ What if I cannot find my welcome email?

➢ What if I do not know my user name?

➢ Will my updated information change my login/user name?

➢ User can update profile pics, passwords, preferred name, email, phone numbers, DOB and job title.
➢ Admins must update any name changes, Rank, PSID and District Affiliation.

➢ Emails and notifications come from **support@v-academyonline.com**.

➢ How do I get a Virtual Academy login?

Logging into Virtual Academy

Logged into Virtual Academy

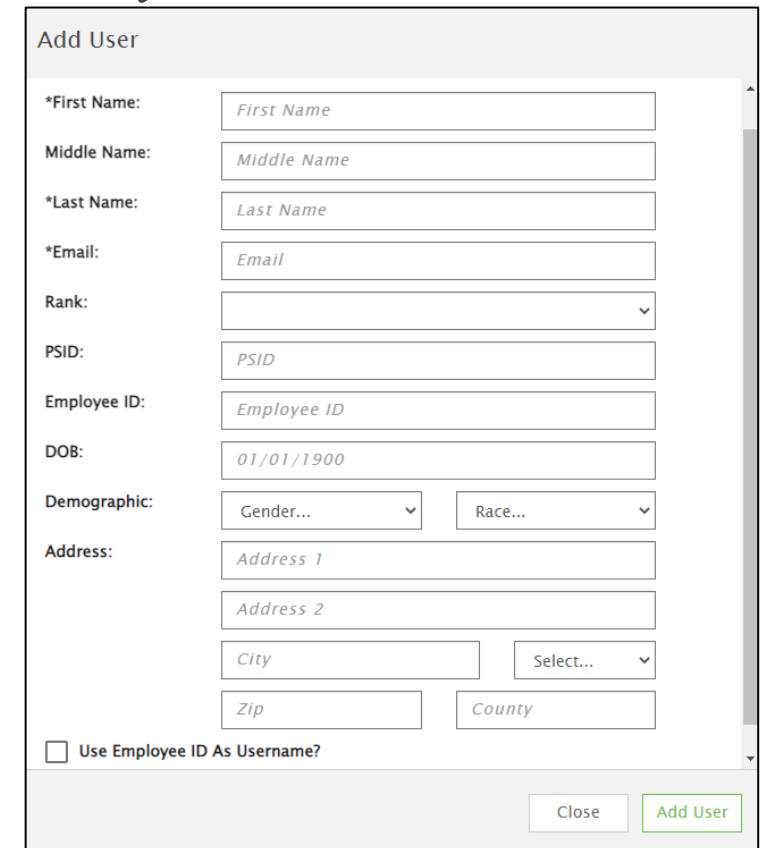Most commonly asked questions/issues with navigating my Virtual Academy account:
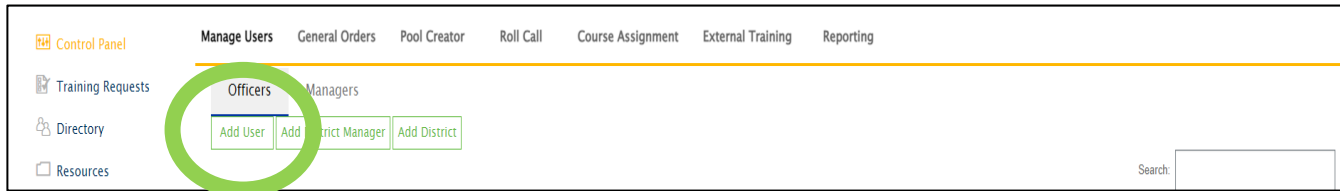
➢ I do not have any courses or assignments to complete?

➢ I was assigned a custom course but I cannot see the content. Who do I contact?

➢ What happens if I need to stop/log out before finishing a course?.

➢ While completing a course the system locked up or I had issues moving through the course?

➢ How do I get an assignment reset or reassigned?

➢ Can I complete a course more than once?

Admins in Virtual Academy

Most commonly asked questions/issues with managing Virtual Academy account:

➢ How do I sign up a new user for Virtual Academy?

Admins in Virtual Academy

Most commonly asked questions/issues with managing my Virtual Academy account:

➢How do I edit/remove a user from my agency's account?

Admins in Virtual Academy

Most commonly asked questions/issues with managing my Virtual Academy account:
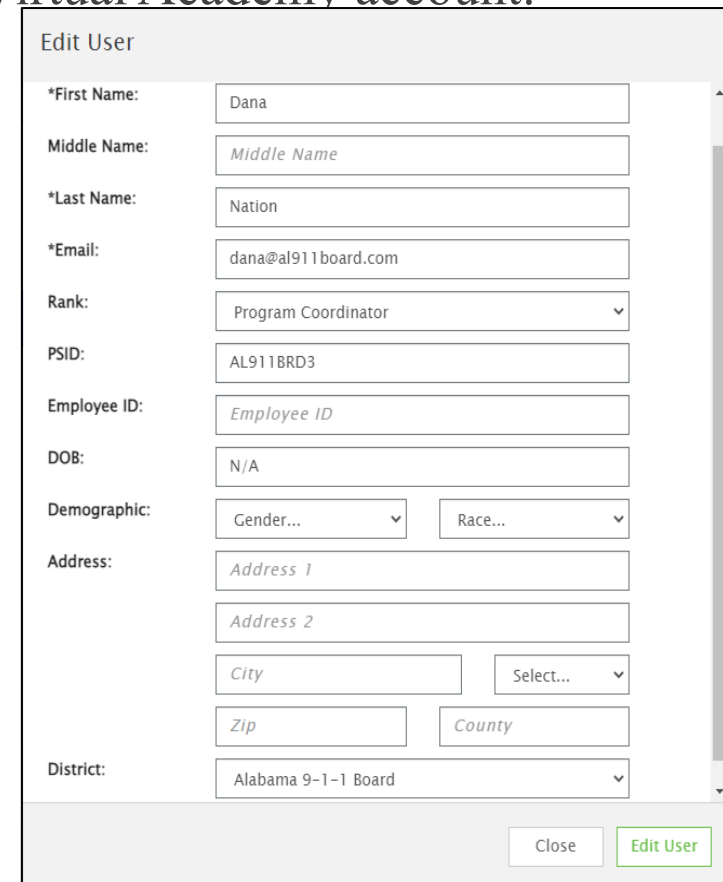
➢How do I edit/remove a user from my agency's account?
   ➢Edit: Edit information in fields as needed
   ➢Remove: Change District to ALPST-1 Unaffiliated Personnel

Admins in Virtual Academy

Most commonly asked questions/issues with managing my Virtual Academy account:

➢ Why do Admins have to enter External Training?

➢ What's the different between External Training and Certifications?

➢ Why does the Tracking Type matter?

➢ Why do my Roll Call completions not show up as training hours?

➢ How can I see what has been assigned or completed for each user?

➢ Can I share my created content with other agencies?

Admins in Virtual Academy

Most commonly asked questions/issues with managing my Virtual Academy account:

➢ How can I see what has been assigned or completed for each user?

Admins in Virtual Academy

Most commonly asked questions/issues with managing my Virtual Academy account:

➢How can I see what has been assigned or completed for each user?

- ➢Courses
- ➢Roll Calls
- ➢Policies
- ➢External Training

Reporting in Virtual Academy

Most commonly asked questions/issues with reporting for my Virtual Academy account:

Updating/Reporting Personnel Changes

Personnel Changes/Update Submission

For personnel that need to update a previously submitted survey/certificate:

Public Safety Telecommunicator (PST) Certification Survey
(https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5)

For personnel that no longer perform PST duties whether from promotion, separation, complete the following:

PST Certification Employee Update Form
(https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-employee-separation-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5

For personnel that perform PST duties that have been hired since June 30, 2022, complete the following:

PST Certification New Employee Form
(https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-new-employee-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5)

Upcoming TAIT Dates & Changes

➢March 28, 2023 – OTM Cyber

➢April 4, 2023 – National 9-1-1 Education Month

➢April 11, 2023 -

➢April 18, 2023 – User Conference Discussion

Board Announcements

➤ Whitelist email items from DocuWare [@docuware.cloud]

➤ Visit our Forms & Information Page https://www.al911board.com/professionals/regulations/ecd-information-and-forms

➤ Legacy 911 Cost Reimbursement Program for FY2023 – Open now! Submissions are due by the 10th of each month. Access the Form Here

➤ Submit any ECD contact information changes using the Contact Information Update form. Access the Form Here

➤ NG9-1-1 GIS Project-Area 3 PSAP Boundary Submission Deadline is May 19, 2023. This boundary will be used within ANGEN to implement statewide geo-routing of wireless calls by the end of 2023. Please contact Anderson with any questions or for assistance.

PSAP Boundary Deadline For Submission
Area 1 - January 20, 2023
Area 2 - March 17, 2023
Area 3 - May 19, 2023
Area 4 - July 21, 2023
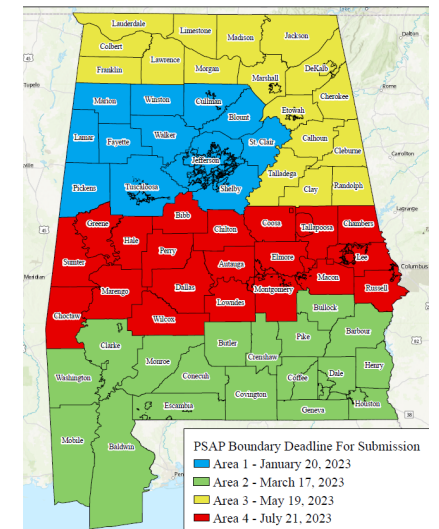
Upcoming Training

Dates	Training	Location	Organization	Status	
Mar 28-30, 2023	Alabama EMD Phase 2 Practitioner Course	Pell City, AL	St. Clair County and Alabama 9-1-1 Board	Open	More Info
April 3-7, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
Apr 25-27, 2023	2023 User Conference (Registration Deadline 04/10/23)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
May 10, 2023	INdigital Regional Training	Auburn, AL	Alabama 9-1-1 Board and INdigital	Open	More Info

Planned IAED ETC Courses

Dates	Training	Location	Organization
May 22-26, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
July 10-14, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
August 28-September 1, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
October 2-6, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board
December 4-8, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board

Board Staff Contact Information

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