



ALABAMA 911 BOARD

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

The image shows a screenshot of the Virtual Academy login page. On the left, there is a large circular graphic with the word 'ALABAMA' at the top and 'FLORIDA' at the bottom, with a map of the state in between. Overlaid on this is a white popup window with a green border. The popup has a title 'How can we help you?' and a close button. Below the title, it asks 'Would you like to...' and offers two options: 'Find Someone to Chat With' (with a chat icon) and 'Submit a Support Request' (with a document icon). At the bottom of the popup, the phone number '855-227-9119' and a 'Close' button are visible. On the right side of the page, the text 'Powered by VIRTUAL ACADEMY.' is at the top. Below that is a 'Sign In' section with 'Username' and 'Password' input fields, a 'Login' button, and links for 'Forgot Password?' and 'Technical Support'. The 'Technical Support' link is circled in green. At the bottom of the page, there is a 'Not a Partner?' section with a link to learn more and the phone number '844.381.2134'. In the bottom right corner, there is a small logo consisting of three overlapping circles in blue, green, and red.

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

The screenshot shows the user interface for the Alabama 9-1-1 Board Virtual Academy. At the top, there is a navigation bar with the Virtual Academy logo on the left, the Alabama 9-1-1 Board logo in the center, and a set of icons for Home, Profile, Message, Calendar, Help, and Logout on the right. Below the navigation bar, the page title "Alabama 9-1-1 Board" is centered. On the left side, there is a user profile for Leah Missildine, followed by a sidebar menu with options: Directory, Resources, Certifications, Courses (with sub-items: Active Courses (1), Course Catalog, Roll Call), and General Orders (with sub-item: General Order Archive). On the right side, there is a "Calendar" widget with a "+ Add Event" button and a "Notifications" widget showing "No Notifications" with the message "There are no notifications at this time". At the bottom of the page, there is a footer with links for Home, Privacy Statement, Terms Of Use, and Contact Us, and a "Powered by VIRTUAL ACADEMY" logo.



Logged into Virtual Academy

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

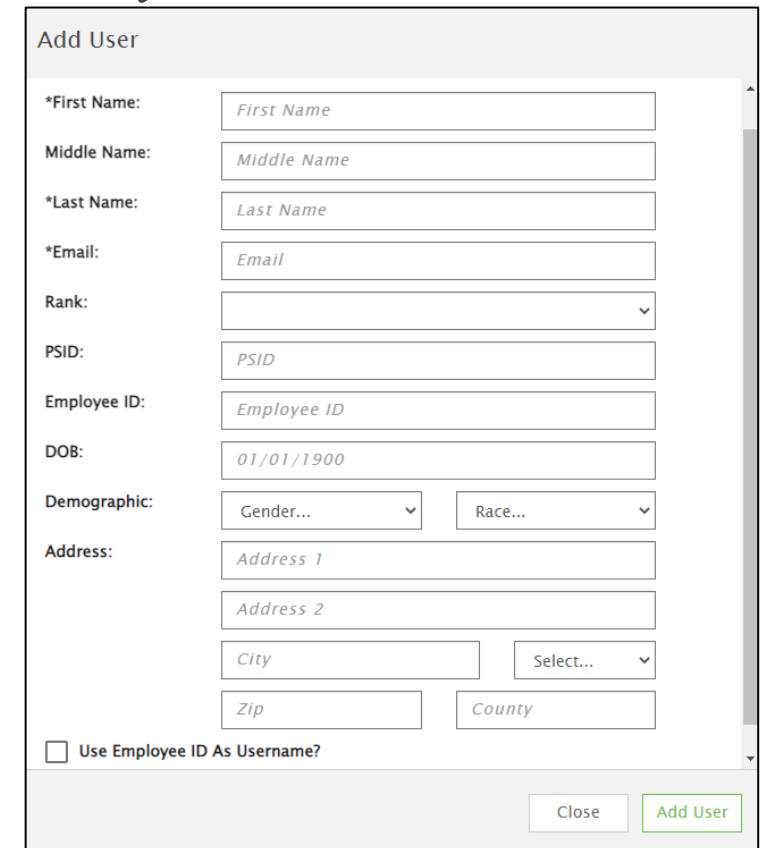
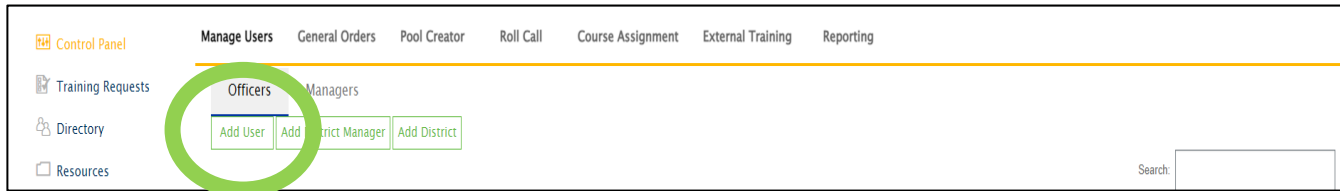
- I do not have any courses or assignments to complete?
- I was assigned a custom course but I cannot see the content. Who do I contact?
- What happens if I need to stop/log out before finishing a course?.
- While completing a course the system locked up or I had issues moving through the course?
- How 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?



A screenshot of the 'Add User' form. The form contains the following fields and options:

- *First Name:
- Middle Name:
- *Last Name:
- *Email:
- Rank:
- PSID:
- Employee ID:
- DOB:
- Demographic: Gender... Race...
- Address: Address 1
Address 2
- City: Select...
- Zip: County:
- Use Employee ID As Username?

Buttons: Close, Add User



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?

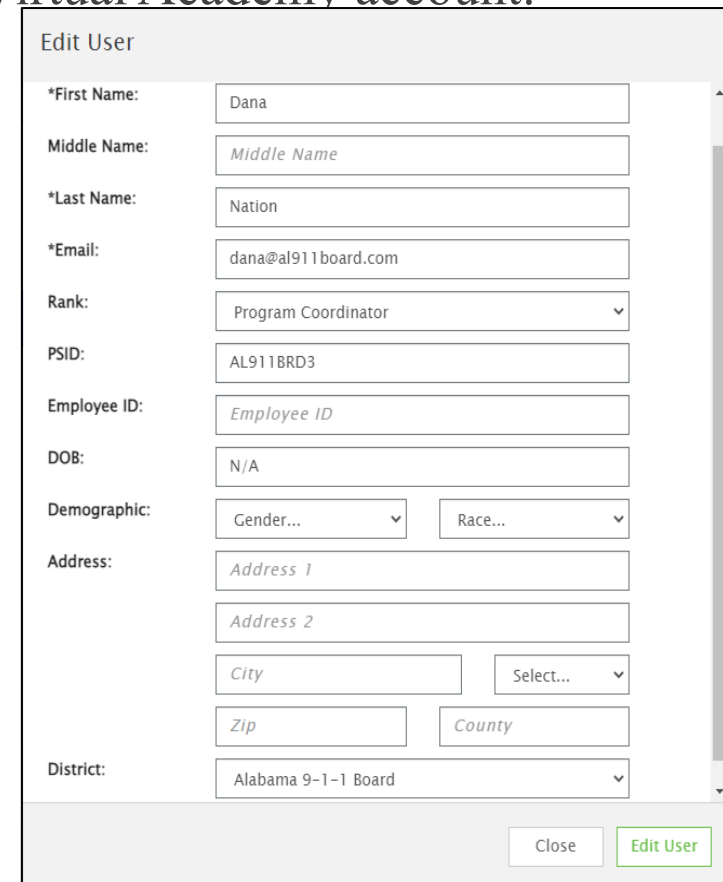
The screenshot shows the 'Manage Users' section of the Virtual Academy interface. The 'Officers' tab is active, and there are buttons for 'Add User', 'Add District Manager', and 'Add District'. Below these are search and filter options. A table header is visible with columns for 'Officer', 'Rank', 'ID', and 'Last Login'. A search box is present, and a green circle highlights a trash icon in the table header area.



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



The screenshot shows a web form titled "Edit User" with the following fields and values:

*First Name:	Dana
Middle Name:	Middle Name
*Last Name:	Nation
*Email:	dana@al911board.com
Rank:	Program Coordinator
PSID:	AL911BRD3
Employee ID:	Employee ID
DOB:	N/A
Demographic:	Gender... Race...
Address:	Address 1 Address 2
	City Select... Zip County
District:	Alabama 9-1-1 Board

Buttons: Close, Edit User



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?

The screenshot shows the Virtual Academy admin interface. The top navigation bar is highlighted with a green box and includes: Control Panel, Manage Users, General Orders, Pool Creator, Roll Call, Course Assignment, External Training, and Reporting. The main content area is titled "Reports" and includes a "Training Year" dropdown set to "Current" and a "Generate" button. Below this is a table of users with columns for Officer, Rank, PSID, Employee ID, Completion %, Hours, Details, and Message. The "Details" column contains eye icons, with one icon circled in green. The table data is as follows:

Officer ↑	Rank ↑	PSID ↑	Employee ID ↑	Completion % ↑	Hours ↑	Details	Message
Branch, Caleb	Contractor	AL911BRD7	N/A	0/0 (0%)	0	👁	✉
Brooms, Anderson	GIS Program Manager	AL911BRD6	N/A	1/2 (50%)	40	👁	✉
Brown, Adam	Deputy Director	AL911BRD4	010	2/2 (100%)	42	👁	✉
Carpenter, Melissa	Contractor	N/A	N/A	0/0 (0%)	0	👁	✉
Missildine, Leah	Executive Director	AL911BRD1	N/A	2/3 (66%)	41	👁	✉
Murphree, Andi	Contractor	AL911BRD8	N/A	0/0 (0%)	0	👁	✉
Nation, Dana	Program Coordinator	AL911BRD3	N/A	1/4 (25%)	40	👁	✉
Peacock, Holly	Contractor	AL911BRD9	N/A	0/0 (0%)	0	👁	✉
Peel, Michelle	Program Coordinator	AL911BRD5	11	0/1 (0%)	0	👁	✉



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

Dana Nation (AL911BRD3)

Click "Print Summary" for a download of all courses, roll calls, and external training completed by the selected user in the current Training Year. [Print Summary](#)

Courses

Course ↑	Type ↑	Open Date ↑	Due Date ↑	Date Of Completion ↑	Hours ↑	Grade ↑	Certificate
ALPST1		01/02/2023	12/31/2023	1/3/2023 3:47:40 PM	40	100%	
ALPST-1 Competency Exam	Stock	02/23/2023	02/24/2023	NA	2	NA	-
Modern Fire Dispatch	Stock	01/01/2023	12/31/2023	NA	2	NA	-
Who Moved My Headset?	Stock	01/01/2023	12/31/2023	NA	1	NA	-

Items per page: 50 1 - 4 of 4 |< < > >|

Roll Calls

Course ↑	Has Completed ↑	Completion Date ↑
De-escalation for 911 Telecommunicators	No	
Customer Service in the Telecommunications Center	No	
Voice Quality in the Telecommunications Center Part 1	No	



Reporting in Virtual Academy

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

The screenshot shows the 'Reporting' section of the Virtual Academy interface. The navigation menu includes 'Control Panel', 'Manage Users', 'General Orders', 'Pool Creator', 'Roll Call', 'Course Assignment', 'External Training', and 'Reporting'. The 'Reporting' section is active, displaying a 'Reports' header and a list of report types: 'Training Year Summary', 'Report by External Training', 'Report by Courses', 'Report by Roll Calls', 'Report by Policies', 'Report by User', and 'State Report'. A green box highlights this list. Below the list, there is a 'Training Year' dropdown menu set to 'Current' and a 'Generate' button. The interface also includes a sidebar with 'Training Requests', 'Directory', 'Resources', 'Roll Call', and 'Certifications', and a section for 'Active Courses'.



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)

(<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)

(<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)

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



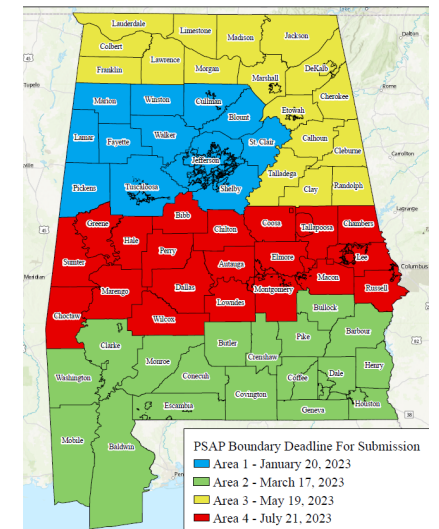
Upcoming TAIT Dates & Changes

- March 28, 2023 – OTM Cyber
- April 4, 2023 – National 9-1-1 Education Month
- April 11, 2023 -
- April 18, 2023 – User Conference Discussion

The screenshot displays the Alabama 911 Board website. The top navigation bar includes 'PROFESSIONALS HOME', 'NG911', 'CERTIFICATION AND TRAINING', 'DISTRIBUTIONS', 'ECDS', and 'CONTACT US'. A search bar is located in the top right. Below the navigation bar, there is a section titled 'ALABAMA PUBLIC SAFETY TELECOMMUNICATOR CERTIFICATION PROGRAM'. A large banner for 'Webinars & Presentations' is visible, with a link to 'Talk About it Tuesday' highlighted in a green circle. The link text reads: 'If you need login information to our next Talk About it Tuesday webinar, it is available [here](#)'. Below the banner, there are sections for 'More For Professionals', 'Certification Program Continued Outreach', and 'Why should you attend a national conference?'. The bottom of the page shows a Windows taskbar with the date 3/7/2023 and time 7:37 AM.

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.



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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