



# COMMONWEALTH of VIRGINIA

Department of Agriculture and Consumer Services

Division of Consumer Protection

Office of Weights and Measures

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Commissioner*

## HOW TO ACCESS THE ONLINE SERVICE TECHNICIAN TRAINING

- Enter <https://covlc.virginia.gov/Default.aspx> in your web browser. Click the “need an account” button or “log-in” button (if you already have an account). If, you already have an account, after logging in go to bullet point 8.
- A screen will appear that allows you to choose a domain from the drop-down list. You must choose “OWM-Office of Weights and Measures Service Technicians” from the list. Then select “ok”.
- Fill out the web form that appears. You will need to pick a user name and password as well as enter information in the fields marked with a red asterisk. Click the “organization” button in the middle of the form. A new box will appear. Click “search” without entering any information. The organization “OWM-Office of Weights and Measures Service Technicians organization will appear next to the path “Dept of Agri-Cons Services-P (301).” Click the button next to this organization then click save.
- You will return to the create account page. Finish filling in the form, only the fields with the asterisk are needed. After you are complete, click create.
- You will receive a message that your request was sent and you will receive access permission once approved.
- Wait for an email to the address you entered that grants you access to the system.
- Once access is granted, go to the same website in the first bullet above. Click the log in button and use your username and password that you created to access the system.
- Once you have accessed the Virginia Learning Center, click on the “Catalog” button in the blue strip at the top of the screen. This will take you to a search function. Type “service technician” in the search for box and click “search”.
- The first two results that should come up are “2022 Service Technician Meter Training – Office of Weights and Measures” and “2022 Service Technician Scale Training – Office of Weights and Measures”. Please select the appropriate one for your field of work. You may need to take both.
- You will then see a screen with a blue button that says “Open Item” under the title of the course. Click that “Open Item” button.
- A separate window will appear and there will be two columns. In the left hand column you will see the title of the course. Double click this title. The course will then appear in the right hand column.
- Take the course by scrolling through the slides using the “previous” and “next” buttons. Make sure you pay close attention to the items in red.
- At the end of the course there will be a 10 question quiz. You must score at least an 80% to pass the course. Once complete, click the “Finish” button. Once done you may exit the course by clicking the “x” in the top right hand corner.
- A screen will appear with a message that you have completed the item. **Make sure you click “View Certificate” and print the certificate out. You must print the certificate and send in a copy with your application.**