

## How to Access the Virtual Training Center (VTC) without an email account or password and ID.

To access the VTC, you must have an e-mail address in your account. **To add your e-mail** to your account, call the DCFS Office of Learning and Professional Development toll-free at 1- 877-800-3393. Office hours are Monday through Friday 8:30am – 5:00pm.

The VTC can be accessed 24 hours a day with internet access. Open Internet Explorer (or any other web browser) and type in the following address:

<https://www.dcfstraining.org>

If you do not know your training id (Login) or password, click on 'Can't access your account?' under the red Login button.

### VTC Secure Login

Login

Password

Login

[Can't access your account?](#)

Type the e-mail address that is in your account in the box provided, answer the security question, and click the 'Submit' button.

### Forgot Password

\* Refreshing Screen (Please wait) \*

Please enter your email address below:

Email:

For security, please answer the following question:

one plus seven =

[Submit](#)

[Cancel](#)

An e-mail response will be sent to you automatically with your training id and a temporary password. This function will only work if the e-mail address you enter matches the e-mail address listed in your VTC account.

To log into your account, open up the VTC home page by entering the web address listed above.

In the **LOGIN** box, type in your training id as listed in your e-mail

In the **PASSWORD** box, type in your temporary password as listed in your e-mail

Sometimes it is difficult to determine the difference between numbers and letters in the temporary password. For example: 0 (zero) and O (capital letter O). If you have trouble, or aren't sure, you may want to copy the password from the e-mail and paste it into the password box. Once you are logged into the VTC, you will be directed to set your permanent password.