



# Total Force VLC

ANYTIME, ANYWHERE.

## Frequently Asked Questions

### How do I create a TF VLC account?

To create a new student account, go to the Registration Page and enter your primary email address. An access code will be sent to your email account so that you can complete the registration process.

### Does it matter what browser I use?

The Total Force VLC supports Internet Explorer 8 and higher. Most courses will run in other browsers (i.e. Firefox, Chrome, Safari), but they are not guaranteed and may not display properly. Additionally, you may check your browser's compatibility at: <http://browser.skillport.com>.

### The display doesn't look right, what's going on?

If Internet Explorer recognizes that the webpage isn't compatible, you'll see the Compatibility View button on the Address bar. Try clicking it.



### Are there any system settings that need to be set in a certain way?

1. You must enable popups from the LMS site: [www.totalforcevlc.golearnportal.org/](http://www.totalforcevlc.golearnportal.org/)
2. For optimum viewing, your system should be set with a minimum display resolution of 1024 x 768
3. Some courses require Adobe Flash Player to run. You can get the Adobe Flash Player by going to the Adobe website: [Get Adobe Flash Player](#).

### What is a PIN?

Your PIN is a unique access code you create to log into the secure network Total Force VLC. You can create your own PIN, but it should be something you can remember. A PIN must be a series of six to ten numbers.

### I forgot my PIN, security question, and answer. How do I log back in?

You should contact the Help Desk at (202) 558-2203 or toll free at (888) 804-4510 from 8:30 am to 6:00 pm EST Monday - Friday, except holidays, and one of our representatives will assist you in resetting your PIN. You can also email the help desk at: [support@golearnportal.org](mailto:support@golearnportal.org) or ask for a PIN reset link by going to: [Help Desk](#).

### What should I do if my PIN does not work?

If your PIN does not work, check that you are using the correct numbers. Next, you can go to the login screen and select "Forgot My PIN". You will be provided with your security question and if you can answer that, your PIN will be sent to you. If your PIN still does not work, contact the Help Desk at (202) 558-2203 or toll free at (888) 804-4510 from 8:30 am to 6:00 pm EST Monday - Friday, except holidays, and one of our representatives will assist you in resetting your PIN. You can also email the Help Desk at: [support@golearnportal.org](mailto:support@golearnportal.org) or ask for a PIN reset link by going to [Help Desk](#).



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## **How do I change my rank or any other profile information?**

To update any personal information or to change your PIN, log into the Total Force VLC and go to the Update Profile Information page. Once you have updated your profile, be sure to select the SUBMIT button at the bottom of the page to update your profile information.

## **What should I do if I click on the course link and receive an error message?**

For all course issues, contact the TF VLC Help Desk at Total Force VLC Help Desk or email the help desk at: [support@golearnportal.org](mailto:support@golearnportal.org). To speak with a Help Desk representative, call (202) 558-2203 or toll-free (888) 804-4510 Monday-Friday, 8:30 AM to 6:00 PM EST, except holidays.

## **What if a course will not advance to the next screen, doesn't save my progress, or closes out repeatedly?**

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## **The Next button is not working and it is not on a question screen. How do I proceed?**

Sometimes a screen will include hot areas with REQUIRED additional information regarding a particular topic. In this case, once you have selected the hot areas or links and have viewed the additional information, the Next button will become active.

## **How do I adjust items on the screen that are too small (i.e., course font) or too large (i.e., bottom of course is cut off)?**

Check the zoom level in your browser. Often you can adjust the screen size either up or down. In Internet Explorer, look for the View option across the top menu bar, then go down to Zoom and adjust the screen display either up or down.

In addition, check the browser Text Size setting. Most courses/webpages are designed to be viewed with a Text Size of Medium. If the Text Size is set to Larger or Largest, text may run off the bottom of the screen and not be visible.