

- ❖ **When will I get my LMS login credentials?** The Virginia Learning Management System (LMS) went live on Monday, April 14, 2025. Current VIIS users should have received an email from (noreply@tovuimail.com) with a link: <https://virginialms.stchealth.us> and a unique username and password for VIIS users to create an account and begin training.
- ❖ **Is training in the LMS required before I can access VIIS 2025.** Yes, training in the LMS is required. VIIS 2025 has a lot of different features. The training will help you to navigate the system. The LMS includes training courses, quick reference guides and videos on various IIS topics. Virtual training sessions are available after the completion of the self-paced training. The virtual instructor-led school training sessions are held on **Tuesdays at 3:00 pm** and **Thursdays at 12:00 pm**.
- ❖ **I completed the required training, when will I receive my login credentials for VIIS 2025?** Users should have received two emails on June 24th. Please search your email inbox and spam folder for the email accounts listed below. If you cannot find the emails, contact the VIIS Help Desk.
 - Email 1: Your unique VIIS 2025 username (sent from VAIIS.HELPDESK@STCHOME.COM)
 - Email 2: Your temporary unique password (sent only to users who have completed all required trainings from noreply@tovuimail.com)
- ❖ **I am a new school nurse and never had a VIIS account. How can I sign up for training and VIIS access?** Send an email to VIISInfo@vdh.virginia.gov with your name, email address, school district or name of your school. We must verify access for new users with the VIIS Administrator. After receiving verification, a VIIS Trainer will send you an email with the next step in this process.
- ❖ **I am a VIIS Administrator. How can I create user accounts for my school nurses?** If you did not take the User Management training, that should be your first step. Send an email to VIISInfo@vdh.virginia.gov and state that you need to complete the User Management training. A VIIS Trainer will respond to your email when the training has been added to your user account. A permissions guide can be emailed to you upon completion of the training.
- ❖ **Who would I contact if I need help accessing the LMS or VIIS 2025?**
 - A) The **VIIS Help Desk** can answer your LMS and VIIS questions. They can be reached by phone or email:
 - **Phone** - (804) 773-7250
 - **Email** - VAIIS.HELPDESK@stchome.com

The Help Desk is staffed from 8:30 a.m. until 5:00 p.m., Monday - Friday and closed for state holidays.
 - B) **VIIS Training Team** – VIISInfo@vdh.virginia.gov – Training or User Access questions

- ❖ **Will I be able to search the VIIS database for any child in my school?** Yes. This process has not changed. Users can search the entire database for immunization records.
- ❖ **My user account in legacy VIIS was IR Client Reports Only. I never edited records. Can my user account be changed so I can only look up immunization records?** Our vendor is creating a new school nurse look up role. This role should be available at the end of August or early September. More information to come.
- ❖ **If a school district is requesting in-person training with a VIIS Trainer, can that be scheduled?** VIIS Trainers can host virtual training sessions. Please send your request via email to VIISInfo@vdh.virginia.gov.