myVRS Navigator
Frequently Asked Questions

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Rev. June 2018

1. Setting Up Your Account

How do I set up my user contact account in myVRS Navigator?

If you are an organization's primary administrative authority, VRS administrator or security administrator (top-three user contacts), VRS establishes your user contact account in myVRS Navigator. VRS requires a signed Authorization of Administrative Contacts (VRS-67A) to create or modify these top-three user contacts' access. After VRS sets up the accounts, myVRS Navigator sends you a series of emails with your login credentials.

If you are not one of the top-three user contacts identified above, your organization's security administrator uses myVRS Navigator's online contacts management system to set up your user contact account. As part of establishing your user contact account, the security administrator defines your level of access to myVRS Navigator and specifies the actions you can perform by assigning you specific security roles. After the security administrator sets up your account, myVRS Navigator sends you two separate emails with your login credentials.

What roles are available?

VRS has developed a number of roles for employers. These roles are described in the Employer Roles and myVRS Navigator Security Access Job Aid, which is available in VRS University in the Commonwealth of Virginia Learning Center (COVLC).

How do I know my or my employee's role?

You can reference the Security Role User Report in myVRS Navigator (under the Report menu, select Report Repository), or contact your security administrator to review your user contact security profile. Your organization will assign one or more roles to you that represent your VRS-related responsibilities. Your security administrator will set up your user contact security profile with the role(s) you have been assigned. These roles define the data you can view, create and update in myVRS Navigator.

2. Security

What is role-based security?

Role-based security is a feature that enables employers to automatically manage access to myVRS Navigator and VRS data, based on the work employees perform. By defining the security roles of each person, your organization has the flexibility to grant or limit access to sensitive information. Roles also add an important internal control to your interaction with VRS. Whenever possible, VRS encourages you to designate individuals approving transactions who are different from the ones submitting the transactions. This creates checks and balances for your organization.

Will myVRS Navigator time out my session?

After a period of no activity, myVRS Navigator will end your session, requiring you to resubmit your login credentials to continue. This is a security feature to prevent unauthorized access to myVRS Navigator in the event a user forgets to log out before leaving his or her desk.

3. Employer Roles and Managing Contacts

Is there a limit to the number of user contacts an agency may authorize?

There can be an unlimited amount of user contacts in myVRS Navigator. However, there are certain roles that have a limit on their designation. There can only be one primary administrative authority and no secondary. There can be only one primary VRS administrator and only one primary security administrator. There can be unlimited secondary VRS administrators and secondary security administrators.

Can a primary administrator delegate this role to another employee?

Yes. An organization's highest-level decision maker, such as a commissioner, city manager or school superintendent, typically fulfills the primary administrative authority role in myVRS Navigator. This person must complete the annual compliance review process and may complete some additional organization maintenance functions, such as updating organization contacts.

However, your organization's primary administrator may delegate duties, with the exception of the compliance review, to another employee if he/she does not wish to perform them. To make this change, the primary administrator simply writes to VRS on the organization's letterhead and provides the name of the individual who will perform these functions. Please contact VRS for additional guidance if needed.

Please note that delegating the primary administrative authority role to a different person is not the same as appointing a VRS administrator, who acts on behalf of the primary administrative authority in all capacities, excluding the compliance review. Review the functions of the various roles in Employer Roles and myVRS Navigator Security Access, available in COVLC.

Can my organization designate more than one security administrator?

Yes, VRS encourages having a secondary person named, in cases of sudden unexpected leave of the primary security administrator. Submit a new Authorization of Administrative Contacts (VRS- 67A) identifying the employee. To name more than one additional security administrator, list additional employees on additional pages of part B of the form, including all of the required data from the form. You must complete the form in its entirety, even for contacts that do not change, because it will replace any previous ones on file at VRS. Mail the updated form to VRS.

Is the organization required to have a financial officer (FO) contact and a benefit administrator (BA) contact?

Yes. The FO contact is a communication role responsible for financial statement disclosures. He/she will receive communication from VRS regarding financial information, such as the Government Accounting Standards Board (GASB) reports and VRS contribution rates.

The BA contact is a communication role responsible for understanding and communicating information about VRS benefits and benefit administration.

The information I can view or actions I can complete do not match the duties my employer expects of me. What do I do?

Contact your security administrator to discuss the roles he or she has assigned to you in myVRS Navigator. The roles govern the screens you can access and the actions you can take in the system. To learn more about roles, review Employer Roles and myVRS Navigator Security Access, available available in COVLC.

How often should the security administrator review contacts for accuracy?

VRS encourages the security administrator to review the organization's contact information frequently. During the review, the security administrator is charged with ensuring that designated contacts:

- Have appropriate access to myVRS Navigator.
- Will continue to receive important secure messages and benefit communications.
- Are not sharing access credentials.
- Can obtain VRS information based on their defined business role, including payroll processing, enrolling and maintaining new employees, and accessing information.

VRS does conduct a formal myVRS Navigator Security Review.

VRS uses strict security controls to maintain a safe and secure computing environment. To that end we also expect our participating employers and their business partners to enforce that philosophy and follow controls whenever the employer or its business partner has access to sensitive VRS information. The sharing of registration codes and passwords is STRICTLY prohibited.

I'm enrolling an employee, and I receive an error message when I enter the employee's Social Security number. Why did I receive this message?

At the time of enrollment, myVRS Navigator looks to match an employee's Social Security number and date of birth with existing records. Verify that you have entered the correct date of birth and Social Security number. Once you verify the information entered, if you still receive an error message, contact VRS toll-free at 1-888-827-3847 for assistance to complete the enrollment.

4. Enrolling New Employees

Why is citizenship requested?

Citizenship is not required enrollment information; however, providing citizenship information enables myVRS Navigator to apply the appropriate tax treatment to benefit payments.

How can I add or change optional demographic data in a member record based on life events? Why is the spouse's information needed?

The spouse's information is not required enrollment information; however, marital information allows myVRS Navigator to alert employees to optional benefit programs available for family members. For example, eligible employees can cover spouses and children in the Optional Group Life Insurance Program. If an employee applies for this coverage within 30 days of employment or a qualifying event, coverage is guaranteed. myVRS Navigator will alert employees to this benefit and remind them of the deadline to apply.

You can update optional demographic fields, such as marital status or a spouse's name and date of birth, whenever a change occurs. Employees also can update some information themselves, including a member's name, in myVRS.

Can I set a probationary period for new employees in myVRS Navigator?

Employers that don't provide VRS coverage until after an employee has completed a probationary period should not enroll these employees in myVRS Navigator until after the probationary period is completed. The employment start date should always be the same as the coverage start date.

Will myVRS Navigator automatically assign an employee's retirement plan at enrollment?

Yes. myVRS Navigator determines the retirement plan (Plan 1, Plan 2 or the Hybrid Retirement Plan) for each new eligible employee using the date the employee is enrolled and whether the employee has an existing member contribution or optional retirement plan (ORP) account with VRS. Once enrolled, it is a good practice to verify that the employee is in the correct plan by calling VRS toll-free at 1-888-827-3847.

My employee has been separated by myVRS Navigator—why did this happen? What if I enroll an employee who does not appear on the snapshot when he/she should?

System-Initiated Separations

Members may only be reported for one VRS-covered position at a time. myVRS Navigator will initiate the separation of employees from their previous covered positions if they are enrolled by a new employer. The employee will receive a letter in the mail with a notification that he or she has been separated from employment.

You will need to certify the system-initiated separation of these employees from your organization during the Contribution Confirmation process. Carefully review these employees' records to ensure the information is correct. If an employee has not terminated with your organization, you must change the Employment Status to Active, remove the separation date and save the record. At this point, the system will identify the employee as having two active positions and is considered dually employed. The employee will be suspended from your Snapshot until the employee determines which employer will provide benefits.

Leave Without Pay Status

myVRS Navigator will automatically separate a member in any type of leave-without-pay employment status after 24 months.

What happens when the employee's new employer enrolls the member?

The employee will receive a mailed Election of Employer for VRS Reporting (VRS-9) from VRS, after it is generated under the Communications tab in myVRS Navigator. On that form, the employee will select which employer will provide benefits. Only one selection is allowed for the duration of the dual employment. The employee will return the form to VRS, and VRS will enter the election. The employee will appear on the elected employer's Snapshot. Until an election is made, all benefits will be in a pending state and neither employer will be charged.

The employer that provides benefits will see the employee's Employment Status as Active, and the other employer will see the Employment Status as Active/Not Covered. The Person Account Processor at the employer not providing benefits will receive notification of the employee's election via Secure Message in myVRS Navigator.

What is the difference between employment start date and contract start date?

Employment start date is the date an employee begins VRS coverage, which is usually the day the employee actually begins working. The contract start date is the date the contract starts. Some employees may have nine-month contracts. Others may have 10- or 11-month contracts. A contract employee will have a contract start date for each contract year.

What if I hire a contract employee in the middle of a contract year?

When enrolling the member, the employment start date is the day the employee begins working. However, the contract details must be completed as if the employee was working a full contract. The contract start date must be the start date of the full contract year. Enter the full contract salary in the Salary Amount field.

Because the employment start date entered is after the contract start date, myVRS Navigator will automatically prorate creditable compensation, service and contributions. This will ensure the contract end date for employees hired in the middle of the year is the same as employees hired at the start of the contract year.

What does number of months paid mean?

Number of months paid is the number of times an employee will be paid over the course of a year. You can choose 12, or the number of months the employee works (contract period). The choice impacts the amount of contributions myVRS Navigator bills for each month, although the total for the year is the same. This does not impact creditable compensation and service in the member's record.

If you choose 12 and the employee completes the contract, you will pay the same contribution amount each month for 12 months. If you choose contract period, you pay a higher contribution during the months the employee is working and none during the summer months. For more information, please review Understanding myVRS Navigator's Calculations and Business Rules for Employees Who Work Less than 12 Months.

How does myVRS Navigator accommodate enrolling a new higher education faculty member who has 60 days to choose a retirement plan?

Enroll these faculty members in the same way as you enroll other employees at the start of employment. If the faculty member is eligible to choose between the Optional Retirement Plan for Higher Education (ORPHE) or a VRS plan, he or she must elect the ORPHE within 60 days of first becoming employed in an eligible position; otherwise, the employee will be covered by the VRS defined benefit or hybrid plan. Refer higher education employees to their myVRS accounts for more details on plan comparison and selection.

5. Updating Existing Employees

How do I locate an employee's record so I can update it?

You can search by employee identification numbers (if you've entered them in myVRS Navigator) or VRS customer ID numbers, whichever identifier you chose for your employees. In addition to searching via identification number, you also may search by first and last names or portions of names, date of birth, employment status and more.

What types of changes should I report each month?

You only report updates for already enrolled employees. Updates include changes to an employee's name and any changes pertaining to employment (i.e., job name/contract changes, employment status, salary, etc.). Employees can enter address changes themselves using myVRS.

If you do not have any employee changes to report in a particular month, you only have to confirm the contributions myVRS Navigator calculated and schedule your payment.

How do I report salary changes to VRS?

Create a new salary record in the member's record. If you report online and have salary changes for a significant number of employees, you have the option to submit these changes to VRS, referencing the Changing Salary Using the Salary Report as a Template Process Guide in available in COVLC. If your organization is certified to submit batch files, you also have the option to report salary changes via batch upload (see the Enrolling and Maintaining Employees Using Batch Processing Process Guide in COVLC).

The Department of Human Resource Management (DHRM) will report salary changes for state agencies using the Personnel Management Information System (PMIS).

Because every change requires you to enter an effective date, you can submit changes in advance (up to 60 days) or after the fact.

For more information regarding batch certification, contact VRS at batchsubmissionrequest@varetire.org.

Can I use myVRS Navigator to report the death of an employee to VRS?

No, please notify VRS by telephone. However, the employment status should be changed to Separated, using the date of death as the Separation Date. If the date of death falls on the first banking business day of the month, the status should use the day before the date of death as the Separation Date.

Can I run reports of myVRS Navigator data?

Yes. You have access to a variety of pre-defined reports in myVRS Navigator under the Reports tab in the Report Repository. Some of the reports allow you to choose parameters. All reports can be exported in PDF and Excel formats. Examples include Enrollments for Monthly Snapshot and Employment Changes for Monthly Snapshot.

How often are address changes/corrections allowed?

There is no limit to the number of times a member can perform a change or correction to his or her address by logging into their myVRS account. Employers can manually change or correct a member's address as long as no changes have been made by the member within the last 24 months. If an employer is certified for batch reporting, there is no limit.

6. Employee Identification Numbers

Can I search for an employee using his/her Social Security number?

No. To protect members' identities, VRS has discontinued the use of Social Security numbers except at enrollment. Employers must use either their employee ID numbers or VRS Customer ID numbers to identify employees. Employers made this choice when myVRS Navigator was initiated.

How will I know my employees' VRS Customer ID numbers?

Once you enroll and save a new employee, myVRS Navigator displays the VRS Customer ID number in the employee's Person Details panel on all person-related screens and in the Consolidated View demographics panel.

Can any employer roles view Social Security numbers?

No. Only the person assigned the advanced person account processor role can see an employee's Social Security number in myVRS Navigator.

What if my employee's Social Security number is not correct in myVRS Navigator?

The security administrator, employment processor and advanced person account processor can initiate a Social Security number correction through the Merge Person Account/SSN Correction process. VRS will receive the request for correction and will verify the correct Social Security number before making the change in myVRS Navigator. You will receive a secure message notifying you when this process is complete.

Can I change the employee identification number from a new employee's previous employer?

Yes. When you enroll a new employee with an existing record in myVRS Navigator, you can update many of the available data fields, including the employee identification number.

7. Job Names

What are "Job Names"?

Job Name is a data field VRS uses in myVRS Navigator. Job names are VRS-defined categories. In most cases, they differ from the position names or titles you use for your employees. Each employer has a unique list of the specific job names that apply to employees of that organization. Job descriptions are at the employer's discretion.

- The Employee job name includes most general employees, such as laborers, sanitation workers, public relations officers, utility foremen and building inspectors. Employee is the default job name and is used when an individual does not fall within any other category on your organization's specific list of job names.

- Some job names are based on plan-specific benefits provided by the *Code of Virginia*. These replace the special coverage indicators (such as for enhanced benefits) that you may have used in the past to identify members eligible for particular benefits. Examples include Police Officer and EMT.

- Other job names identify specific individuals, such as organization leaders or officers, and provide additional categorization in VRS' database. This enables VRS to respond to questions from employers or legislators about our membership and identify these populations in cases of future changes to the benefit structure. Examples of these are Commissioner/Director and Manager/Administrator.

Why are job names important?

The job name is one of the key pieces of information that determines the benefits and programs that apply to that employee. This selection also generates specific communications to the employee about his or her VRS membership and benefits.

If I don't see a job name that applies to an employee, can I add a new job name?

No. Remember, VRS job names are not the same as the titles employees have in your organization. Instead, job names are categories that reflect the benefits your organization provides to your employees or other categories of interest to VRS. Most employees in the general VRS plan fall under the Employee job name.

If the existing job name is incorrect in myVRS Navigator, how do I change it?

If timeframe is less than three years from the current date:

You can correct the job name. Please see the Correcting Employee Records Process Guide in COVLC.

If timeframe is more than three years from the current date:

Corrections to job names that were effective more than three years ago from the current date can only be corrected by VRS. Contact VRS Employer Support at 1-888-827-3847 for further assistance.

8. Member Contributions (Defined Benefit)

Under VRS' business rules, what do I do when an employee terminates or goes on leave without pay but doesn't receive enough compensation to cover his or her member contribution?

When employees have insufficient compensation because of the date they terminate employment or begin leave without pay, employers may not be able to collect the full member contribution from the employee. According to the *Code of Virginia*, member contributions can only be paid by an employee on a pre-tax salary reduction basis.

For terminations, you must make the member's termination effective the last day of the prior month in myVRS Navigator. Do not withhold the member contribution for the current month, and refund any contributions already withheld.

For employees on leave without pay, you can advance the contribution on the member's behalf if you anticipate being able to collect the contribution from the member in a future paycheck (such as by withholding double the contribution). This will keep the member in active status and earning service credit. See Employee Contributions and Service Credit Accrual under VRS' Business Rules for more information.

What if I never recoup contributions advanced to an employee with insufficient pay?

If an employee terminates and you are unable to recover the advanced contributions, report the employee as terminated effective the last day of the last month fully funded. VRS will refund the partial month's contributions to you.

How do I refund an employee for contributions withheld on a pre-tax basis?

Create a retirement contribution withholding adjustment to the paycheck. This is the same process you use if you need to adjust the deferral for the 457 plan or the health insurance premium. The adjustment corrects taxes owed on the employee's income, and the remaining balance is owed to the employee. The corrected income and tax withholdings are reflected in the employee's W-2.

If I discover I neglected to report the enrollment of a new employee or an employee's return from a leave of absence, what should I do?

Withhold the appropriate contributions from the employee and update myVRS Navigator retroactively with the effective date of the change. myVRS Navigator will include in the next contribution snapshot any contributions owed for the time period from the date the change went into effect up to the present.

What if an employee refuses to allow deductions of the member contribution owed for a time I did not report him or her in error?

If timeframe is less than three years from the current date:
VRS retirement and related withholding are a condition of employment. Withhold the appropriate contributions from the employee and update myVRS Navigator retroactively.

If timeframe is more than three years from the current date:
The employer must purchase the service as “Service Not Reported by Employer” at an actuarial rate in myVRS Navigator. There is no charge to the employee.

9. Contribution Snapshot

How do I generate my Snapshot?

To generate your snapshot, follow the steps in the Contribution Confirmation Process Guide, located in COVLC.

When I generate/regenerate my snapshot, why does nothing seem to be happening?

The snapshot may take a while to generate. When the snapshot is ready for review and confirmation, the Confirm and Regenerate button will become active.

I have generated my snapshot. Are there any additional steps I need to complete?

After you have generated the snapshot, you must reconcile it to your monthly activity. Once all of the information is correct in myVRS Navigator, you will complete the monthly process by confirming the snapshot.

How do I reconcile my snapshot before I confirm?

The Snapshot screen provides an Employment Summary tab that reflects all activity recorded for that month, as well as activity that represents a change in the month's snapshot. Hyperlinks allow you to see enrollments; employment changes, which include separations, job changes, salary changes, contract changes and leaves; service purchases; and voluntary hybrid 457 percentage changes.

Look at the changes in these categories and ensure all organizational changes have been recorded in myVRS Navigator. Some of these changes may produce adjustments to prior months' snapshots. Any adjustments will be reflected on separate tabs in the snapshot. If you find something has not been recorded, enter the missing information and regenerate the snapshot.

The Snapshot screen also provides tabs that reflect contribution details by type for all employees in your organization. These amounts should be reconciled to your payroll records. All contributions and adjustments are summarized in the Defined Benefit Plan Contribution Summary.

Is there a report of the data in my snapshot that I can download or print for reconciling?

Yes. The security administrator or anyone with the snapshot processor 2 role can request a Snapshot File by following these steps:

- Hover your mouse over Contribution Confirmation in the top navigation, then select Snapshot.
- On the next page, select Search.
- Open the snapshot (generated or confirmed) and select the Request Snapshot File button at the top of the page. The file will take a few seconds to a few minutes to generate.
- Check the box for the security terms and conditions at the top of the page.

- The Download File button will appear and you can select it.
- In the File Download window that opens, you will be able to save the document as an Excel file.

Each time you generate a snapshot, you must request a new Snapshot File Download.

You can and should generate the snapshot multiple times over the course of the month to ensure new data has been entered correctly, instead of adding data and confirming the snapshot on the same day. This allows time for any issues to be resolved before the snapshot is confirmed.

My records show differences in amounts I owe compared to VRS. Why is this?

Most reconciling differences are caused by not applying the myVRS Navigator business rules to your payroll system. For instance, you give a pay increase effective the 15th of the month and immediately begin taking deductions based on that increase. In myVRS Navigator, that increase does not take effect until the first of the following month. The contributions expected in myVRS Navigator will be lower than the contributions withheld in your system. Your payroll system should be adjusted to accommodate the myVRS Navigator rules.

My reconciliation shows a difference of a few cents in the amount I owe for an individual compared to myVRS Navigator. What should I do?

Small differences in contribution calculations are probably the result of rounding differences in your payroll system and myVRS Navigator calculations. Please confirm the snapshot despite these differences. When you schedule the payment, enter the amount shown by your calculations. VRS will write off differences of $5 or less in contributions.

I confirmed the snapshot but then realized I have a few more changes to make. What should I do?

Once a month’s snapshot is confirmed, you cannot make additional changes to it. Enter the changes in myVRS Navigator with the appropriate effective date, and the system will apply the changes retroactively and incorporate contributions owed for past months in the next snapshot.

10. Payments

What is ACH debit?

ACH debit is an automated, electronic transfer of funds through secure financial networks. ACH transactions are more secure and offer increased efficiency and control, including convenient allocation of payments. VRS will withdraw funds each month *only* upon your approval, *only* for the amount you specify and *only* on the date you specify.

How do I make a payment to VRS?

VRS strongly encourages payment through ACH debit or ACH credit because of the efficiency and security offered by electronic payments.

Who at my organization can process payments?

The security administrator sets up the contacts who can initiate payments and/or approve payments. The payment scheduler initiates payments, and the payment approver approves payments. Both roles can view banking information, if set up for ACH debit.

For added financial control, the security administrator should designate one individual to set up payments and another individual to approve payments.

How do I start using ACH debit to pay VRS?

There are two steps to complete before you can begin making ACH debit payments:

1. Provide your banking information to VRS using the Notification of Electronic Payment Information (VRS-61) to accountsreceivable@varetire.org.
2. If you have fraud protection on your account, contact the VRS Customer Contact Center toll-free at 1-888-827-3847 to obtain VRS' bank ID. You will need to provide this ID to your financial institution to set up VRS to debit your account.

Are there any time constraints for scheduling ACH debit payments?

No. You may schedule payments via ACH debit at any time. Be sure to schedule the payment at least three banking business days prior to the date the funds are to transfer, to allow the financial institution time to process the request.

When will VRS withdraw money from my account?

VRS will withdraw funds on the date you set for the withdrawal, only after you have approved the amount. Approving a scheduled payment is the final step in the monthly process of confirming and scheduling a payment of the contributions.

Both payment methods—ACH Debit or Credit—require a payment scheduler in myVRS Navigator. Follow these steps to schedule and approve a payment:

- Hover your mouse over Payments in the top navigation, then select Payment Schedule in the menu that drops down.
- On the next page, for Plan, select VRS. For Scheduler Option, select Snapshot Payment. Then select New.
- On the next page, enter the amount of payment for Payment Scheduled.
- Enter the date and select the payment option of either ACH debit or Other. Other is used to make a payment via ACH credit.
- Save the details and select Submit for Approval.
- Review the payment scheduler and Approve the payment.

How do I send an ACH credit payment to VRS?

Request VRS' banking information by sending an email to accountsreceivable@varetire.org. VRS will send you the information and instructions via email.

Can I continue to pay contributions for another organization?

Yes. VRS understands that some employers coordinate finances with other employers and designed myVRS Navigator with this in mind. The organization you fund can identify you as a business partner and authorize you to access data and submit funds on its behalf.

You may wish to set up a disbursement or payroll account specifically for VRS payments. With a disbursement or payroll account, you can expense payments from each benefit program into a single account and then coordinate payment from that account to VRS via ACH debit.

Contact VRS toll-free at 1-888-827-3847 to obtain information on establishing a business partner relationship.

11. Secure Messages and Alerts

If I'm not logged in to myVRS Navigator, how will I know when I have an alert?

When myVRS Navigator posts an alert, it sends a notice to the email account provided in your myVRS Navigator profile.

I received an email that a new message is available for me in myVRS Navigator. How do I access it?

This email was sent from myVRS Navigator's secure message system. Log into myVRS Navigator; you have two options to view the message:

- Select the words myVRS Navigator under New Message Notification in the email. Then, enter your user name and password to login and view the message.
- Or, log into myVRS Navigator separately and select Secure Message in the accordion panel on the left side of the screen. Click the message title to view it.

12. Training

How do I learn how to use myVRS Navigator?

VRS has created comprehensive online self-study courses to help you learn to use myVRS Navigator. Courses include an overview and step-by-step process demonstrations. These courses are available in the Commonwealth of Virginia Learning Center (COVLC).

See the Using myVRS Navigator Training Catalog for a list of all courses. In addition to training courses, myVRS Navigator includes features such as online help and tool tips, for assistance as you work in the technology.

What is COVLC?

The Commonwealth of Virginia Learning Center is a web-based application that delivers training topics to your desktop, as well as tracks your training progress.

How do I register for VRS University?

If you work for a school, political subdivision or state agency that does not have its own COVLC page, access VRS courses through VRS University. Request access to VRS University. If you work for a state agency that has its own COVLC page, access VRS courses through your agency's COVLC.

What courses are available?

VRS has designed five courses, as well as a number of process guides and job aids for employers. Courses include Introduction to myVRS Navigator; Enroll and Maintain Employees; Managing Contacts; Purchase of Prior Service; and Contribution Confirmation and Payment Scheduling. For a list of the topics included in these courses, view the Using myVRS Navigator Training Catalog.

How do security roles relate to myVRS Navigator training?

Role-based security is a feature that enables employers to automatically manage access to myVRS Navigator and VRS data, based on the work employees perform. Your organization will assign one or more roles to you that represent your VRS-related responsibilities. These roles define the data you can view, create and update in myVRS Navigator. The roles for employers are described in Employer Roles and the myVRS Navigator Security Access Job Aid, which is available in the COVLC.

How long are myVRS Navigator courses?

The length of the course is determined by the type of information you need. The courses include demonstrations for each task. You may view some or all of the demonstrations.

What grade or score do I have to achieve on the tests to pass a course?

The courses do not include any type of assessment. However, you must complete a security assessment in myVRS Navigator as one of the steps to logging in for the first time. You must achieve a minimum score of 80 percent on the security assessment to gain access to myVRS Navigator. View the Security Awareness demonstration in the Introduction to myVRS Navigator Course to prepare for this required assessment.

Can I print a list of the training courses I have completed?

You can print a certificate of completion after you complete each course. You also can print a transcript of all courses you have taken and the scores you received. Your training record is saved in the COVLC for future reference.