VALOR Web Portal

Frequently Asked Questions (FAQs)

Click on one of the topics listed below in the FAQs to navigate to its section:
- Account Issues
- VALOR for BlueLearning
- Technical Issues

Do I have to have a valorforblue.org account to register for an on-site training?
- No. Law enforcement officers can register for on-site classes by visiting the Upcoming Training Events page, selecting the class, and completing the registration form.

Account Issues

Issues with logging into a valorforblue.org account? There are three common reasons why account holders have issues:
1. **Forgotten password.** Visit the Password Reset Request page on this Web site.

2. **First attempt logging on.** When you first register for a VALOR account, you will not be able to access the secure portion of the Web site until you have received approval from the point of contact you listed during the registration process and from the VALOR Web site administrators.

   Note: This process may take several days, based on response times. As soon as you register, an e-mail is sent to your designated point of contact, asking him or her to verify your employment status. One way to expedite your account approval is to verify with your listed point of contact to make sure that he or she has received the verification e-mail and responded appropriately. After your point of contact replies, a member of the VALOR team will approve your account, after which you will receive a follow-up e-mail from the VALOR team stating that you are now an approved user. **If you try to log in prior to obtaining approval, you will receive an error message.**

3. **Recently attended an on-site VALOR training.** If you have attended an on-site training, you will be registered for a VALOR for Blue account automatically, using the e-mail that you provided to register for the training. An e-mail was sent to you just after the conclusion of the class, providing you with a temporary password. If you try to register for an account prior to the end of the training or before that e-mail is sent to you, the Web site will show an error message stating that your e-mail address is already in use. If you are unable to locate the temporary password e-mail, a [password reset](#) will be required.

I am trying to register, but it says that my e-mail address is already in use.

You may already have an account. If you are unable to locate the e-mail with your password, a [password reset](#) will be required.

Note: If you have recently attended an on-site training and try to register through the VALOR Web site, you may see an error message stating that your e-mail address is already in use.

As an attendee of a VALOR training, you are automatically issued an account that keeps track of your on-site training information, which enables you to print a certificate.

Can I set up one valorforblue.org account for all of the officers in my department?

One departmentwide account should not be used to provide group access to the VALOR resources. Once an online training is completed, the system will not know that a different person wants to take the training. Each officer will need his or her own account to get certificates.

If you have multiple officers looking to register for an account, the VALOR team will be happy to work with you to streamline the process. Use the [Contact Us](#) form and fill out the information on the page.

Do I have to be sworn to sign up for valorforblue.org?

At this time, only sworn law enforcement personnel are permitted to attend VALOR trainings and have access to the secure side of the VALOR Web site (grant requirements, U.S. Department of Justice, Bureau of Justice Assistance).

I have recently changed jobs, and my e-mail has changed. How do I update my e-mail address?

Use the Contact Us form and fill out the information on the page. Let us know your old AND new e-mail addresses. A member of the VALOR team will update your information. This update will not require you to change your password.

VALOR for BlueLearning

(Roll calls, online training, Webinars)

Why can't I see the module that I am looking for?

Some Webinars and online trainings require a VALOR for Blue account to access them. Sworn law enforcement personnel can register for an account and then access the secure side of the Web site.

Do I need a valorforblue.org account to register for a Webinar?

It depends. Some Webinars are open to the public. Others contain law enforcement-sensitive information and will require a VALOR for Blue account. The Webinar overview page will indicate whether a sign-in is required.

Sworn law enforcement personnel can register for an account and access some Webinars and other secure content on the Web site.

I was unable to participate in a live Webinar. Will a recording be posted?

VALOR Webinars are recorded and placed on the Web within a few business days of a live event, in the VALOR for BlueLearning section of the Web site. All registered VALOR users will receive notification via e-mail when the recorded versions are posted, with a link to the Web site.

Certificates

How do I print my certificate from the on-site class that I attended?

Through the VALOR Web site, you will be able to download your certificates of completion for VALOR training events that you have attended. To access your certificate(s),

1. Click on the "Manage Account" link in the top right corner of the page.

2. Click on "Print Certificates" to open a page that lists certificates from any VALOR training or conference that you have attended since August 2015.
3. If you do not see your certificate listed, click on the "Missing Certificate" button to request a certificate.

Where is my certificate for the online video/Webinar that I watched?

Some online training modules provide certificates if they contain a testing component. Not all videos, Webinars, and training segments provide certificates of completion.

Technical Issues

Why won't videos play on my computer?

The most common reason why certain videos or recordings will not play on a computer is that the computer is protected by departmental firewalls. Try using a device that is not connected to your department's server, such as a phone or a tablet connected via Wi-Fi. If one of these devices works but your department-issued computer does not, you may have to consult with your information technology department.

Another reason that a video/training does not play correctly may be related to the browser type or setting. Although the VALOR team tests multiple scenarios when uploading content, some settings and browser preferences impact the ability to access content. Try logging in from another browser to see whether that resolves the issue.

What does the lock icon mean when shown next to articles or on an image?

Content shown with a lock icon requires the user to have a VALOR for Blue account.