



How to Maintain Access to Veterans Health Administration Information Technology (IT) Resources

Logging In

Log into the VA network frequently

- At least every 60 days
- **To ensure uninterrupted access, log in every 30 days**

Annual Training

Complete annual training

- Health Professions Trainees (HPTs) mandatory training for all
 - Mandatory Training for Trainees (MTT) TMS item VA 3185966 for new trainees
 - MTT Refresher (MTT-R) annually after MTT completion, TMS item 3192008
- Depending on staff appointment, one of the following will be required:
 - Mandatory Training for Transitory, Part-Time, and Intermittent Clinical Staff (MTTCS) TMS item VA21052
 - FISMA Training, TMS item VA10176
- Users are notified of required TMS training via VA email. VA email should be checked at least every 30 days

Restoring Disabled Accounts

Due to failure to log in

- Call Enterprise Service Desk (ESD) 855-673-4357
 - Must log in within 24 hours or the account will be disabled again**

Due to failure to complete required training or expired PIV card

- Call your VA departmental supervisor for instructions - a new request for access may be required
 - This service is not available after hours or on weekends**

Remote Access

Approval

- Remote access must be approved - contact your VA departmental supervisors/administration for instructions

Remote access options

- Citrix Access Gateway (for Windows or Mac) - provides access to VA remote desktop
- Azure Virtual Desktop - direct connection through Windows Remote Desktop (for Windows only)

Requirements

- PIV card and PIV card reader
 - Availability of PIV card readers provided by VA varies by facility (readers may be purchased elsewhere at low cost)



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Academic Affiliations

REMOTE ACCESS REQUEST INSTRUCTIONS

Here's the link for requesting remote access: <https://vaww.ramp.vansoc.va.gov/selfservice>

1. The first page will ask for your profile information. You will see that a lot of the information is already filled out.
 - a. Add a secondary email; your access approval will be sent to both emails.
 - b. Add in your mail code (i.e. 11E)
 - c. Click "Next"

The screenshot displays the 'Add New User Profile' page in the Remote Access Portal. The page title is 'Add New User Profile' and it includes a progress bar with steps: AD Profile, Justification, Facility, Account Type, Company, Summary, and Access Type. The 'AD Profile' step is currently active. The form contains the following fields:

- User Name: [Redacted]
- User Principal Name: [Redacted]
- Email: [Redacted]
- Secondary Email: [Redacted]
- Primary Phone: 405-456- [Redacted]
- Secondary Phone: [Redacted]
- Mail Code: OklahomaCityVAMC

Two blue arrows point to the 'Secondary Email' field and the 'Next' button. The 'Next' button is located at the bottom right of the form area.

2. You will need to enter a justification as to why you are requesting home access.
 - a. Click “Next”

The screenshot shows the 'Add New User Profile' wizard at the 'Justification' step. The progress bar indicates the current step. The 'Justification' section contains a text area with the text 'ACCESS NEEDED FOR TELEWORK/WORK FROM HOME.' A blue arrow points down to the text area, and another blue arrow points right to the 'Next' button.

3. Enter your facility information
 - a. Add in the State
 - b. Add in the Facility
 - c. Click “Next”

The screenshot shows the 'Add New User Profile' wizard at the 'Facility' step. The progress bar indicates the current step. The 'Facility' section contains two dropdown menus: 'State' with 'OK' selected and 'Facility' with 'Oklahoma City VA Medical Center' selected. Two blue arrows point left to the dropdown arrows, and one blue arrow points right to the 'Next' button.

4. Enter what type of account you have. There are only two options.

The screenshot shows the 'Add New User Profile' form at the 'Account Type' step. The progress bar indicates the current step. The 'Account Type' section contains the text 'I am a:' followed by two radio button options: 'Contractor' and 'VA Employee'. The 'VA Employee' option is selected. A blue arrow points to the 'VA Employee' radio button. At the bottom right, there are 'Cancel' and 'Next' buttons, with a blue arrow pointing to the 'Next' button.

5. Enter your Approving Officials name in the box; if they are not located in the drop-down, you will have to add them to the list.
- To add your Approving Official to the list, check the “Check here if Approving Official is not listed”
 - If your Approving Official is listed in the drop-down; you will select their name, then click the “Next” button.

The screenshot shows the 'Add New User Profile' form at the 'Company & Approving Official' step. The progress bar indicates the current step. The 'Company & Approving Official' section contains a 'Company:' dropdown menu with 'Department of Veterans Affairs' selected. Below it is an 'Approving Official:' dropdown menu with 'Choose Approving Official...' selected. To the right of the dropdowns is a checkbox labeled 'Check here if Approving Official is not listed.' A large blue arrow points down to the 'Approving Official:' dropdown menu. At the bottom right, there are 'Cancel' and 'Next' buttons, with a blue arrow pointing to the 'Next' button.

6. Follow the steps given in the next screen to add your Approving Official.
 - a. Click "Next"

Add New User Profile

Follow the steps below to continue registering a new remote access account.

AD Profile > Justification > Facility > Account Type > **Company** > Summary > Access Type

Company & Approving Official

Company: Department of Veterans Affairs

Approving Official: Choose Approving Official... Check here if Approving Official is not listed.

Begin by first finding the Approving Official using the people finder:

1. Enter the approving official's email address or DomainUsername
2. Click the Active Directory Check icon
3. Click **Next**

Enter Approving Official Email: Search by Email, UPN or DomainUserName

***NOTICE* New Search Instructions!** Cancel  Next

7. The next page will be a summary of the information you entered. Please review the information for correctness then click “Next”

Add New User Profile

Follow the steps below to continue registering a new remote access account.

AD Profile > Justification > Facility > Account Type > Company > **Summary** > Access Type

Profile Summary

AD Profile

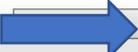
User Name: [redacted]
User Principal Name: [redacted]
Email: [redacted]
Secondary Email: [redacted]
Mail Code: OklahomaCityVAMC
Justification: ACCESS NEEDED FOR TELEWORK/WORK FROM HOME.

Account Type

Account Type: VA Employee

Facility Information

State: OK
Facility: Oklahoma City VA Medical Center
Company: Department of Veterans Affairs
Approving Official: [redacted]

Cancel  Next

8. This page is where you will select the type of access you need.
- a. Select the type of access you require then click “Next”
 - i. CAG Access- used to access the VA desktop with your personal computers
 - ii. RESCUE- used to gain VPN access for users with VA issued laptops.

The screenshot shows a web interface with two main sections: "User Info" and "Request Access".

User Info Section:

- Header: "User Info" with a person icon.
- Registration status: "Registered".
- Facility: "Oklahoma City VA Medical Center".
- Company: "Department of Veterans Affairs".
- Approving Official: [Redacted]
- UPN: [Redacted]
- Network Account: [Redacted]
- Primary Email: [Redacted]
- Other Email: [Redacted]
- Primary/Secondary Phone: [Redacted]
- Remote Access Justification: "ACCESS NEEDED FOR TELEWORK/WORK FROM HOME."

Request Access Section:

- Header: "Request Access" with a chevron icon.
- Instruction: "Follow the steps below to request remote access."
- Progress bar with four steps: "Access Type" (active), "Access Settings", "Summary", and "Terms and Conditions".
- Section: "Access Type" with a sub-header "Listed types do not include already requested access types."
- Form: "Access Type:" followed by a dropdown menu showing "CAG Access (supports all device types)".
- Navigation: A large blue arrow pointing right and a "Next" button.

9. We are now at the final steps of requesting your remote access.
 - a. Read the Terms and Conditions
 - b. Check the "I accept" box
 - c. Click "Next"

User Info

Registered

Facility: Oklahoma City VA Medical Center
Company: Department of Veterans Affairs
Approving Official: [REDACTED]
UPN: [REDACTED]

Network Account: [REDACTED]
Primary Email: [REDACTED]
Other Email: [REDACTED]
Primary/Secondary Phone: 405-456-[REDACTED]

Remote Access Justification:
ACCESS NEEDED FOR TELEWORK/WORK FROM HOME.

Request Access

Follow the steps below to request remote access.

Access Type > Access Settings > Summary > **Terms and Conditions**

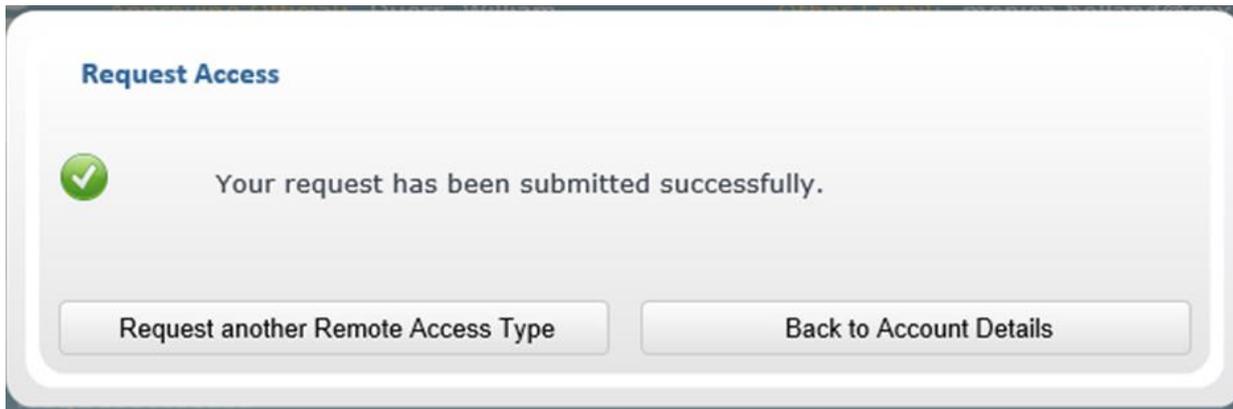
Terms and Conditions

I certify that my VA Privacy and Information Security Rules of Behavior yearly training requirement is current and I will keep it current to maintain my remote access privilege.

I accept

Cancel Next

10. Now you will see the popup that your request has been submitted successfully.



It can take about a week for the remote access to get approved (depending on when your Approving Official approves you). Once approved you will receive an email saying that you have been approved for remote access; this email will come with some instructions as well.

Once approved, instructions to access the system are available here:

<https://raportal.vpn.va.gov/Main1/CAGOverview.aspx>

Access is run through Citrix and depends on your computer operating system.

Obtain a PIV card reader that will work on your personal computer. These are available from Amazon. In general, "Smart Card Readers" that are DOD/Military compatible will work. We have used these successfully:



[Click to see full view](#)

Identiv SCR3310v2.0 USB Smart Card Reader
 Brand: IDENTIV
 4.6 ★★★★★ (14,827) | [Search this page](#)
Amazon's Choice
 4K+ bought in past month

\$13⁰⁷
 ✓prime Same-Day
 FREE Returns

Get a \$150 Gift Card: Pay \$0.00 ~~\$13.07~~ upon approval for Prime Visa. No annual fee.
 May be available at a lower price from [other sellers](#), potentially without free Prime shipping.

Size: **USB A**

USB A	USB C
\$13.07 FREE Delivery Today 5 PM - 10 PM	\$23.00 FREE Delivery Tomorrow

Brand IDENTIV
Media Type Smart Card
Connectivity USB Type A
Technology
Special Feature High Speed Data Transfer
Color Grey

About this item

- Fully Compliant - Complies With All Major Industry Standards, Including Iso/lec 7816, Usb Ccid, Pc/Sc, And Microsoft Whql. As Well As, Emv 2011 Ver 4.3 Level 1 And Gsa Fips 201.
- Seamless Integration - With Identiv-Specific Smartos You'll Get Easy, Complete Support Of All Major Contact Smart Card Ics And Technologies In One Simple Reader.

Ask Rufus

Does it work with macos? Is it compatible with linux operating systems?
 Is firmware upgradeable on this device? [Ask something else](#)

Electronics › Computers & Accessories › Computer Accessories & Peripherals › Memory Card Accessories › Memory Card Readers



[Click to see full view](#)

ZOWEETEK CAC Card Reader Military, Smart Card Reader DOD Military USB Common Access CAC, Compatible with Windows, Mac OS and Linux
 Visit the [ZOWEETEK Store](#)
 4.5 ★★★★★ (2,925) | [Search this page](#)
 1K+ bought in past month

\$14⁸⁹
 ✓prime One-Day
 FREE Returns

With **Amazon Business**, you would have **saved \$73.86** in the last year. Create a free account and **save up to 19%** today.
 Thank you for being a Prime member. Get a \$150 Gift Card: Pay \$0.00 upon approval for Prime Visa. No annual fee.

Bundles with this item



ZOWEETEK Type C CAC Reader, Smart CAC Ca...
~~Was: \$29.84~~
-10% \$26.88

[See all bundles](#)

You must log into the system and open CPRS every 30 days to ensure seamless access.