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# HOW TO MAINTAIN ACCESS AT THE VA

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## Computer access

- Resident must log into the VA computer systems at least once **every 30 days**
- This includes remotely on their personal computer using the card reader **OR** physically on a VA computer using their badge.

## Physical access

- Residents must swipe their badge physically **every 90 days at a VA building, doors, or parking garage to keep it active.**
- If they're on rotation at the VA and use their badge to get into clinic rooms or locked areas, they're keeping that part of the badge active.
- If they aren't going to be at the VA for 90 days or greater, they can swipe their badge to enter the VA parking garage just north of 17<sup>th</sup> Place. Once they badge in, they can drive right back out – and are good for another 90 days.
- If they don't keep physical access active, they can take their badge to the Security Office next to the PIV office and ask for it to be added back to their badge – for general access only.
- If they have 'special access' for areas or office within their VA Service, such as Surgery or Radiology, they need to contact their VA POC to request that access be added back to their badge.

# Roadmap to Keeping Your VA Account Active

Follow these steps to avoid interruptions in access. Our veterans are counting on you!



## Badge acquired

You have your VA badge and your accounts are set up. Go see some patients!

## Log in every 30 days

On a VA computer or via remote access, connect to the VA network and open CPRS



## ONBOARDING

## Maintain physical facility access

Use your badge on a door with a badge reader every 90 days



## Take TMS course once per year

All trainees need to take MTT or MTT-R annually\*\*



## Account deactivated due to inactivity?

Call the Enterprise Service Desk at 855-673-4357

## Renew Badge certificates every 3 years

If your program is more than 3 years long, you must renew the badge certificates before your third-year ends



## Return your badge

When you have completed your clinical responsibilities, please return your badge to the PIV office

## GRADUATION



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\*\*to make an appointment to renew your badge certificates, go to [AI Scheduler \(gsa.gov\)](#)

\*\* MTT is Mandatory Training for Trainees. MTT-R is the refresher version. You are not required to take any other TMS courses, but you must take these, even if they don't show up on your TMS home page. If the course isn't automatically assigned, search for it under "what do you want to learn today?"

Need help?

[vhaechhpe@va.gov](mailto:vhaechhpe@va.gov)  
720-723-4026



# 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)



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