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

Logging In

Log into the VA network frequently

- At least every 90 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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