

## Virtual Private Network (VPN)

### VPN Access through the VA ANN ARBOR HEALTHCARE SYSTEM

#### FIRST-- DO YOU NEED ACCESS OUTSIDE THE VA HOSPITAL?

You probably do. From the University, from home, or while traveling, you might want to sign notes or answer a question about a VA patient. If so:

#### THEN YOU NEED AAVA APPROVAL FOR OUTSIDE ACCESS TO VA SYSTEM

To request VA VPN access approval: *You must be on the VA network at the VA to reach this website:* <https://vaww.ramp.vansoc.va.gov/>

Be sure to complete all fields in the request – VAs will reject if *anything* missing.

- **Phone:** Your office phone, either VA or UM
- **VA Office Mail Code:** ♦
- **E-mail:** list your va.gov address (you may list as secondary Yahoo, Gmail, or UofM)
- **Type of computer:** Personal
- **Reason:** I am a \_\_\_\_\_ rotating at the Ann Arbor VA. In order to provide timely, efficient, and appropriate patient care it is necessary for me to have access to patient records remotely.
- **Facility:** VA Ann Arbor Healthcare System
- **Select for account type:** “VA employee”
- **VA Supervisor:** ♦

♦ **ONLY TRAINEES USE:** Mail code: 11J (one-one-J); Supervisor: Jill P. Thompson

♦ **ALL OTHERS:** Get mail code from your supervisor

*You should get an e-mail when approved.*

#### MEANWHILE, YOU MUST GET A VA PIV CARD AND GET THE PIN ACTIVATED

**For House Officers and Fellows:** Follow instructions in your VA initiation packet. Contact VA GME Office (Jill Thompson (7:45 AM-3:45 PM, 734-845-3401 as of 2016) after fingerprinting;

Typically you have your photo taken on a walk-in basis at Human Resources, and later to pick up your PIV card and register a 6 digit number of your choosing (you can repeat some numbers – but not all zeros and certain other restrictions). You need the PIN to get outside access, sign for controlled substances; it also makes signing in on VA computers easier.

#### NOW YOU NEED A WAY TO SIGN IN TO THE VA’s CAG (CITRIX ACCESS GATEWAY)

You will use either a **USB card reader** (obtained from AAVA OI&T or Education Service) and your PIV card (note: using a card reader with a Mac computer is beyond the scope of this document; however, you might try

<https://raportal.vpn.va.gov/Main1/ImageStream.aspx?DocID=4732>) and log in twice with your network info as described under “Now You Are Ready” below),

**or, more likely, you will use: SafeNet MobilePASS**, a number-generating app for cellphone or computer. (*You want this on your phone because you may not always have a PIV card reader with you! It does not appear to add any restrictions onto your phone.*)

1. Download the SafeNet MobilePASS Application to your device from your app store.

MobilePASS for iPhone or iPad	MobilePASS for Windows desktop (Win 7 or higher)
MobilePASS for Android phones	MobilePASS for BlackBerry

**2. Go to the VA and bring your phone or other device\* with you.** *You must be at the VA to reach this site:* <https://otp.strongauth.va.gov/rdweb>

\*If you are setting this up for a non-portable computer, you will use a phone/tablet/laptop to generate the code you will use to sign in on the non-portable computer, so bring the portable device with you to the VA for the steps below.

- When on the above site, click on the CAG OTP Enrollment; then click on Connect, then on OK. (If you see a ‘scriptproxy’, it’s not necessary to click on it.)
- Then you **MUST** click on switch user (your typed-in password won’t work). Have or put your PIV card in the slot to be read. Click on the icon for your PIV card. Within a limited time enter your PIV’s PIN – *using the number keys above the letters* (easier because the keypad “num lock” may be reversed from standard). Click the → that points right. Wait. Click on Enroll a New MobilePass, then click on Submit. Open MobilePASS on your phone or other device, and click on Manual Enrollment. Carefully follow instructions that appear on both your phone/device and the VA computer. You do not need to use caps, hyphens, or tabs.
- When you see on the VA computer that your MobilePASS token is successfully enrolled, hit Continue on your phone/device. The MobilePass software on your phone/device needs a PIN, too, of your choosing. Surprise! 😊
- You will start getting Passcodes (act quickly, you only get a few passcodes by the time you have to enter your MobilePass PIN again). Passcodes/tokens are needed to get into the VA CAG (see below) with your phone or other device.

**NOW YOU ARE READY!**

For access from the University, home, traveling, go to website <https://citrixaccess.va.gov/>  
Bookmark it

Access is available only in primary NATO countries (not in their possessions), and perhaps in a few other of our allies. **Remember and plan:** There is no access to CPRS from a great many foreign lands.

Note: The sign-in page says “VA Citrix Remote Access” with an all-black background.

Click on icon for PIV card if using your card reader (just keep trying it until it works) or, **more likely, click on icon for OTP token, then:**

Enter the domain\username= **vha11\vhaannxxxxxx** (i.e., you enter vha11\ followed by your VA user name –starts with “vhaann”; usually followed by last name and first initial) and your regular VA **network password**. **AND your token** as generated by MobilePass on your phone/device. Note the remaining time for your token – you might wait for the next token so you have enough time. If it times out, you have to fill in all 3 boxes again!

-After sign-in, you may be presented a screen to install Citrix – generally, you should click on “skip to log on”, “skip installation”, or “upgrade later”.

-You’ll see two folders. Click on “R03-General Applications” if you want to access your VA email or use Internet Explorer to reach a VA internal page.

**For CPRS**, single click on “R03-VISN 11” then on “Ann Arbor” and then on “ANN-CPRS”. You may have to click on “open” launch.ica. Then sign into CPRS in the usual way.

It often takes longer than it should to see the CPRS sign-in box. Be patient.

(Note: It is convenient to set your network password and your CPRS “verify” password to be the same.)

-You are seeing software that's running on a computer *in a different location*. You likely won't be able to copy and paste from the VA software into Word, email, or other software on your device.

**You must log in from outside the VA every 30 days to remain active.**

**Suggestion: Remember with a recurring appointment q 29 days on your calendar.**

If your password has expired, try <https://vaww.ramp.vansoc.va.gov/selfservice/>

If your account was deleted, get administrative help and then re-apply for access (see top of page 1).