

Current Health Profession Trainee at Ann Arbor, Toledo and Flint CBOC

Your Ann Arbor VA Access is **active** IF your last login to **BOTH** Windows **AND** CPRS account is within the last 89 days and your **Mandatory Training for Trainees (MTT)** in your [Talent Management System \(TMS\)](#) is up-to-date (a refresher is required every 365 days).

If you have been on an Ann Arbor VA rotation previously and you are not sure if your account is active you can refer to the troubleshooting table below or continue reading.

To check the status of your MTT [click here](#) to login into TMS. If you are having any issue with your TMS Login please contact our TMS Coordinator Tasha.Burkes2@va.gov

1. If your last login was between 90 days and 180 days and your MTT is current, your account is Disuserd to resolve call the 1-855-NSD-HELP.
2. If your last login was between 90 days and 180 days and your MTT is NOT current, your Network account is inactive:
 - a. If your MTT is less than 30 days overdue, call 1-855-NSD-HELP Complete MTT as soon as possible to avoid another deactivation.
 - b. If your MTT is 30 – 60 days overdue
 1. Complete your MTT
 2. Email Jill.Thompson@va.gov your full name and start date.
Jill will call the Enterprise Help desk as your supervisor and your account will be reactivated instantly.
 - c. If your MTT is more than 60 days overdue
 1. Complete your MTT
 2. Email your MTT certificate to Jill.Thompson@va.gov
Jill will submit a reactivation request for you, which will take 3-14 days.
3. If your last login was more than 180 days, your account CPRS will be Terminated. To resolve
 - a. Complete your MTT if not current
 - b. Email your MTT certificate to Jill.Thompson@va.gov
Jill will submit a reactivation request, which will take 3-14 days to be completed.
 - c. You will be contacted once the request is completed.

Quick troubleshooting table

Network and CPRS account	
Problem	Remedy
Last login >90 days and <180 days = both accounts disabled	1-855-NSD-HELP (immediate repair)
Last login ≥180 days = both accounts terminated	Jill.Thompson@va.gov ; repair will take 3-14 days
Yearly MTT not completed	
1-30 days beyond 1 year	Call 1-855-NSD-HELP and complete MTT (immediate fix)
31-60 days beyond 1 year	Complete MTT then contact Jill.Thompson@va.gov . Contact AOD after hours.
>60 days beyond 1 year	Problem. Complete MTT, email certificate to Jill.Thompson@va.gov ; repair will take 3-14 days.