

Virtual Private Network (VPN)
VPN Access through the VA ANN ARBOR HEALTHCARE SYSTEM

If you need access outside the VA hospital, from the University, from home, or while traveling, to sign notes or answer a question about a VA patient, then you need a request and an approval for VPN.

To request VPN *you have to be on a VA workstation at the VA network at the VA to reach this website:*
<https://vaww.ramp.vansoc.va.gov/Pages/Dashboard.aspx>

Also found on AAVA Homepage under: Services→ISO→Request Remote Access for CAG or Rescue
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:** **11J**
- **E-mail:** list your va.gov address (you may list as secondary Yahoo, Gmail, or UofM)
- **Type of computer:** **Personal**
- **Reason:** **For patient continuity and to complete CPRS documentation**
- **Facility:** **VA Ann Arbor Healthcare System**
- **Select for account type:** **“VA employee”**
- **VA Supervisor:** **Jill P. Thompson**

ONLY TRAINEES USE: Mail code: 11J; Supervisor: Jill P. Thompson

You need PIV and PIN to get outside access, sign for controlled substances

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

You will use either a **USB card reader** *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!*)

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
MobilePASS for Windows phone	MobilePASS 8.4 for Mac OS X 10.9 or later

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.
- 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

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\vhaannxxxxxxx** (i.e., you enter vha11\ followed by your VA user name –starts with “vhaann”; usually followed by the first 5 letters of 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.

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.

<p>You must log in <i>from outside the VA</i> to remain active. Suggestion: Remember with a recurring appointment q 29 days on your calendar.</p>

Remote Access Technical Assistance: National Service Desk (NSD)
1-855-NSD-HELP (1-855-673-4357) Option 6, Option 1 or NSD.VPNSecurity@va.gov