

HOW TO GET REMOTE ACCESS TO VA SYSTEMS (CPRS, OUTLOOK, ETC...)

1. Apply for remote access privileges
 - a. From a VA computer go to :
<https://vpnportal.vansoc.va.gov/SelfService/UserLogin.aspx>
 - b. Use your Windows Username and Password (e.g. vha22\vhagladoej)
 - c. Follow the instructions to apply for VPN (virtual private networking) approval-
“Neil Paige” is your supervisor
 - d. In several days you will get an email notifying you of approval for VPN 5. The email may include forms. If so you must fax the signed an acknowledgement of Behavior Rules form to the Information Security Officer at [818-895-9510](tel:818-895-9510) fax
2. Once approved go <http://www.citrix.com/downloads/>
3. Find Downloads: select “Citrix Receiver” and select your operating system
4. Ensure that the Citrix you download will run on your operating system. If you have an older operating system then google search for a citrix download for your appropriate operating system.
5. When the system ask for a work email click “Finish”.
6. Once citrix is installed on your computer use go to <https://vacagwest.vpn.va.gov>
7. Domain: “vha22\vhagla...”; Password: Computer password
8. CPRS is located under “R01-General Clinical Applications” and VA Outlook Email and Microsoft Lync is under “R01-General Application”
9. Select “VISTA.WEST-LA.MED.VA.GOV” near the bottom of the list.

Troubleshooting tips:

- MAC users: If Safari does not work, try Firefox
- Double check that you downloaded the Citrix Receiver that is appropriate for your operating system
- 24 hour service desk at Phone [855-673-4357](tel:855-673-4357) option 6

BEFORE YOU ARE ABLE TO LOG IN REMOTELY YOU WILL HAVE TO HAVE MOBILE PASS SET UP OR HAVE A PIV CARD & CARD READER

Mobile Pass Process-

After you have been granted Remote Access you will need to get Mobile Pass in order to log-in from home.

Follow below Steps—involves downloading app onto phone and then using a VA computer to set up.

Step 1: Go To App store on your mobile device

Step 2: Download MobilePass App (free)

Step 3: Go to the Quick Start Guide and see if you can follow the instructions as to how to get a token and authenticate it (this will need to be done at work).

Please use the Quick Start Guide found at

<https://raportal.vpn.va.gov/Main1/ImageStream.aspx?DocID=3723>

(click on your device on page 2 or 3)

See Frequently Asked Questions to help answer questions you may have about MobilePASS, as well as assist you as you download, enroll, and use your MobilePASS.

For assistance with MobilePASS installation and operation, please contact the National Service Desk by calling at 1-855-NSD-Help (855-673-4357) — Option 6, Option 1 or via email at NSD.VPNSecurity@va.gov