VA Remote Access and Telework

This document was compiled by research personnel at Malcom Randall VA Medical Center and North Florida Foundation for Research and Education.

Definitions
- **Telework** is when paid employees spend part of their tour of duty at an offsite location and will be compensated for this time.
- **Remote access** refers to technology that enables employees to log into VA email and VA networks when offsite. Remote access is a prerequisite to telework. Remote access can also be used in the absence of a telework agreement, but with no compensation.

Instructions for Telework Approval
Telework must be approved by your supervisor(s). Employees who wish to telework must coordinate closely with their supervisor(s) to write a formal work plan that includes (a) duties to be performed during telework; (b) the method by which telework activity and productivity will be measured by supervisors; (c) deadlines and expectations for when work is to be completed.
Employees will also need to complete the following steps:
- Complete the form "VA0740 Telework Request Agreement" and submit to your supervisor.
- Complete training and obtain certificate for the following course(s):
  - TMS course VA1367006 - Telework training module for employees
  - If applicable: TMS course VA1366994 - VA Telework Training Module for Managers
- Send these to:
  - Research Service Administrative Officer
  - Or BRRC Administrative Officer (for BRRC personnel)
  - Or NFFRE Director (for NFFRE personnel) or

Instructions for Remote Access
Remote access must be approved through VA Information Technology. Complete the following steps:
- Complete training and obtain certificate for the following course(s):
  - TMS course VA Privacy and HIPAA Training *(most employees have already taken this course)*
  - TMS course VA Privacy and Information Security Awareness and Rules of Behavior *(most employees have already taken this course)*
- Know your VA email address and VHANFL username (usually first five letters of your last name plus first letter of first name)
- Sign into a VA computer and go to the Remote Access Portal :
  https://vaww.ramp.vansoc.va.gov/Pages/Dashboard.aspx

- Select **Self Service Portal** at the top of the screen.

- You will then be instructed to enter information into your user profile. Enter the requested information then click "Next" on each screen.
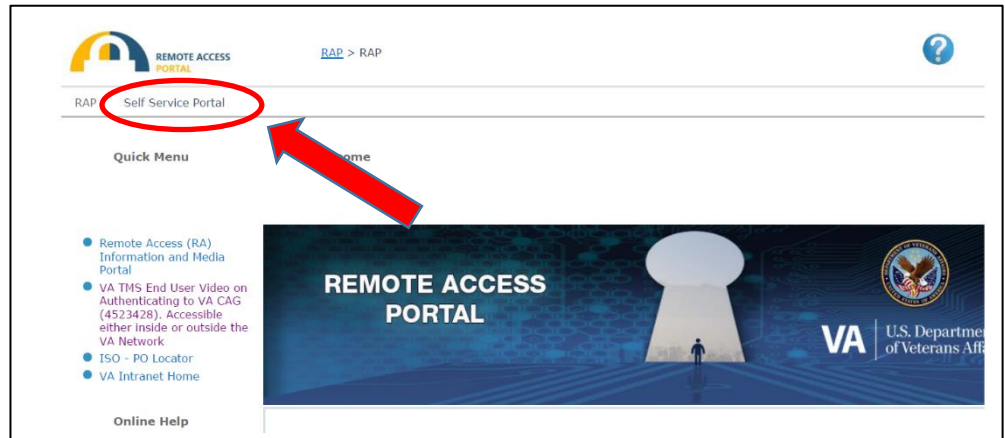
You will be guided through several webforms. The exact details from this point on may change as VA Office of Information and Technology update their workflows, technology, etc. Please reach out to directly to OI&T with questions and/or visit this website:
https://www.oit.va.gov/resources/remote-access/

Instructions for _optional_ PIV exemption while awaiting a card reader
Remote access typically requires a PIV card (VA badge) reader connected to the USB drive of your computer. However, temporary exemptions can be made while you are awaiting delivery of a card reader. To login to CAG without your PIV card you must first request a PIV exemption. This will be valid for a temporary basis (e.g., 14 days). Card readers may be provided by the VA, or you may need to purchase a card reader for extended offsite access. Please see the PIV Card Reader section of this webpage: https://www.oit.va.gov/resources/remote-access/

To request a PIV exemption either call the Enterprise Service Desk at 855-673-HELP (4357) OR send a message through **"Your IT"** from a VA computer. They will issue approval, but you have to contact them for the password.

For more information about telework and remote access visit:
https://www.oit.va.gov/resources/remote-access/

This page is accessible whether you are on or off the VA network. It includes instructions for getting started, as well as frequently asked questions for common problems you might run into at home—such as optimizing your internet connection. If you need additional help, the phone number for the Enterprise Service Desk is 855-673-4357.