

PIV Card (VA Badge) Problems and Solutions

Part 1: Procedure if you *lose or forget your PIV card*

Part 2: Procedure for a *blocked PIV Card* (when an upgraded card is required; instructions from ORD as of 12/19/22)

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How to get a PIV exemption in a pinch



Maybe after a long morning commute and a spilled cup of coffee you realize you forgot your PIV card at home. Or you're in panic mode because you have a deadline, and your PIV card or reader isn't allowing you to access the VA network.

No matter why you need a PIV exemption — there is a low-stress solution for you.



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No! It happens sometimes. Take a deep breath and try this.

The easiest way to [get a one-day exemption](#) for a forgotten PIV card is through the 24-hour yourIT Service Portal's Service Catalog with an [ID.me](#) account. First-time ID.me users can [create an account](#) through AccessVA with a driver's license or knowledge of your credit history.

My PIV card or reader isn't working. Can I still get online?

Of course. Don't let hardware issues get you down.

You can get a 14-day PIV exemption for equipment malfunction while you sort out what's wrong with your PIV card or reader.

Create a ticket by contacting the Enterprise Service Desk (ESD) at 855-673-4357 (TTY: 1-844-224-6186). If the PIV card is the issue, you'll need to



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Important: If you request a 1-day or 14-day exemption more than twice in five weeks for the above-referenced reasons, you will need your supervisor's approval. If your supervisor has granted you more than two approvals in an eight-week window, any further exemption request will go to their supervising manager. In short: don't make it a habit!

I lost my PIV card. Is this the end of my career?

Definitely not — but it is serious.

It is a potential security breach, and you should report it to your supervisor and [Information System Security Officer](#) (ISSO) within an hour. You can then focus on getting your 14-day PIV exemption for a lost or stolen PIV card by calling the ESD at 855-673-4357 (TTY: 1-844-224-6186).

Your ISSO will freeze access on the old PIV card and your supervisor will handle

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How can I get network access for a new staff member waiting for their PIV badge?




A new staff member with a network account is eligible for a 14-day “New Staff to VA” PIV exemption while waiting for their PIV card. An onboarded staff member, their supervisor or Contracting Officer’s Representative (COR) can request the exemption by contacting the ESD at 855-673-4357 (TTY: 1-844-224-6186) and providing the appointment date when they will pick up their PIV badge.

I have a 508-related disability limiting my use of a PIV card. What do I need to do?

Contact your supervisor, ISSO or COR and have them request an exemption. They will contact your designated Reasonable Accommodation Coordinator to submit



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[KBUIU/56/](#) address roles and actions concerning 508 PIV Exemptions.



What about special cases?

Special case PIV exemptions are approved for emergency or disaster events and are handled on a case-by-case basis. Contact the ESD at 855-673-4357 (TTY: 1-844-224-6186) and a technician will coordinate with the appropriate teams.

Submitted by VA's Office of Information and Technology (OIT), Washington, DC.

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How to deal with a blocked PIV Card

Your PIV card may suddenly fail, not working when you enter your correct pin, so here is what is happening, as you need to get a temporary waiver to work without the PIV card and then get a new one.

The VA has been shifting from the legacy system to a new system, "USAccess", which requires a new card. However, rather than scheduling an upgrade, they may begin by blocking your current PIV card.


You will be unable to log on to your computer as it does not recognize the card despite entering the correct pin multiple times. But, the error message is ambiguous and you might think it is the computer. If you are onsite, you can try another computer with your PIV card or just call IT, as it is likely your PIV card. If you are remote, just call IT.

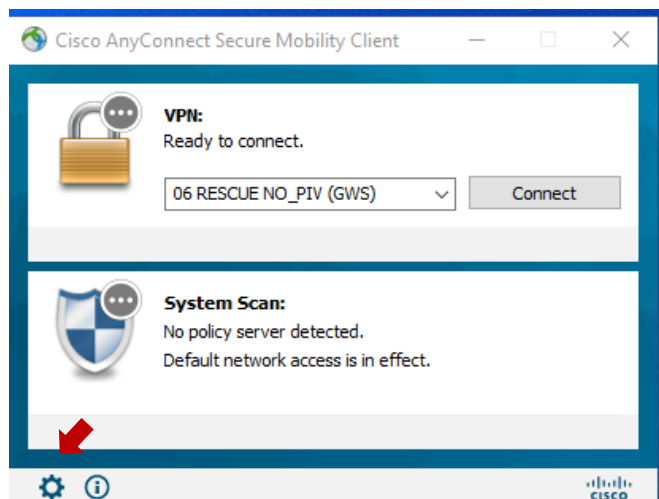
Call the IT service desk (855-673-4357 or from the medical center call 24949). They can either fix it if it is not this issue or inform you that your card needs replacement. Follow the interactions below, but also contact your research administration or other supervisor to get a new card.

Ask the IT service desk person for a PIV waiver and say that it is because your card is not working; they should offer you a two week waiver. (When you leave your PIV card home, they offer a shorter waiver).

IT will give you a temporary password that you use with your VHA login (ours in SF looks like VHASFCNAMEX)

Below are instructions for logging in remotely and logging on to CPRS, as both are different with a waiver.

If you log in remotely, you need to do it via 06 RESCUE NO_PIV (...). However, the drop down will not work if it is set to automatic. You then have to click on the setting wheel icon  to enable those pathways.



When logging in remotely by the 06 RESCUE route, you may have to put your VA number with before your login name (e.g., for SF, VHA21\VHASFCNAMEX). Once you have done this successfully, the next time it will ask you for your waiver password.

When you are working under a waiver, there is a separate way to get on CPRS regardless if whether you are on site or remote. The alternative path is via Network ID that requires user name and the waiver password.

Type them in as indicated below and hit Network Login.

Smart Card:
*Click the card image for PIV logon

Network ID:
*De-activated for most users

1. **Type in your VHA Username**
Username:
Enter your network username
For example: vhaispgaberr

or

2. **Type in your PIV exemption password**
Password:
Enter your network password

3. **Click on Network Login**
Network Login

Cancel

Then, call your PIV office or the office that supervises you and set up an appointment to get a new PIV card. Who to contact varies by medical center. It often requires “sponsoring” by the service you work at. You will need a photo ID such as driver’s license and the old PIV card. If you lost the old one, you need two photo IDs.

Also, there is a national shortage of PIV cards. If you cannot get yours within the two week waiver, just call for another two week waiver.

When you get your new PIV card: You need to publish your e-mail certificate from your computer. In the search function, type: “Publish My eMail Certs” until the app appears, and then open the app. Select the credential attached to USAcess. Check “OK” on the pop-up window. When the second window pops up, ensure the window says “complete”, then click “OK”.