

yourIT: Employee Self-Service

You can now initiate your own 24-hour PIV exemption!

What is Employee Self-Service?

- » A method to access the self-service options of the yourIT Service Portal from outside of the VA network.
- » It is available from any internet connected device.
- » It is designed to return you to full operations as fast as possible.

What services are currently available?

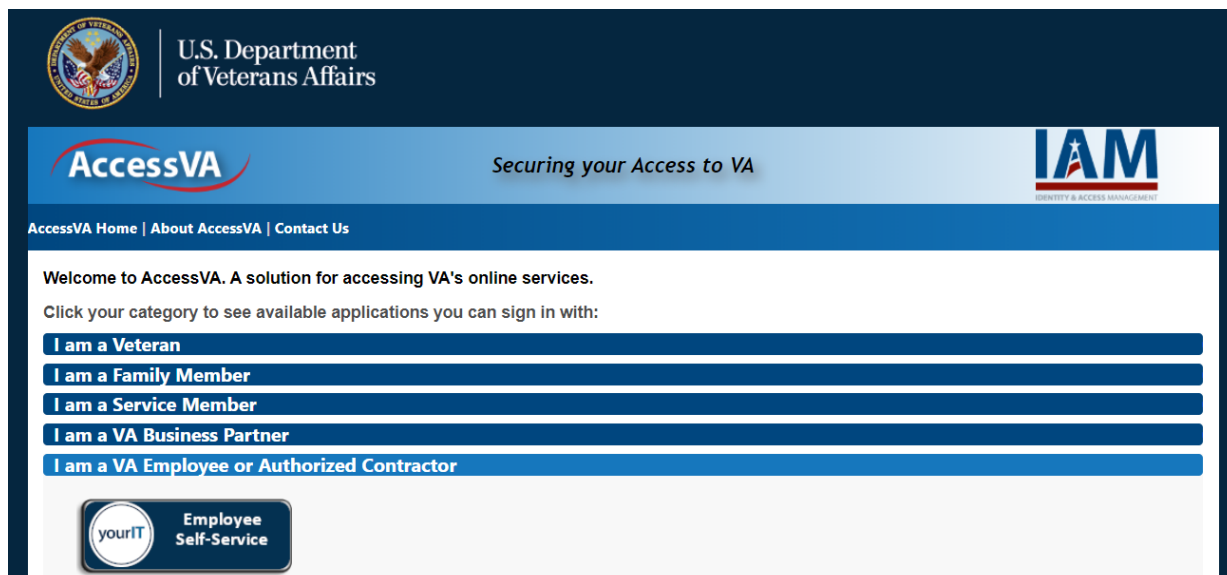
- » PIV cardholders (almost all employees) can initiate an immediate 24-hour PIV Exemption, for situations such as accidentally leaving your PIV at home.
- » VA Network Account Password Reset is available for those who use a password to access their VA account due to mission-specific requirements.

Who do I contact with questions?

- » If you need assistance using Employee Self-Service, call the ESD at (855) 673-4357.

How do I find it?

- » Navigate to access.va.gov from an internet connected device.
 - Click to expand "I am a VA Employee or Authorized Contractor"
 - Click on Employee Self-Service
 - Sign in or register with ID.me
 - Follow instructions on screen
- » Scan this QR code with your phone to open access.va.gov:



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VA



U.S. Department of Veterans Affairs
Office of Information and Technology



What is required for Self-Service?

- » To access Employee Self-Service, you will need to register with ID.me, an identity verification service.
- » Registration takes only a few minutes to complete
- » If you have trouble while registering your ID.me account, please visit va.id.me.
- » You will need an internet connected computer or a smartphone. Personal devices are okay to use.

What is ID.me?

- » ID.me is used by VA for identity verification.
- » VA also offers ID.me to Veterans to access VA resources through access.va.gov.

Frequently Asked Questions about ID.me

Q: Can you use an ID.me account created for another service to access Employee Self-Service?

A: Yes.

Q: Do I need to use my VA email to register with ID.me?

A: No, you must use a personal email. If you are locked out of your VA account and were to use your VA email, you wouldn't be able to get the confirmation code, since email validation is required for registration.

Q: Does ID.me validate that I am a VA employee or authorized contractor?

A: Yes, ID.me is a VA-trusted identity verification partner.

Ways that ID.me verifies your identity

- » You may choose one of these options:
 - Answer questions about your credit history
 - Upload photos of your driver's license
 - Upload a photo of your passport
 - Upload photos of your passport card

ID.me + VA



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VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry this won't affect your credit score.

This process only takes a few minutes.

Choose a verification method



Answer questions about your credit history

Answer questions about your credit history and tell us your name, address, phone number, birth date, and social security number so we can confirm your identity.

Start Now



Upload photos of your driver's license

Upload a photo of your driver's license and enter your social security number. Then we'll confirm your identity with public records.

Start Now



Upload a photo of your passport

Upload a photo of your passport and enter your social security number. Then we'll confirm your identity with public records.

Start Now



Upload photos of your passport Card

Upload photos of your passport and enter your social security number. Then we'll confirm your identity with public records.

Start Now





Account Management: How to Log In After Receiving a PIV Exemption or Password Reset

🕒 August 22, 2025 • 📄 KB0109031

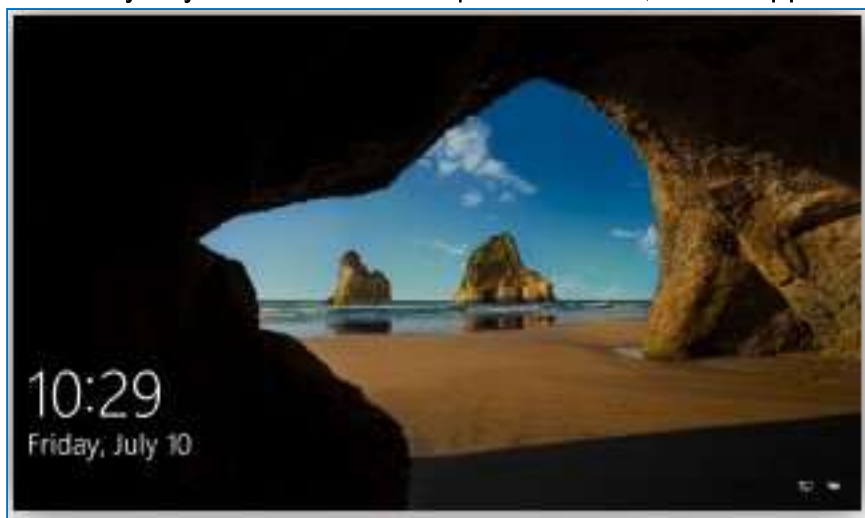
End User Solution

Click to view Video.

If you need instructions on how to login after receiving a PIV Exemption, follow the steps under the applicable heading below.

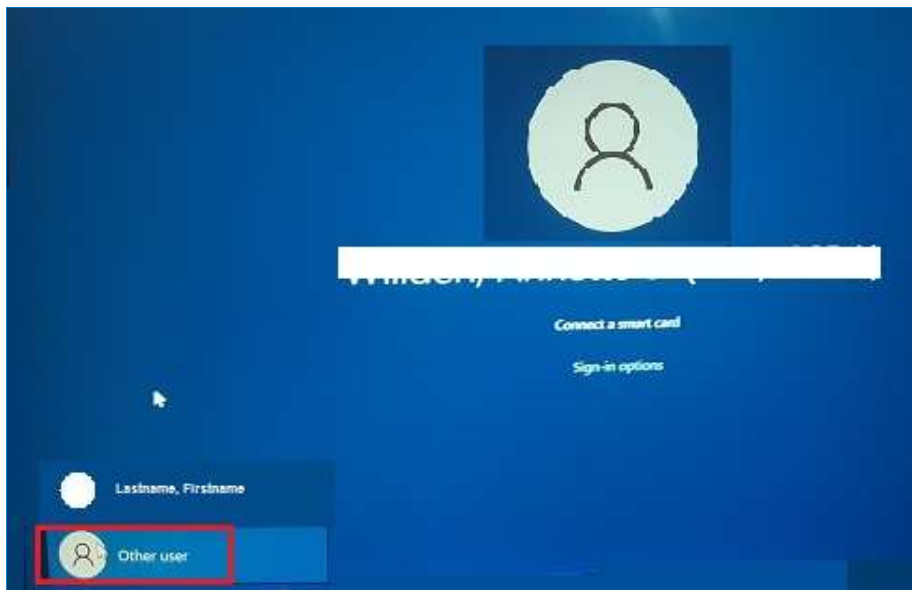
Windows - Internal to VA Network at VA Facility

1. Press any key at the Windows Splash Screen, which appears after startup/reboot.



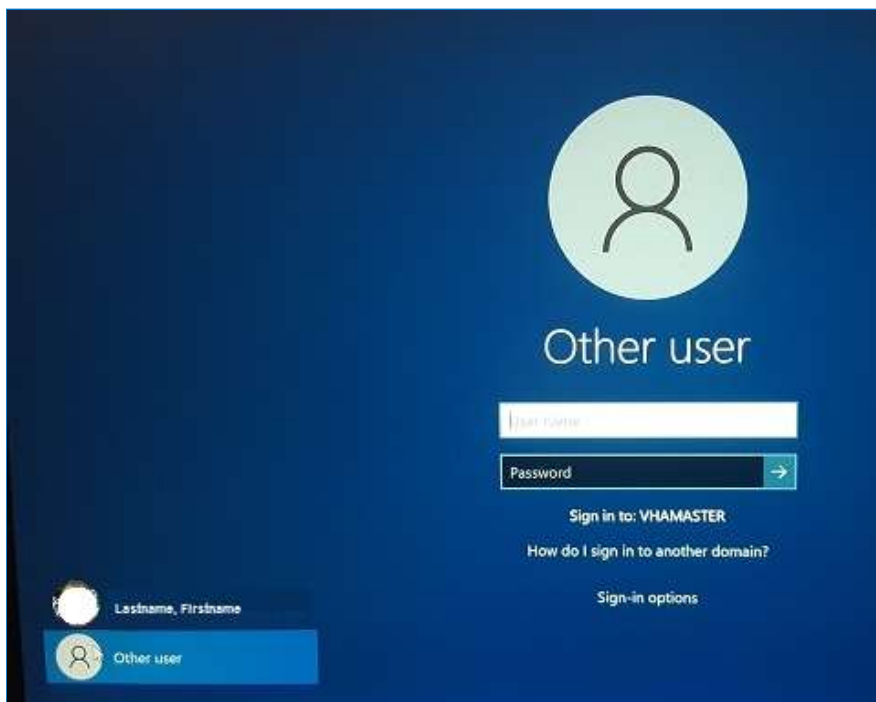
2. On the **Security Warning** screen, click **OK**.
3. At the initial login screen, click **Other User**.





4. Login to Windows with your Username and the password you received during the PIV exemption process.

NOTE: The correct format for Username should be Domain\AccountName ex. VHA19\VHA###LIIIF.



5. Press **Enter**.

NOTE: Upon first login, you may be required to change your password. For additional information about the VA password requirements, refer to KB0012935.

If you need assistance, contact the Enterprise Service Desk using the contact information at the end of this article.

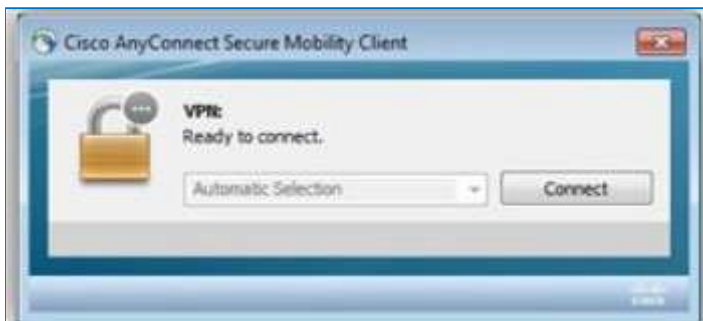
RESCUE VPN (Cisco AnyConnect) - Remote Access NOT at VA Facility

1. Press any key at the Windows Splash Screen, which appears after startup/reboot.



2. At the **Security Warning** screen, click **OK**.

3. At the Windows sign-in screen, click the **Network Sign-in** icon. The Cisco AnyConnect Secure Mobility Client (RESCUE VPN) should open.



4. Update the **VPN** drop-down selection to one of the servers (gateways) with a name that contains **06 NO PIV (GW*)**.

NOTE: Select the server (gateway) closest to your location. The asterisk (*) represents the VPN location: E=East, N=North, S=South, and W=West.



- If RESCUE_NO_PIV is available via the drop down menu, go to Step 5.
 - If the drop down arrow to the right of **Automatic Selection** is grayed out, the Automatic VPN server selection is enabled. It must first be disabled in order for the RESCUE_NO_PIV drop down menu to be visible. To disable it within Cisco AnyConnect, follow these steps:
 - A. Log into the system using the Username/Password to access the Cisco AnyConnect Client.
- NOTE:** This will work only if the valid Username/Password combo has already been cached on your system previously.
- If you received a new Password (i.e. never used) from Enterprise Service Desk, you will need to first connect to a VA network in the office with the Username/Password to cache credentials before they will work remotely.
 - If the Automatic Select is NOT grayed out, follow these steps:
 - A. Select the **Tools** icon (gear).



B. Select **VPN** and then click the **Preferences** tab.

C. Uncheck the **Enable automatic VPN server selection** checkbox.



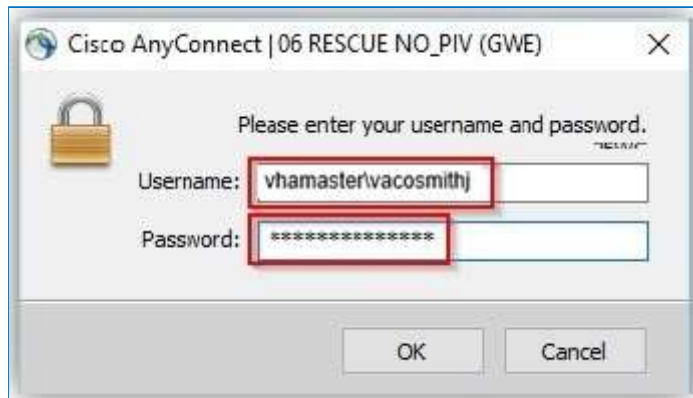
D. Update the **VPN** drop-down selection to one of the servers (gateways) with a name that contains **06 NO PIV (GW*)**.

NOTE: Select the server (gateway) closest to your location. The asterisk (*) represents the VPN location: E=East, N=North, S=South, and W=West.

5. Enter your Username and the password you received during the PIV Exemption process.

NOTE: The correct format for Username should be Domain\AccountName ex.

VHA19\VHA###LIIF.



6. Press **OK**.

7. At the Windows login, enter the password you received during the PIV Exemption process. Your Username should already be populated.



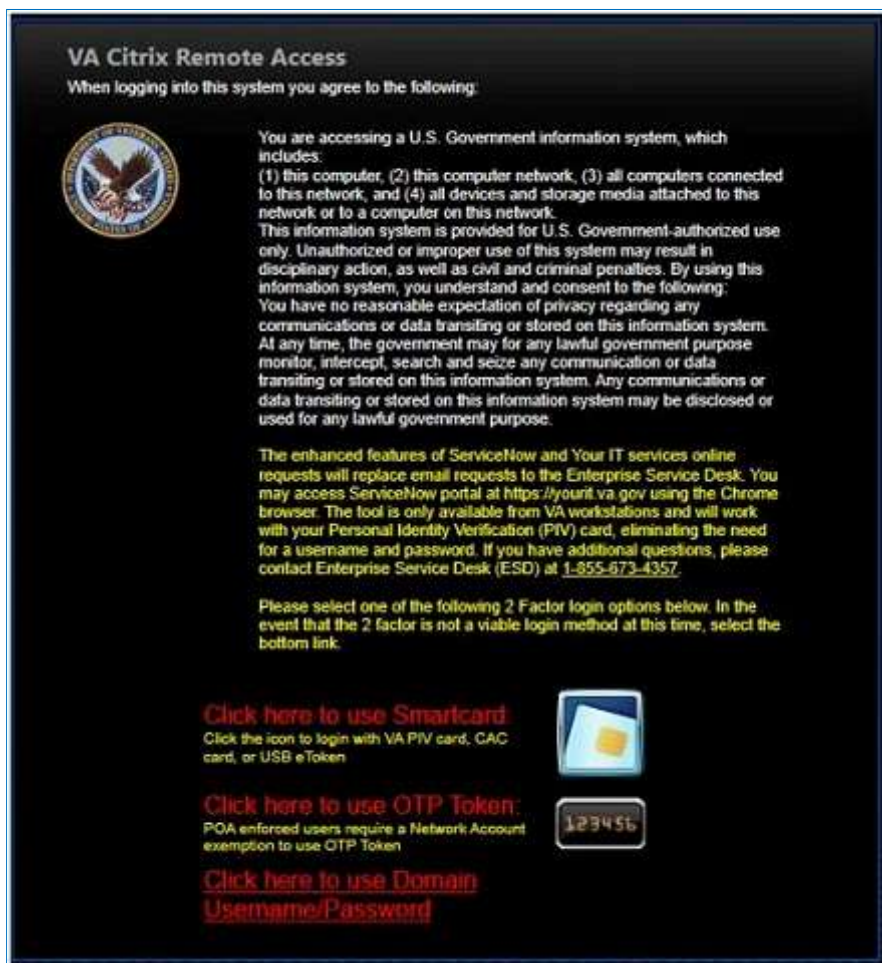
8. Press **Enter**.

NOTE: Upon first login, you may be required to change your password. For additional information about the VA password requirements, refer to KB0012935.

If you need assistance, contact the Enterprise Service Desk using the contact information at the end of this article.

Citrix Access Gateway (CAG) - Remote Access NOT at VA Facility

1. Connect to Citrix Access Gateway at <https://citrixaccess.va.gov/>.
2. Select **Click here to use DomainUsername/Password**.



3. Enter your Username and the password your received during the PIV Exemption process.
NOTE: The correct format for Username should be Domain\AccountName ex. VHA19\VHA###LIIF.

4. Once successfully logged into Windows, follow these instructions to update your cached password.
- A. Press **Ctrl+Alt+Delete** and **Lock** the computer.
 - B. Unlock the computer by pressing **Ctrl+Alt+Delete**, then log back into windows using the same Domain credentials.

If you need assistance, contact the Enterprise Service Desk.

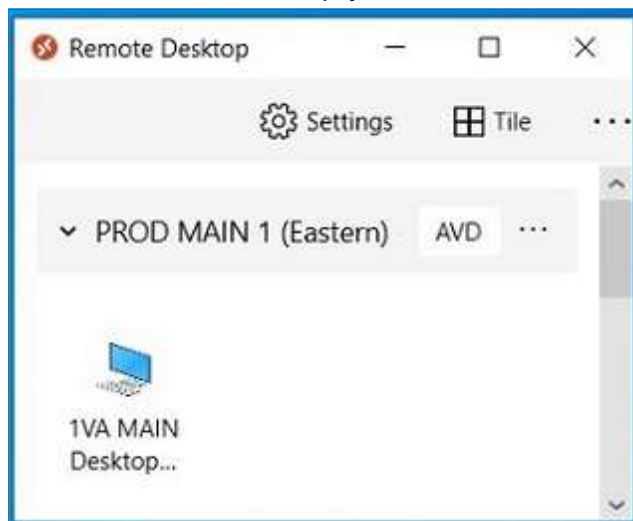
Azure Virtual Desktop (AVD) - Remote Access NOT at VA Facility.

NOTE: All Azure Virtual Desktop (AVD) users must subscribe to AVD using a PIV card. Failure to subscribe using a PIV card will prevent being able to sign-in to AVD with a PIV exemption should the need arise. This process must be completed before proceeding. Refer to KB0111241 for more information.

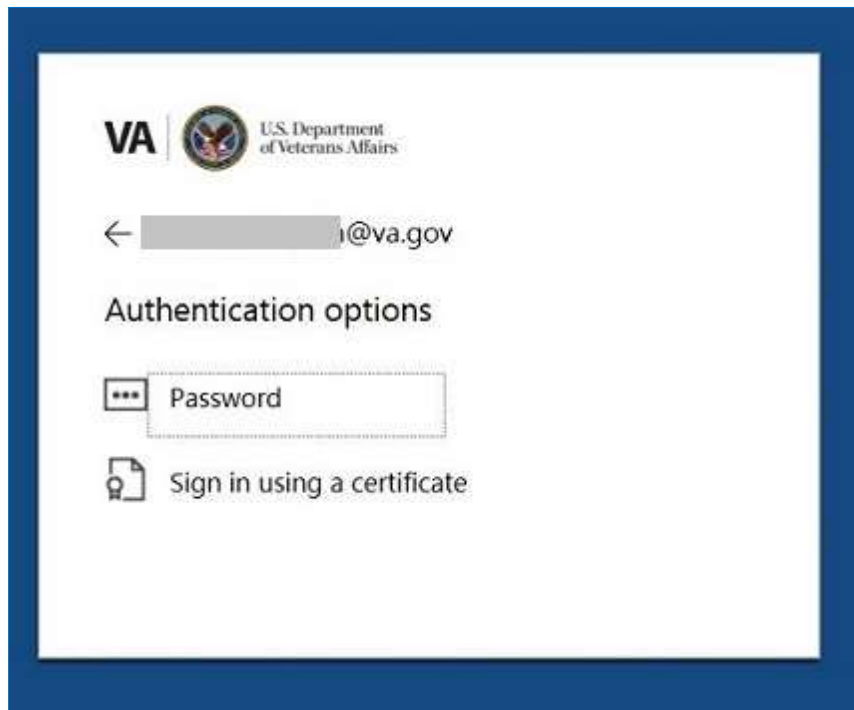
1. Click the **Remote Desktop** icon to access AVD desktops.



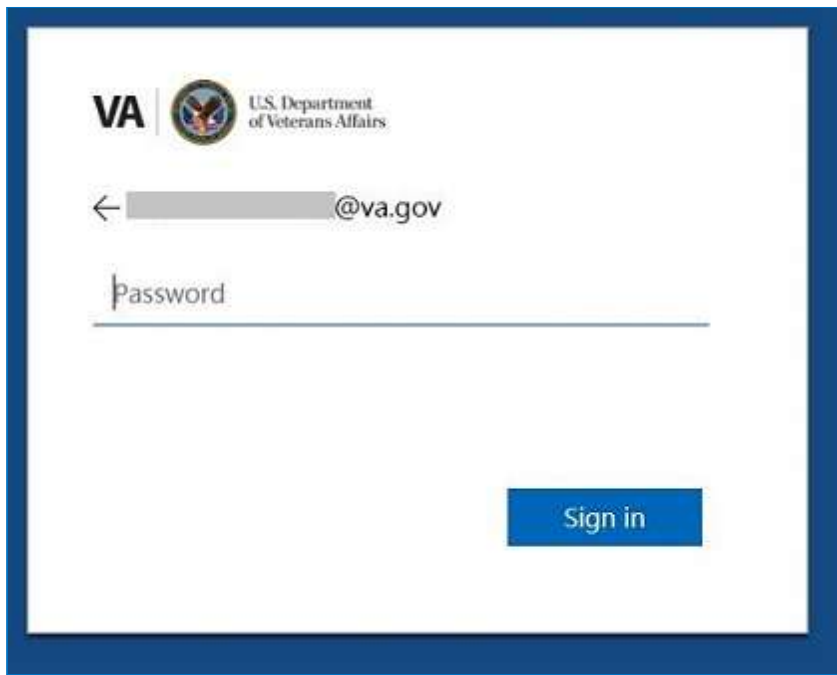
2. Select the AVD Desktop you want to access.



3. When the Sign-in prompt displays, click **Login using Password**.



4. On the password prompt, enter the **Password** provided when you receive your PIV exemption.



If you need assistance, contact the Enterprise Service Desk.

Enterprise Service Desk (ESD)

You can contact the Enterprise Service Desk using any of the following options:

- **yourIT/Self-Service:** Report an Issue
- **Phone:** 855-673-4357
- **Live Chat:**
 - EVA Chatbot (yourIT Home Page)



- MS Teams Chat (**ESD** Option in Teams)



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No

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