

# Frequently Asked Questions

## **1. What is needed for the onboarding process?**

- Fingerprint completion date
- HPT Trainee Questions
- Onboarding packet (please be sure to date the affidavit page)
- Valid rotation start and end date (for the upcoming rotation)
- TMS training certificates
- TWO forms of Identification to be attached to the student file

## **2. Can I get a copy of the packet from another trainee?**

No. It is best to get ALL information from the program coordinator at the university or the VAPHS Trainee Coordinator/POC. Information and forms change frequently and if a trainee receives a packet from another trainee, it can be outdated. This could cause a delay the onboarding process.

## **3. How long does the process take to complete?**

The process can take up to 3 weeks to complete. It is best to contact the VA one month before the rotation start date this will ensure that the trainee will have enough time to get fingerprinted, submit the onboarding packet, TMS training certificate, and 2 forms of identification for submission and receive approval and receive a VA ID badge.

## **4. Who should I email my packet to?**

The VAPHS Trainee Coordinator/POC for medical students is Shawnelle Bryant:  
[Shawnelle.bryant@va.gov](mailto:Shawnelle.bryant@va.gov)

## **5. I have rotated at the VA before. Will I need to complete the process again?**

The trainee will need to notify the VA POC at least **3 weeks** before the start date if the student is a NEW STUDENT. -OR- If the student is a RETURNING Trainee: Email the VAPHS Trainee Coordinator/POC the HPT questions and answers. The coordinator will review them and notify the trainee what needs to be completed.

## **6. I have had a TMS account previously, but I can't get access. What do I do?**

We can help! Just email the VAPHS Trainee Coordinator/POC and inform them that the trainee cannot log on to TMS and they will help.

## **7. What do I need to do for fingerprints?**

Please verify with the VAPHS Trainee Coordinator/POC that fingerprints are required for the upcoming rotation.

The trainee will need to go to the PIV/FINGERPRINT office. (PIV/ Fingerprint office are in the same location)

The trainee will need to bring two forms of government issued Identification. (NO PHOTOCOPIES) To review a complete list of acceptable forms of identity documentation and policies regarding presentation of names on these documents, please go to the following link:

<http://www.fedidcard.gov/viewdoc.aspx?id=109>

#### **8. Can I get my fingerprints at a VA in another state?**

All fingerprints must be completed at a VA facility and the trainee must provide the out of state VA facility with these codes to ensure that the prints are sent to Pittsburgh:

- SON 1951
- SOI VAL3

#### **9. When can I get my USAccess (PIV) card?**

The trainee **will receive approval email** from their VAPHS Trainee Coordinator/POC when it is time to obtain their ID badge. All trainee documents are submitted to another team for review and the VAPHS Trainee Coordinator/POC must wait for an approval email from the review team. This section of the process can take some time complete.

Once the review team approves the paperwork, the VAPHS Trainee Coordinator/POC will sponsor the trainee in the system. The trainee will then receive a Sponsorship complete email that will include instruction for receiving VA ID badge as well as the POC for the upcoming rotation and VA computer access information.

#### **10. I was unable to get my ID badge by my start date. What do I do?**

The trainee must contact the VAPHS Trainee Coordinator/POC immediately for guidance.

#### **11. I am not vaccinated and would like to request an exemption. What do I do?**

Please contact the VAPHS Trainee Coordinator/POC and request VA Form 10-263 to be emailed to the trainee. **All exemptions will need to be reviewed and approved before starting at the VA.**

#### **12. How will I know when I am cleared to start?**

The trainee will receive an email from the VAPHS Trainee Coordinator/POC stating that the trainee has been cleared to onboard.

**13. What happens on my first day of rotation?**

- The trainee must contact the rotation service line coordinator **before** the first day of the rotation at the VA. The coordinator contact information will be provided in the VA ID badge sponsorship email.
- The trainee must meet with the rotation service line coordinator to complete the COVID LEAF attestation form online from a VA computer and sign WOC letter.

**14. I am having issues on my first day what should I do?**

Trainee should contact their rotation service line coordinator first and they reach out the VAPHS Trainee Coordinator/POC. The VAPHS Trainee Coordinator/POC handles all onboarding issues and the rotation trainee service line coordinators will handle all rotation specific issues.

**15. Are students provided parking passes at the VA?**

Unfortunately, Medical students do not get parking privileges at the VA. In special circumstances medical trainees may receive a parking pass. If a trainee believes they qualify for parking, please notify your VAPHS Trainee Coordinator/POC for further instructions.