

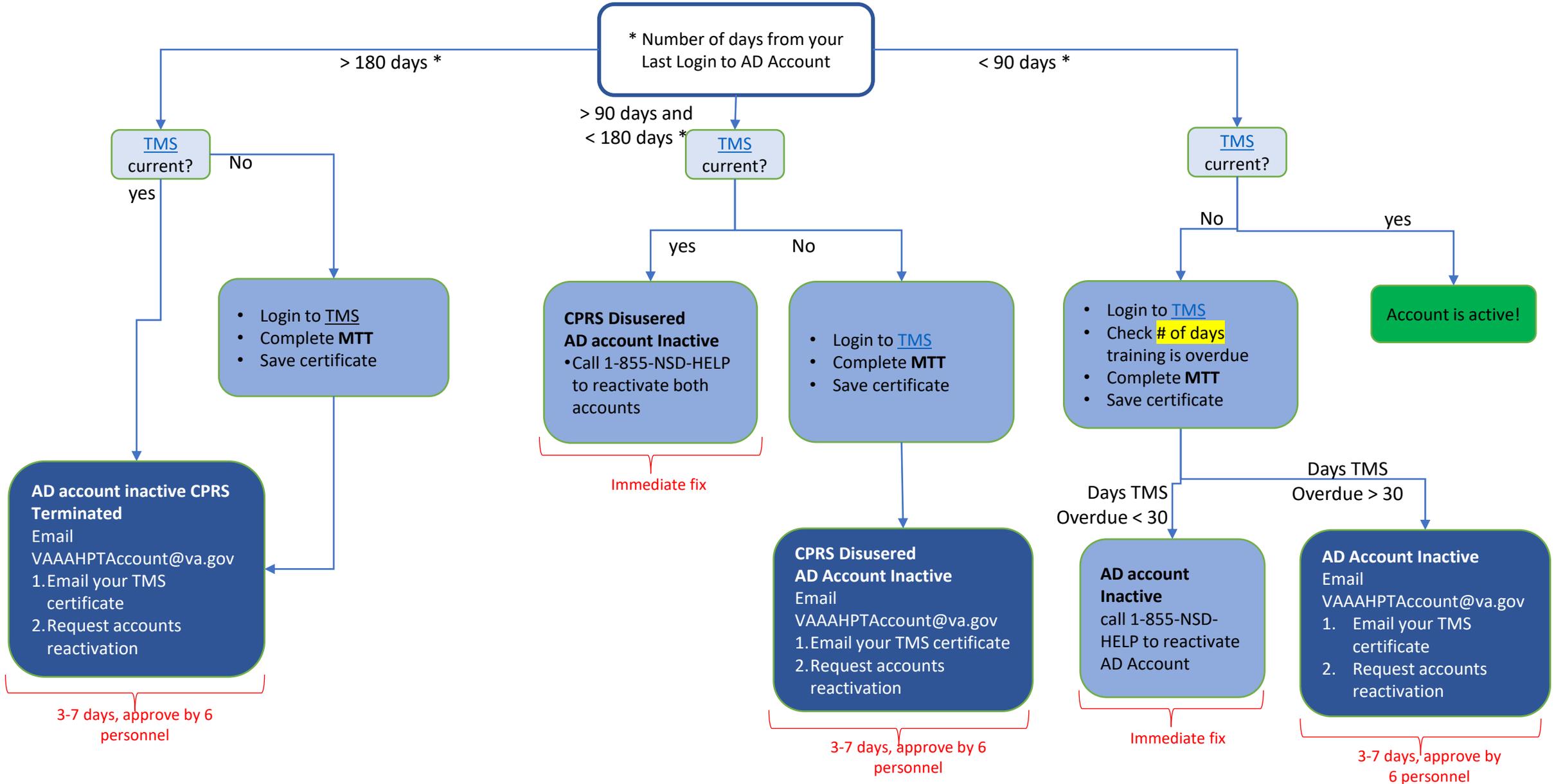
Ann Arbor VA Health Profession Trainee Guide

Account Status/Reinstate

Account Timeline

Account Status/Reinstate

AD Account = Active Directory Account/Network Account or Windows Login
Vista = **CPRS** = Computerized Patient Record System
TMS = Talent Management System
MTT = Mandatory Training for Trainees update training every 365 days



If you are having any issue with your TMS Login please contact our TMS Coordinator Tasha.Burkes2@va.gov

How to Keep from Losing Access/Troubleshooting

AD Account = Active Directory Account/Network Account or Windows Login

Vista = **CPRS** = Computerized Patient Record System

TMS = Talent Management System

MTT = Mandatory Training for Trainees update training every 365 days

How to know why you lost access

- CALL 1 855-NSD-HELP

How to keep from losing VA access

- Log into both account (AD and CPRS) within 30 days of a new account creation and reactivation
- Log into CPRS every 89 days
- Always keep your MTT current

AD Account/Network and CPRS account	
Problem	Remedy
Last login >90 days and <180 days = both accounts disabled	If TMS is current, call 855-NSD-HELP (immediate repair) If TMS is not current see below
Last login ≥180 days = both accounts terminated	check your TMS if current, if not complete Level 3 (below) and contact VAAAHPTAccount@va.gov repair will take 3-10 days

Yearly MTT not completed		
	Problem	Remedy
Level 1	1-30 days beyond 1 year	Call 1-855-NSD-HELP and complete TMS MTT (immediate fix)
Level 2	31-60 days beyond 1 year	Complete TMS MTT then contact VAAAHPTAccount@va.gov or AOD for after hours.
Level 3	>60 days beyond 1 year	Complete TMS MTT, email certificate to VAAAHPTAccount@va.gov ; repair will take 3-10 days.

Accounts Timeline

