

HOW TO GET & STAY CONNECTED AT THE VA

Delinquent mandatory TMS training?

- Ensure your TMS training is completed before the due date. Delinquent training will cause your accounts to be disabled. **Training must be completed ANNUALLY.**
- Check your TMS training at [VA TMS 2.0](#) from **any device**. The only training you're required to complete is the **Mandatory Training for Trainees (MTT) or the Refresher course.**
- Once training is complete, call the ENTERPRISE SERVICE DESK (ESD) at 855-673-4357, opt 2 to enable your account if disabled.

Did you complete your initial CPRS/VISTA login within 30 days of receiving access codes?

- Users must log in within 30 days (**preferably 21 days**) of receiving access codes or your accounts will become dis-used.
- If you did not initially log in, please contact the ESD at 855-673-4357, opt 2 to have your account reactivated and any dis-used flags removed.

Has it been a while since you've last logged into the VA network?

- Users must log into the VA Network every 30 days or your accounts will be disabled; call ESD at 855-673-4357, opt 2 to re-activate your accounts. For Microsoft applications, including TEAMS, go to [Microsoft Office 365 - VA ServicePortal v2](#) on a VA computer to request access, push "order now." It should be resolved within an hour.

Need Remote Access?

- You must request access from a VA computer; please go to [Internships And Fellowships | VA South Texas Health Care | Veterans Affairs](#) for Remote Access Instructions
- PIV card readers and computers are available in the Education Department, room D317.1

Is your PIV expiring soon or need a PIV exemption?

- Please get with our office 90 days prior to the expiration date for renewal.
- If you are awaiting a PIV badge pick up appt and require access, call the ESD at 855-673-4357, opt 2 to request a PIV exemption

For questions or assistance, call a VA HPT Coordinator at (210) 617-5109 or email the team at VHASTXVAHPTOnboarding@va.gov.