



US Department of Veterans Affairs

Friday, June 12, 2020

Hello Matthew Alcera:

I am pleased to advise you that you have been approved for remote access to the VA intranet. This letter contains very important information related to your access - please read it in its entirety.

VA Remote Access Policy

VA Handbook 6500 places restrictions on VA remote access users. Please review the following:

[VA 6500 Directive](#)

[VA 6500 Handbook](#)

Users are encouraged to read the entire VA 6500 Handbook and other remote access compliance documentation located at <https://raportal.vpn.va.gov>. If your remote access environment does not comply with the requirements outlined in the Handbook or your remote access needs are not addressed in an approved waiver, then you are not an authorized remote access user.

Remote Access Software and Documentation

Remote access software, supporting documentation, FAQs and general information are hosted at the VA's Remote Access Information and Media Portal found at <https://raportal.vpn.va.gov>. Please ensure you have TLS 1.2 enabled on your web browser before attempting to access this site. To enable TLS within Internet Explorer: Select 'Tools', then 'Internet Options', then the 'Advanced' tab. Enable the checkbox for 'Use TLS 1.2' (found towards the end of the list). This web site is password protected - you will need to provide your VA windows login credentials and password before you can gain access.

Your Approved Access Method(s)

Specific guidance for the access method(s) you have been approved for are below.

VA Citrix Access Gateway (CAG)

With this access, you can now access VA resources externally at <https://citrixaccess.va.gov>. VA CAG requires 2 Factor Authentication (2FA) by default for all users. 2FA methods supported include PIV, CAC, and OTP MobilePASS.

In order to connect to and use VA Citrix StoreFront resources, specific software and configurations are needed. The following resources exist to get you started:

- VA TMS End User Video on Authenticating to VA CAG (4523428) and can be accessed either internal or external to VA network (<https://www.tms.va.gov/SecureAuth35/>)
- CAG Storefront Windows and Mac OS User Guide (attached when Welcome Letter is emailed)
- Installations and Configuration Bundles can be downloaded from <https://raportal.vpn.va.gov> First Time User Downloads section without authentication.
- Additional guides, software, and FAQs can be found inside the authenticated page portion of <https://raportal.vpn.va.gov>. You must authenticate externally with VA account credentials to access this additional content. It may be necessary to install the appropriate bundle from the First Time User Downloads section for your OS before you can smartcard authenticate to VA CAG and/or the VA Remote Access Information and Media Portal for additional software and user guides.

If you experience authentication and/or access issues, or if once connected you do not see the applications you require to effectively perform your remote access duties, please contact the Enterprise Service Desk (ESD) - contact information is included at the end of this letter.

NOTE: The Citrix client needed to open/access Citrix resources is periodically updated. Users should accept the update when/as prompted during their use of VA CAG.

Questions and Help

Additional information about your remote access privileges is also available within the Self Service Portal: <https://vaww.ramp.vansoc.va.gov/selfservice>. Please note the Self Service Portal is only accessible from within the VA network, it is not externally accessible. If you require technical support, please reference the FAQs and other supporting documentation found at <https://raportal.vpn.va.gov> or contact the Enterprise Service Desk.

Remote Access Technical Support:

Contact: Enterprise Service Desk (ESD)
Toll Free Phone Number: 1-855-673-HELP (4357)
Visit: <https://YourIT.va.gov> (available from VA intranet only)