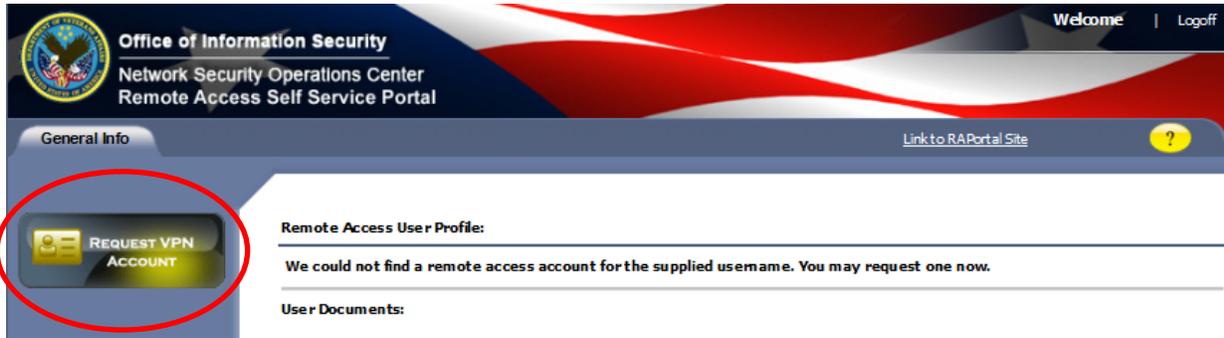


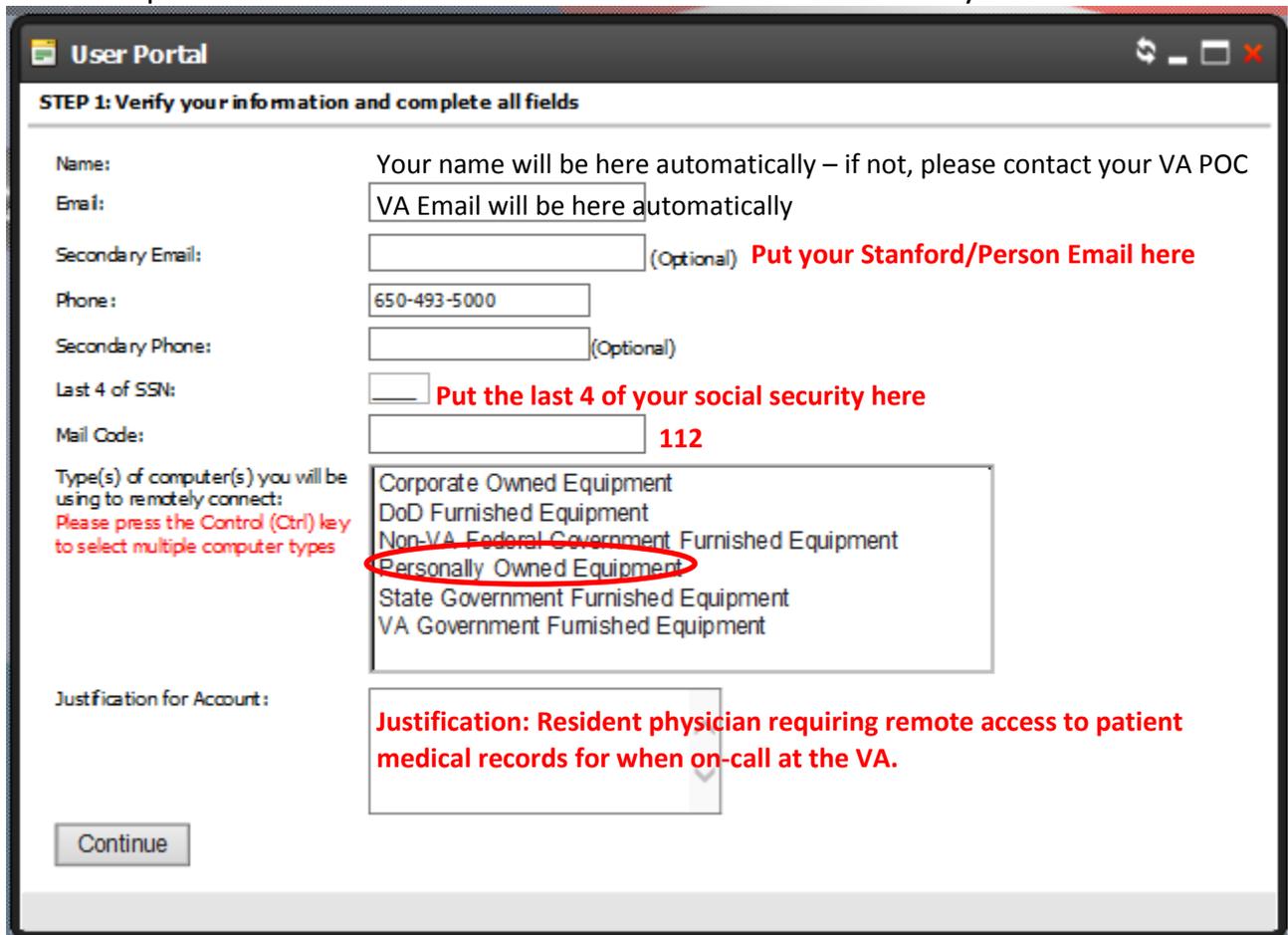
Remote Access (Citrix Access Gateway CAG)–Requests must be made at the VA

1) To obtain a Remote Access Account use this link:
<https://vpnportal.vansoc.va.gov/SelfService/> (accessible within the VA network only).

2) Click “REQUEST VPN ACCOUNT”



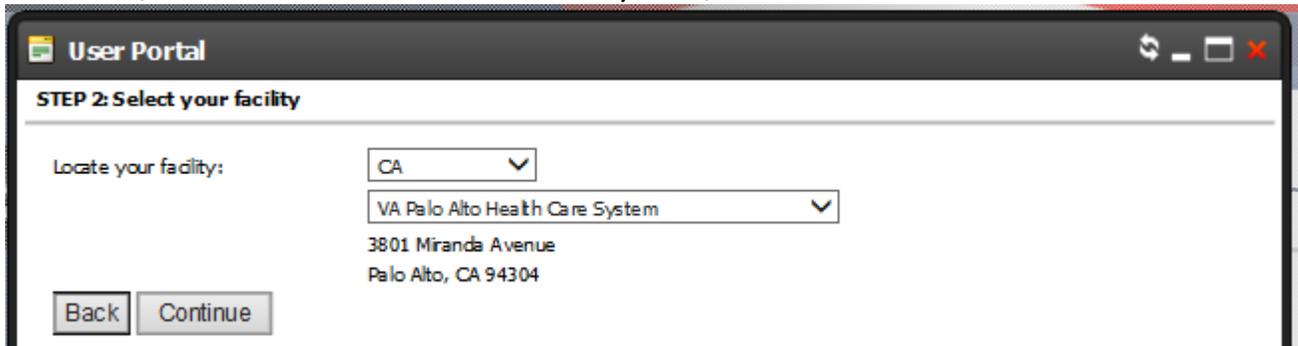
3) Type in your secondary email, the last 4 of your social security, mail code 112, select personally owned equipment, and the justification is: Resident physician requiring remote access to patient medical records for when on-call at the va. Finally Clinic Continue.

A screenshot of a web browser window titled 'User Portal'. The page displays 'STEP 1: Verify your information and complete all fields'. The form contains the following fields and instructions:

- Name: Your name will be here automatically – if not, please contact your VA POC
- Email: VA Email will be here automatically
- Secondary Email: [text input] (Optional) **Put your Stanford/Person Email here**
- Phone: 650-493-5000
- Secondary Phone: [text input] (Optional)
- Last 4 of SSN: [text input] **Put the last 4 of your social security here**
- Mail Code: [text input] **112**
- Type(s) of computer(s) you will be using to remotely connect: Please press the Control (Ctrl) key to select multiple computer types. A list of options is shown: Corporate Owned Equipment, DoD Furnished Equipment, Non-VA Federal Government Furnished Equipment, **Personally Owned Equipment** (circled in red), State Government Furnished Equipment, VA Government Furnished Equipment.
- Justification for Account: [text input] **Justification: Resident physician requiring remote access to patient medical records for when on-call at the VA.**

A 'Continue' button is located at the bottom left of the form.

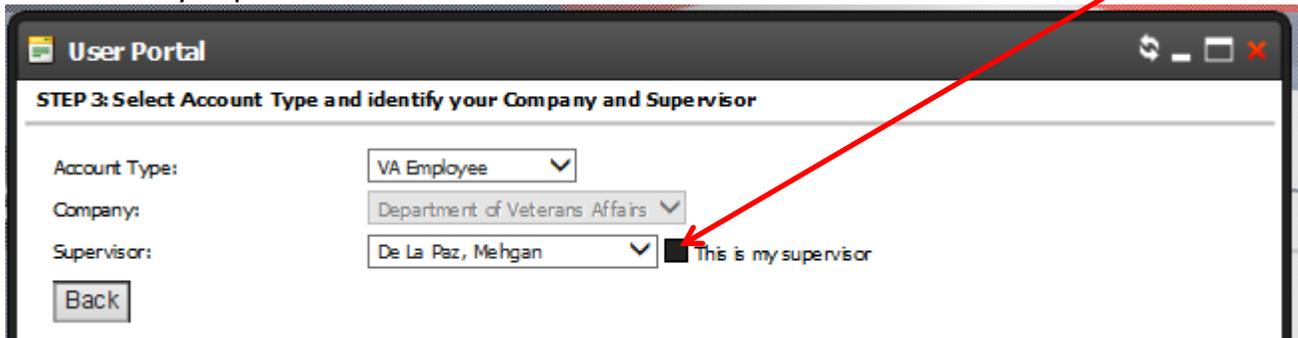
4) Select CA, then VA Palo Alto Health Care System, then click continue



The screenshot shows the 'User Portal' interface at 'STEP 2: Select your facility'. It features a form with the following elements:

- 'Locate your facility:' label.
- A dropdown menu with 'CA' selected.
- A second dropdown menu with 'VA Palo Alto Health Care System' selected.
- Address text: '3801 Miranda Avenue', 'Palo Alto, CA 94304'.
- 'Back' and 'Continue' buttons.

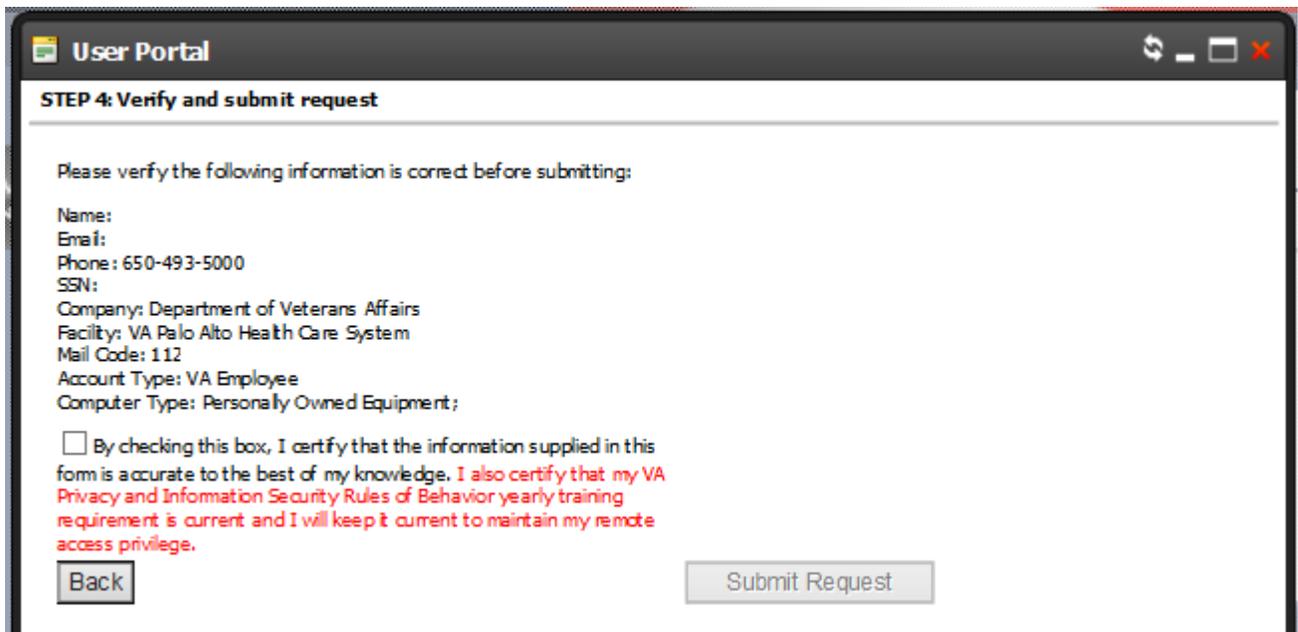
5) Select VA Employee, then Select **De La Paz, Mehgan** as your supervisor. Then Select the box for this is my supervisor.



The screenshot shows the 'User Portal' interface at 'STEP 3: Select Account Type and identify your Company and Supervisor'. It features a form with the following elements:

- 'Account Type:' dropdown with 'VA Employee' selected.
- 'Company:' dropdown with 'Department of Veterans Affairs' selected.
- 'Supervisor:' dropdown with 'De La Paz, Mehgan' selected.
- A checkbox labeled 'This is my supervisor' which is checked. A red arrow points to this checkbox from the text above.
- 'Back' button.

6) Ensure all of your information is correct, then click the certification box and submit the document.



The screenshot shows the 'User Portal' interface at 'STEP 4: Verify and submit request'. It features a form with the following elements:

- 'Please verify the following information is correct before submitting:' instruction.
- Summary of entered information: Name, Email, Phone: 650-493-5000, SSN, Company: Department of Veterans Affairs, Facility: VA Palo Alto Health Care System, Mail Code: 112, Account Type: VA Employee, Computer Type: Personally Owned Equipment.
- A checkbox with the text: 'By checking this box, I certify that the information supplied in this form is accurate to the best of my knowledge. I also certify that my VA Privacy and Information Security Rules of Behavior yearly training requirement is current and I will keep it current to maintain my remote access privilege.'
- 'Back' and 'Submit Request' buttons.

7) You will be notified (by VA outlook email & the personal email you entered) when your account has been approved and activated.

8) After receiving the activation email you will need to complete the next step to get MobilePASS.

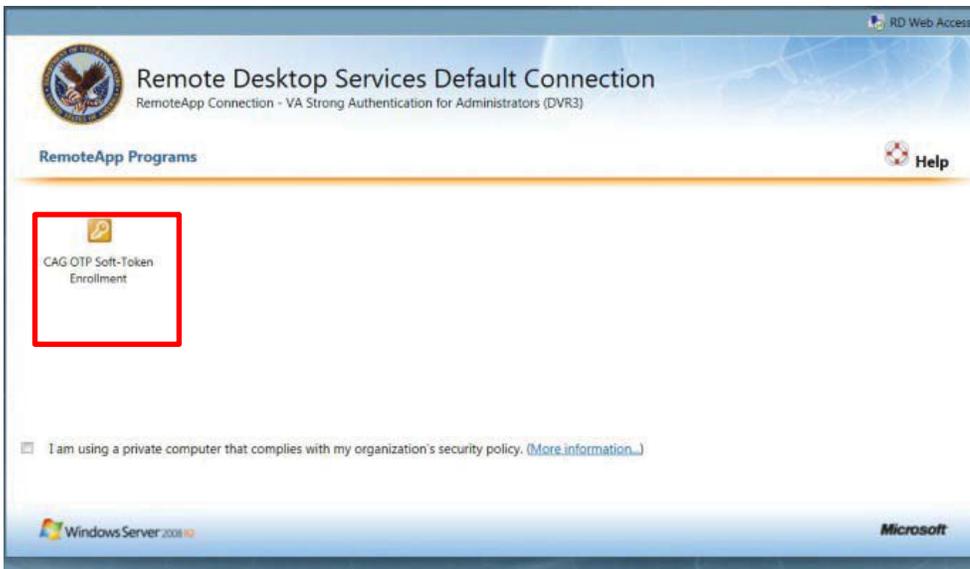
- 9) From an iPhone or Android app store download Safenet MobilePASS
Link to itunes store <https://itunes.apple.com/us/app/safenet-mobilepass/id364682261?mt=8>



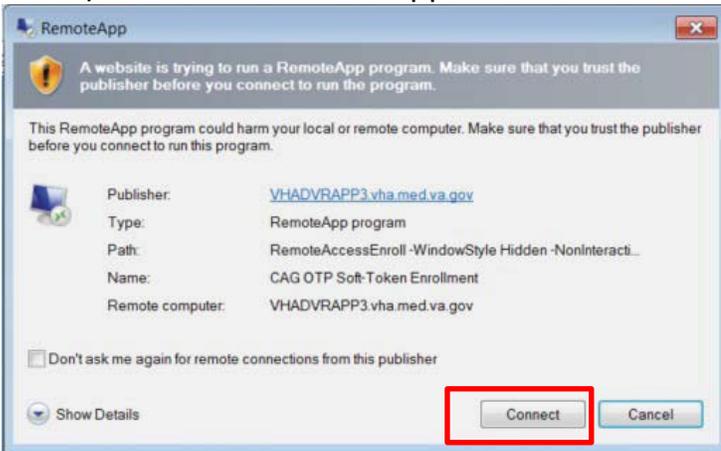
- 10) Once installed, open the MobilePASS application from the home screen



- 11) Log into a VA computer and connect to the VA Enrollment Portal:
<https://otp.strongauth.va.gov/rdweb>.
Click on CAG OTP Soft-Token Enrollment.



12) **Connect** to RemoteApp and click **OK** to accept the security warning.



13) Authenticate with you VA PIV card: Click **Switch User** to select PIV certificate and enter PIN for your PIV card to login.

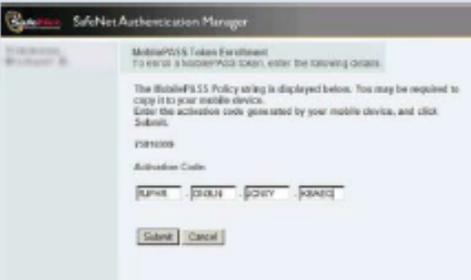


14) Activate MobilePASS soft token. As shown below:

On desktop on VA Enrollment Portal



On mobile device in MobilePASS application

In MobilePASS Application	On VA Enrollment Portal
<p>Step 5.1: Open the app and choose Manual Enrollment</p>  <p>5.1 Start Manual Activation</p>	<p>Step 5.1: Start MobilePASS</p>  <p>Note: You will be prompted to enter a Token Name. The Token Name field defaults to TokenName1, but you may enter a custom Token Name if you wish.</p>
<p>Step 5.3: Enter Policy String</p>  <p>5.3 Enter Policy String</p>	<p>Step 5.2: Policy String Generated</p>  <p>Note: Ensure that the policy string is entered correctly on your mobile device. If entered incorrectly the system will provide an activation code but fail to connect to the CAG.</p>
<p>Step 5.4: Activation Code Generated</p>  <p>5.4 Activation Code Generated</p>	<p>Step 5.5: Enter Activation Code</p>  <p>To Step 5.6</p>

In MobilePASS Application

Step 5.6: Configure your 4-digit MobilePASS PIN.

My Token 1

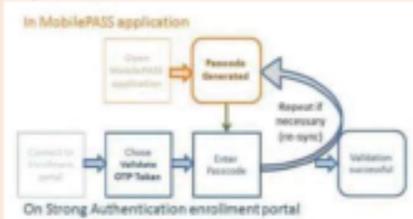
Set a Token PIN

Token PIN

A Token PIN should contain 4 digits or alphanumeric characters

Cancel Continue

It is important that you validate the OTP. If you are unable to validate, then repeat this step.



My Token 1

Your Passcode

441048

Next Passcode in 20 seconds

Verify your policy string

On VA Enrollment Portal

From Step 5.5

Wait for "The MobilePASS token is successfully enrolled"

Please wait...
Processing your request

Enrollment Complete

Strong Authentication Manager

THE MOBILEPASS TOKEN IS SUCCESSFULLY ENROLLED

Back to main menu

Return to the main menu and add the page to your Favorites.

Step 5.7: Validate Token

Selected Token:

- Temporarily disable the token
- Report the token as lost or damaged
- Validate the OTP token**
- Unassign the token

User Account:

- Enroll a new OTP token
- Enroll a new MobilePASS token

Validate OTP Token
Use your token to generate an OTP passcode
Copy the OTP passcode generated by the OTP token to the OTP Passcode field below, and click Submit.

OTP Passcode:

Submit Cancel

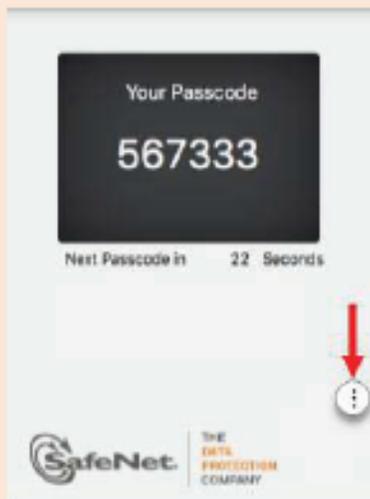
5.7
Validate
Token

OTP token validation successfully completed
The OTP token is validated.

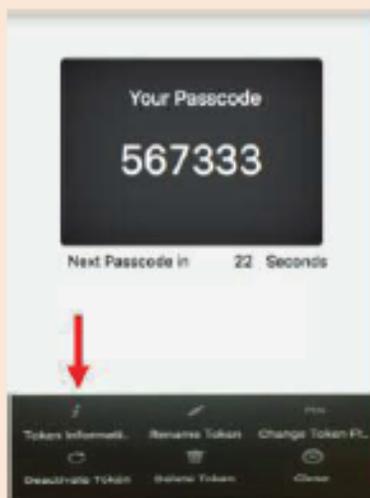
Back to main menu

If the OTP token is not validated successfully, please contact the National Service Desk at 1-855-NSD-HELP (1-855-673-4357) or by email at NSD.VPNSecurity@va.gov

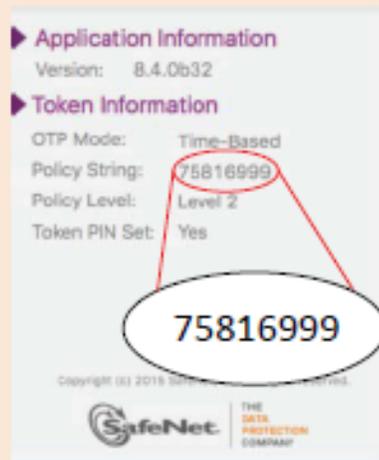
On the token page, click on the app settings (circle with three dots).



Click on Token Information.



The Token information appears. Verify that the Policy string is 75816999.



5.8
Verify policy string

Click here to log on to the VA Network

15) To access the Citrix Access Gateway, go to the following site:

https://vacagwest.vpn.va.gov/vpn/index_home.html

Click on **OTP Token** icon to log in.

Domain is **vha21\vhapalxxxxxx** (vha21\your username)

VA Citrix Remote Access

When logging into this system you agree to the following:

You are accessing a U.S. Government information system, which includes:
(1) this computer,
(2) this computer network,
(3) all computers connected to this network, and
(4) all devices and storage media attached to this network or to a computer on this network.

This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following:
You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

If you have any further questions regarding Citrix Remote Access and associated resources, please contact the VA Service Desk at 1-855-NSD-HELP (1-855-673-4357) Option 6, Option # [Please wait to choose the remote access support option] or via email at NSD.VPNSecurity@va.gov

Domain\Username:

Domain Password:

Logon

Click here to use PIV:

Click here to use OTP Token:

Click the OTP Token icon

If you have any further questions regarding Citrix Remote Access and associated resources, please contact the VA Service Desk at 1-855-NSD-HELP (1-855-673-4357) Option 6, Option # [Please wait to choose the remote access support option] or via email at NSD.VPNSecurity@va.gov

Domain\Username:

Domain Password:

OTP Code:

Logon

Enter unique code obtain from your MobilePass App.

If you have any further questions regarding Citrix Remote Access and associated resources, please contact the VA Service Desk at **1-888-596-4357** or via email at VASD@va.gov.