



Commonly encountered computer issues

1. Computer access terminated

- a) If you find that your computer passwords do not work, most likely it is because you have not logged into the system for > 90 days.
- b) To prevent this from happening, schedule a reminder to log in monthly via remote access. This will help you to avoid most account access issues.
- c) If you have lost your account access and it is after hours, there is a regional computer help desk that is open 24 hrs a day/7 days a week. They have limited ability to assist, but they can help if you lost your password. The phone number is 1-800-921-9278 or at the VA, x 55909. Ask them to send your computer code sheet to your VA resident coordinator listed below.
- d) If the help desk did not resolve the issue immediately, contact your VA resident coordinator (see list below) who will submit a work order request and help troubleshoot issues. (If you are a medical student, contact the resident coordinator for the service that you will be rotating on.)

2. Acquiring remote access

Initial enrollment

To obtain remote access to the VA system, you need to go to <https://vpnportal.vansoc.va.gov/SelfService/> from a VA workstation – this will not work on your home computer. When filling out the name of your supervisor, put David Douglas (VAPORHCS Chief Health Informatics Officer).

Accessing the Citrix Access Gateway (CAG)

To access the VA network remotely, type <https://vacagwest.vpn.va.gov> into your web browser. The domain is vha20 so your username will look like vha20\vhaporsmith. The password is your usual VA network password.

Be certain that you have Citrix installed on your device. Use the version of Citrix available at www.ohsu.edu/wts.

Reactivation due to inactive status

Remote access will become inactive if you do not log in every 90 days.

If your remote access is deactivated, go to <https://vpnportal.vansoc.va.gov/SelfService/>. There will be a link to reactivate your account. Follow the instructions.

Reactivation due to deleted status

If it has been more than 180 days since the last time you logged into the CAG, your remote access account will be deleted and you will need to follow the instructions for initial enrollment above. This must be done at a VA workstation.

FAQs for remote access: <https://rescue.vpn.va.gov/FAQ/Default.aspx?ID=15>

Tablets?

Yes, you can connect to the VA system via remote access with a tablet if you have downloaded the Citrix app. It is very slow and requires much patience.

3. ICIP (vital signs program in ICU)

Use your CPRS access code and password to access this. If your computer will not allow you to log in, click on START, then Control Panel, the Region and Language, then change Short time to HH:mm. You no longer need special access to this program. It is included with your CPRS package.

4. Mandatory training (TMS) is due every 365 days.

If you have not done this in a timely manner, your account will be disabled. Go to www.tms.va.gov, log in, and complete the assigned training.

If you continue to have problems, contact your VA resident coordinator or the VA GME coordinator, vhapor-eduoaa@va.gov.

Points of Contact for Residents

Training Program	VA Program Coordinator
Anesthesiology, including <ul style="list-style-type: none">• Anesthesia critical care• Pain medicine	First name: Kate Last name: Donovan Email: vhapor-ocdresidentcoordinator@va.gov Ext 57540
Emergency Medicine	First name: Chuck Last name: Dailey Email: Charles.Dailey@va.gov Ext 55435
Internal Medicine, including <ul style="list-style-type: none">• All residents from Samaritan Health System• Cardiology• Critical Care• CCE (EP)• Endocrinology• Family medicine• Gastroenterology• Gerontology• Hematology/Oncology• Hospice and Palliative Care• Infectious Diseases• Nephrology• Preventive medicine• Pulmonary & Critical Care• Radiation oncology• Rheumatology• Sleep Medicine• Transplant/Hepatology	First name: Rhonda Last name: Gay Email: vhapor-dhsmresidentcoordinator@va.gov Ext 56245
Neurology, including <ul style="list-style-type: none">• Neurodevelopmental• Neurophysiology• Vascular neurology	First name: Carolina Last name: Main Email: Carolina.Main@va.gov Ext 55203

<p>Surgery, including</p> <ul style="list-style-type: none"> • Cardiothoracic • Dermatology • General surgery • Neurosurgery • Obstetrics and gynecology • Ophthalmology <ul style="list-style-type: none"> • Orthopedic surgery • Otolaryngology (ENT) • Surgical critical care • Transplant • Transplant nephrology • Urology • Vascular 	<p>First name: Kate Last name: Donovan Email: vhapor-ocdresidentcoordinator@va.gov Ext 57540</p>
<p>Pathology</p>	<p>First name: Donna Last name: McMahon Email: Donna.McMahon@va.gov Ext 56773</p>
<p>Psychiatry, including</p> <ul style="list-style-type: none"> • Addiction • Geriatric • Psychosomatic 	<p>First name: Catarina Last name: Felix Email: Catarina.Felix@va.gov Ext 58281</p>
<p>Radiology, including</p> <ul style="list-style-type: none"> • Diagnostic radiology • Interventional • Neuroradiology 	<p>First name: Kathy Last name: Bolton Email: Kathy.Bolton@va.gov Ext 54480</p>