How to Acquire VA National Citrix Access Gateway Access via MobilePASS (updated 8-12-19)

For any issues, please contact the Enterprise Help Desk @ **855-673-4357**.

Note: Steps 1 and possibly 4 must be done on a VA computer.

1. **AT VA: REQUEST VA REMOTE ACCESS:**

   On a VA computer, log onto:

   https://vaww.ramp.vansoc.va.gov/SelfService/Pages/Registration.aspx.

   - Request access by clicking on the Self-Service Portal link at TOP LEFT and complete request.
   - The IT Laptop Shop is asking that you also request the correct remote access (Rescue or CAG): **Rescue** is for VA laptops; **CAG** is for personal laptops.
   - When it asks for supervisor, choose from the drop-down box Vicky Robertson.
   - Justification can be "medicine clinical trainee"
   - Be sure to enter your VA email **and a personal secondary email, e.g. PHHS email.**
   - "Your" phone number is 214-857-1626
   - **Write down your VA username (found next to network account: VHA17\VHANTX*****) and email address (UPN: first.name@va.gov) listed in this portal for step 3 and future use.**

   Notify Vicky (VickyL.Robertson@va.gov) that you have completed the remote access request, and your request will be approved by Vicky Robertson either same day or next business day whereupon the national office will approve it. Total time for approval is roughly 1-2 business days but as soon as 2 hours. You will receive an email to your VA and/or secondary email stating you have been approved when approval is complete (see below).

2. **AT HOME: DOWNLOAD CITRIX RECEIVER SOFTWARE TO PERSONALLY OWNED PC/LAPTOP:**

If you have CUH home access, you likely already have Citrix Receiver. If you don't:

- Download the appropriate Citrix Receiver software directly from https://www.citrix.com/downloads/citrix-receiver/ . Be sure to choose the software version appropriate for your operative system version.

3. **AT HOME: AFTER RECEIVING AN EMAIL STATING YOU HAVE BEEN APPROVED FOR REMOTE ACCESS, CALL FOR A WINDOWS USERNAME AND PASSWORD IF YOU DO NOT HAVE ONE ALREADY AND LONG-TERM EXEMPTION:**

   The long-term exemption is needed to permit remote logon using your VA Computer Windows username and password and MobilePASS app/token long-term. The long-term exemption is a must if using remote access through MobilePASS.

   - **Call Enterprise Help Desk (855) 673-4357, option 1) and have the following information and verbiage handy:**
     - Username (obtained in step 1)
     - VA email address (obtained in step 1 or just by opening outlook after logging on a VA computer)
     - "Your" telephone number 214-857-1626 or your cell phone number
     - Tell the tech you need a password and a "long-term exemption" in Windows Active Directory entitled "CAG Non-VA Hospital" that is available to "Clinical Trainees."
     - **IF THE TECH REFUSES TO GIVE THIS EXEMPTION TO YOU, OBTAIN THEIR NAMES, EMAIL THE NAMES TO VICKY (vickyl.robertson@va.gov), AND VICKY WILL NOTIFY THEIR SUPERVISOR. CALL BACK AGAIN TO TALK TO A DIFFERENT TECH.**

4. **AT THE VA OR VIA OFF-SITE PIV CARD READER EQUIPPED COMPUTER: LINK YOUR MOBILE DEVICE TO YOUR VA REMOTE ACCESS TO USE TWO-FACTOR REMOTE LOGIN AUTHENTICATION:**

YOU MUST BE ON A VA COMPUTER OR REMOTELY LOGGED INTO VA REMOTE DESKTOP VIA CARD READER FOR THIS STEP

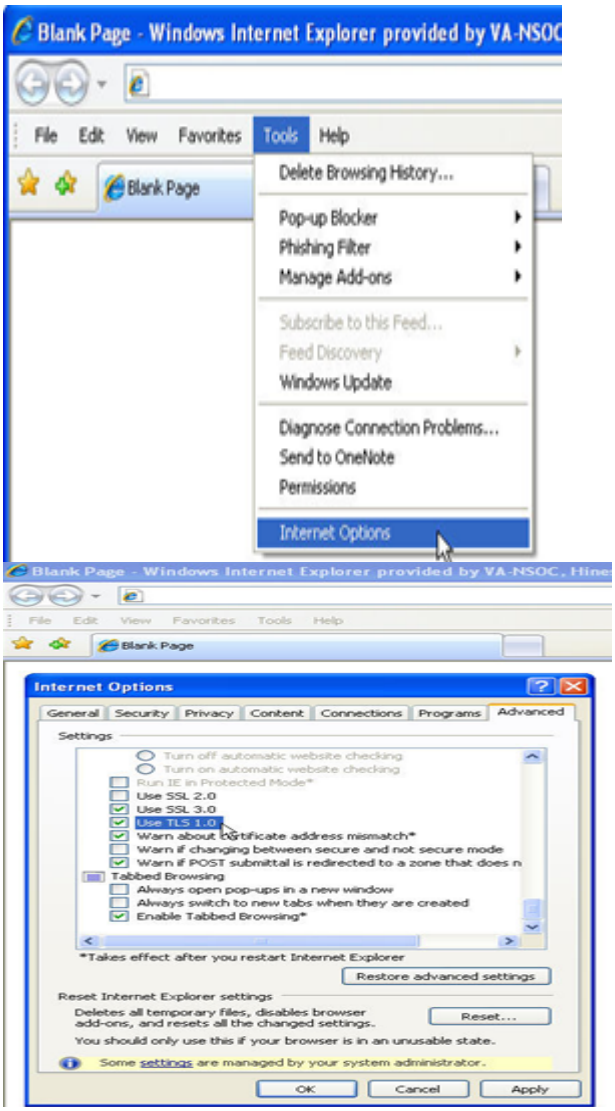
- Download the "SafeNet MobilePASS" app on your phone (the orange logo version).
- On a VA computer OR remote desktop via PIV card reader, go to https://otp.strongauth.va.gov/rdweb in Internet Explorer
- Click the icon labeled "CAG OTP soft token enrollment" ONCE and a popup window should show up. Note that this popup window might show up behind your other windows so check for that. Click connect.
- Click "switch user" and put your PIV card in the card reader and enter PIN and…wait for a long time…the window will disappear and reappear…don't worry…you'll be tempted to refresh the screen…don't do it…just wait wait wait…
- When the window loads, click "Enroll a new mobilePASS token". Name your token "VA" or whatever you'd like. A string of numbers will show on the next page.

- Go to your mobilePASS app. Tap “manual enrollment”
- Enter the string of numbers mentioned above from the VA computer into your phone
- Your phone will then display an activation code. Enter this in the blanks on the VA computer.
- AFTER the VA computer says that your mobilePASS is successfully enrolled (this could take a minute of loading), go back to your phone, tap continue, and make up a 4-digit PIN number. Remember this for later use.
- After entering your 4-digit pin, now you should see a 6-digit token in the mobilePASS app that lasts for 30 seconds. You will use these these 6-digit numbers when you log in remotely.
- All done!

5. AT HOME: LOG ON REMOTELY

- On your personal computer, go to https://citrixaccess.va.gov.
- Click the “123456” numbers icon.
- Enter domain/username as vha17\vhantx***** (vhantxname)
- Enter your computer password (not your CPRS password)
- Open the MobilePASS app on your phone, enter your 4-digit pin to access your token
- Enter the 6-digit token number in the “OTP Code” field on your computer
- You’re logged in!

- To access your remote desktop, click “desktop” on the subsequent webpage
- Click “R02-NTX Dekstop”
- Click to open the downloaded citrix file
- Click OK
- You’re now on your remote desktop!
- For a visual walk-through on this, see attached pdf on remote access use.

TROUBLESHOOTING ON VA COMPUTER:

Verify that Transport Layer Security 1.0 is enabled on your browser. For Internet Explorer, select the ICON: Then, click **Internet Options.** From the Internet Options window, select the Advanced tab. Scroll down to the Use TLS 1.0 selection and be sure it is selected. Click OK.