

How to Request CAG (Remote) Access

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

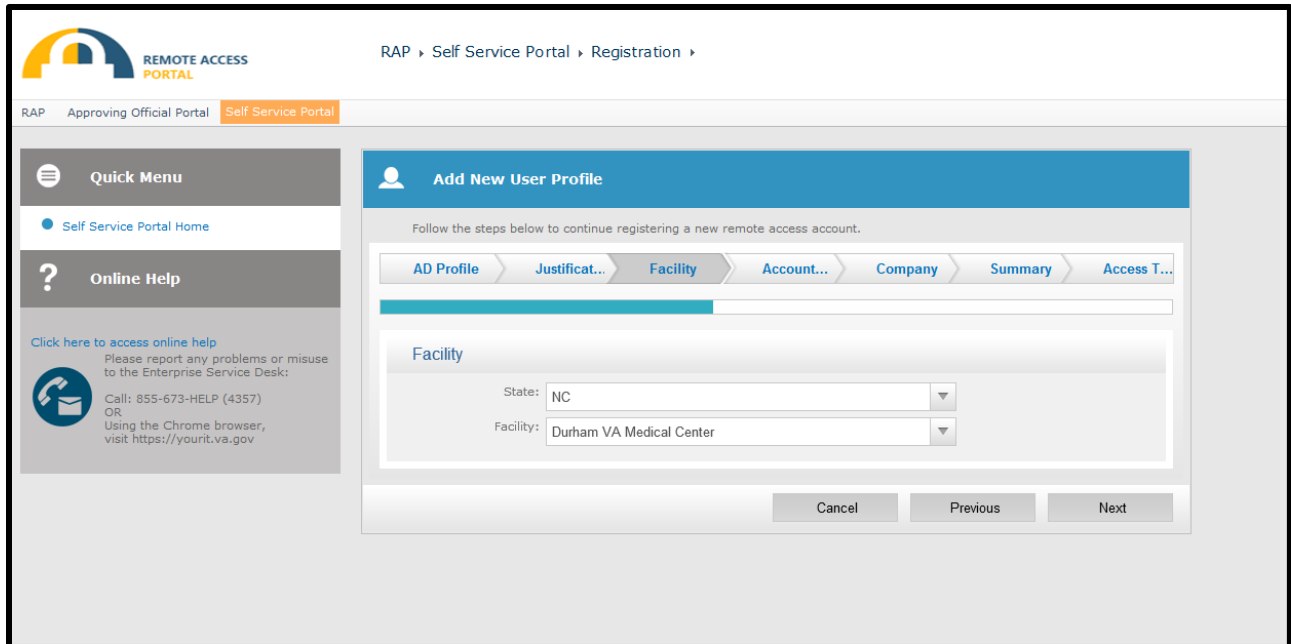
The CAG request is pretty straight forward but step-by-step instructions follow below if needed.

The screenshot displays the 'Add New User Profile' page in the Remote Access Portal. The page title is 'Add New User Profile' and the breadcrumb trail is 'RAP > Self Service Portal > Registration >'. The page content includes a 'Quick Menu' with 'Self Service Portal Home' and 'Online Help' links. The main form area is titled 'Active Directory profile' and contains the following fields: User Name (vhadu), User Principal Name (?@va.gov), Email (@va.gov), Secondary Email, Primary Phone (9192860411 ext 5798), Secondary Phone, and Mail Code (DurhamVAMC). A blue callout box points to the Email and Secondary Email fields with the text: 'Your VA email will automatically populate here. Add Duke or personal email as secondary email.' The 'Next' button is visible at the bottom right.

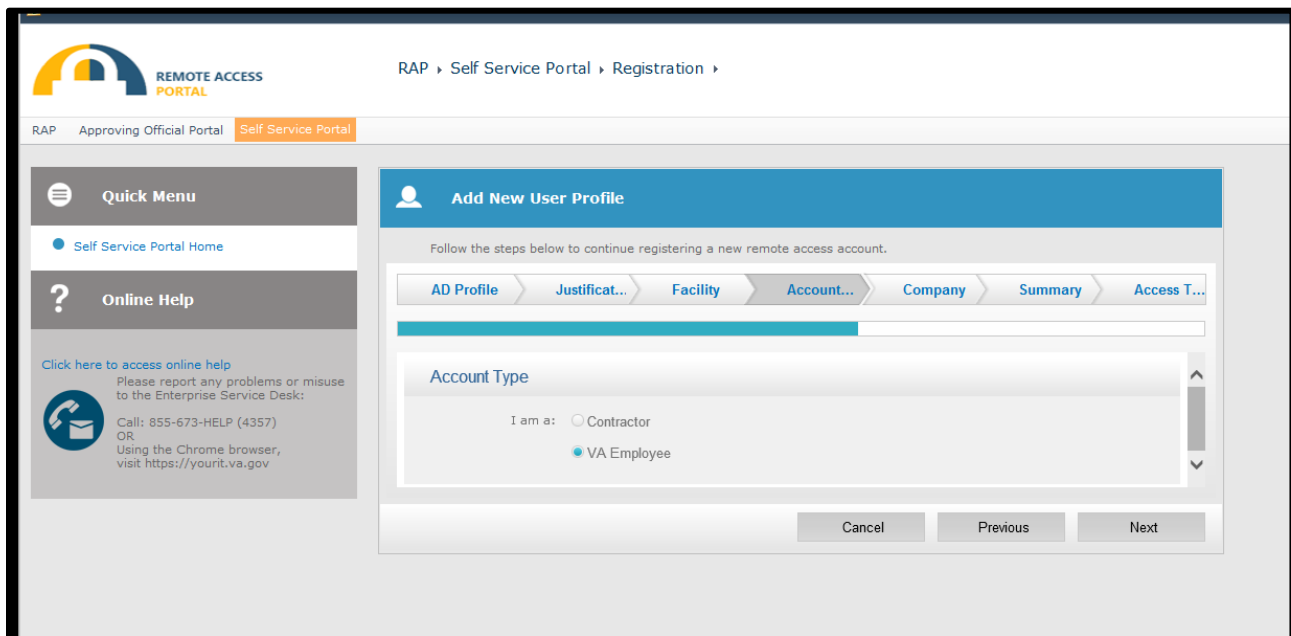
When you log in, you will be taken to your Active Directory Profile Screen. Add your secondary email and click next.

At the Justification screen, enter the justification describing how the remote access will enable you to do your job while working at location without VA Network access.

Click next.



Select state and facility as above. Click next.



Select VA Employee. Click next.

The screenshot shows the 'Remote Access Portal' interface. At the top, the logo and 'REMOTE ACCESS PORTAL' are visible. The breadcrumb trail reads 'RAP > Self Service Portal > Registration >'. Below this, there are navigation tabs for 'RAP', 'Approving Official Portal', and 'Self Service Portal'. On the left, a 'Quick Menu' includes 'Self Service Portal Home' and 'Online Help'. The 'Online Help' section provides contact information: 'Call: 855-673-HELP (4357) OR Using the Chrome browser, visit https://yourit.va.gov'. The main content area is titled 'Add New User Profile' and contains a progress bar with steps: 'AD Profile', 'Justificat...', 'Facility', 'Account...', 'Company', 'Summary', and 'Access T...'. The 'Company & Supervisor/COR' section has two dropdown menus: 'Company' (set to 'Department of Veterans Affairs') and 'Supervisor/COR' (set to 'Higgins, Karen'). A checkbox below these fields is labeled 'Check here if supervisor/COR is not listed.' At the bottom right, there are 'Cancel', 'Previous', and 'Next' buttons.

Click the drop-down box Select Supervisor – and choose your supervisor. If your direct supervisor is not listed, select your Service Chief. Click next.

REMOTE ACCESS PORTAL

RAP > Self Service Portal > Registration >

RAP Approving Official Portal Self Service Portal

Quick Menu

- Self Service Portal Home

Online Help

Click here to access online help
Please report any problems or misuse to the Enterprise Service Desk:
Call: 855-673-HELP (4357)
OR
Using the Chrome browser, visit <https://yourit.va.gov>

Add New User Profile

Follow the steps below to continue registering a new remote access account.

AD Profile > Justificat... > Facility > Account... > Company > Summary > Access T...

Profile Summary

AD Profile

User Name: vhadurl
User Principal Name: @va.gov
Email: @va.gov
Secondary Email:
Mail Code: DurhamVAMC
Justification: For access when out of office

Account Type

Account Type: VA Employee

Facility Information

State: NC
Facility: Durham VA Medical Center
Company: Department of Veterans Affairs
Supervisor/COR: Higgins, Karen

Cancel Previous Next

Review information to ensure it is correct. If you need to make changes, click the “previous” button to take you back to the page to make corrections on. If everything is correct, click next.

REMOTE ACCESS PORTAL RAP > Self Service Portal > Request Access >

RAP Approving Official Portal **Self Service Portal**

Quick Menu

- Self Service Portal Home
- Access Request Details
- Approving Officials & Delegates
- ISOs & Delegates
- Last Accessed
- View Documents

Online Help

Click here to access online help
Please report any problems or misuse to the Enterprise Service Desk:
Call: 855-673-HELP (4357)
OR
Using the Chrome browser, visit <https://yourit.va.gov>

User Info

Registered
Facility: Durham VA Medical Center
Company: Department of Veterans Affairs
Approving Official: David
UPN: @va.gov
Network Account: VHA06VHADUR
Primary Email: @va.gov
Other Email:
Primary/Secondary Phone: 9192860411 ext 5798

Remote Access Justification:
For access when out of office

Request Access

Follow the steps below to request remote access.

Access Type > Access Settings > Summary > Terms and Conditions

Access Type

Listed types do not include already requested access types.

Access Type: CAG Access (supports all device types)

Cancel Next

Select CAG Access as the access type. Click next.

The screenshot displays the 'Remote Access Portal' interface. At the top, the navigation path is 'RAP > Self Service Portal > Request Access >'. Below this, there are tabs for 'RAP', 'Approving Official Portal', and 'Self Service Portal'. The left sidebar contains a 'Quick Menu' with links to 'Self Service Portal Home', 'Access Request Details', 'Approving Officials & Delegates', 'ISOs & Delegates', 'Last Accessed', and 'View Documents'. Below the menu is an 'Online Help' section with a link to access online help and contact information for the Enterprise Service Desk: 'Call: 855-673-HELP (4357) OR Using the Chrome browser, visit https://yourit.va.gov'. The main content area is divided into two sections. The top section, 'User Info', displays the user's profile: 'Registered', 'Facility: Durham VA Medical Center', 'Company: Department of Veterans Affairs', 'Approving Official: David', 'UPN: @va.gov', 'Network Account: VHA06\WHADUR', 'Primary Email: @va.gov', 'Other Email:', and 'Primary/Secondary Phone: 9192860411 ext 5798'. Below this is a 'Remote Access Justification' field with the text 'For access when out of office'. The bottom section, 'Request Access', features a progress bar with four steps: 'Access Type', 'Access Settings', 'Summary', and 'Terms and Conditions'. The 'Terms and Conditions' step is currently active. The text in this section reads: 'I 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.' Below this text is a checkbox labeled 'I accept', which is highlighted by a blue arrow. At the bottom right of the 'Request Access' section are three buttons: 'Cancel', 'Previous', and 'Next'.

Read the Terms and Condition. Click the I accept button. Click next.

This submits the request through for approval. The approval process generally takes 24 – 48 hours but could be longer or shorter depending on workload.

Once the approval process has been completed, you should receive an email letting you know and the web address.

If you have problems, you can contact the help desk at 1-855-673-4357 option 5 option 1

*****Things to remember*****

- Your CAG account will disable if not logged into for 90 days. **This is independent of you logging into your account on-site at the VA.** You will get email reminders starting at about 30 days.
- If your account gets disabled, you can log back into the Self Service portal (<https://vaww.ramp.vansoc.va.gov/selfservice/>) and re-enable it. Again, this has to be done on a VA PC.
- If it has been long enough that the account has been deleted, you will need to complete a new request as above.
- Because you are using CAG on personal computers (or Duke), there is NO local support. Just the help desk number as listed above.
- The VA is a Windows based organization. MAC users will generally have more issues with setting up and accessing CAG especially if Apple releases an update. Windows PCs are generally less problematic but can still have issues.