



Department of

**Veterans Services**

# Installing and Accessing VA Systems for Tennessee Accredited Advocates

# Installing and Accessing VA Systems

1. How to Install Citrix Remote Access for VA Desktop Portal Pg 1
2. Accessing the Veteran Benefits Management System (VBMS) Pg 9
3. Requesting VA Outlook and TEAMS Access Through “yourIT” Pg 15

## **IMPORTANT**

After receiving your PIV Card, please contact Jonathan Soto at [Jonathan.soto@tn.gov](mailto:Jonathan.soto@tn.gov) to initiate the request for Citrix Remote Access. You will have 24 hours, that includes weekends, to install and utilize the VA Desktop Portal with your PIV Card before the access expires. It is recommended not to request access on a Friday to allow time during the week for troubleshooting any potential issues.

# Install Citrix Remote Access for VA Desktop Portal



As a best practice; use Google Chrome to access website and Citrix

Home

## First Time Downloads

Step 1: Select to access Citrix Desktop options

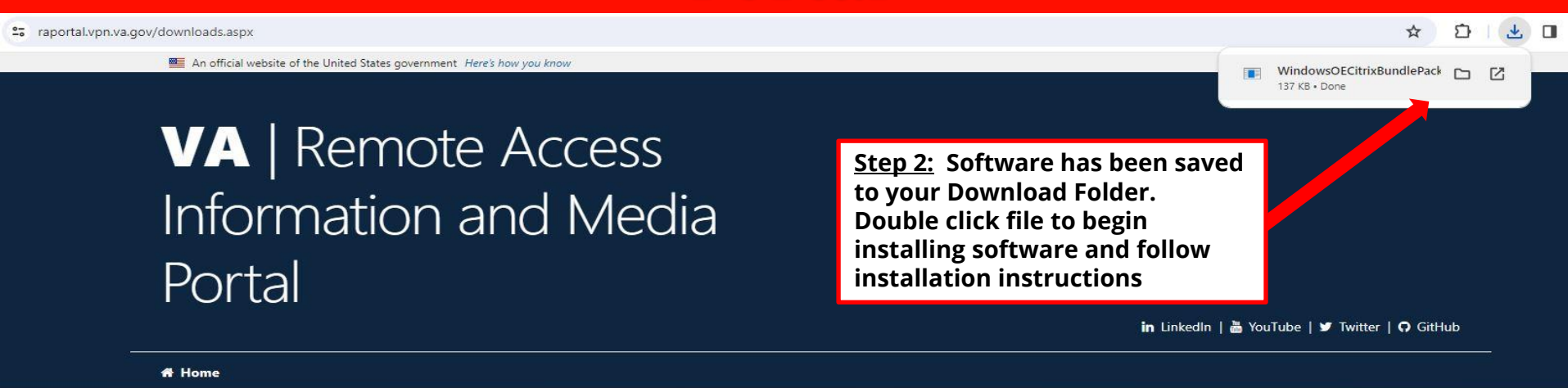
### Citrix Related Software

Title	Download Link	Supported OS	Last Modified
Citrix Workspace App Windows OS Remote Bundle Package	<a href="#">Windows OE Citrix Bundle Package</a>	Windows 11, 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.	12/18/2023
Citrix Workspace App for Mac	<a href="https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html">https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html</a>	See supported OS on Citrix download link	11/19/2021

### Azure Virtual Desktop Software

Title	Download Link	Supported OS	Last Modified
Microsoft Remote Desktop Client	<a href="https://go.microsoft.com/fwlink/?linkid=2068602">https://go.microsoft.com/fwlink/?linkid=2068602</a>	Windows 10 / Windows 11	11/02/2021

# Install Citrix Remote Access for VA Desktop Portal



**Step 2:** Software has been saved to your Download Folder. Double click file to begin installing software and follow installation instructions

## First Time Downloads

### Citrix Related Software

Title	Download Link	Supported OS	Last Modified
Citrix Workspace App Windows OS Remote Bundle Package	<a href="#">Windows OE Citrix Bundle Package</a>	Windows 11, 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.	12/18/2023
Citrix Workspace App for Mac	<a href="https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html">https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html</a>	See supported OS on Citrix download link	11/19/2021

### Azure Virtual Desktop Software

Title	Download Link	Supported OS	Last Modified
Microsoft Remote Desktop Client	<a href="https://go.microsoft.com/fwlink/?linkid=2068602">https://go.microsoft.com/fwlink/?linkid=2068602</a>	Windows 10 / Windows 11	11/02/2021

# Install Citrix Remote Access for VA Desktop Portal


VA Access Gateway x +

https://citrixaccess.va.gov/vpn/index\_citrix\_splash.html

Apps Request Your Milita... Tools New Tab VA Learning Univer... policy8.pdf SPO eCFR — Code of Fe... VA Expenditures - Nati... Sign In

## 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.


The enhanced features of ServiceNow and Your IT services online requests will replace email requests to the Enterprise Service Desk. You may access ServiceNow portal at <https://yourit.va.gov> using the Chrome browser. The tool is only available from VA workstations and will work with your Personal Identity Verification (PIV) card, eliminating the need for a username and password. If you have additional questions, please contact Managed Service Providers (MSP) at 1-855-673-4357.

Please select one of the following 2 Factor login options below. In the event that the 2 factor is not a viable login method at this time, select the bottom link.

[Click here to use Smartcard:](#)  
Click the icon to login with VA PIV card, CAC card, or USB eToken



[Click here to use OTP Token:](#)  
POA enforced users require a Network Account exemption to use OTP Token



[Click here to use Domain Username/Password](#)

**Step 3: Insert Smartcard. Select Smart Card Login**

# Install Citrix Remote Access for VA Desktop Portal

VA Access Gateway x +

citrixaccess.va.gov/vpn/index\_citrix\_splash.html

Select a certificate

Select a certificate to authenticate yourself to citrixaccesspiv.va.gov:443


Subject	Issuer	Serial
Ronald Dvorsky 1625762 (affiliate)	Veterans Affairs User...	00D2C8E8


Certificate information OK

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.

The enhanced features of ServiceNow and Your IT services online requests will replace email requests to the Enterprise Service Desk. You may access ServiceNow portal at <https://yourit.va.gov> using the Chrome browser. The tool is only available from VA workstations and will work with your Personal Identity Verification (PIV) card, eliminating the need for a username and password. If you have additional questions, please contact Enterprise Service Desk (ESD) at 1-855-673-4357.

Please select one of the following 2 Factor login options below. In the event that the 2 factor is not a viable login method at this time, select the bottom link.

[Click here to use Smartcard:](#)   
Click the icon to login with VA PIV card, CAC card, or USB eToken

[Click here to use OTP Token:](#)   
POA enforced users require a Network Account exemption to use OTP Token

[Click here to use Domain](#)

# Install Citrix Remote Access for VA Desktop Portal

VA Access Gateway

https://citrixaccess.va.gov/vpn/index\_citrix\_splash.html

### 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 disclosure of this system information is prohibited.

Windows Security

### Smart Card

Please enter your PIN.

Click here for more information

OK Cancel

**Step 6: Enter your 6 digit Pin Number and Select "OK"**

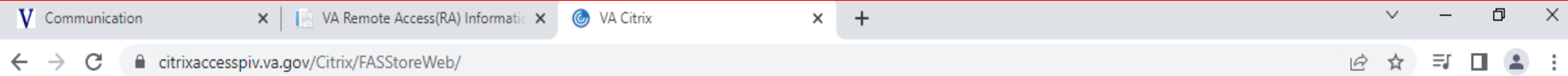
Click here to use Smartcard:  
Click the icon to login with VA PIV card, CAC card, or USB eToken

Click here to use OTP Token:  
POA enforced users require a Network Account exemption to use OTP Token

Click here to use Domain Username/Password

Establishing secure connection...

# Install Citrix Remote Access for VA Desktop Portal



## VA Security Warning

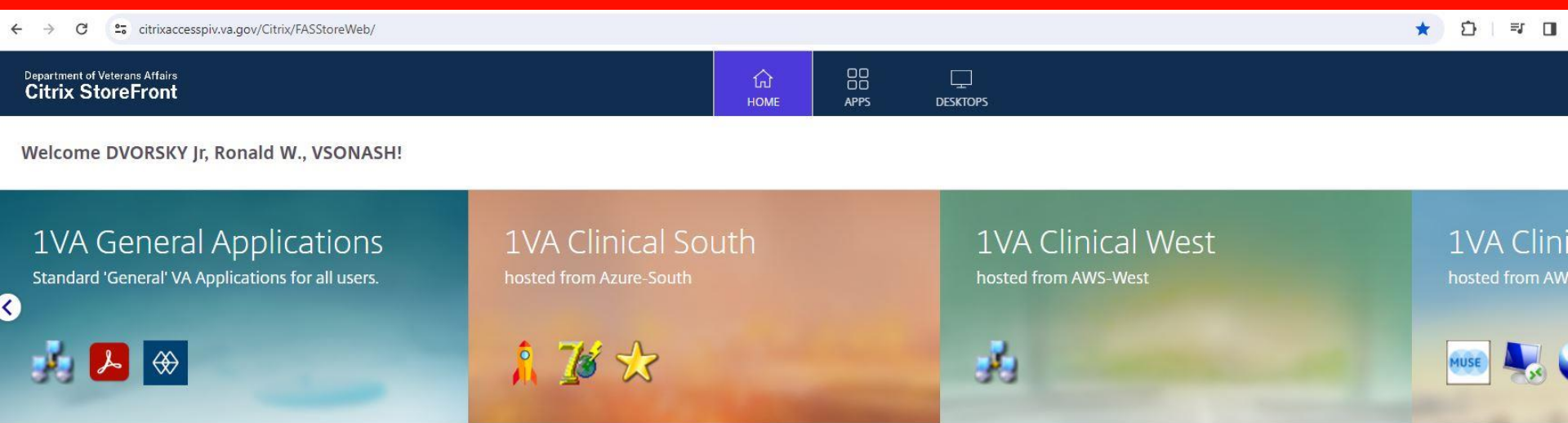
This U.S. government system is intended to be used by authorized VA network users for viewing and retrieving information only except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA. All use is considered to be with an understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government Intranet or Extranet (non-public) networks or systems. All transactions that occur on this system and all data transmitted through this system are subject to review and action including (but not limited to) monitoring- recording- retrieving- copying- auditing- inspecting- investigating- restricting access- blocking- tracking- disclosing to authorized personnel or any other authorized actions by all authorized VA and law enforcement personnel. All use of this system constitutes understanding and unconditional acceptance of these terms. Unauthorized attempts or acts to either (1) access- upload- change- or delete information on this system (2) modify this system (3) deny access to this system or (4) accrue resources for unauthorized use on this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal civil or administrative penalties.

Accept

**Step 7: Select "Accept"**



# Install Citrix Remote Access for VA Desktop Portal



The screenshot shows the Citrix StoreFront web portal. The browser address bar displays 'citrixaccesspiv.va.gov/Citrix/FASStoreWeb/'. The page header includes the Department of Veterans Affairs logo and 'Citrix StoreFront' text. Navigation buttons for 'HOME', 'APPS', and 'DESKTOPS' are visible. A welcome message reads 'Welcome DVORSKY Jr, Ronald W., VSONASH!'. Below this, there are four main application categories: '1VA General Applications' (Standard 'General' VA Applications for all users), '1VA Clinical South' (hosted from Azure-South), '1VA Clinical West' (hosted from AWS-West), and '1VA Clinical East' (hosted from AWS-East). Each category has associated icons representing the applications.

## Favorites



The screenshot shows the 'Favorites' section of the Citrix StoreFront web portal. It contains six application tiles, each with a monitor icon and a dropdown arrow. The tiles are: '1VA-General Desktop', 'VBA - VBApp Desktop', '1VA-Log Off My Sessions\_Users', 'VBA - Common Security Empl...ger', 'VBA - Common Security Use...ger', and 'VBA - SHARE'. A red arrow points to the 'VBA - VBApp Desktop' tile.

**Step 8: Open by Double Clicking "VBA - VBApp Desktop"**

# Install Citrix Remote Access for VA Desktop Portal

The screenshot shows the Citrix StoreFront interface. At the top, there is a navigation bar with 'HOME', 'APPS', and 'DESKTOPS' (the active tab). Below the navigation bar, the 'Desktops' section is visible, showing a list of desktops: '1VA-General Desktop', 'HS\_West\_Desktop', 'OITFO ATX XA Published De...pps', 'VBA-VBApp Desktop (1)', and 'VBA-VBApp Desktop (2)'. A context menu is open over the 'VBA-VBApp Desktop (1)' icon, with the 'Always open files of this type' option selected. A red box highlights this option, and a red arrow points to it from a text box.

Department of Veterans Affairs  
Citrix StoreFront

HOME APPS DESKTOPS

Desktops

All (5) Favorites (3)

1VA-General Desktop

HS\_West\_Desktop

OITFO ATX XA Published De...pps

VBA-VBApp Desktop (1)

VBA-VBApp Desktop (2)

Open

Always open files of this type

Show in folder

Cancel

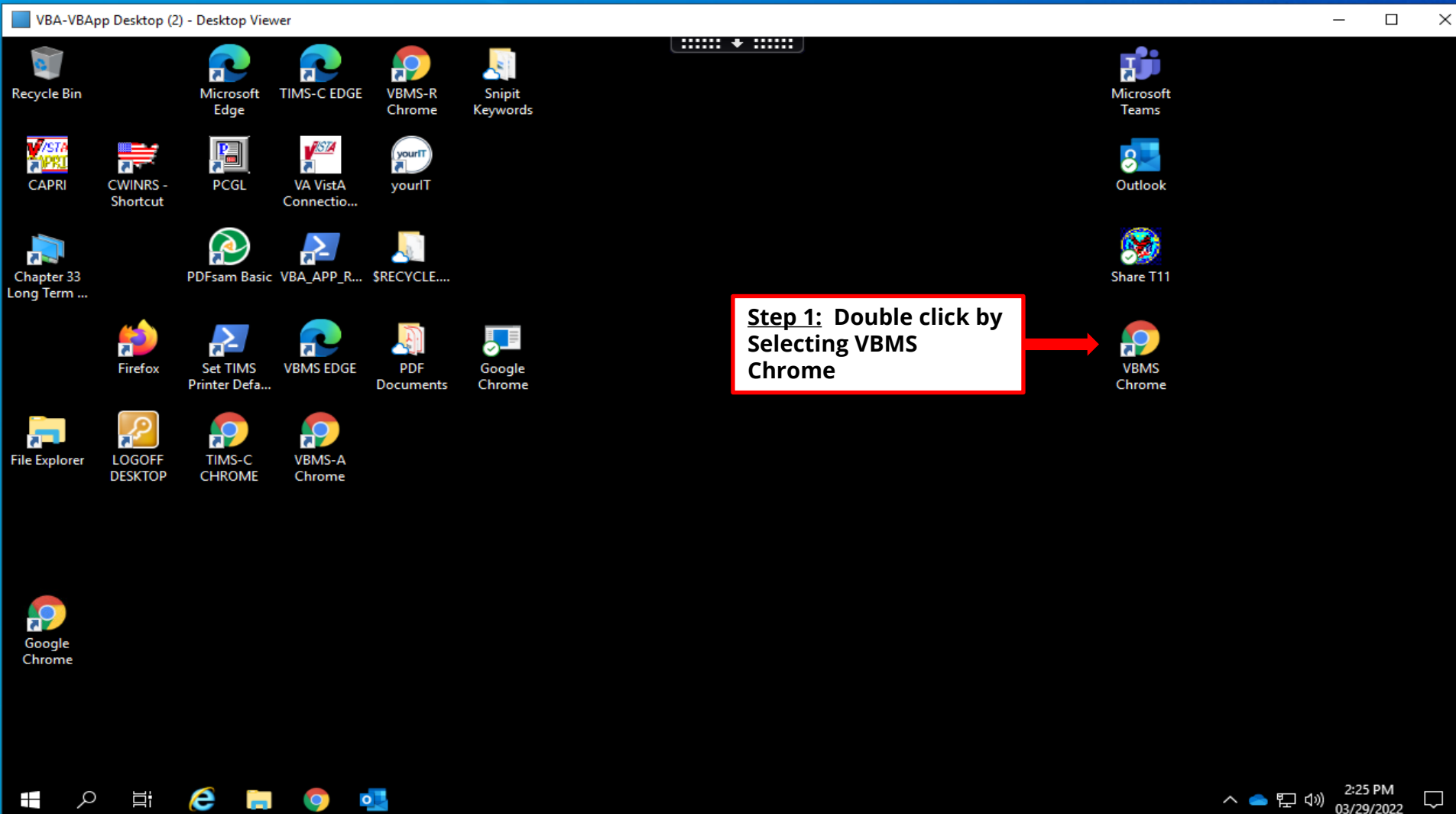
**Step 9: This is a one-time event.**  
Click the drop down and select "Always open files of this type"  
Double click file to open

SGluZXNfQ29uc29s receiverconfig.cr SGluZXNfQ29uc29s...ica

Show all

GW5 StoreFront Server: ...03F

# Accessing the Veteran Benefits Management System (VBMS)



# Accessing the Veteran Benefits Management System (VBMS)

VA Identity and Access Manager

ssologon.iam.va.gov/centrallogin/Default.aspx?appname=core&URL=https://ssologon.iam.va.gov/centrallogin/core/redirect.aspx&TYPE=33...

Welcome to VetraS...

U.S. Department of Veterans Affairs

Authenticating. Please

Select a certificate

Select a certificate to authenticate yourself to pivlogon.iam.va.gov:443

Subject	Issuer	Serial
Ronald Dvorsky 1625762 (affiliate)	Veterans Affairs User...	00D2C8E8

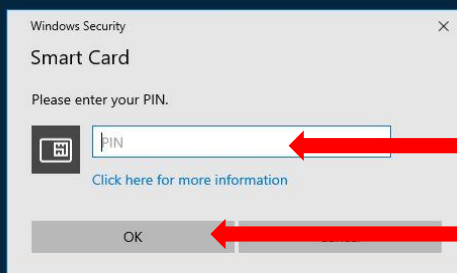
**Step 2: Click Here** → OK Cancel

8:06 AM 03/30/2022

# Accessing the Veteran Benefits Management System (VBMS)



Authenticating. Please wait...



**Step 3: Enter your 6 digit Pin Number and Select "OK"**

# Accessing the Veteran Benefits Management System (VBMS)

ssologon.iam.va.gov/centrallogin/Default.aspx?appname=core&URL=https://ssologon.iam.va.gov/centrallogin/core/redirect.aspx&TYPE=33619969&REALMOID=06-20d743f2-7684-410e-ae8e-145b9a4aa4bd&GUID=&SMAUTHREASON=0&ME...



U.S. Department of Veterans Affairs

VA Single Sign-On | About | Contact Us

The image shows a blue sign-in screen titled "VA SINGLE SIGN-ON". Below the title, it says "Sign in to continue to Veterans Tracking Application (VTA)". On the right side, there is a white box containing a placeholder for a user profile, a VA logo, and a yellow PIV card icon. Below the icon, it says "Sign In with VA PIV Card". At the bottom right of the white box, there is a link that says "View Other Sign-in Options". A red arrow points from a red-bordered box containing the text "Step 4: Click Here" to the "Sign In with VA PIV Card" button.

**Step 4: Click Here**

**WARNING:** This U.S. government system is intended to be used by [authorized VA network users] for viewing and retrieving information only, except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA. All use is considered to be with an understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government Intranet or Extranet (non-public) networks or systems. All transactions that occur on this system and all data transmitted through this system are subject to review and action including (but not limited to) monitoring, recording, retrieving, copying, auditing, inspecting, investigating, restricting access, blocking, tracking, disclosing to authorized personnel, or any other authorized actions by all authorized VA and law enforcement personnel. All use of this system constitutes understanding and unconditional acceptance of these terms.

Unauthorized attempts or acts to either (1) access, upload, change, or delete information on this system, (2) modify this system, (3) deny access to this system, or (4) accrue resources for unauthorized use on this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

# Accessing the Veteran Benefits Management System (VBMS)



Benefits Integration Platform Login



**320 VARO Nashville**

Station ID:

320

**Step 5: Click Here**

Log in

Return to VA SSOI

# Accessing the Veteran Benefits Management System (VBMS)

Claims Queue - VBMS | Welcome

vbms.vba.va.gov/vbmsp2/vso-ng#/category/user

Welcome to Vetra...

**VBMS** All Claims My Claims My History RONALD DVORSKY

Open Profile Open eFolder Open Claim More Search Options

Wed Mar 30 2022 08:11:36AM CDT, Version 25.5-20220310-1540, ID 37964798

Narrow Results Clear

There are documents requiring your attention  
There are 41060 documents available. [View Documents.](#)

**Step 6: Type SSN or File# of the Veteran**

**Step 7: Select "Open eFolder"**

		Claim Station	Claim Status Name	Claim Status Code	Date of Claim	Document Expiration	Deferral Type	EP Code - Claim Label	File Number	Last Changed Date	New Document	Pending Upload Indicator	General Power of Attorney	Suspense Date	Suspense Reason	Veteran Date of Birth
<input type="checkbox"/>	<input type="checkbox"/>	499	Open	PEND	04/15/2020		NONE	110 - eBenefits 526EZ-Initial Live Comp<8 Issues (110)		03/21/2022	<input checked="" type="checkbox"/>		097 - VETERANS OF FOREIGN WARS OF THE US	04/21/2022	Requested/Awaiting Other Evidence	
<input type="checkbox"/>	<input type="checkbox"/>	499	Open	PEND	10/15/2020		NONE	335 - Review		10/15/2020	<input checked="" type="checkbox"/>		074 - AMERICAN LEGION	04/24/2022	Requested/Awaiting Other Evidence	
<input type="checkbox"/>	<input type="checkbox"/>	499	Ready for Decision	RFD	06/03/2021		NONE	020 - D2D-Supplemental (020)		08/23/2021	<input checked="" type="checkbox"/>		020 - TENNESSEE DEPARTMENT OF VETERANS SERVICES	09/22/2021	Ready for Decision	
<input type="checkbox"/>	<input type="checkbox"/>	345	Closed	CLR	06/21/2021		NONE	688 - FY21 NDAA Nehmer Review - Survivor		02/08/2022	<input checked="" type="checkbox"/>		074 - AMERICAN LEGION	02/08/2022	Closed	
<input type="checkbox"/>	<input type="checkbox"/>	499	Open	PEND	07/08/2021		NONE	020 -		07/08/2021	<input checked="" type="checkbox"/>		020 -	04/10/2022	V4/Contract Exam	

Show 100 entries

Skip to page: 1



# Requesting VA Outlook and TEAMS Access Through “yourIT”

The screenshot displays a Windows desktop with several application icons: VBMS-A Chrome, Snipit Keywords, TDVA Homeless..., Google Chrome, LOGOFF DESKTOP, VBMS-R Chrome, VBMS Chrome, Outlook (2), and VBMS EDGE. A red arrow points from a text box to the 'yourIT' application icon. The system information area shows the user is logged on as 'vba\vbanaasdvorsr' on a Microsoft Windows NT version 6.2 Server (Terminal server) (build 9200) with CPU: 8 at 2200 MHz, RAM: 32 GB, IP address: 10.225.6.84, and Machine domain: VA.

**Step 1 Open yourIT application**

**OITAUSAPVA338**  
Logged on user: vba\vbanaasdvorsr  
Microsoft Windows NT version 6.2 Server (Terminal server) (build 9200)  
CPU: 8 at 2200 MHz RAM: 32 GB  
IP address: 10.225.6.84 Machine domain: VA

Support Systems (SS), Infrastructure Operations (IO)  
"To care for him who shall have borne the battle, and for his widow, and his orphan"  
US Department of Veterans Affairs

# Requesting VA Outlook and TEAMS Access Through “yourIT”

## Terms and conditions

This U.S government system is intended to be used for viewing and retrieving information only, except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA. All use is considered to be with an understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government Intranet or Extranet (non-public) networks or systems. All transactions that occur on this system and all data transmitted through this system are subject to review and action including (but not limited to) monitoring, recording, retrieving, copying, auditing, inspecting, investigating, restricting access, blocking, tracking, disclosing to authorized personnel, or any other authorized actions by all authorized VA and law enforcement personnel. All use of this system constitutes understanding and unconditional acceptance of these terms.

Unauthorized attempts or acts to either (1) access, upload, change, or delete information on this system, (2) modify this system, (3) deny access to this system, or (4) accrue resources for unauthorized use on this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

✓ Accept

**Step 2 Click Accept**

# Requesting VA Outlook and TEAMS Access Through “yourIT”

Welcome to yourIT Service Portal!

Is something broken?



Report an Issue

Need something new?



Submit a Request



If you are having system or access issues with VBMS, SHARE, Outlook, TEAMS, Ect., open a trouble ticket here.

Request systems access for Microsoft Office 365 submit a request.

My Tickets

My Approvals

My Surveys

You do not have any open approvals.

[Learn more Here](#)

LEARN MORE THROUGH

## Most Viewed Articles This Week

- | Desktop: Remove Expired or Unnecessary Certificates
- | PIV: Blocked / Locked / Damaged PIV Card and PIN Reset
- | Windows: Adjust Display Settings
- | eOPF Portal: Unable to Upload Documents to the Electronic Official Personnel Folder (eOPF) Portal
- | IAM: Request To Add, Modify, Or Remove A Identity and Access Management (IAM) System POC



Hello! Not sure what to do? I'm here to help you find your way.

# Requesting VA Outlook and TEAMS Access Through “yourIT”



Search service catalog items, self-help articles, tickets and more...



MENU

## Welcome to yourIT Service Portal!

Is something broken?



Report an Issue

Need something new?



Submit a Request

**Step 3 Click Submit a Request**

My Tickets

You do not have any open

5 / 8 x

Requests are for something new such as application access, software, and new hire access or equipment. Try typing keywords in the search bar or use the chat function to locate the appropriate request type. Most general users should use the Standard Services Catalog and Technical users can toggle the Technical catalog. Some of the most common request types include:

- IT Software or Hardware Request
- User Access
- New Hire Equipment
- Microsoft Office 365
- Display Name Modification
- Email Distribution List Request

Next

View All Tickets



Hello! Not sure what to do? I'm here to help you find your way.

# Requesting VA Outlook and TEAMS Access Through “yourIT”

Search service catalog items, self-help articles, tickets and more...



Home > Catalog - Browse

## Standard Services Catalog

- Access & Account Services **20**
- Benefits & Memorial Services **5**
- Equipment Services **7**
- Health Services **12**
- Intake Services **7**
- Software Services **11**

Technical Catalog



Not sure what service is right for you?

Answer a few simple questions and we'll do the rest.

Let's Chat

## Most Popular Services



### IT Software or Hardware R ...

Request additional or replacement IT Equipment (i.e., monitor, laptop, printer) or installation of software



### User Access

Initiate VA network access request for New Hires and Returning Users.



### Microsoft Office 365

Request for Office 365 Suite User Access & License Provisioning



### User Account Modification

Request to modify or disable a VA user account within Active Directory.



### Application Access

Request access to a VA Application



### Group Access

Request an add, move, or change to an Active Directory Security Group

### Computer Relocation

### New Hire Equipment

**Step 4: Select Microsoft Office 365. Outlook and MS TEAMS to be added to your account.**



Hello! Not sure what to do? I'm here to help you find your way.

# Requesting VA Outlook and TEAMS Access Through “yourIT”

Search service catalog items, self-help articles, tickets and more...



Home > All Catalogs > Standard Services Catalog > Software Services > Microsoft Office 365

## Microsoft Office 365

Request for Office 365 Suite User Access & License Provisioning



Order Now



Office 365

Request Microsoft Office 365 for user provisioning or access. Submission of this request will allocate a SaaS user license subscription and provide the ability to use the full Microsoft Office 365 suite software product line.

**Step 6: Order Now (see next page) Usually approval takes 24-48 hours to receive access**

### REQUESTER INFORMATION

\* Requester

Ronald Dvorsky (VBANASDVORSR)

\* Requester Email Address

Ronald.DvorskyJr@va.gov

\* Requester Supervisor/COR

Angela Odom (ADJAODOM)

**Step 5: Confirm name and email address is you.  
Note: Do not change Requester Supervisor/COR**

Add attachments



Hello! Not sure what to do? I'm here to help you find your way.

# Requesting VA Outlook and TEAMS Access Through “yourIT”

Welcome to yourIT Service Portal!

Is something broken?



Report an Issue

Need something new?



Submit a Request



My Tickets

My Approvals

My Surveys

You do not have any open approvals.

Select “My Ticket” for request update and status



LEARN MORE THROUGH

## Most Viewed Articles This Week

- | Desktop: Remove Expired or Unnecessary Certificates
- | PIV: Blocked / Locked / Damaged PIV Card and PIN Reset
- | Windows: Adjust Display Settings
- | eOPF Portal: Unable to Upload Documents to the Electronic Official Personnel Folder (eOPF) Portal
- | IAM: Request To Add, Modify, Or Remove A Identity and Access Management (IAM) System POC



Hello! Not sure what to do? I'm here to help you find your way.

# Questions/Issues

Recommended slide updates or changes, please contact:  
Ron Dvorsky, Training Director  
[Ronald.dvorsky@tn.gov](mailto:Ronald.dvorsky@tn.gov)

