



## How to make a request for Remote Access:

1. Make sure that your VA Supervisor will approve the request
2. Submit your request by accessing the VPN Self Service portal and complete the online request. The Portal can be found at <https://vpnportal.vansoc.va.gov/selfservice/>

The portal can be accessed only when connected to the VA Intranet; it cannot be accessed from an external location.

The Portal automates the request process;

You will be required to login using your network userid and password and your network domain. Your network domain is **VHA23**.

You will be asked to select your supervisors name from a list. If your supervisors name does not appear in the list, please either contact an Information Security Officer to have the name added or select your Service Line Chief.

You will be asked to submit a justification for the use of Remote Access. Please enter a business related justification.

Once you complete and submit the online request, an automated email will be sent to your Supervisor, who will need to respond by clicking a link within the email to either Approve or not Approve. If the supervisor approves, another automated email will be sent to the ISO who will activate the remote access account. Once the account is activated, a third automated email will be sent to your VA Outlook email account notifying you of the activation.

**Remote access accounts are automatically disabled if not used within any 90 day period.**

Users may refresh their accounts before they are disabled by logging in to the following site:

<https://gfe.vpn.va.gov/remotupdate>

