Veterans Affairs Onboarding of Residents and Fellows
FAQ

Why do I need fingerprints?
Fingerprints are how HR completes a background check on you prior to receiving a PIV badge.

Why do I need a PIV card?
You will use your PIV card to log on to the network while rotating at the VA, and you will also need it to use remote access. Also, PIV cards allow you to write prescriptions for controlled substances. If your PIV card is lost or stolen, it is imperative you contact the VA Police (non-emergency 916-366-5401) to inform them.

How soon should I have my fingerprints taken?
Fingerprints are only good for 4 months. If you get your fingerprints taken but do not get a PIV card within 4 months, you must have your fingerprints taken again. On that note, if a person gets his/her prints taken and gets a PIV card (say in June), but doesn’t start until the following February, the card likely will not be good unless the individual has been logging on remotely.

What if I already have a PIV card from the Sacramento VA or a different VA?
If you already have a PIV card, there is no need for fingerprints to be taken again. If your PIV card is inactive from lack of use, it will not work until your account has been reactivated, which generally occurs on your first day unless you request to come in prior to your first day to log on to the network. Once your account is reactivated, you have until midnight of that night to log on or the account will deactivate again. We highly encourage everyone to log in remotely once a month to ensure accounts stay active.

Who do I contact at the Sacramento VA to get my fingerprints and PIV card?
For fingerprints, please contact Eileen Chandler (916-843-9069). To schedule an appointment for your PIV card, please contact the PIV office (916-843-9190). Please note that PIV appointments are often booked out at least 3-4 weeks so making an appointment sooner rather than later is recommended.

***NOTE: 2018 will be an extremely busy time for PIV offices nationally, as a glitch with employee cards has over 500,000 of them expiring in August 2018. While all PIV offices will work diligently to get all employees, contractors, and trainees updated cards, employees are the priority. Please keep this in mind when scheduling your appointment; do not wait until the last minute as not having a PIV card will impact your ability to provide patient care.

Can I have my fingerprints taken at a different VA?
Yes, it is encouraged that if you are outside of the Sacramento area, you ask another VA to take your fingerprints as a courtesy. You will provide them with 2 pieces of information (SON 1245 and SOI VAA2),
which will allow them to transmit your prints to the Sacramento VA. The Sacramento VA will be paying for your fingerprints to be taken at a different VA.

**Why do I need to complete TMS training each year?**

The VA requires ALL employees, contractors, and trainees to complete annual training. Current TMS training is required for your network and EMR accounts to be created and/or activated. The three trainings must be completed before your start date or we cannot activate your accounts.

10203: Privacy and HIPAA Training  
10276: VA Privacy and Information Security Awareness and Rules of Behavior  
3192008: VHA Mandatory Training for Trainees - Refresher

**I’m transferring from another VA. Why do I need to complete paperwork again?**

Incoming trainees must provide us with all paperwork, as we don’t have access to the paperwork they submitted at the other VA. If they already have a PIV card from the other facility, they do not need to get one here. But we need ALL paperwork to process getting your account transferred, etc.

**I have either started my rotation or I will be rotating in a week or so, and my account is not working. Should I call the Help Desk?**

During business hours, your first call should be to the VA’s Medical Education Department (Jacquelyn Langdon at 916-843-9155; backup is Angelina Collins at 916-843-7022 – please leave a message as we return calls promptly). Most often, Education can get your account active before involving the Help Desk. Please only contact the Help Desk on weekends or holidays when Education is not staffed.

**Why is my account usually disusered when I start my new rotation?**

If you do not log in to the system within 90 days of your last log in, your account will be inactivated. Once this happens, contact Education, and they will put in a request to IT to activate your account, but once it is activated, you will need to log into the network and EMR by midnight of that day or your account will be inactivated again. You can avoid this by logging into the EMR remotely once per month.

**Do I receive new Network and EMR codes each time I rotate?**

No, you will continue to use the same codes from your last rotation. If you forgot them, you may request code reset from the Help Desk (350-2101).