

CVSO users can request Print / Copy Paste access by following the directions below.

To request Print / Copy Paste access, please use the following URL

<https://vaww.ramp.vansoc.va.gov/> . **This URL is only accessible through the VA Citrix Intranet.**

REMOTE ACCESS PORTAL RAP > RAP

RAP Self Service Portal

Quick Menu

- Remote Access (RA) Information and Media Portal
- VA TMS Citrix Access Gateway (CAG) End User Videos:
 - GFE IOS devices (VA 4567150)
 - Mac devices (VA 4567149)
 - Windows devices (VA 4567151)
- ISO - PO Locator
- VA Intranet Home

Online Help

Press to access online help
Please report any problems or misuse to the Enterprise Service Desk:

REMOTE ACCESS PORTAL

VA U.S. Department of Veterans Affairs

Welcome to the Remote Access Portal (RAP)

The Department of Veterans Affairs offers several options to securely connect to internal VA resources from remote locations. The RAP application supports all things remote access. RAP facilitates remote access requests, approvals, account administration, troubleshooting, reporting and auditing. RAP includes support for several remote access roles:

Remote Access Users:

As a remote access user, press the **Self Service Portal** link to perform a variety of tasks:

- Request new remote access
- View your current remote access privileges

1: Click the “Self Service Portal”. tab **2:** Click “Request Access”.

The screenshot shows the Remote Access Portal interface. At the top left is the logo for REMOTE ACCESS PORTAL. Below it, a navigation bar contains a tab labeled "Self Service Portal" which is highlighted with a red box. The main content area is divided into two columns. The left column contains a "Quick Menu" with links to "Self Service Portal Home", "Access Request Details", "Change My Facility or Approving Official", and "View Documents". Below this is an "Online Help" section with contact information for the Enterprise Service Desk. The right column features a "Remote Access User Menu" with four icons: a person icon for "View User Summary", a computer monitor icon for "Request Access" (highlighted with a red box), a document icon for "Welcome Letter", and a refresh icon for "Update Profile". Below the menu is a "User Info" section for "Tucker, Frankie", listing details such as Facility, Company, Approving Official, UPN, Network Account, Primary Email, and Primary/Secondary Phone. It also includes "Remote Access Justification" and "RAP Account Expiration" information.

4: Click “Non-VA Device”.

The screenshot shows the "Remote Access Request" form. The title "Remote Access Request" is displayed in a dark blue header. Below the header, the instruction reads: "Please identify the device type(s) you will be using to connect to the VA remotely:". There are four checkboxes with corresponding information icons: "VA-Issued Laptop / Desktop", "VA-Issued iOS iPad or iPhone", "VA-Issued Router", and "Non-VA Device". The "Non-VA Device" checkbox is highlighted with a red box. At the bottom left of the form is a "Cancel" button.

5: Click “CAG Print & CAG Copy Paste”. **6:** Click each drop down and use the information below.

Based on your selection, the below remote access methods are possible options. Hover over the information icons to learn more about each method.

Check all options required based on your connection needs: 

Primary connection method option(s):

Other:

- CAG Print 
- CAG Copy Paste 

CAG Print

- CAG Print Access
- CAG Print Justification
- Printing Personally Identifiable Information (PII) 
- Printing Sensitive Personal Information (SPI) 
- Printing VA Sensitive Information/Data 

Provide CAG Print Comments (Required)

Print Access Required

7: Click each drop down and use the information below.

CAG Copy Paste

CAG Copy and Paste Access

CAG Copy and Paste Justification

Copying and Pasting Personally Identifiable Information (PII) 

Copying and Pasting Sensitive Personal Information (SPI) 

Copying and Pasting VA Sensitive Information/Data 

Provide CAG Copy Paste Comments (Required)

NA

8: Click “Submit”