Mandatory Training for
Veteran Service Officers (VSO)

In order to be granted access to VA resources, you must first complete all of your assigned mandatory training. Required courses are accessed via the VA Talent Management System (TMS).

To access the TMS, you must first create a TMS user profile. Once you have created a user profile, you will see the list of mandatory training and the date(s) by which it must be completed.

In order to access the TMS you must use one of the following browsers:

- Internet Explorer (7.0 to 11.0)
- Mozilla Firefox (3.6.x.x and above)
- Safari on Mac (6.0 and above)
- Google Chrome (23.0.x.x and above)

To ensure that the training courses operate correctly, your system must also have the following software installed and enabled:

- Flash player version 10.0.0 and above
- Adobe Reader 9.0 and above

You will be required to provide specific information about yourself as well as information related to the work you will be doing under this contract. Your contract Project Manager should have provided you with the following information:

1. The VA Location being supported.
2. The VA Contracting Officer's Representative (COR) First Name, Last Name, Email Address, and Telephone Number.
3. The title of the Contract.
4. The Contract Number.
5. If you must complete HIPPA training.

The above information is required in order to create your profile. Make sure that you have it before starting the TMS User Profile creation process.

Step-by-step instructions for creating your TMS profile and then launching and completing the required training follow.

If You Need Assistance

If you have any questions about the information to be provided or experience difficulties creating a profile or completing the mandatory training(s), contact the Enterprise Service Desk by going to the yourIT Services website or via phone at 1 (855) 673-4357.

A. Create Your TMS Profile

1. From one of the above browsers, access https://www.tms.va.gov/SecureAuth35/

2. Select the **CREATE NEW USER** button.

**Figure 1: VA TMS Login Screen with Arrow
pointing to the Create New User Button**

3. The first screen requires you to select the overall VA organization that you will be supporting.

   Select either the **Veterans Health Administration (VHA)**, or the **Veterans Benefits Administration (VBA)** radio button.

Figure 2: VA Organization Screen

Then select the **NEXT** button.

4.   The next screen requires you to identify your enrollee type. The list of options is tied to the VA Organization.

IF you selected VHA, this is the screen you should see:

Please answer the following question to begin the Self Enrollment process:

I am a...

○ **Health Professions Trainee** (Health professionals in VA training programs, including WOC trainees)

○ **Volunteer** (Those volunteering for VA without VA compensation)

○ **WOC** (Those working for the VA without VA compensation)

○ **Clinical Contractor** (Medical professionals working for the VA on a contractual basis)

○ **Contractor** (Non-medical professionals working for the VA who do so on a contractual basis)

○ **Veterans Service Officer** (Non-VA employees that help Veterans with preparing, filing, and tracking a benefits claim through the VA system)

○ **DOD** (Department of Defense Civilian employees and Active Duty military personnel from any branch of the US Armed Forces)

○ **Conference Attendee** (Those attending a VA-sponsored conference)

○ **Federal Non-VA** (Those holding positions in the Federal government, except the DoD and the VA)

[Back]   [Next]

Figure 3: VHA Enrollee Types

IF you selected VBA, this is the screen you should see:

Please answer the following question to begin the Self Enrollment process:

I am a...

○ **Veterans Service Officer** (Non-VA employees that help Veterans with preparing, filing, and tracking a benefits claim through the VA system)

○ **Contractor** (Non-medical professionals working for the VA who do so on a contractual basis)

○ **DOD** (Department of Defense Civilian employees and Active Duty military personnel from any branch of the US Armed Forces)

○ **Federal Non-VA** (Those holding positions in the Federal government, except the DoD and the VA)

○ **Intern** (Trainees working for the VA who receive no compensation)

Back   Next

Figure 4: VBA Enrollee Types

5.   Select the **VETERAN SERVICE OFFICER** radio button. Then select the **NEXT** button.

○ **Veterans Service Officer** (Non-VA employees that help Veterans with preparing, filing, and tracking a benefits claim through the VA system)

Figure 5: Veteran Service Officer Radio Button Option

You must provide information related to MY ACCOUNT and MY JOB. All of the fields marked with an asterisk must be completed.

Note: The **Email Address** that you enter here will be used as your Username to log into the system. Please ensure that the email address you use is one which you will be able access.

Note: Fields marked with * are required

MY ACCOUNT INFORMATION

- The length of the password must be between 12 and 20 characters.
- The password must contain the following types of characters:
  a. English lowercase letters.
  b. English uppercase letters.
  c. Arabic numerals(0,1,2,...9).
  d. Non alphanumeric special characters (!@#$%^&*_+-={}|[]:'?,./)
- Characters cannot be repeated more than twice in a row.
- The password cannot contain user name(login ID).
- The password cannot contain users first name and last name.
- The password cannot be the same as any of the previous 24 passwords.
- The password cannot contain 6 or more characters in a row from the previous password.
- Security answer must be at least 5 characters.

* Password   :

* Re-enter Password   :

* SSN   : (Click here to view the VA TMS Privacy Act Notice.)

(If you are foreign national and do not have an SSN please click here)

* Re-enter SSN   :

* DOB (MM/DD/YYYY)   :

* Legal First Name   :

* Legal Last Name   :

  Middle Name(Optional)   :

* Email Address   :

* Re-enter Email Address   :

* Phone Number (do not include hyphens i.e 1112223333)   :   ☐ Check here to enter an International Phone Number

* Time Zone ID :

Figure 6: MY ACCOUNT INFORMATION Screen

Make sure that your **PASSWORD** complies with the requirements listed on the screen and that the re-entered password is identical.

Your password must comply with all of the following:

- Length must be 12 to 20 characters
- MUST contain:
    - Lowercase letters (a through z)
    - Uppercase letters (A though Z)
    - Numerals (0 through 9)
    - Non-alphanumeric characters to include ! @ # $ % ^ & * _ + = ? , . / ' [ ] { }
- Cannot include more than two repeated characters in a row
- Cannot include your User Name
- Cannot include your first or last names

Make sure to read the Privacy Act Notice regarding use of SSNs.

Privacy Act Notice

Authority: The Department of Veterans Affairs (VA) is authorized to collect this information under the authority of Executive Order 9397 as amended by Executive Order 13478; Title III, Section 301, Subchapter III of Public Law 107-347 (Federal Information Security Management Act of 2002); Section 7406(c)(1) of Title 38 of the U.S. Code; and Sections 4103, 4115, and 4118 of Title 5 of the U.S. Code.

Purpose: The Department of Veterans Affairs (VA) will use this information to ensure your training records are properly documented and retained into one system, the VA Talent Management System (TMS); and, accurately credited to your TMS profile to acknowledge and provide verification training requirements are met.

Routine Uses: This information will be used by and disclosed to VA personnel and contractors who need the information to assist with activities related to the training management purposes.Additionally,this information will become a part of your permanent personnel record and is included in the respective government-wide, OPM/GOVT-1 - General Personnel Records (71 FR35356) and VA-specific, 76VA05 General Personnel Records -Title 38 (65 FR 45131) electronic system of records notices (SORNs), and is subject to all published routine uses within these SORNs.

Disclosure: Furnishing this information is voluntary, including Social Security Number; however, failure to furnish the requested information may prevent you from establishing a TMS profile and delay the completion of training that would be assigned as a result of the completion of this form.

Social Security Number (SSN): Your SSN may be requested under the authority of Executive Order 9397 as amended by Executive Order 13478. The SSN is used as a unique identifier to ensure that each individual's record in the system is unique, complete and accurate and the information is properly attributed. The SSN is not used by, nor displayed in, the TMS for any other purpose.

Figure 7: TMS Privacy Act Notice

6.   After completing the MY ACCOUNT INFORMATION fields, you must complete the **MY JOB INFORMATION** fields. As indicated earlier, you should have received this information from your Project Manager. If you do not have this information, please reach out to your Project Manager as you will not be able to create your TMS User Profile without it.
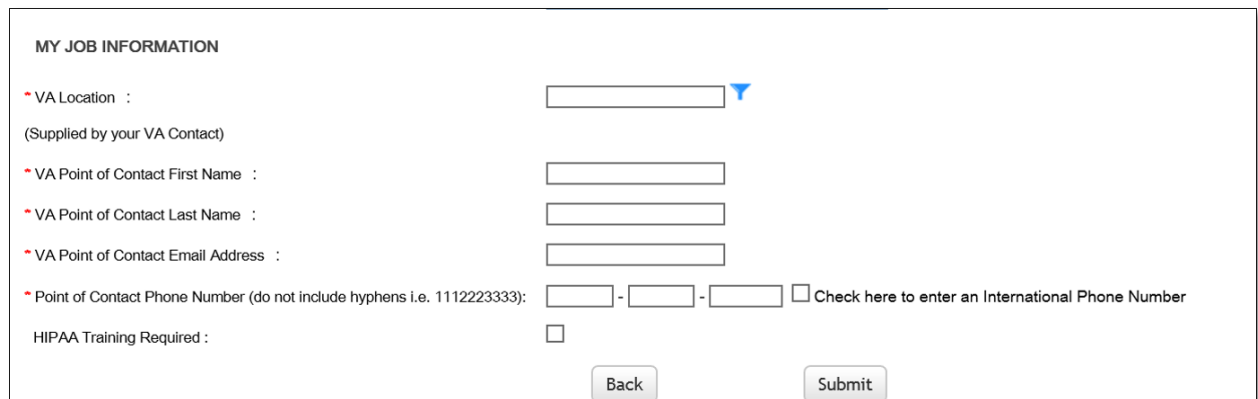

Figure 8: MY JOB INFORMATION Screen

7.   Once all of the required fields have been completed, select the **SUBMIT** button.

8.   If there were any errors identified after selecting **SUBMIT**, you must fix those and then select **SUBMIT** again. Keep making corrections until you succeed.

9.   Once any errors have been corrected, you should see the **Congratulations** screen. At this point you should make note of your TMS Username (which will be the Email Address that you entered).
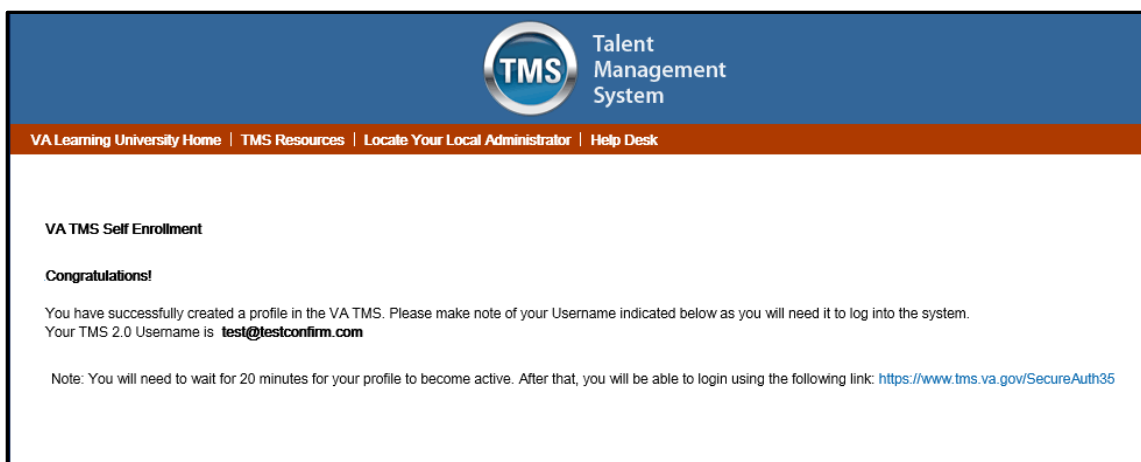
Figure 9: Congratulations Screen

10. After 20 minutes have passed, please return to https://www.tms.va.gov/SecureAuth35/ and enter your Username and click Submit. You will be able to send a one-time Passcode to your Email Address.
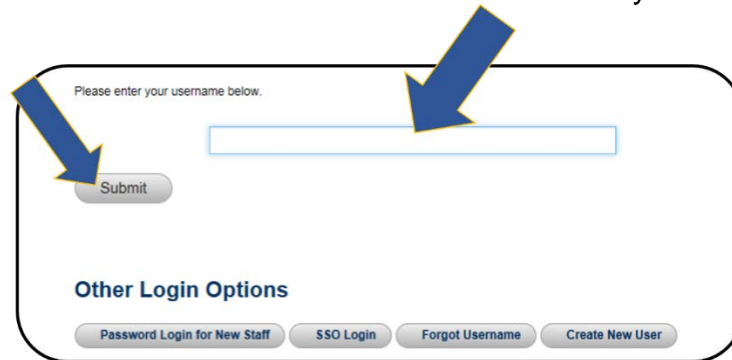
Figure 10: TMS 2.0 Login Screen

11. Once your Passcode arrives, enter it using your keyboard, or the on-screen number pad, and click Submit.
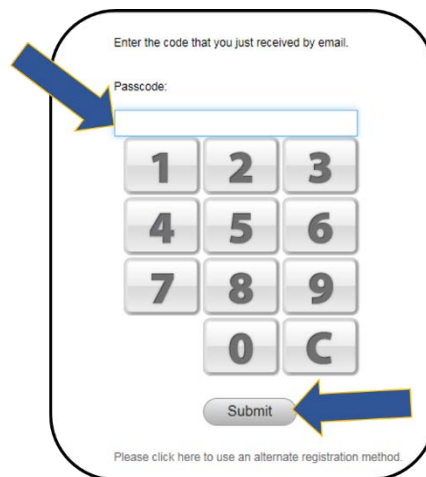
Figure 11: Enter Passcode Screen

12. You are now asked to select and provide answers to two security questions. These will be used if you need to reset your TMS password.

Figure 12: Set Security Questions Screen

After selecting your questions and entering your answers, select the **SAVE** button.

At this point, you have now created your TMS User Profile. Now, you must complete all of the mandatory training courses assigned to you.

B. Launch and Complete Mandatory Training

Follow these steps to launch and complete all of your assigned training.

1. Your TMS home screen displays. It lists the mandatory training you must complete and the date by which completion must occur.

Figure 13: TMS Home Screen

At a minimum, your screen will list *VA Privacy and Information Security Awareness and Rules of Behavior* under the **Due within a week** area of the screen. If you checked the **HIPPA Training Required box**, then the *Privacy and HIPPA Focused Training* is also listed. Notice that both of these courses must be completed within 5 work days from the time your TMS User Profile is created.

While you may complete the course(s) at a later time, it is strongly recommended to complete one or both at the time of TMS profile creation.

2. Hover your mouse over one of the course titles listed on your TMS Home screen. Brief information pertinent to this course displays.
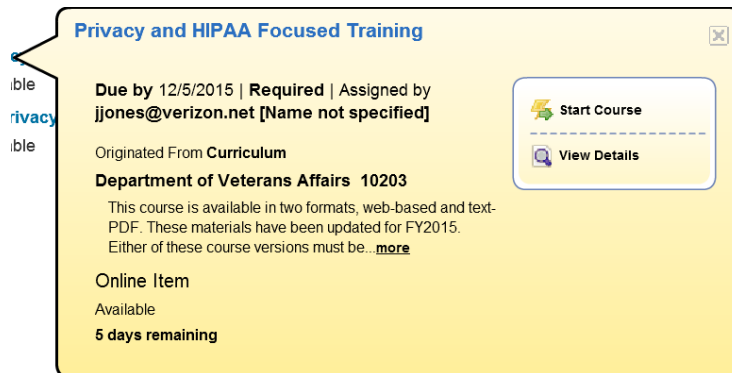
Figure 14: Course Information Pop-up on Mouse Hover

3. Select the **START COURSE** link.

The course windows launch in another browser window. You will see the Online Course Structure screen that is immediately followed by the initial screen of the selected course

Follow the instructions on each of the course screens to complete all modules of the mandatory training course(s).

4. For the ***VA Privacy and Information Security Awareness and Rules of Behavior*** course, you must acknowledge and accept the Contractor Rules of Behavior that is the last Module of this course.

Figure 15: Contractor Rules of Behavior Acknowledgement

5. Once a course has been completed, select the **HOME** link located at the top left of the screen to return to your TMS Home screen.
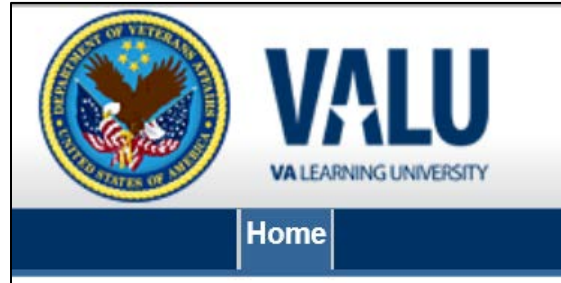

Figure 16: Snapshot of the Home Link

6. Once all of the mandatory training has been completed, you will see the **Learning Status Pod** display information stating that the work is completed.
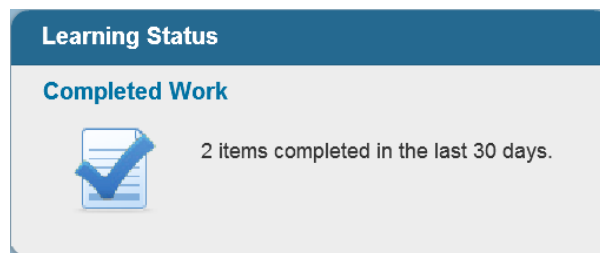

Figure 17: Example of the Learning Status Pod

7. While the completion of the mandatory training is recorded in the TMS, you must also print a Certificate(s) of Completion. To do this, you must select the **Learning Status Pod** to access the **Completed Work** screen.

Figure 18: Completed Work Screen

All of the courses that you have completed and the date when they were completed display on this screen.

8. Hover the mouse over the course title for which a completion certificate is to be printed to display the Completed Course pop-up window.
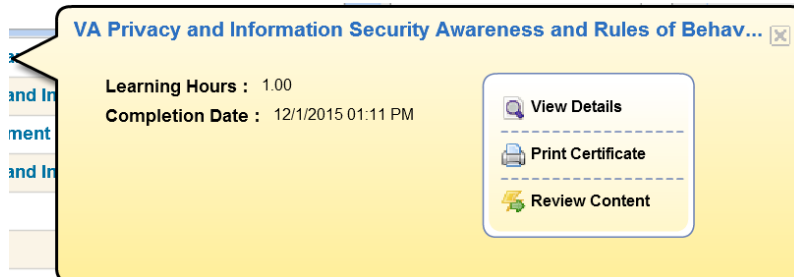

Figure 19: Completed Course Pop-Up

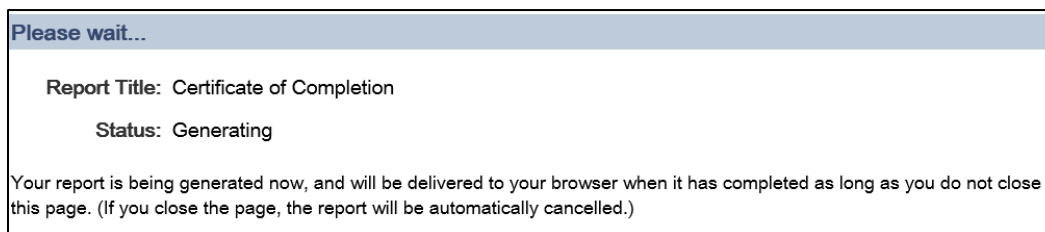9. Select the **PRINT CERTIFICATE** link. A message indicating the information is being generated.

Figure 20: Generating Certificate of Completion Message Screen

Once the necessary information has been gathered, another browser window opens and displays a PDF of the Completion Certificate.

Figure 21: Example of Certificate of Completion PDF

You may save this to your local drive and/or print the certificate to a local printer. Follow the instructions provided by your Project Manager to either save it, print it, or do both.

10. Once you have printed and/or saved your certificate(s), you may log out of the TMS. Select the **SIGN OUT** link located in the upper right portion of your TMS Home screen.
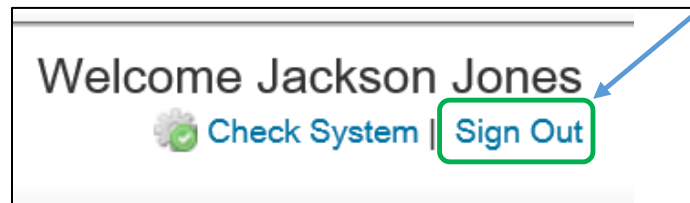

Figure 22: Snapshot of the Sign Out Link