

TMS FAQs

How do I reset my password?

1. Navigate to the TMS login page at www.TMS.va.gov.
2. Click the "I forgot my password" link located beneath the login box.
3. Enter the correct security answer for the security question.
4. A new password will be e-mailed to the user's e-mail address on record.

What do I do if I can't remember the answer to my TMS security question?

If you are trying to reset your password, and you cannot remember the answer to your security question, call the VA TMS Help Desk at 1-866-496-0463 or contact a local TMS administrator. Once you successfully log in, please update your TMS security questions.

How do I update my TMS security questions?

1. Log in to TMS.
2. On the right side of the screen, under Easy Links, click on "Options and Settings".
3. From this screen, you can update your security questions.

How do I update my TMS profile, to change my supervisor's name or add my e-mail address?

To update your personal profile in TMS, please follow these steps:

1. Log in to TMS, and click on your name in blue letters (this is your Name Link).
2. Fill in all required information on your profile page by selecting the pencil icon.
3. Update all the fields on your profile which need to be changed.
4. To change your supervisor's name, use the name search feature under Employee Information on your profile page.
5. Click Submit.

For further assistance with TMS, please see the TMS Quick Reference Guide link on the Training tab of the Cleveland RO Web Portal. You can also contact the TMS Help Desk at 1-866-496-0463 or vatmshelp@va.gov.