



VA TALENT MANAGEMENT SYSTEMS (TMS) INSTRUCTIONS FOR COUNTY VETERANS SERVICE OFFICERS

County Veterans Service Officers (CVSOs) must create a VA Talent Management System (TMS) account and complete mandatory training in order to acquire and maintain VA systems access. Please follow the step-by-step instructions below to establish your account and complete training.

Establish Your Account

From a computer, launch a web browser and navigate to: <https://www.tms.va.gov/plateau/user/login.jsp>

1. Click the [**Create New User**] link in the menu below the “TMS” logo and login fields;
2. Select the radio button for “Veterans Service Officer”;
3. Click the [**Next**] button;
4. Enter appropriate information in each required field, and also in any non-required field if you have the information;
5. My Account Information;
6. Create **Password** (Follow the guidelines presented on screen);
7. Re-enter **Password**;
8. **Security Question**;
9. **Security Answer**;
10. Re-enter **Security Answer**;
11. **Social Security Number** (Your SSN is used only as a unique identifier in the system to ensure users do not create multiple profiles. The SSN is stored in a Private Data Table that cannot be accessed anywhere via the VA TMS interface. It is securely transferred to a VA database table inside the VA firewall where it can be confirmed, if necessary, by appropriately vested system administrators and/or Help Desk staff.)
12. Re-enter **Social Security Number**;
13. **Date of Birth**;
14. **Legal First Name**;
15. **Legal Last Name**;



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16. **Email Address** (Enter your business or personal email address. The email address will be used as your UserID);
17. Re-enter **email address**;
18. **Phone Number** – Enter a number where you can be reached by VA staff if issues arise with this self-enrollment process or in other circumstances);
19. My Job Information;
20. **VA City** – Enter “Cleveland”;
21. **VA State** – Select “Ohio” from the list;
22. **VA Location** – Select the option for 325 – Cleveland from the list;
23. **VA Point of Contact First Name** – Enter “Bridget”;
24. **VA Point of Contact Last Name** – Enter “McHugh”;
25. **VA Point of Contact Email Address** – Enter “Bridget.McHugh@va.gov”;
26. **VA Point of Contact Phone Number** – Enter “216-522-3530”; and
27. If you have an immediate requirement to take HIPAA Training, check the **HIPPA Training Required** check box.

Once you have entered all of the necessary data, click on the “**Submit**” button. Your profile will be immediately created. Copy and save the **User ID** displayed to you on the confirmation page, since you will need this for future logons to the VA TMS. Once done, click on the “**Continue**” button and wait until your “**To-Do List**” populates with the title(s) of the mandatory training.

Within 5 Days of Creating your Account:

Notify Bridget McHugh at Bridget.McHugh@va.gov that you have created your TMS account and complete course 10176, VA Privacy and Information Security Awareness and Rules of Behavior. You are to complete any other courses that appear in your To-Do list by the assigned due dates.

Launching and Completing the Training:

Mouse over the title of the available Item in the **To-Do List**. (Make sure that your pop-up blocker is off). Click the [**Start Course**] button in the pop-up window that appears. Complete the content following the on-screen instructions. Exit the course, and a completion should be recorded.

Troubleshooting and Assistance:

The Check System link on the VA TMS is an automated tool that confirms the existence of basic, required software on the computer you are using to complete this training. If your computer is not in compliance with the requirements, a red “x” will appear next to the Check System link. Should this be the case with your computer, please follow the instructions to bring your computer up to the standards that will work with the VA TMS.



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If you do not have a social security number, or if you experience any difficulty creating a profile or completing the mandatory content, contact the VA MSE Help Desk at 1-866-496-0463 or by email at VATMSHelp@va.gov.



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