



OBTAINING PIV CARD AND VA SYSTEMS ACCESS

COUNTY VETERANS SERVICE OFFICERS

County Veterans Service Officers (CVSOs) should follow the below instruction steps in order to obtain a Personal Identity Verification (PIV) card and VA electronic systems access.

1. INITIAL CONTACT WITH HUMAN RESOURCES

If you haven't already, contact Cleveland Regional Office Human Resources (HR) by phone (216-522-3530 ext. 3605) or email (HRM.VBACLE@va.gov), advise of the need for VA systems access and provide the following:

- a. Name;
- b. Organization;
- c. Phone number; and
- d. Personal email address.

2. FINGERPRINTS

Arrange to appear and provide fingerprints at the Cleveland Regional Office or local VA Medical Center

- a. **Cleveland Regional Office:** Contact Cleveland HR (phone number above) and schedule an appointment to have your fingerprints captured. Fingerprints are taken on the 13th floor (room 1351) of the AJ Celebrezze Federal Building, 1240 E 9th Street, Cleveland, OH 44199.

Please bring the following to your appointment:

- (1) Two forms of photo identification;
- (2) [Completed Declaration of Federal Employment \(OF-306\)](#); and
- (3) Completed Request for Personal Identity Verification (PIV) Card (attached).

- b. **VA Medical Center:** VA medical centers have different schedules and procedures for capturing fingerprints. If you are submitting your fingerprints through a local VA medical

center, contact the medical center directly at the phone number listed below and arrange to be fingerprinted.

Please bring the following to your appointment:

- (1) Two forms of photo identification; and
- (2) The following numbers: **SOI Number: VA11 and SON Number: 1074.**

Ann Arbor Health Care System

2215 Fuller Road, Building 4 (Human Resources), Ann Arbor, MI 48105
Phone Number: (734) 845-5925

“Walk-In-Only” from 7:15 a.m. to 4 p.m.

Chillicothe VA Medical Center

17243 State Route 104, Chillicothe, OH 45601
Building #1 Second Floor Room 209
Phone Number: (740) 773-1141

Fingerprints are completed in the PIV Office by "Walk-In-Only" from 8 a.m. to 11 a.m. and 1 p.m. to 3 p.m.

Cincinnati VA Medical Center

3200 Vine Street, Cincinnati, OH 45220
Phone Number: (513) 861-3100 ext. 4173

Fingerprinting is completed by the Security Office located on the first floor.

Columbus – Chalmers P. Wylie Ambulatory Care Center

420 N James Road, Columbus, OH 43219
Phone Number: (614) 257-5500 (HR Office) or
(614) 257-5384 (Security Office)

Fingerprints are completed in the Security Office by Bill Dinkins Monday - Friday from 9 a.m. to 12 p.m. and 1 p.m. to 3 p.m.

Dayton VA Medical Center

4100 W 3rd St., Dayton, OH 45428
Phone Number: (937) 268-6511 Ask for HR PIV Office to schedule.

Fingerprinting is completed Monday - Friday from 8:30 a.m. to 12 p.m. and 1:30 p.m. to 3 p.m.

Erie VA Medical Center

135 E 38th St., Erie, PA 16504



Phone Number: (814) 868-8661

Fingerprinting is completed by appointment only Tuesday and Thursday from 9:30 a.m. to 10:30 a.m. and 1:30 p.m. to 2:30 p.m. The HR Department is located in a separate building on the corner of Old French and E 38th Streets.

Pittsburgh VA Healthcare System – Heinz Campus
1010 Delafield Road, Pittsburg, PA 15238
Phone Number: (412)822-1983

No appointment needed for fingerprints. Office hours Monday through Friday 7:30 a.m. to 12 p.m. and 12:45 p.m. to 3:30 p.m.

PLEASE NOTE: FINGERPRINTS EXPIRE WITHIN 120 DAYS. IF YOU PROVIDE FINGERPRINTS BUT DO NOT COMPLETE THE REMAINDER OF THE BACKGROUND CHECK (Through Step 5 below) WITHIN 120 DAYS, YOU WILL NEED TO BE REPRINTED.

3. IF YOU PROVIDED FINGERPRINTS AT THE VA MEDICAL CENTER, COMPLETE AND SUBMIT DECLARATION OF FEDERAL EMPLOYMENT (OF-306) & REQUEST FOR PERSONAL IDENTITY VERIFICATION CARD (VA-0711)

a. OF-306: Those providing fingerprints at a VA Medical Center must fax the OF-306 to Human Resources at (216) 522-3227 and confirm on the fax cover sheet that their fingerprints have been captured. (Cut-and-paste the below to use as your fax cover sheet.)

OHIO CVSO BACKGROUND INVESTIGATION	
FAX COVER SHEET	
TO:	CLEVELAND REGIONAL OFFICE, HUMAN RESOURCES
	FAX: 215-713-1156
	PHONE: 216-522-3530 X 3605
FROM:	
	NAME
	ORGANIZATION
	PHONE NUMBER
	EMAIL ADDRESS
	DATE FINGERPRINTED
	LOCATION FINGERPRINTED
SUBJ:	COMPLETED OF-306
	* Please be sure to write your personal email address on the top right corner of the 306.

- b. VA-0711:** Those providing fingerprints at a VA Medical Center must also fax the VA0711 (attached) to the Cleveland PIV Office at (216) 522-3138. **PLEASE BE SURE TO FOLLOW THE INSTRUCTIONS AS DESCRIBED ON THE ATTACHED INSTRUCTIONS SHEET PRIOR TO SENDING THE APPLICATION.**

4. COMPLETE ELECTRONIC QUESTIONNAIRES FOR INVESTIGATIONS PROCESSING (E-QIP)

Within a week after submission of the OF-306, you will be contacted by email (most likely from VA Program Specialist Yolanda Kinzey) with a link to the E-QIP/Electronic SF-85.

Before starting E-QIP, complete the [Questionnaire for Non Sensitive Positions \(SF-85\)](#) found at https://www.opm.gov/forms/pdf_fill/SF85.pdf in hard copy. This will be your guide and tool for finishing E-QIP. Follow the instructions to complete and submit E-QIP as soon as possible, but no later than 10 days after receipt of the email.

**IF YOU FAIL TO COMPLETE E-QIP WITHIN 10 DAYS OF RECEIVING THE EMAIL
YOUR E-QIP ACCESS WILL EXPIRE.**

Completion of steps 1-4 above will successfully complete your Secure Agency Check (SAC) and initiate your National Agency Check Investigation (NACI) – the first stages in obtaining VA Systems Access.

5. TRAINING

You must complete certain online training to obtain VA systems access.

a. Talent Management System (TMS) Training

You are responsible for creating your own VA Talent Management System (TMS) training account. Please follow the TMS Instructions for CVSOs to create your account. It is important that you contact Regional Office Training Manager Bridget McHugh within 5 days of creating your account and inform Ms. McHugh that the account has been created. Ms. McHugh can be reached by phone at (216) 522-3530 ext. 3408 or by email (Bridget.McHugh@va.gov).

Once you have created your TMS account, log in to TMS and complete the following training items:

- (1) VA Privacy and Information Security Awareness and Rules of Behavior (TMS ID 10176). **You must complete this training item within 5 days of creating the TMS Account;**
- (2) Privacy and HIPAA Training (TMS ID 10303);
- (3) Safeguarding Federal Tax Information (FTI) (TMS ID 3890589); and
- (4) Annual Employee Certification of Veteran Status and Veteran-Relatives (TMS ID 4009242).

The courses will be assigned to your TMS “To-Do List” within a day of your account being created. You can also find them by searching for the ID numbers if you want to start training early or if, for some reason, the courses are not automatically assigned.



b. Training, Responsibility, Involvement and Preparation of Claims (TRIP) Training

Read all of the TRIP materials (Chapters 1 -18) located at <https://www.sep.va.gov/web/guest/faq>.

Upon completion, email Cleveland Veterans Service Center, Assistant Coach Peter Liviola at peter.liviola@va.gov to certify you've completed the TRIP training. Peter will reply to you by email with a certificate of completion.

6. CONTACT WITH PIV OFFICE

a. Once you have completed steps 1-5 above, Records Management Officer Sonny Luciano will contact you by email or phone call about the next steps in obtaining a PIV Card. You can contact Mr. Luciano by phone (216-522-3530 ext. 3718) or email (Sonny.Luciano@va.gov). Mr. Luciano will provide you with final instructions for completing the process.

b. If you have any questions regarding the PIV process, please reference the Ohio Department of Veterans Services liaison website: http://www.ohiovet.gov/HOME/CVS_Ed_and_Comp/ODVS_Liaison_Office