



DEPARTMENT OF VETERANS AFFAIRS Automation Center 1615 Woodward Street Austin TX 78772

08/08/2002

**EXAMPLE ONLY**

**Jane, Doe**  
**Anywhere, CA HCS**

Dear VAccess Customer

This letter is to inform you that an Austin timesharing account has been established in your name with the following access privileges:

104EE83 VACO PLUS CONpRD PLUS  
104FFIO FMS READ ONLY  
11OFFO2 AAC ALLOTMENT ALLOCATION  
11ONNO1 MDp/MED/MEDIpp ANALYSIS  
11OXXO1 CDR -FISCAL

Basic pointers on accessing the Austin time sharing service, which is called VAccess, are explained in this letter. If you have questions or need help with any aspect of VAccess, please contact us at the Austin Help Desk at 512-326-6780. Twenty four hour coverage is provided and customers calling from touch tone telephones may use the Interactive Voice Response system to direct their calls to the appropriate subject matter expert.

**Your new personal access code, called a customer-ID, is S640JD4.**

Your first password is the last six digits of your social security number

The first time you sign on, the system will ask you for a new password. Make up a password that is easy for you to remember and difficult for others to associate with you. Passwords must be exactly eight characters long, with at least one alphabetic and one numeric character and with no consecutive repeating characters (aa, 22, etc.)

Every ninety days, the system requires you to make up a new password. It remembers the last three passwords you've used, and you cannot use one of those words (or a very similar word) again until the fifth time.

Please keep your password confidential. It is a security violation to allow anyone else to use your customer-ID and password. If someone has access to your customer-ID and password, they could sabotage your files or make unauthorized entries for which you would be held responsible. If you feel your password has been compromised, please change it and call the Help Desk immediately. You may change your password as often as once a day and you must change it every ninety days.

If you are using a modem to connect your PC or terminal to Austin, your IRM staff or one of your co-workers should be able to supply you with the phone number to dial and connect to Austin. Should you have a problem getting the number, please call the Help Desk at 512-326-6780 and they will furnish you with a number to dial. When you are ready to start using VAccess, keep this letter and talk to your point of contact for further guidance.

Austin Automation Center VAccess Staff