

***** **Suspended and Deactivated TA Account** *****

Trusted Agents are required to log into CVS at least once every **60** days or their TA account will be **suspended** (view screenshot of error below). To get a TA account un-suspended the TA must call the CVS Help Desk at 1-800-372-7437 (OCONUS: DSN 312-698-5000). The TA should stay on the line with the Help Desk until **after** having successfully logged into CVS.

If a TA does not log into their CVS account at least once every **120** days their TA account will be **deactivated**. To get a TA account reactivated the TA must call their TASM so that individual can log into the DEERS Security Online program and reactivate the account. The CVS Help Desk is not able to reactivate a TA account, only a TASM can do that.

A good way to prevent an account from being suspended or deactivated is to place a note in the Outlook calendar reminding you to log into CVS at least once a month.

See screenshot below to view account suspended error message. The deactivated account error message is very similar:



Contractor Verification System



Login

Error(s) detected:

- Account associated with your CAC was **suspended**.
- To remedy follow procedures outlined in [FAQs](#) (Frequently Asked Question)
- You are not authorized to use CVS

CAC Log in

CAC Log in

User Name & Password

User ID: *

Password: *

(Applicants only)

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