**FEATURE GUIDE**

**VA.gov user profile: Address validation**

# Current functionality

All people with a profile on VA.gov can update their home or mailing addresses. However, we do not currently have any way to verify how likely it is that the US Postal Service will be able to deliver mail to an address that a person saves in their VA.gov profile.

# Updated functionality

We are adding functionality that will allow us to check how likely it is that the US Postal Service will be able to deliver mail to an address that a person has saved. We are calling this address validation.

# Address/Contact information location

<https://www.va.gov/profile>

# Who can update their address?

For a person to update their address, they need to have access to the VA.gov profile. The following people will have a profile on VA.gov:

* Veterans found in MVI
* Veterans who have verified there are identities and are LOA3 (the highest level of identity verification) on VA.gov

If a person has a profile, they can update their address.

# How does address validation work?

In order to see the address validation functionality, someone has to update their address. This is how that would work:

A person goes to their VA.gov profile <https://www.va.gov/profile>.

A screenshot of a social media post

Description automatically generated

They select to either update their **Mailing address** or **Home address**.

A screenshot of a cell phone

Description automatically generated

They enter their address. When they click **Update**, we will run a check in the background to see if the US Postal Service recognizes the addresses entered or not.

* If the USPS recognizes the address and determines it’s valid, we’ll close the form and show the address that has been saved.
* If the USPS **does not** recognize the address, we’ll show one of the following versions of the address validations screen:

**The address may be problematic, but we have suggestions**

**A screenshot of a cell phone

Description automatically generated**

**The address may be problematic, but we do not have suggestions**

**A screenshot of a cell phone

Description automatically generated**

**The address may need a unit number added**

**A screenshot of a cell phone

Description automatically generated**

**The address has a unit number, but it needs to be edited/changed**

A screenshot of a cell phone

Description automatically generated

In all of the above cases, a person can edit the address they originally entered or choose to override the warning and save the address they entered as-is. If there is an address suggestion, they can choose that.

When they eventually save an address, we will close the form and show the new address in their profile.

A screenshot of a social media post

Description automatically generated