Matt ([00:02](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=2.25)):

Hello everyone.

I'm going to be discussing the new va.gov profile.

For the new Profile, we combined the “profile” and “account” pages and made significant improvements to the user interface.

New Speaker ([00:32](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=32.04)):

There are two types of users..,

Users who HAVE NOT verified their identity

And users who HAVE verified their identity

To access the profile, click the “sign in” button in the top right…

New Speaker ([00:51](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=51.08)):

I will log-in as a user who has NOT verified their identity first.

If a user attempts to log into the profile and they haven't verified their identity, they'll be directed to the Account Security page and will not be able to access the rest of the profile until they verify their identity.

Matt ([00:51](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=51.08)):

Matt ([01:36](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=96.65)):

And as you can see, this user has not verified their identity. If they want to verify their identity, they could click this link right here. In order to verify their identity, they would need a smartphone or an internet connection, their social security number, a picture of their license or passport, and the ability to answer a few different questions related to either their credit report or mortgage history or some other public data.

New Speaker ([02:03](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=123.23)):

They would also have the option down here to add two factor authentication. Direct Deposit is necessary in order to have the direct deposit functionality, but not for Connected apps or the other features. And if they have any questions about signing VA.gov, they can click this FAQ link down here at the bottom.

New Speaker ([02:27](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=147.83)):

If a user is LOA3, they should be able to see the entire profile. So I'm going to go ahead and sign in as a LOA3 user who has had their identity verified. As you can see here, the entire profile is visible and you are taken immediately to the Personal and contact information section.

Matt ([02:27](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=147.83)):

Matt ([03:43](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=223.8)):

The Personal information section is non editable, but if you do need to edit that information and you're enrolled in the VA health program, you can contact your nearest VA medical center. You can find that information here.. If you receive VA benefits, but you're not enrolled in the VA healthcare program, then you can contact your local VA regional office to update that information. You can find more information about that right here. Below that is the address section. You can click into this and make updates or edit your information and click update. Address validation that exists in the original profile is also on the new profile. And here you have your phone numbers. You can click into this as well, make updates, and you can check this box here if you want the VA to send healthcare appointment, text reminders. If you'd like more information regarding how the VA uses this information, you can click into this dropdown and down here, you can edit your contact, email address. If you want to edit the email address you use to sign in, you can click this link here and change that information.

New Speaker ([05:01](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=301.11)):

Next, we have the Military information section, and this will show you your periods of service and which branch of the military that was in. If for whatever reason, that information is incorrect, you can click down here and it shows you how you can update that information. You would contact the Defense Manpower Data Center (DMDC) and they'll work with you to update that information in the defense enrollment eligibility reporting system. You can reach them at this number right here, 1 800 (538) 952-9552. If you have any issues.

Matt ([05:40](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=340.23)):

Next, we have the direct deposit section. This is where you can update your direct deposit information related to compensation and pension benefits. This is not for updating direct deposit information related to education benefits. If you want to do that, you would to log into the benefits website with your premium DS log on account and change your information. If you don't have a premium DS log on account, you can register one or upgrade your basic account to premium. You can do that down here as well as find out how to change your information by mail or phone,

Matt ([06:18](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=378.34)):

And to view your payment history click this link. It'll take you to the eBenefits website and you won't have to log on with a premium DS log on account to see that information as well. And to edit your direct deposit information, you click this link over here to the right, and you can enter your routing number and account number, account type, and then click update.

New Speaker ([06:42](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=402.28)):

And you should see that it's been updated, click cancel to click out of it. You do need to have two factor authentication turned on in order to see this feature. If you verified your identity, and did not have two factor authentication, you will not see direct deposit from the side navigation menu over here to your left. You can activate two factor authentication via the account security section right here.

New Speaker ([07:12](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=432.221)):

Next, we have the Account security section and here you'll be able to see whether or not you've verified your identity. You have the option of turning on the two factor authentication as well as seeing the status of whether or not you've accepted the terms and conditions for va.gov health tools. You can also update the email address you use to sign in on IDB by clicking this link down here. And if you have any other questions about signing into va.gov or issues with verifying identity, privacy and security issues, you can click this, go to va.gov, FAQ link down here, and that should be able to answer any questions you may have.

Matt ([07:54](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=474.55)):

Next, We have the connected app section. Connected apps are third party or non- VA applications or websites that can share certain information from your va.gov profile with your permission. So for example, you could connect information from your VA health record to an app that helps you track your health. For example, the Apple Health app. If you don't have any applications connected, you would see this screen. Here's a list of different applications that you can connect to.

New Speaker ([08:25](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=505.96)):

For example, Apple health, iBlueButton, or MyLinks. If you want to see how you could connect a third party app, click this drop down here. Then you would take these different steps. When the app prompts you to connect your VA account, It will ask you to sign in, you sign in with your preferred va.gov account, then you review the information the app is asking to access. If you're comfortable, then you allow access.

Matt ([08:53](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=533.68)):

If you have any other questions, the connected apps section or profile, you can click this FAQ link down here at the bottom.

New Speaker ([09:02](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=542.22)):

In the event that you did have apps connected, you would see a screen that looks like this... where you could see the apps that are connected, and you can learn more about what you're sharing.

New Speaker ([09:14](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=554.79)):

Or learn more about the app itself by clicking this dropdown, or you could disconnect the app here. You could also learn a little bit more information for example, what other third party apps are available to connect to how you can connect to an app, what you do with your records are wrong, OR what should I do have I no longer trust a connected app. In order to see that information, I just click over here so we can take a look.

Matt ([09:47](https://www.temi.com/editor/t/OjuV0qXwYAwQ9V89fEyZ6-vUm_zvCaAeRhwCIyid8sU3weRouh02fTD1dbO0HkXg3Dn7JOWASlZQxK00SH96aHQtQZg?loadFrom=SharedLink&ts=587.37)):

So this shows you kind of how to connect third party app to your profile. And you have information around here regarding what to do. If you're a record, you're wrong, you sign into my healthy vet. If your information isn't accurate and call [inaudible] at this number listed here. And if you're getting an unreadable data message, this means the connected app has access to your information, but isn't using its interface. It's not anything to worry about in you can, if you have questions about that, you send feedback directly to that. And if you no longer trust an app, you can disconnect the app and clicking the button above and contact at sports center and ask them to permanently delete any information they stored from you. Or you can report the app to the VA directly by clicking this link. If you have any additional questions related to any of these features, um, their functionality or any potential issues you may run into, or the different air messages you can look or consult the call center product guide, and it should have detailed explanations for each one of the possible issues and, um, air messages, as well as answering any question regarding the functionality of the different features and more detailed, or you can reach out to myself or Samaritan directly via Slack. And we'd be happy to answer them questions, man. Thank you.