

# **Department of Veterans Affairs**

## **User Guide Veteran Health Identification Card (VHIC) 4.1**



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## Revision History

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# 1. What is Veteran Health Identification Card (VHIC) System

The VHIC System is a web-based application for the issuance of the Veterans Identification Card (VHIC). This system is used by VHIC end users at VA medical facilities throughout the United States.

To receive a Veteran Health Identification Card (VHIC), the Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits.
- Be enrolled in the VA Healthcare system.  
Be Level 2 proofed at a VA medical facility.
- Veteran's identity must be recognized in the Identity and Access Management (IAM) Identity Services Master Veteran Index (MVI).

Each day the card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans or to the requesting facility.

To ensure the VHIC is received at the appropriate address, it is important that the Veteran's address is verified and the correct address is used. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

## 2. Webcam

### Logitech Webcam Pro 9000 or similar

The following information will discuss the installation and use of the camera software to help facilitate the picture taking process. If you do not have the actual installation disk, you can download the software from the webcam manufacturer website.

The download page should auto-detect your operating system and the version you need. Click the 'Download Software' button. Once the download is complete and with the camera disconnected from your system, run the installation of the software. It will direct you to connect the camera during the installation process.

Instructions provided below are for **Logitech Webcam Pro 9000**.

#### Link to download software:

<http://www.logitech.com/en-hk/support/3056?section=downloads&osid=14&bit=64>

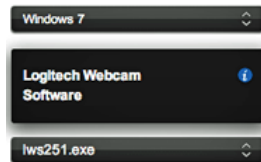
**\*Note:** Users may be directed to uncheck the Logitech Motion Detection option.

# QuickCam® Pro 9000

[Support](#) [Downloads](#) [Troubleshooting](#) [Support Community](#) [Contact Us](#)



M/N: V-UBM46,UBM46



[Download Now](#)

## Selected Software:

Title: Logitech Webcam Software  
Software Version: 2.51.828.0  
Post Date: 8-OCT-2012  
Platform: Windows 7  
File Size: 73 Mb

## Description

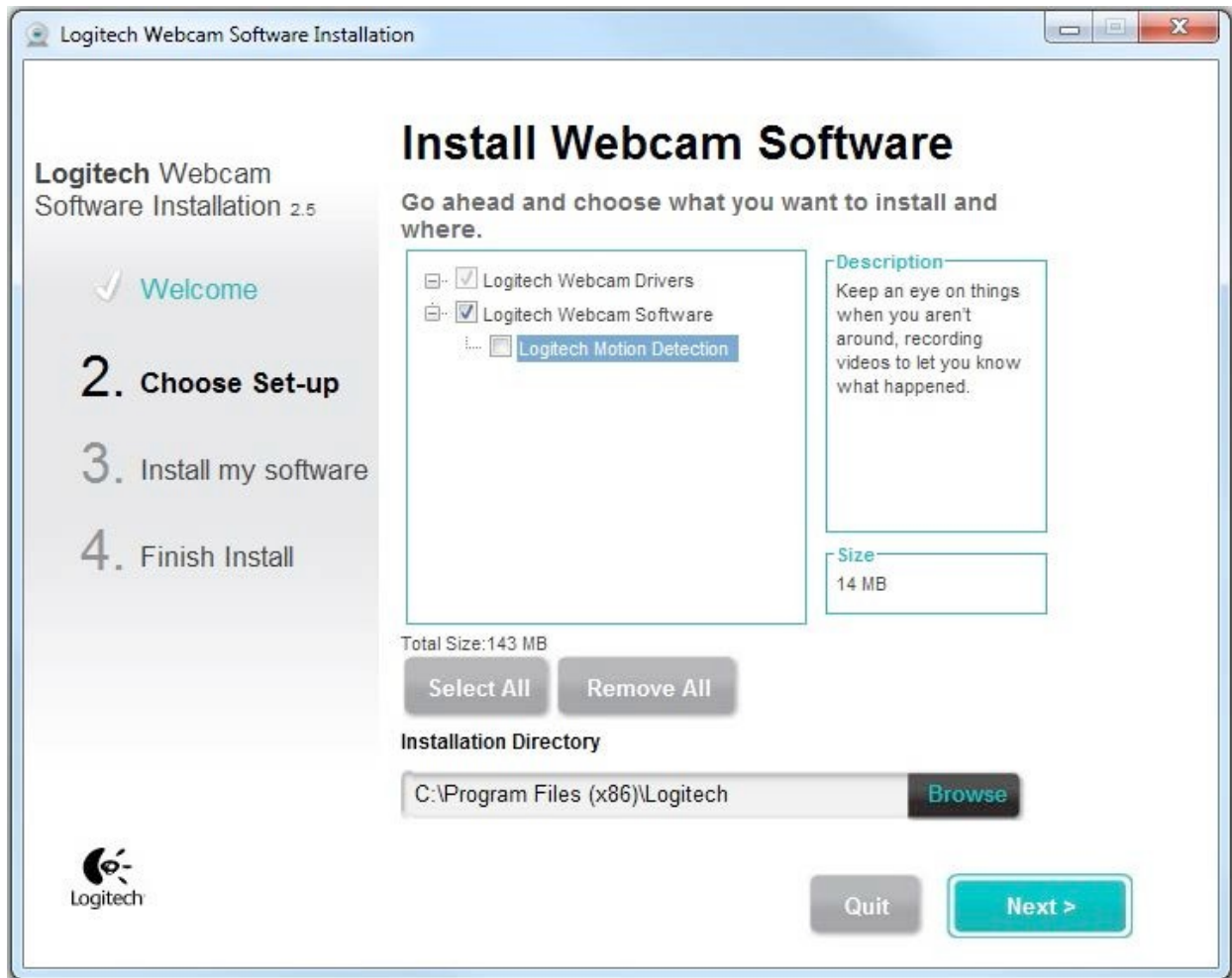
Logitech Webcam Software lets you capture your own photos and videos (720p/1080p mode with some cameras), upload them to Facebook with one-click, adjust your camera settings, activate motion detection, and use face-tracking with your preferred video-calling software.

## Why Update?

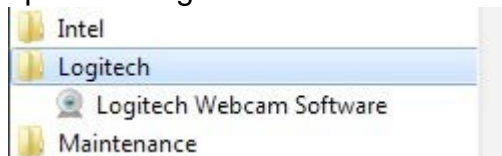
- Windows 8 support has been added.  
**Note:** If you want to take advantage of the new Windows 8 interface, look for the Logitech Camera Controller available at the Windows 8 Store. (This feature only works with these webcams: C170, C270, C310, C525, C615 and C920.)
- This version of LWS no longer supports Video Effects.

## Download Instructions

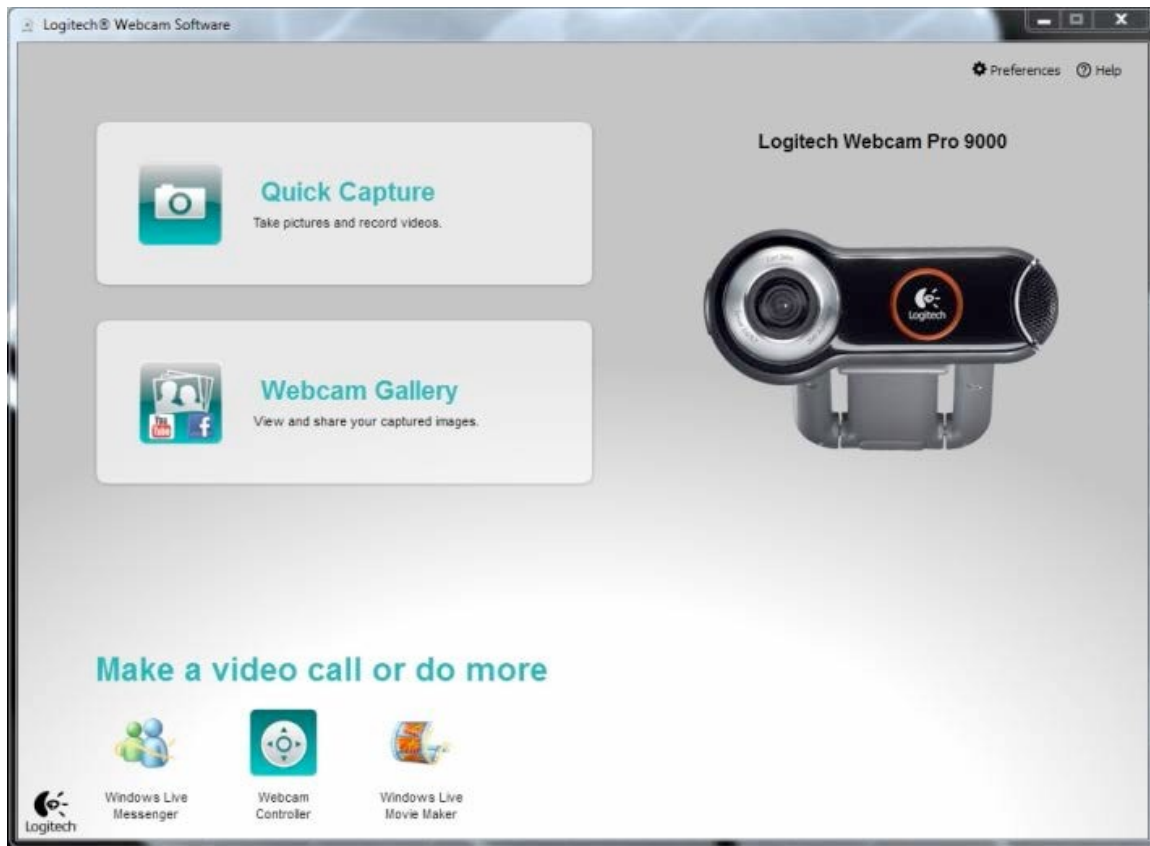
1. Select your operating system from the drop-down menu on the left. To determine your operating system:
  - Windows — Click **Start > Run**, or in the "Search" box, type `winver.exe` and press **Enter**.
  - Mac — Open the Apple menu and click **About This Mac**.
2. Select the software you want to download.
3. Select the installation type or file. ([Do I need the 32 or 64-bit version?](#))
4. Click **Download Software**.



Once installation is complete you can adjust and save your basic camera settings in one of two ways. If you do not currently have the software open, you will want to locate and open the Logitech Webcam Software.

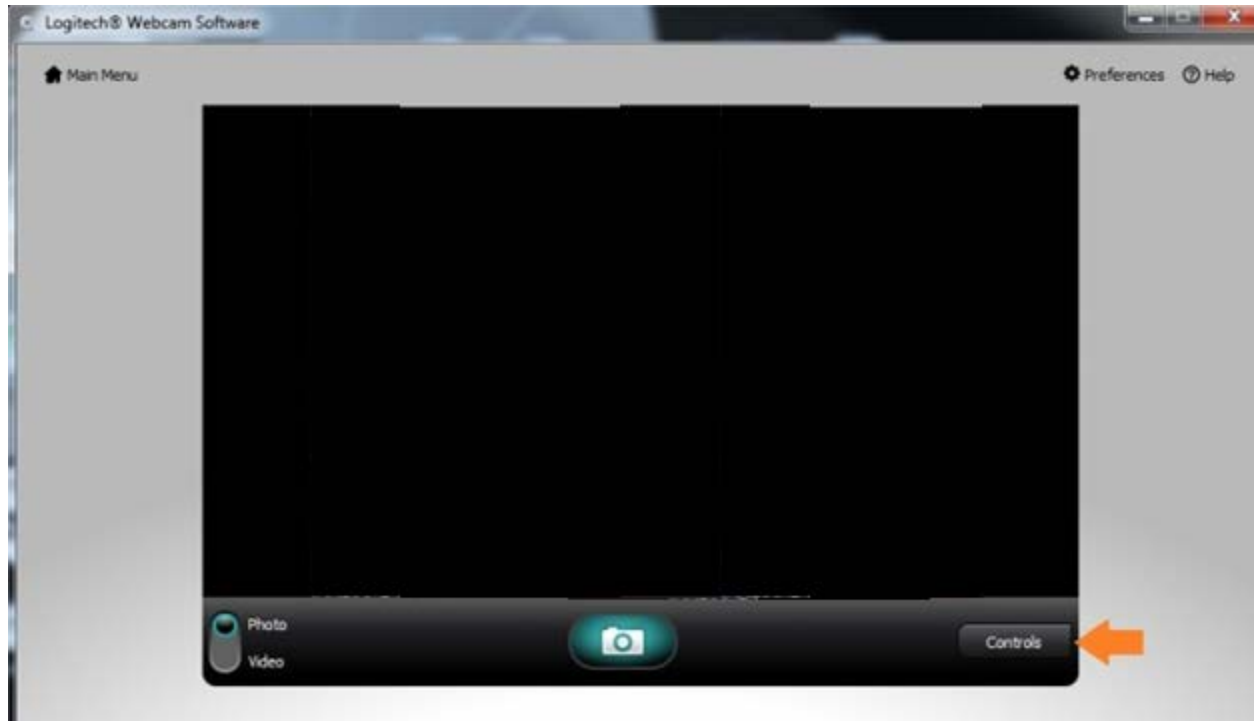


You should see the following screen or something very similar:

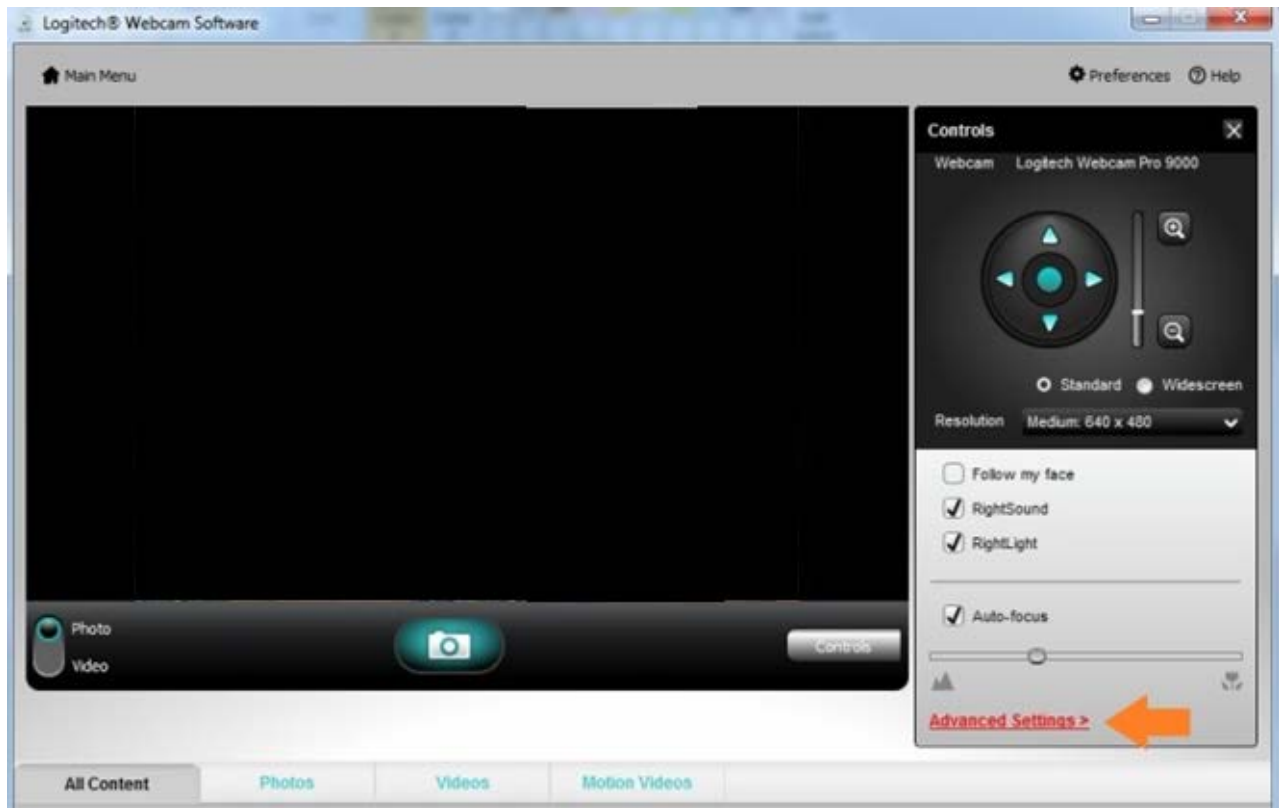




Clicking on **Quick Capture** will open up a new screen and activate the camera. If the additional options panel is not displayed initially, you will want to click on the **Controls** button in the lower right of the camera window. This will open up additional functionality.

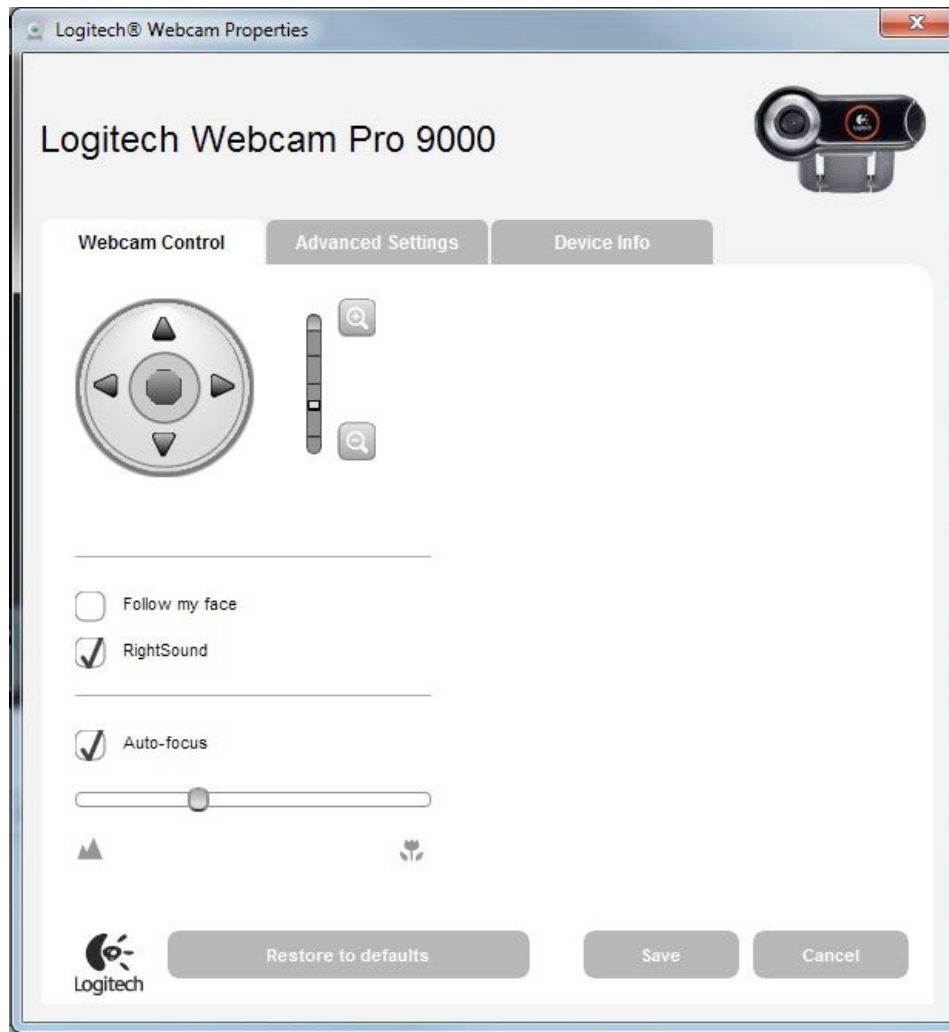


Once you open up the additional panel, click on the **Advanced Settings** link at the bottom of the new panel.



From here, click on the **Webcam Control** tab. Your camera should already be in its permanent location. From here, adjust your zoom and up/down/left/right positioning to the desired settings. Click **Save**.

You will want to leave **Follow my face** unchecked as this has a tendency to zoom in too close to the individual.



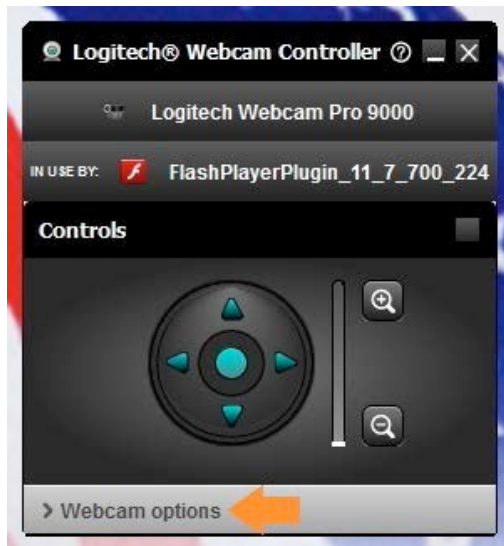
These saved settings should then come in to play when accessing the camera portion of the VHIC application. You also have the option of adjusting your settings within VHIC itself.

**\*IMPORTANT:** After installation of the software and during the initial encounter of the camera within VHIC – the user will be presented with a pop up request over top of the mini camera console. It will state: “Next time you start video, do you want your webcam controller to automatically launch?”

Click **Yes** so that the console is available for any minor positioning adjustments that may be needed during the picture taking process. It will always be available by accessing it from its desktop icon or folder location, but this saves time and ensures that it is readily accessible to the user when needed.



From the mini console, the user has the ability to access the same window to adjust and save settings as shown earlier. Simply click on **Webcam options** which will drop down some additional controls. From here, click on **Advanced Settings** to bring up the camera settings page.



As shown earlier, clicking on the **Webcam Control** tab will pull up the page to adjust the camera to its desired settings. Be sure to save any adjustments so they will be in effect the next time the camera is active.

### **3. Roles**

These are the roles available within the system.

#### **VHIC Read-Only User**

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System. Assignment of these privileges requires VHIC Program and OI&T approval.

The VHIC Read-Only Users must be provisioned to access the VHIC application. The VHIC Supervisor has to submit an access request from the Provisioning Service interface.

#### **VHIC Auditor**

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. Assignment of these privileges requires the VHIC Program and OI&T approval.

#### **VHIC Associate**

The VHIC Associate role shall be assigned to individuals responsible for processing card requests and resolving card report issues. Assignment of these privileges requires VHIC Program and OI&T approval.

#### **VHIC Supervisor**

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. Assignment of these privileges requires VHIC Program and OI&T approval.

#### **VHIC Technical Administrator – Tier 3**

VHIC Technical Administrator (Tier 3) automatically inherits all access and privileges given to the VHIC Associate. The support calls will be routed to the Tier 3 Technical Administrator when Tier 2 Technical Support needs assistance. These users will be able to perform all duties of the Tier 2 Technical Support except they cannot access the production database. The VHIC Technical Administrator (Tier 3) has access to the Administration page. Assignment of these privileges requires VHIC Program and OI&T approval.

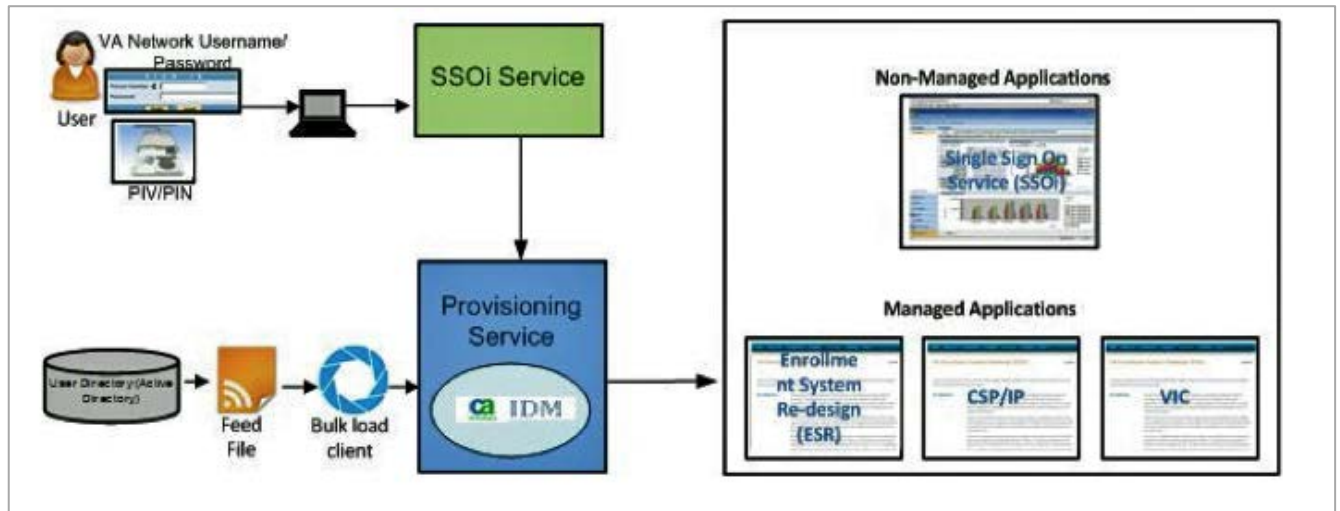
#### **VHIC Program Administrator**

The VHIC Administrator role shall be assigned to individuals responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC Administrator shall automatically inherit privileges given to the VHIC Supervisor. Assignment of these privileges requires VHIC Program and OI&T approval.

## 4. Provisioning Service

The Provisioning Service provides an automated workflow process to provision user accounts.

It automates request, creation, termination, and modification of access rights across diverse connected applications.



## 5. User Types within the Provisioning Service

- ☐ Privileged Users – Responsible for control and maintenance of the solution.
- ☐ User Administrators – Responsible for workflow approvals, delegation, running audit reports, and user access management.
- ☐ User – Capable of requesting and tracking access for integrated VA applications

## 6. Accessing the Provisioning Service

This is the process by which you access the Provisioning Service to provision a VHIC user.

1. Access the Provisioning Service through a browser using the following link:  
<https://provapp.iam.va.gov/iam/im/prov/>.
2. Login to Provisioning Service using your existing VA credentials.

## 7. Steps to Provisioning a VHIC User

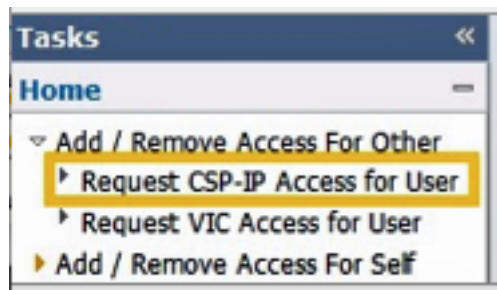
There are three steps that be completed to enable a user to log into the VHIC application and complete the proofing process.

1. Provision User as CSP-IP Admin
2. Provision User as VHIC User
3. Grant Proofing rights to the user

The first two steps are completed in the Provisioning Service. The final step is completed in the VA Credential Service Provider. These steps are detailed in the following sections.

### 1. Provision User as CSP-IP Admin

- 1) Determine if the user already has the CSP/IP Admin role.
  - a) Click on the little triangle that is *Add/Remove Access For Other* (top left of the provisioning window)
  - b) Select *Request CSP-IP Access for User*



- c) Search for the specified user you would like to add. You also have the option to search by first name or last name as well as User ID (the user's VA login ID).
- d) Input the necessary info and click on search (make sure you input the correct info for the right option you chose to search by)





- e) If your search by User ID, you should see the user returned and the radio button already selected.
- f) If you searched by any other means and have multiple results, you will want to select the proper user by clicking on the radio button to the left of the correct person

**Request CSP-IP Access for User: Select User**

**Search for a user**

Search for a user  
 where  =

**Search Results**

Select	User ID	Last Name
<input checked="" type="radio"/>	yourUserID	

- 2) Update User Profile
  - a) Once you have found the right user, clicked the radio button, and clicked the  button in the lower right corner of your screen
  - b) You will now be taken to the CSP-IP Profile page allowing you to make sure that you have the correct person.
  - c) Enter the *Justification*.
  - d) Click Next, (bottom right of your screen) to either verify that the user has the CSP-IP Admin Role. If they do, the CSP-IP Admin check box will be checked, if they don't the check will be missing
  - e) If they have CSP-IP Admin role checked, then click **Cancel** and move to the next step for requesting VHIC access.

<input type="checkbox"/>	Name	Description	Comments	Department
<input checked="" type="checkbox"/>	CSP-IP Admin			

**Request CSP-IP Access for User: Profile**

**1 Profile**

• = Required

User ID

First Name

Last Name

Email

Job Title

Employee Type

Office Location

Business Phone

• Justification

- 3) If a user does not have access to CSP-IP (as noted above, the check mark will be missing), the below screen shot is what you will see. Please follow the below steps to provide a user with access to the CSP-IP Admin role.
- Click on the **Add a provisioning role button**
  - This will take you to the screen to select the appropriate role. Simply hit **Search** (leaving just the asterisk (\*)).
  - Click in the check-box *CSP-IP Admin* role and click **Select**

Name	Description	Comments	Department
No results.			

Click on the add button to search for CSP-IP roles for which you can request access.

**Add a provisioning role**

[Return to Search](#)

FYI: Once you complete the above tasks this will require two approvals (from VHIC Program Approver and VHIC OI&T Approver), before the user access can be finalized.

## 2. Provision User as VHIC User

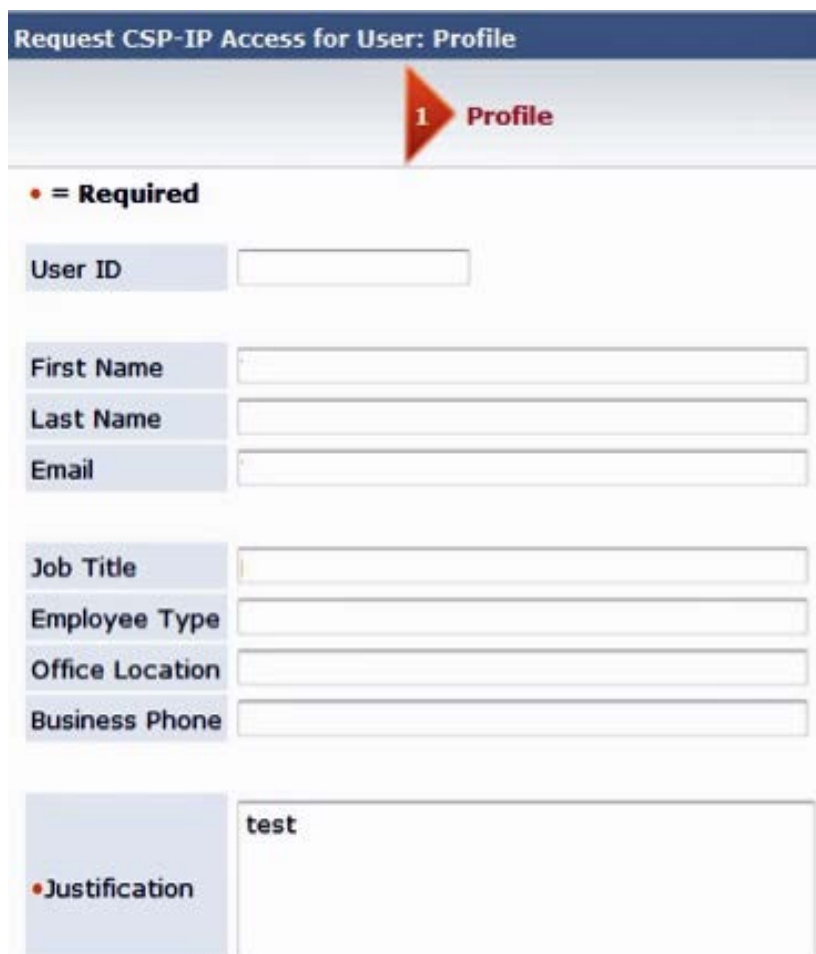
1. Set up the user's VHIC Role.
  - a) Click on the *Add/Remove Access For Others*
  - b) Select *Request VHIC Access for User* and search for them via User ID, first name, last name, or any combination.
  - c) Once the correct user is located, click the **Select** button to continue on to set up the VHIC user profile.



Request CSP-IP Access for User: Select User

Search for a user

Search for a user where **User ID** = \*



Request CSP-IP Access for User: Profile

1 Profile

• = Required

User ID

First Name

Last Name

Email

Job Title

Employee Type

Office Location

Business Phone

• Justification

## 2. Fill in the User Profile screen

- a) At this point, the VA VHIC Role, VA VHIC Facility, and VA VISN must be selected.
  - (1) \*NOTE: if the proper combination of Facility and VISN are not selected, this can trickle down and cause errors. They currently do not 'feed' off of each other.
- b) A note must be added in the *Justification* box.
- c) Once complete, click on **Finish** (in the lower right hand corner of your screen)
- d) The requests are sent to provisioning Privileged Users for approval.

## 3. Grant Proofing Rights to the User

The third part of this process is to ensure that a user who is assigned a VHIC role has the ability to proof someone. This is only for those users that need the ability to ID proof someone. To provide the ability to proof a Veteran, the user must also be added to the VIC\_IDProofer Group in CSP. This cannot be completed until all of the request approvals have taken place. Only then will you be able to find their name and then add them to the group.

### 1) Login to VA Credential Service Provider

- a) Login to the VA Credential Service Provider <http://csp.iam.va.gov/csp/>

Note: If you are going here directly from the VA Provisioning Service, you may not need to log in again.

- b) Once you've entered the URL begin by clicking on the *CSP and IP Privileged User Login* link under **Administrator Links**. (Right side of your screen)



- c) Click Accept on the Privacy screen.
- d) Log in using your VA credentials (if necessary).

### VA Access Services User Login

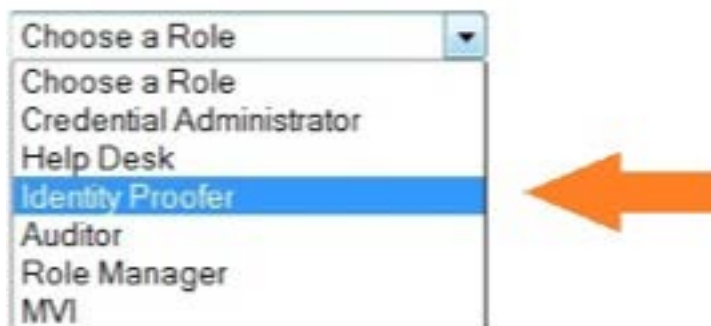
**Login with User ID and Password**

User ID

Password

Please visit the [Help](#) section if you experience difficulty logging in.

- 2) Select Identity Proofer Role
  - a) Select the role of Identity Proofer from the drop down menu.




- b) From here, click on View Applicant Proofing Status from the bottom of the list.

## Privileged User Access

**Welcome**

You have successfully logged into the VA CSP/IP system as a privileged user.

Identity Proofer ▾

- [Create Proofing Record](#) - Create a level 2 credential and proof the individual
- [Identity Proof Applicant](#) - Identity proof an applicant registering for a level 2 credential
- [Update Proofing Record](#) - Update a proofed record with updated profile information and identification
- [Decline Identity Proof](#) - Decline an applicant when the user's profile cannot be confirmed
- [Decline Updated Proofing Record](#) - Decline a proofed individual that needs a record update
- [View Applicant Proofing Status](#) - View the current identity proofing status of the individual 

3) Selecting VIC\_IDProofer

- a) On the next screen, there should be two tabs – **Users** and **Groups**.
- b) Click on the **Groups** tab.
- c) From here, click on *VIC Modify Group Members*.
- d) You should then be able to select VIC\_IDProofer from the list and
- e) Click on **Select** on the lower right side of the screen.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Logged in as: (Logout)

Users Groups

▼ Tasks

VICModify Group  
VIC Modify Group Members  
View Group

Welcome to Department of Veterans Affairs Credential Service Provider

### VIC Modify Group Members: Select Group

#### Search Results

Select	Name
<input type="radio"/>	VIC_IDProofer

1. You will then be presented with a table that contains all of the users currently in the group and are able to complete the Proofing process.
  - f) To locate and add additional users, click on the Add a user button found just below the table.
  - g) At this point you have the option to search by User ID, first name, last name, or any combination of these.
  - h) You can also simply hit the **Search** button to pull a list of everyone eligible to be added to this list.
  - i) Once you have selected all additional users that should be added to the VIC\_IDProofer Group click on the **Select** button in the lower right hand corner.
  - j) You should then be returned to the table listing everyone in the group. Ensure that the newly added individuals are in the table.
  - k) Ensure that the newly added individuals are in the table.



- I) Once you are satisfied that all necessary users have been included in the table click on the Submit button in the lower right hand corner to commit these newly added users to the table **or they will be lost.**

Users

Groups

▼ Tasks

VIC Modify Group Members: VIC\_IDProofer

<input type="checkbox"/>	▼ User ID	▲ Last Name	▼ First Name
<input checked="" type="checkbox"/>	Users currently in this group will be listed in this		
<input checked="" type="checkbox"/>	table. All information removed to protect privacy.		
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			

Add a user

Submit

Cancel

**You have now successfully “Provisioned” a user** who will be able to log in to the VHIC application AND complete the Proofing process.



## 8. Role Modification by User (User and Privileged User)

### User Types within the Provisioning Service

- a. After you have signed up for access using the Provisioning Service, you have the ability to update or modify the roles using the service.
- b. To modify a role, you must access the Provisioning Service and select roles within applications you want to add or remove.
- c. You may have various roles available to you depending on your duties.
- d. As your duties change, the need to change your role will arise.
- e. Requests are sent to provisioning Privileged Users for approval.

This section demonstrates the **step-by-step process** for requesting access to Provisioning applications:

1. Navigate to the IAM Provisioning Service using the SSOi Service or provisioning system link: <https://provapp.iam.va.gov/iam/im/prov/>.
2. Arrive at the End User Provisioning Service Home.
3. Click the **Add / Remove Access for Self** link for the appropriate application to be taken to the request page.
4. Arrive at the Search page, enter search criteria, and then click **Search**.
5. Find the appropriate role and select or clear its checkbox, and then click **Finish**.
6. Confirm the roles and finish the request.

## 9. User Role Modification – Screen Shots

1. Navigate to the Provisioning home page.
2. Click the link for the appropriate application to be taken to the request page
3. Ensure all of the required information is correct, and then click **Roles**.

Request CSPIP Access: Profile

1 Profile 2 Roles

• = Required

User ID

• First Name

• Last Name

Email

4. Enter search criteria and click **Search**.

Select Provisioning Role

Search for a provisioning role

Search for a provisioning role where  =

Search Results

Search for a provisioning role

5. Find the appropriate role, select or clear the corresponding checkbox, and then click **Select**.

Search Results

1-1 of 1

Select	Name	Description	Comments	Department
<input type="checkbox"/>	CSP-IP Admin			

1-1 of 1

Select Cancel

6. Click **Finish**.

Please use this task for requesting access for only CSP-IP application.

Member	Name	Description	Comments	Department
<input checked="" type="checkbox"/>	CSP-IP Admin			
<input checked="" type="checkbox"/>	ESR Administrator	ESR Administrator		
<input checked="" type="checkbox"/>	SSOi Admin	SSOi Admin		

Click on the add button to search for CSP-IP roles for which you can request access.

Add a provisioning role

Back Finish Cancel

## 10. View Submitted Tasks

This is the process by which you can view the tasks you have submitted through the Provisioning Service. After you submit a request, you can view that request as a submitted task. This function allows you to track your requests.

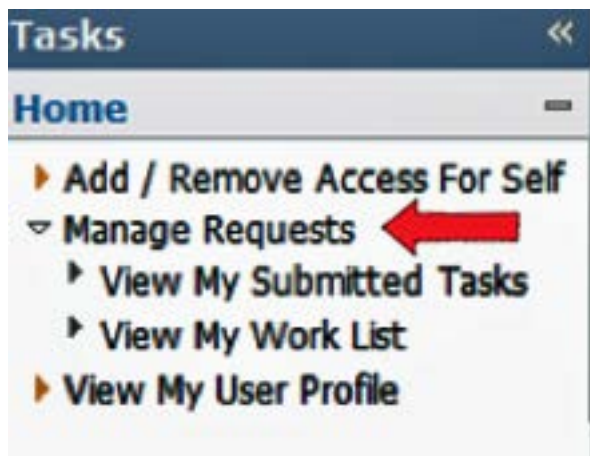
This section demonstrates the **step-by-step process** for viewing submitted tasks:

Navigate to the IAM Provisioning Service using the SSOi Service or provisioning system link: <https://provapp.iam.va.gov/iam/im/prov/>.

1. Arrive at the End or Privileged User Provisioning Service Home.
2. Click **Manage Requests** and then **View My Submitted Tasks**.
3. Select search criteria.
4. Click **Search**.

## 11. View Submitted Tasks – Screen Shots

1. Navigate to the Provisioning home page.
2. Arrive at the End or Privileged User Provisioning Service Home.
3. Click **View My Submitted Tasks**.



1. Select search criteria.
2. Click **Search**.

A screenshot of the 'View My Submitted Tasks' search form. The form is titled 'View My Submitted Tasks' and contains several search criteria options. The 'Submitted between' option is selected, with the date '7/2/13' entered in both the start and end date fields. Other options include 'Approval tasks performed by', 'Where task name equals', 'Where task status equals', 'Where task priority equals', 'Show unsubmitted tasks', 'Show approval tasks', and 'Search archive of submitted tasks'. A 'Validate' button is next to the 'Approval tasks performed by' field. A 'Search' button is at the bottom right, with a red arrow pointing to it. The form also includes a 'and return at most 1000 rows' option.

## 12. View My Work List by Privileged User

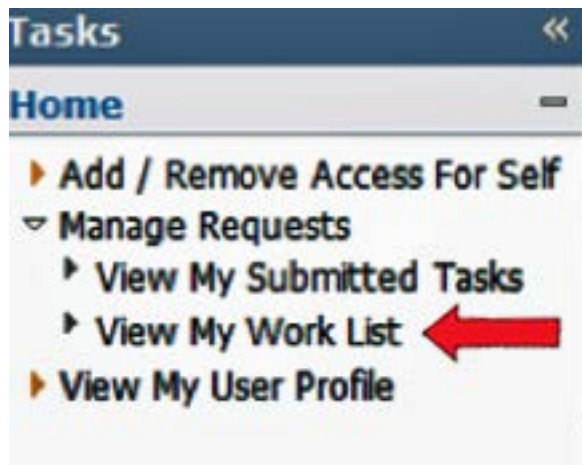
Provisioning Privileged Users receive many access requests from internal users. The View My Work List function displays all of these requests. This function helps provisioning Privileged Users organize and manage the requests they receive. Using this list, the provisioning Privileged User can accept or reject a user access request.

This section demonstrates the **step-by-step process** for viewing tasks:

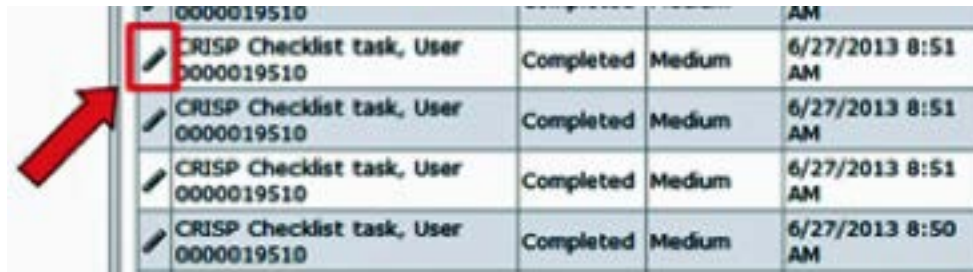
1. Navigate to the IAM Provisioning Service using the SSOi Service or provisioning system link: <https://provapp.iam.va.gov/iam/im/prov/>.
2. Arrive at the End User Provisioning Service Home.
3. Click **View My Work List**.
4. Click the pencil icon to view a task.
5. The Event Detail displays for the task.

## 13. View My Work List – Screen Shots

1. Navigate to the Provisioning home page.
2. Select **Manage Requests**.
3. Click **View My Work List**.



4. Click the pencil icon to view a task.



0000019510				AM
CRISP Checklist task, User 0000019510	Completed	Medium	6/27/2013 8:51 AM	
CRISP Checklist task, User 0000019510	Completed	Medium	6/27/2013 8:51 AM	
CRISP Checklist task, User 0000019510	Completed	Medium	6/27/2013 8:51 AM	
CRISP Checklist task, User 0000019510	Completed	Medium	6/27/2013 8:50 AM	

5. Task event details are displayed.

## 14. Delegate Approvals by Privileged User

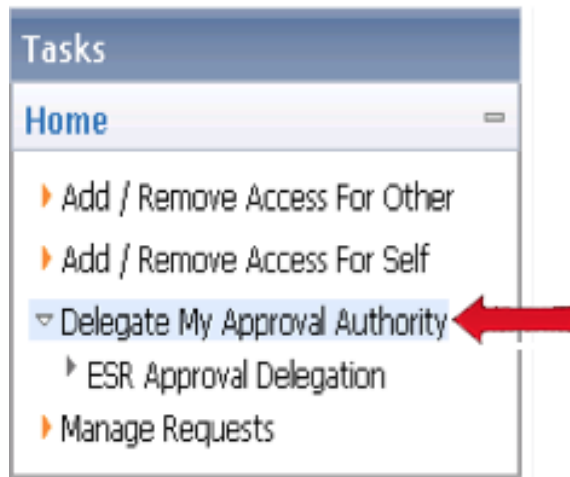
A provisioning Privileged User has the ability to delegate approval authority of provisioning requests to another user. You can delegate only to other provisioning Privileged Users identified as approvers. This feature helps the provisioning Privileged User delegate the approval authority while they are away.

This section demonstrates the step-by-step process for delegating approvals:

1. Navigate to the IAM Provisioning Service using the SSOi Service or provisioning system link: <https://provapp.iam.va.gov/iam/im/prov/>.
2. Arrive at the Provisioning Service Home.
3. Select **Approval Delegation** for the appropriate application.
4. Arrive at the user search page and enter search criteria, and then click **Select**.
5. Click a delegation Item.

## 15. Delegate Approvals – Screen Shots.

1. Navigate to the Provisioning home page.
2. Arrive at the Provisioning Service Home.
3. Click Approval Delegation for the appropriate application.



4. Enter search criteria and click **Search**.



5. Click a delegation item.

## 16. Access Reports by Privileged User

- a. Provisioning Privileged Users have the ability to generate reports using the Compliance Audit and Reporting (CAR) tool.
- b. CAR reports allow Privileged Users to display information based on a defined time frame.



## 17. Knowledge Base Articles - Provisioning

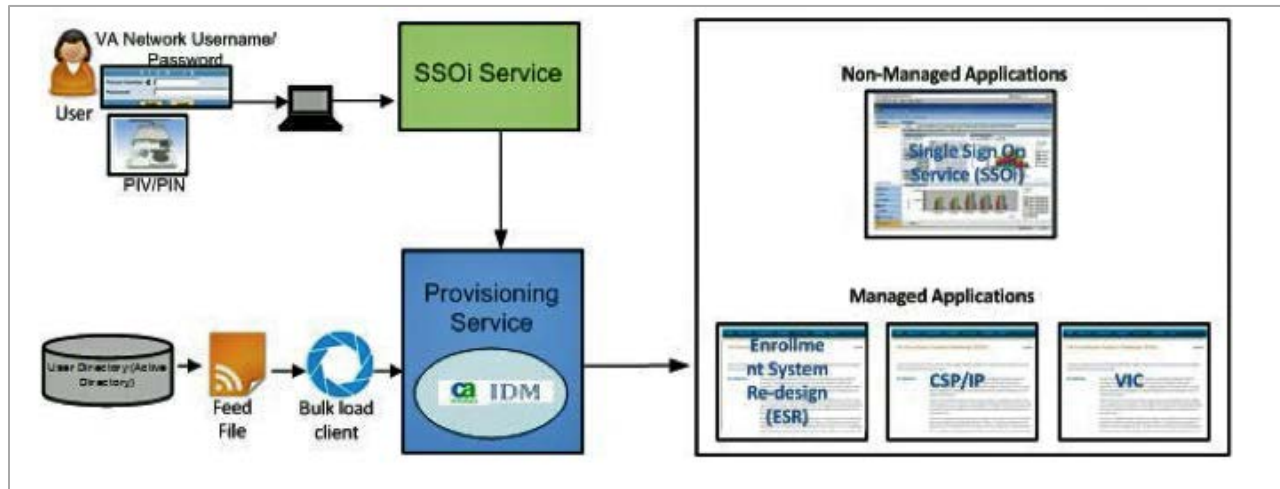
Question	Answer
What are the available provisioning reports?	<p>Provisioning User Account Details – Provides user account details such as application access, approved roles, and permissions.</p> <p>Privileged User Account Details – Displays a list of Privileged Users.</p> <p>Provisioning Report – Displays accounts provisioned for an application.</p> <p>De-Provisioning Report - Displays accounts provisioned for an application.</p>
What is the role of the application Privileged User?	The Privileged User can manually provision or modify user accounts for non-managed accounts.
What is the role of the approver?	The approver can approve or deny provisioning requests for access creation, modification, or de-provisioning. They may also delegate alternate approvers for a defined period of time.
What is the role of the provisioning administrator?	The provisioning administrator performs administrator functions for the provisioning service, including systems configuration, workflow management, and so on.
What is the role of the provisioning user?	The provisioning user requests the creation or modification of an existing account to a managed or non-managed application integrated with the provisioning service.
What is a managed application?	A managed application is an application with which the provisioning service provides automated workflow and active connection to provision directly to endpoint applications.
What is a non-managed application?	A non-managed application is an application with which the provisioning service provides semi-automated workflow and does not connect directly to provision users to endpoint applications.
What if a user is unable to view their existing profile information and associated application roles?	Verify that the user has logged in with their own network credentials and that the provisioning service is running. Also make sure that the user is entitled for the application roles. If the issue persists, contact the National Service Desk.

Question	Answer
How do you add users to approver groups so that they can be approvers for a given application?	The user should have rights to manage an approval group and should have a Groups tab. Using the Groups tab, they can search for the user and add them to the approval group. If the user is not entitled to manage approval groups, contact the National Service Desk.
How is the status of an application tracked?	View Submitted Task provides the status of a submitted request and where it is in the workflow (such as whether it is with an approver, whether it was rejected or approved, or whether there was a system failure).
What if the user is unable to see the request access link, delegation link, or reports link?	Verify whether the user has been entitled and provided the appropriate role to be able to see the tasks such as the Request Access link for an application, the Approval Delegation links, or the report links. Contact the National Service Desk to add the appropriate role to the user's profile in the provisioning system.

## 18. AcS Single Sign On Internal (SSOi) Service

### What is the AcS SSOi Service?

- ☐ It provides Single Sign On (SSO) capability to integrated applications.
- ☐ Upon your successful authentication to the VA desktop, SSOi seamlessly provides you access to a set of applications.



## 19. Accessing the SSOi Service

- ☐ This is the process by which you log in to SSOi for the first time to access an integrated application.
- ☐ If you are initiating an integrated application session via the SSOi Service (applications integrated with Computer Associates (CA) SSO) for the first time, you will be prompted to enter application credentials. Your credentials are your username and password for each individual application that is integrated with SSO.

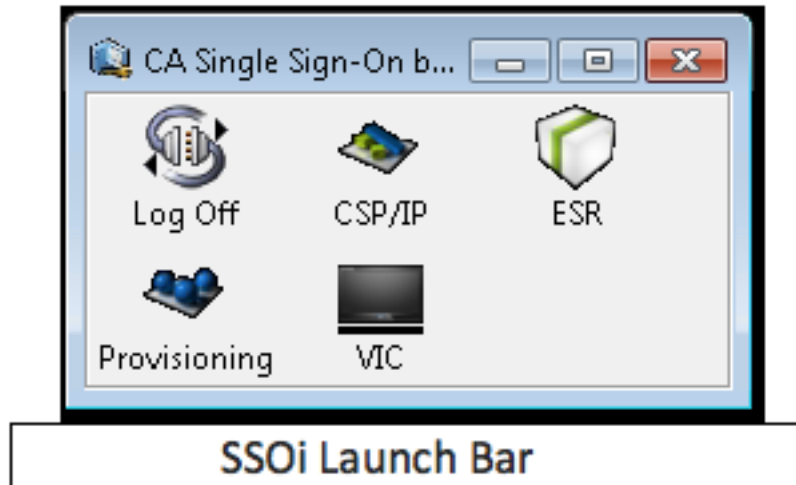
**Note:** If the application is CA SiteMinder enabled, you will not be prompted to enter application credentials the first time.

It is necessary to enter application credentials for the first time so that they are stored and used for subsequent authentications to integrated applications via the SSOi Service.

This section demonstrates the **step-by-step process** for accessing the SSOi Service for the first time:

1. Log on to a VA desktop using Windows Active Directory (AD) credentials or a PIV Card and PIN authentication.
2. Launch the SSOi Launch Bar from the Program menu.
3. You will be presented with one or more icons representing the integrated applications to choose from.
4. Select your application from the launch bar.

5. When initiating the integrated application session via the SSOi Service (applications integrated with CA SSO) for the first time, you will be prompted to enter application credentials.
6. After successfully logging on to the VA desktop using your network ID and password or your PIV card and PIN number, select the SSOi Launch Bar from your Program menu. The CA SSOi Launch Bar will display the integrated applications.



If you are logging in to the SSOi service for the first time, you may need to provide your login information to the service.

- The SSOi Service logs you in to the integrated application seamlessly.
- Within the VA network, you are able to access integrated applications through the SSOi Service providing you have been authorized to use applications previously.

## 20. Accessing an Application from a Browser

- Within the VA network, you can use a browser to access integrated applications to which you have been granted access.
- Accessing an application through a browser eliminates the need to open the SSOi Service Launch Bar.
- The SSOi service will still provide your credentials for an application if it is opened from a browser instead of the SSOi Launch Bar.

You are not required to use the SSOi Launch Bar to access applications that are integrated with SiteMinder. You can open a web browser and enter the appropriate web address for the application.

**The VHIC application is integrated with SiteMinder.**

**Note:** If you are unable to open an application using a browser, use the SSOi Launch Bar to open the application.

## 21. Accessing VHIC Application from a Browser

This section demonstrates the **step-by-step process** for accessing VHIC application from a browser:

1. Log on to the VA desktop using Windows AD credentials or PIV Card and PIN authentication.
2. Open a web browser and enter the URL for an SSOi Service integrated application.

**Enter the URL below to login to the VHIC application:**

**<https://vic.iam.va.gov/VIC/faces/index.jsf>**

3. The SSOi Service will automatically log you in to the application.

Please do not use the 'Refresh' button at the top of your browser window if you mistype the VHIC URL. The 'Refresh' button will redirect you to the VA website. Please re-enter the VHIC URL and try again.

Instead of re-typing the URL, you can add the VHIC URL to your Favorites using the instructions below, which are for Internet Explorer:

1. Click on 'Star'



2. Click on 'Add to Favorites bar'

VHIC icon is added to your Favorites bar.

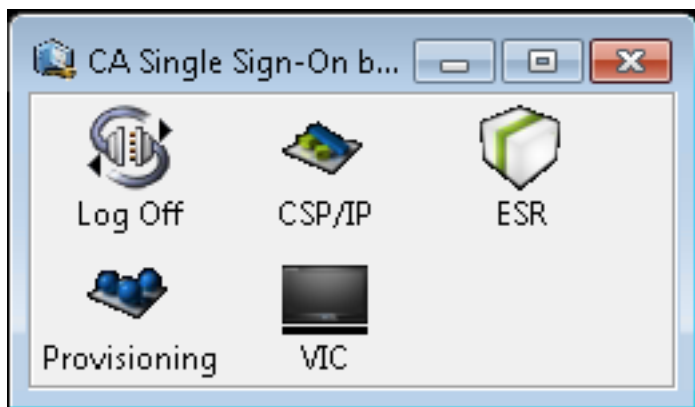


## 22. Log Off Using the SSOi Service

- This is the process through which you log off all application sessions by selecting the **Log Off** icon from the SSOi Launch Bar.
- This function allows you to log off all applications without having to log off each one separately.

This section demonstrates the **step-by-step process** for logging off using the SSOi service:

1. Open the SSOi Launch Bar.
2. Double-click **Log Off**.
3. The SSOi Service logs you off all active sessions of integrated applications.
4. You are notified that logoff is complete after all applications have been logged off.
5. The SSOi Launch Bar will display the "Log On" icon only.
6. Double-click **Log Off** on the Launch Bar to log off the SSOi Service.



**Note:** SSOi logoff applies only to the applications that were launched via the SSOi.

**Password Change:** Every 90 days the application will prompt you to change your password.

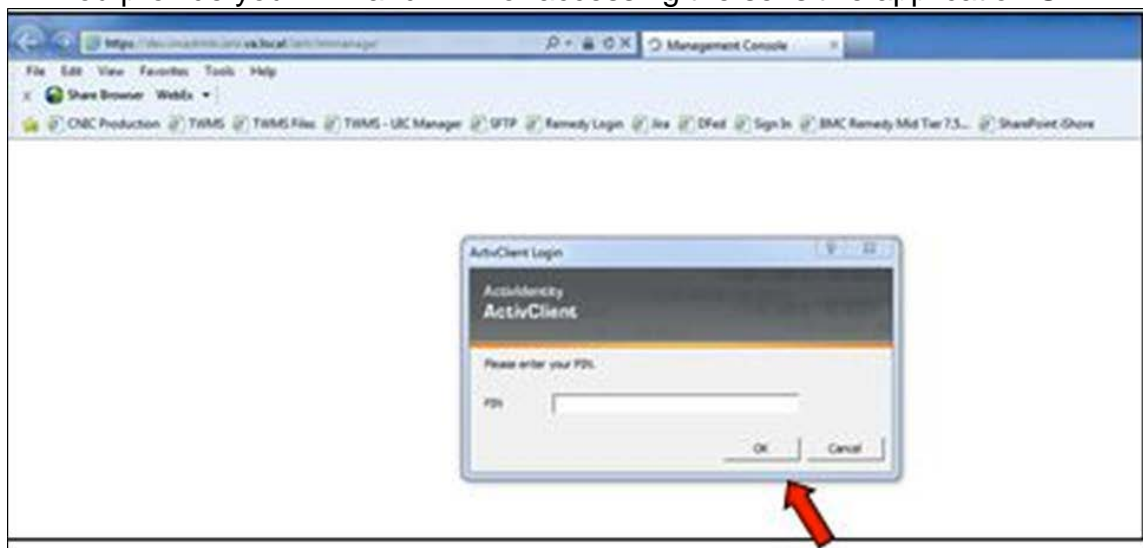
## 23. PIV Card Login for Step-Up Authentication

- This is the process through which you log on to sensitive applications using PIV card integration with the SSOi Service.
- This function allows you to provide a higher level of credentials for sensitive applications, such as administrative functions, if you have logged in to the desktop with lower-level credentials.

This section demonstrates the **step-by-step process** for using the PIV-SSOi service:

1. You are already logged on to the desktop using your username and password.
2. Insert a PIV card into the card reader.
3. Navigate to the sensitive web application for the administrative URL.
4. The SSOi Service prompts you to enter your PIN.
5. After you enter your correct PIN, you gain access to the application.

You provide your PIV and PIN for accessing the sensitive application URL.



## 24. Access Reports

- SSOi Privileged Users have the ability to generate reports of SSOi-related activities for auditing purposes. A Privileged User is an administrator for utilizing and generating SSOi reports to conduct audits. The user must have a Compliance Audit Reporting (CAR) service account to gain access to the reporting interface.
- Reports allow Privileged Users to display information based on a defined time frame.

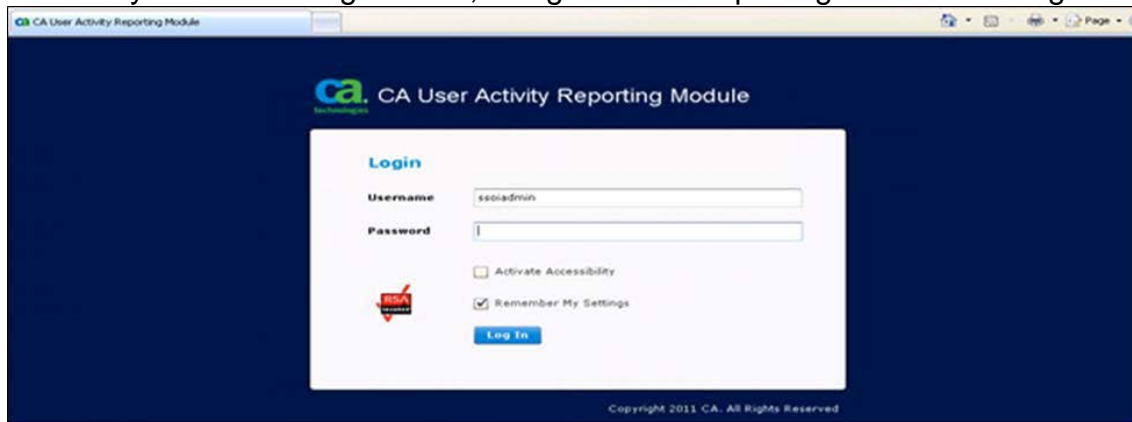
This section demonstrates the **step-by-step process** for accessing reports:

1. Navigate to the Reporting page.
2. Select the type of standard report to run from available options and define available parameters (time period, available attributes).
3. Submit the reporting request to the system.
4. The report is generated and displayed.

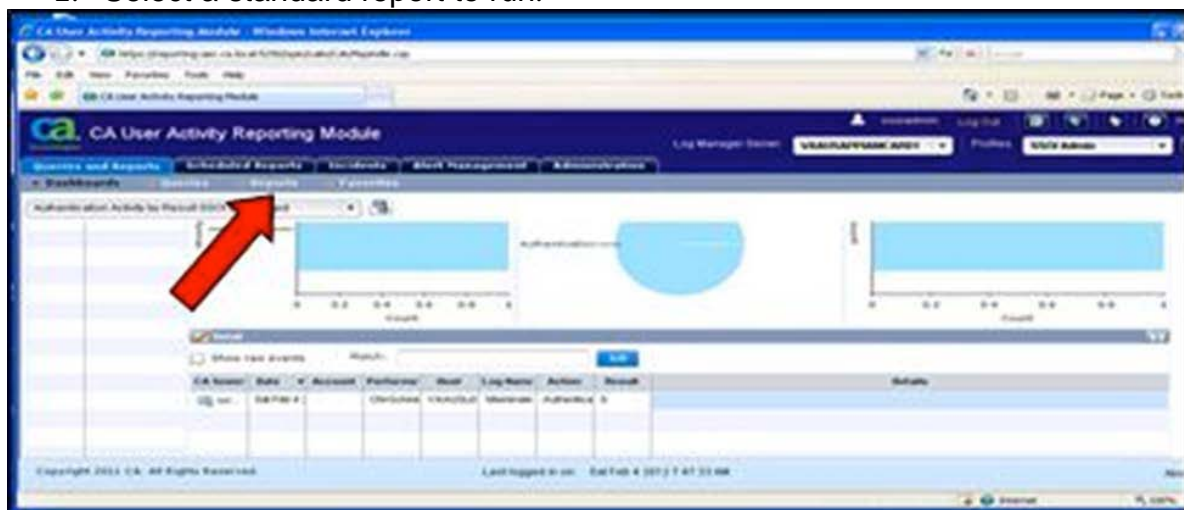


## 25. Access Reports – Screen Shots

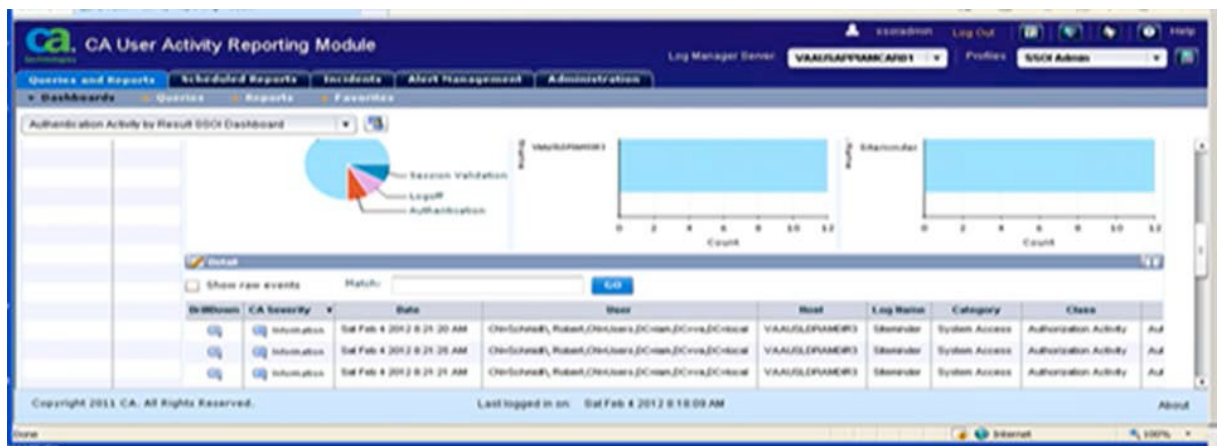
1. If you're a Privileged User, navigate to the reporting console and log in.



2. Select a standard report to run.



3. Submit the reporting request to the system.
4. The report is generated and displayed.



## 26. Knowledge Base Articles - SSOi

This information will assist you with the topics below.

Question	Answer
How do you log in via a PIV card?	You will be able to authenticate to your desktop using a PIV card. The SSOi application will use your desktop login without prompting you to re-enter credentials. Single sign on using a PIV card uses certificates stored on the smart card.
What types of users have access to reports?	Only Privileged Users for each of the applications have access to report functions using the CAR application.
What information is available for auditing purposes?	The reports provide Privileged Users information on your authentications as well as logon/logoff activities for the SSOi Service.
What if the SSOi Service does not accept an authentication when a valid PIV and PIN are entered?	You must first log in to your desktop with a valid PIV and PIN. If you are able to log in to the desktop, then you should be able to log in to SSOi without any issue unless the SSOi services are down.
What if the first time you log in to an application, you are not asked to enter your user ID and password?	You might have already set your password. The application has been using SiteMinder authentication. If the application is using SiteMinder as the authentication service, then you do not need to enter the user ID and password the first time.
What if every time you choose an application, you are asked to re-enter your user ID and password?	Contact the National Service Desk if the credentials are not being stored by the SSOi Service.
What if the Global Logoff feature is not closing all applications?	Contact the National Service Desk. The tcl script might not have been copied to your desktop.
What if an external user is unable to view the list of applications they can access via SSOi?	SSOi is for users internal to the VA network only.
What if, as a Privileged User, you are unable to run the standard reports?	Check with the National Service Desk to make sure you have been set up to access the CAR Service.
How do you access the SSOi Launch Bar?	Open the Launch Bar by performing the following steps: Click <b>Start</b> . Click <b>All Programs</b> . Click <b>CA</b> .

Question	Answer
	Click <b>Single Sign-On</b> . Click <b>Single Sign-On Launch Bar</b> . The Launch Bar opens.
How do you use your PIV to access an application?	Insert your PIV. Go to the URL for the application. Enter your PIN for PIV when prompted.  <b>Note:</b> You can use your PIV and PIN when: Logging on to your VA computer, and/or Logging on to an SSOi-enabled application (using either the SSOi client or a browser)
What if the Log Off button is not available on the Launch Bar?	Contact the National Service Desk.
What if I don't see an icon I am authorized for?	Contact the National Service Desk.
What if you receive a message that you are not authenticated?	Contact the National Service Desk.

## 27. Creating a Veteran Health Identification Card (VHIC)

This section will walk the VHIC user through the process of creating a card for a Veteran. The first screen in VHIC is the "Home" screen. It contains two blocks, "Card Requests" and "Card Reports." To begin the card request process, the VHIC user selects "Card Request" by clicking on the block. The user may also begin the card request process by clicking on the words "Card Request" in the upper left hand corner of the screen.



Veteran Health Identification Card (VHIC)

Home Card Request Reports



Click on Card Request block to create a Card Request



Veteran Health Identification Card (VHIC)

Home Card Request Reports

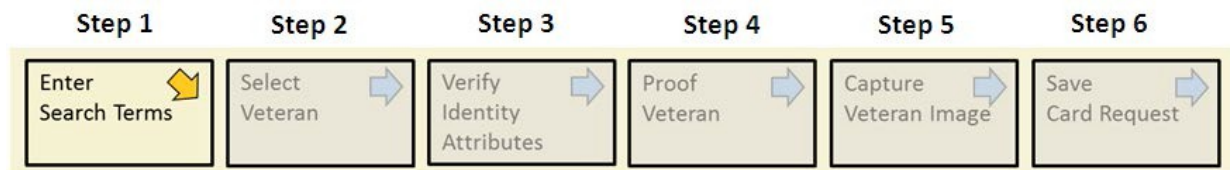
Click on 'Card Request' link to create a Card Request



## Card Request Navigation Bar

The card issuance process follows numbered Steps 1-6. Each step must be completed before you will be allowed to proceed to the next step.

Search for Veteran  
Select Correct Veteran  
Verify Identity Attributes  
Proof Veteran  
Capture Veteran Image  
Save Card Request



Note: The appearance of the step block will change to indicate the step you are currently working by appearing to be the brightest. See the illustration below.



## Step 1 - Search for a Veteran

The first step in the card request process is to perform a probabilistic search for the Veteran in Master Veteran Index (MVI) database.

### Search Guidelines and Notes:

When searching for a Veteran the following rules apply:

- Include the full last name in all searches.
- Enter the entire field value. For example, the whole first name as presented must be entered and not just the first initial.
- Wildcards (such as “\*”) are not allowed in the search.
- If the SSN is used as a search trait, you must enter a complete and valid format for the SSN.
- Enter a minimum of three search traits.

- i. The full Veteran name is considered one search trait.
- ii. The Veteran address is considered one search trait. If the address is used as a search trait, provide the Street address, City, State and Zip.

It is highly recommended to use as much data as is available to ensure optimum results are achieved. Matching success is dependent on what traits are provided

The recommended search traits combinations:

- ☐ Full Veteran Name  
SSN  
DOB  
Gender
- ☐ Full Veteran Name  
SSN  
Address

(See Appendix A – MVI Probabilistic Search for more details.)

After the information has been entered into the required fields, the user may click on the Search button in the lower right hand corner of the box containing the search criteria.

**Step 1** Enter Search Terms **Step 2** Select Veteran **Step 3** Verify Identity Attributes **Step 4** Proof Veteran **Step 5** Capture Veteran Image **Step 6** Save Card Request

**Veteran Search Criteria**

**Name**  
 \* Last Name: DEFOSSE  
 First Name: SAUL  
 Middle Name: WALLACE

**Person**  
 Date of Birth: 19281202 (DOB format: YYYYMMDD)  
 Gender: Male  
 Home Phone:

**Address**  
 Street Address:   
 City:   
 State:   
 Zip Code:

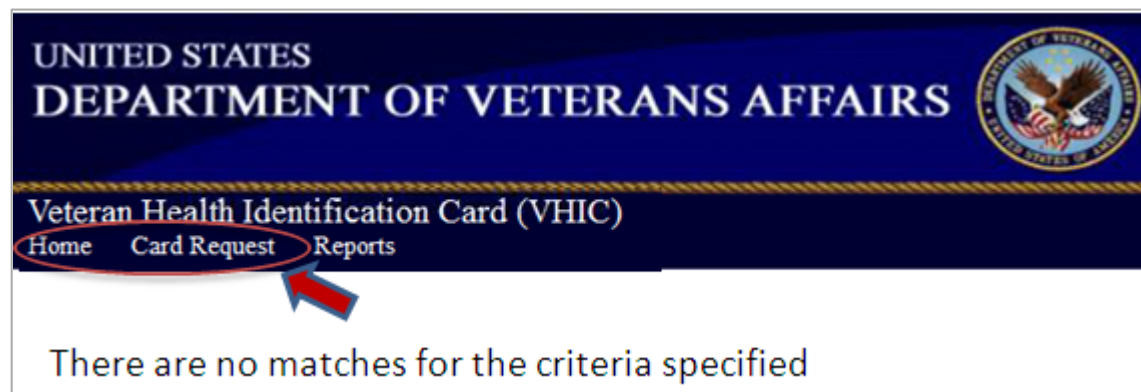
**Identification**  
 SSN: 019234339 (format: #####-####-####)

Clear Search

\*For optimal results, Last Name, First Name, DOB and SSN are all required. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

If the Veteran is not found in the MVI database, the following message is returned:  
**"There are no matches for the criteria specified".**

If this occurs, the user will not be able to proceed with the card request. To resolve: The user should verify the Veteran is indeed enrolled, then return to Step 1 Enter Search Terms to begin another search. If the Veteran is not enrolled, the user must redirect the individual to go through the registration process.





## Step 2 – Select Veteran

If the search was successful and a possible match is found in the system, the Step 2 – Select Veteran' screen is displayed

Step 2, "Select Veteran" block at the top of the screen is now active and appears the brightest. All other blocks remain dimmed.

The screen displays the possible Veteran matches based on the information the user entered in the Step 1, "Enter Search Terms" screen. If the Veteran already has a VHIC the Veteran's photo is included in the search results.

It is very important to select or identify the correct Veteran record.

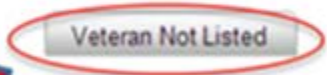
If you are NOT certain that the Veteran before you and the Veteran, whose information is displayed on the screen are the same, click on 'Veteran Not Listed' button. You will be redirected to the Search/Home Page.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC)  
Home Card Request Reports

Enter Search Terms Select Veteran Verify Identity Attributes Proof Veteran Capture Veteran Image Save Card Request

	Full Name	SSN	DOB	Gender
	<a href="#">Smith, John Michael</a>	xxx-xx-9872	08/24/1968	Male
	<a href="#">Smith, John Neal</a>	xxx-xx-8651	08/01/1968	Male



**If you are NOT certain that the Veteran before you and the Veteran whose information is displayed on the screen are the same, click on the "Veteran Not Listed" button.**



If you are certain that the Veteran before you and the Veteran, whose information is displayed on the screen are the same, click on the hyperlinked Veteran Full Name to advance to the next step.

Clicking the hyperlinked Veteran Full Name results in a behind-the-scenes query to the MVI service to populate all information for the selected Veteran.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC)

Home Card Request Reports

Enter Search Terms Select Veteran Verify Identity Attributes Proof Veteran Capture Veteran Image Save Card Request

	Full Name	SSN	DOB	Gender
Veteran Image	<a href="#">Smith, John Michael</a>	xxx-xx-9872	08/24/1968	Male
Veteran Image	<a href="#">Smith, John Neal</a>	xxx-xx-8651	08/01/1968	Male

Veteran Not Listed

**If you are NOT certain that the Veteran before you and the Veteran whose information is displayed on the screen are the same, click on the "Veteran Not Listed" button.**

If the selected Veteran is not eligible for a VHIC, the screen will display the following message: "The Veteran is not eligible for a VHIC."

The VHIC user may either select **Home** or **Card Request** in the upper left hand corner of the screen to begin another search.



### Step 3 – Verify Identity Attributes

Step 3, “Verify Identity Attributes” block at the top of the screen is brightened. All other blocks remain dimmed. The purpose of this screen is to compare system data to identification documents presented by the Veteran.

The screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. Take this opportunity to check and make sure Veterans have the identification documents in their possession that are required for the proofing process.

If the user discovers that the Veteran does not have the documents needed to complete the proofing process or the information displayed on the screen does not match the information on the identification documents, the user should click the “No” button in the lower right hand corner of the Veteran Identity Confirmation box.

The user will be returned to the Step 1 screen. The user should advise Veterans to update their identity and/or address before the card request process can be completed.

If the information on the screen is a correct match, the user selects “Yes” in the lower right hand corner of the Veteran Identify Confirmation box to advance.

Step 1 Enter Search Terms

Step 2 Select Veteran

**Step 3 Verify Identity Attributes**

Step 4 Proof Veteran

Step 5 Capture Veteran Image

Step 6 Save Card Request

**Veteran Identity Confirmation**

First Name SONNY

Last Name DAY

Street 123 HAPPY TRAILS

City CITYVILLE

State VA

Zip Code 23606

Date of Birth 8/19/1946

Does the veteran's information as displayed on the screen match the information on the identification documents presented by the veteran?

No Yes

If the information displayed on the screen is **WRONG** or **MISSING** the user cannot proceed with the card request and must select “No” in the lower right hand corner of the Veteran Identify Confirmation box to advance.

If a Level 2 proofing record exists for the Veteran, the application displays the Veteran / Card Details screen to initiate photo capture. [Please refer to step 6 - Capture Veteran Image.](#)

If a Level 1 proofing record exists, then the VHIC system redirects the VHIC user to the Identity Proofing system to retrieve the Veteran’s existing Level 1 proofing record for upgrade to Level 2.

If no proofing record for the Veteran is found, the VHIC system redirects the VHIC user to the Identity Proofing system to proof the Veteran.

## Step 4 – Proof Veteran

Step 4 – Proof Veteran block at the top of the screen is now active and appears the brightest. All other blocks remain dimmed. The Identify Proofing Portal box is displayed on the screen. Follow the instructions on the screen.

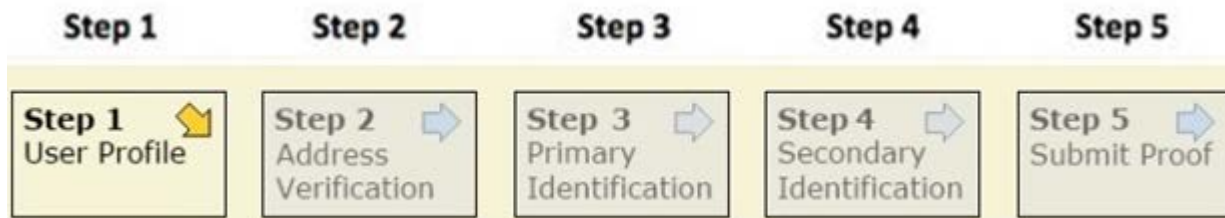


## 28. Proofing Process

The Veteran must present certain documentation in order to request a VHIC. This documentation consists of a primary and secondary identification credential as well as proof of current address postmarked within the past 30 days.

As depicted below, the proofing process proceeds along the following path:

- ☐ User Profile
- ☐ Address Verification
- ☐ Primary Identification
- ☐ Secondary Identification
- ☐ Submit Proof



The proofing process follows numbered Steps 1-5. Each step must be completed before you are allowed to proceed to the next step.

Note: The appearance of the step blocks change to indicate the step you are currently working by appearing to be the brightest.

## Step 1 - User Profile

The first step in the Veteran proofing process is to verify the information in the User Profile screen.

The User Profile screen is pre-populated with the data the VHIC user reviewed earlier except the 'Phone Number' field. If the Veteran's phone number is available, it can be entered in the Phone Number field.

The 'Proofing Location' that is pre-populated should match the location where the Veteran is being proofed. If the Proofing Location does not match the user's location or is not pre-populated, the VHIC user has to populate the '**Proofing Location**'. Click the arrow to the right of the field, and then select a location from the drop-down list.

**Note:** The check box next to '**Issue Level 2 Credential?**' should stay checked.

Once the information is verified by the VHIC User, the user selects the "Next" button, located in the lower right hand corner of the screen, to continue.

If the VHIC User selects the 'Cancel' button, the process will be stopped and the user will be redirected to the VHIC Home/Search screen.

**Step 1** User Profile **Step 2** Address Verification **Step 3** Primary Identification **Step 4** Secondary Identification **Step 5** Submit Proof

**Identity Proof User** \* - Required **Person being proofed:**

\* First Name   
\* Last Name   
\* Date of Birth Month  Day  Year   
Phone Number   
\* Street Address   
\* City   
\* State   
\* Country   
\* Postal Code   
\* Affiliation   
\* Proofing Location   
☒ Issue Level 2 Credential? [?]

Back **Next** Cancel

## Step 2 - Address Verification

Step 2, “Address Verification” block at the top of the screen is now active and appears the brightest. All other blocks remain dimmed.

\* = Required

Person being proofed:

\* Address Validation Type Choose One: ▼

Postmark Date Month ▼ Day ▼ Year ▼ ☐ N/A

Street Address

City

State

Country

Postal Code

Back Next Cancel

The purpose of this screen is to verify the Veteran’s current address. The information pre-populated on the screen must match the Veteran’s current address.

If a Veteran is getting a replacement card and his current address does not match the information displayed on the screen, the card request process stops. The Veteran’s ES record must be updated before a card request can be re-initiated.

1. Click the dropdown arrow to the right of **Address Validation Type** for a list of document types a Veteran may use for address verification.

Veterans are allowed to use the following documents/artifacts to validate their address (Appendix C):

- Primary ID
- Secondary ID
- Phone bill
- Electric bill
- Fossil fuel (oil, gas, propane) bill
- Credit card statement
- Checking/Savings account statement
- Local personal property tax bill
- Mortgage/Rent payment voucher
- VBA corporate data



- The VHIC User must then inspect the document or artifact presented by the Veteran and confirm that the address on the artifact matches the address on the screen. If the Veteran is using any document other than the Primary/Secondary ID for Address Verification, the document provided must be postmarked within the **last 30 days** to be valid.

Note: The check box labeled '**N/A**', located next to the '**Postmark Date**' field, should only be checked when a Veteran uses an unexpired Primary or Secondary ID.

- Once the address information is verified as being correct, the user clicks on "Next" in lower right hand corner of the screen to proceed.
- The VHIC user inspects the document presented by the Veteran to ensure that the document type is listed in the drop-down list.

Step 1 User Profile Step 2 Address Verification Step 3 Primary Identification Step 4 Secondary Identification Step 5 Submit Proof

Person being proofed: ELDON ONISHEA

\* Address Validation Type Electric bill from a local electrical service provider

Postmark Date Month 07 Day 11 Year 2013 ☐ N/A

Street Address 5243 W 11TH ST

City GREELEY

State CO

Country USA

Postal Code 80634

Back Next Cancel

- Click Next

## Step 3 – Primary Identification

Step 3, “Primary Identification” block at the top of the screen is brightened. All other blocks remain dimmed.

\* = Required

Person being proofed:

\* ID Type Choose One: [v]

\* Country of Issuance Choose One: [v]

\* State of Issuance Choose One: [v]

\* Identification Number [ ]

\* Expiration Date Month [v] Day [v] Year [v] ☐ N/A

\* Information Provided/Verified By Choose One: [v]

Back Next Cancel

The VHIC user inspects the documents presented by the Veteran to ensure that the documents can be used for identity verification purpose. The document type must be listed in the **ID Type** drop-down list. **The expired documents cannot be used for proofing purpose.**

The following lists the identity documents that are acceptable for the purpose of in-person identity proofing with the Primary ID.

### Primary Identification Documents (Appendix B) (Must be a government issued Photo ID)

- State-Issued Driver's license
- U.S. Passport or U.S. Passport Card (unexpired)
- Foreign passport with Form I-94 or Form I-94A (unexpired)
- U.S. Military card
- Military dependent's ID card
- U.S. Coast Guard Merchant Mariner Card
- Foreign passport that contains a temporary I-551 stamp
- Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- Federal, state, or local government issued ID card with a photograph
- Employment Authorization Document that contains a photograph (Form I-766)
- Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A



- School ID with photograph

**\*For persons under age 18 who are unable to present a document listed above:**

- School record or report card, clinic, doctor, or hospital record
1. Click the dropdown arrow to the right of **ID Type** to display the list of document verification options that the Veteran may use.
  2. Click the dropdown arrow to the right of **State Issuance** to display the list of State abbreviations.
    - Select the appropriate two-letter State abbreviation for documents issued by a state.
    - Select “DC” as the **State of Issuance** for all Federally issued ID Types.

\* = Required

Person being proofed:

\* ID Type United States (U.S.) Passport (unexpired)

\* Country of Issuance UNITED STATES

\* State of Issuance DC

3. The VHIC user enters information from primary identity proofing document. All fields on this screen are required.

Note: The check box labeled ‘N/A’, located next to the **Expiration Date field**, should not be checked under any circumstances. All forms of identification should have an expiration date.

4. The Information Provided/Verified By is the information provided by the Veteran being proofed.

\* Information Provided/Verified By

Choose One:

Choose One:

Name

Name and DOB

Name and Address

All

5. The VHIC User selects one of the four options, which corresponds to what the identification physically conveys.

For Example,

- ☐ Name (*Name Only: SSN Card*)
- ☐ Name and DOB (*Name & DOB: Birth Certificate, Passport\**)

- Name and Address (*Voter registration, Utility Bill or Other appendix E document*)
- All (*Name, DOB and Address: Passport\*, State Issued DL*)

\*US Passport instructs holder to pencil in address. This may be only valid for the Name and DOB.

6. Once all fields are completed, the VHIC user clicks “Next” in the lower right hand corner of the screen to proceed.

7. Click Next

## Step 4 - Secondary Identification

Step 4, “Secondary Identification” block at the top of the screen is brightened. All other blocks remain dimmed.

1. The VHIC user enters information from secondary identity proofing document. All fields on this screen are required.

Note: See step by step instructions in Step 3 Primary Identification. The check box labeled ‘N/A’ should stay unchecked unless the Secondary identity proofing document doesn’t have an expiration date, such as Social Security.

The following lists the identity documents that are acceptable for the purpose of in-person identity proofing with a Secondary ID.

### Secondary Identification Documents (Appendix B)

(Non-Picture ID and/or Acceptable Picture ID not issued by Federal or State government)

- Social Security Card
- Original or certified Birth Certificate
- Certification of Birth Abroad Issued by the Department of State (Form FS-545)
- Certification of Report of Birth issued by the Department of State (Form DS-1350)
- Voter's Registration Card
- Native American Tribal Document
- U.S. Citizen ID Card (Form I-197)
- Identification Card for Use of Resident Citizen in the United States (Form I-179)
- Employment Authorization document issued by the Department of Homeland Security
- Canadian Driver's License

Once all fields are completed, the VHIC user clicks on the “**Next**” button in the lower right hand corner of the screen to proceed.

\* = Required

Person being proofed: BFSTCDCOKRP BLSTCDCOKRP

\* ID Type: Military ID Card

\* Country of Issuance: UNITED STATES

\* State of Issuance: LA

\* Identification Number: 26756765765

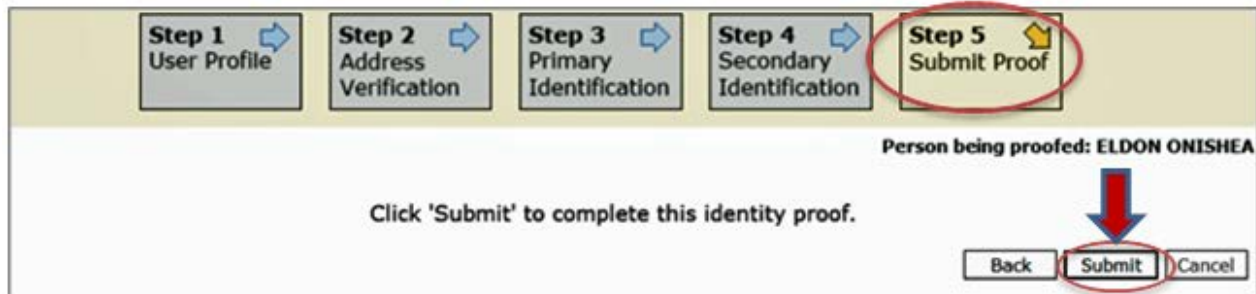
Expiration Date: Month [ ] Day [ ] Year [ ] ☒ N/A

\* Information Provided/Verified By: Name and Address

Back Next Cancel

## Step 5 – Submit Proof

Step 5, “Submit Proof” block at the top of the screen is brightened. All other blocks remain dimmed.



To continue, click on Submit.

User clicks on the “Submit” button in the lower right hand corner of the screen to proceed.

If the proofing process is successful, the screen will display the following message, **“Proofing Complete”**. The system will advance automatically to the next screen in the proofing process, which tells the user that the proofing was successful. The user clicks on the “Continue to Create Card Request” bar, and then the screen indicates, "Identify Proofing Completed Successfully" to proceed.



## Step 5 - Capture Veteran Image

Step 5, "Capture Veteran Image" block at the top of the screen is brightened. All other blocks remain dimmed.

### Capture Veteran Image

Be sure the location is bright and without glare. If the lights are too dim, you may need an extra lamp for additional lighting.

Position the Veteran so that his/her image is within the outlined image area shown on the screen. You may toggle the silhouette on or off to assist with proper alignment. Once the Veteran is positioned correctly within frame, click Capture. To finalize the image capture process, the user selects "Accept."



## Step 6 - Save Card Request

Step 6, “Save Card Request” block at the top of the screen is brightened. All other blocks remain dimmed.


On the “Veteran Card Details screen, the VHIC user has an opportunity to verify that the picture is acceptable and that all pertinent information correctly appears on the card.

Once the VHIC user is satisfied with the card’s completeness and accuracy, click “Submit Card Request” button in the lower right hand corner of the screen to complete the card issuance process. Note: The *Card Status/Card Request Date* area is now green and a *Card Number* generated.

The screenshot displays the 'Veteran Card Details' interface. At the top, a horizontal navigation bar contains six steps. Step 6, 'Save Card Request', is highlighted in yellow and circled in red, while the other steps are dimmed. Below this, the card details are shown. On the left is a preview of the card with the Department of Veterans Affairs logo, a placeholder for the 'Veteran Image', and the name 'ASHLEY WECK' with their address: '23551 AVENIDA LA CAZA UNIT 132, COTO DE CAZA, CA 92679 USA'. On the right, a table lists card details: Card Number (2013070902), EDIP (7), VISN (508), and Date of Birth (3/25/1948). Below this, an orange box shows 'Card Status: Pending' and 'Card Request Date: 07/15/2013 15:22'. A large red arrow points down to a 'Submit Card Request' button in the bottom right corner.

Step	Action
Step 1	Enter Search Terms
Step 2	Select Veteran
Step 3	Verify Identity Attributes
Step 4	Proof Veteran
Step 5	Capture Veteran Image
Step 6	Save Card Request

Veteran Card Details											
	<table><tr><td>Card Number</td><td>2013070902</td></tr><tr><td>EDIP</td><td>7</td></tr><tr><td>VISN</td><td>508</td></tr><tr><td>Facility</td><td>3/25/1948</td></tr><tr><td>Date of Birth</td><td></td></tr></table>	Card Number	2013070902	EDIP	7	VISN	508	Facility	3/25/1948	Date of Birth	
Card Number	2013070902										
EDIP	7										
VISN	508										
Facility	3/25/1948										
Date of Birth											
<p>ASHLEY WECK 23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA, CA 92679 USA</p>											
<table><tr><td>Card Status</td><td>Pending</td></tr><tr><td>Card Request Date</td><td>07/15/2013 15:22</td></tr></table>		Card Status	Pending	Card Request Date	07/15/2013 15:22						
Card Status	Pending										
Card Request Date	07/15/2013 15:22										
<p>Submit Card Request</p>											

The system will indicate the request has been sent successfully. The Veteran can expect to receive the VHIC in 7-10 business days at the verified address.

Upon clicking the button labeled “OK” on the message pop-up window, the system will return to the Search/Home Page.



## 29. Reporting Capabilities

This section provides general instructions for generating the reports.

The first screen in VHIC is the “Home” screen. It contains two blocks, “Card Requests” and “Reports.” To create a report, the VHIC User selects “Reports” by clicking on the block.



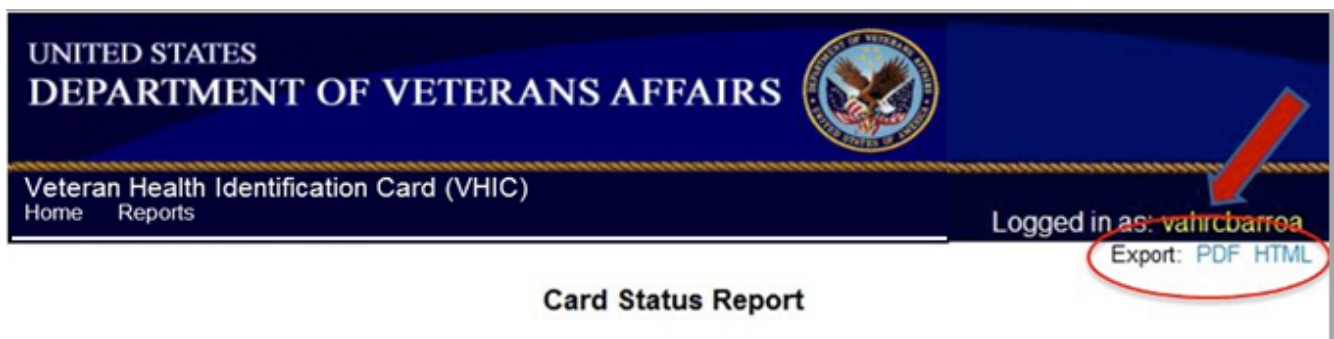
## Report Page

The report page provides access to all reports available in the VHIC application. The VHIC user selects the desired report by clicking on the appropriate tab. The selected report tab is highlighted in blue.

Once the report type has been selected, the user can provide additional search criteria. The additional search criteria may differ from one report to another.

- ☐ Electronic Data Exchange Person Identification (EDIPI) is a unique number assigned to a record in the United States Department of Defense's Defense Enrollment and Eligibility Reporting System (DEERS) database.
- ☐ Integration Control number (ICN) is a unique identifier assigned to patients when they are added to the Master Veteran Index (MVI).
- ☐ CARD ID is the unique identifier assigned to a card request. Each Veteran may have one or more of these.
- ☐ PERSON ID is the unique auto-generated identifier assigned to a Veteran record. There will only be one of these for each Veteran.
- ☐ Veterans Integrated Service Network (VISN) is a network of hospitals that include clinics and nursing homes.
- ☐ Site is the VA Facility where the card was requested  
Workstation is the IP address of the VHIC user workstation.

All reports can be exported in HTML and PDF format.



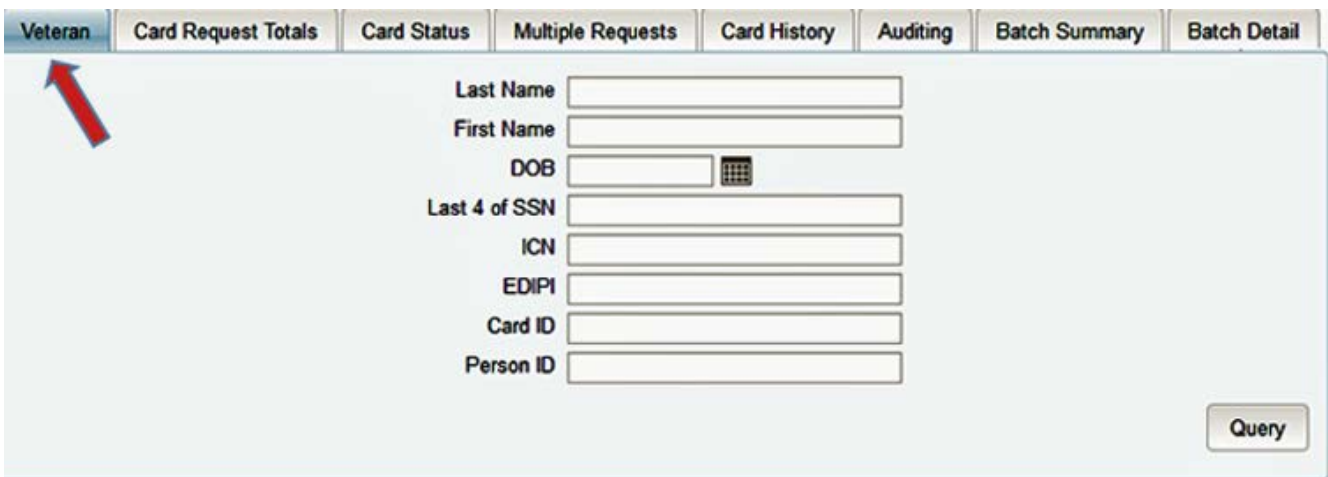
- ☐ The report in HTML format is displayed in the browser and provides a printer-friendly version of the report.
- ☐ The report in PDF format can be saved on your computer or printed out. The PDF format is a printer-friendly format.



## Veteran/Direct Record Search

The user can select the Veteran report by clicking on the 'Veteran' tab.

To perform a direct record search of the VHIC database, the VHIC user has to enter either the Veteran's: *Last Name, ICN, EDIPI, Card ID or Person ID*, and then click the "Query" button.



The screenshot shows a web application interface for searching the VHIC database. At the top, there is a horizontal menu with several tabs: 'Veteran', 'Card Request Totals', 'Card Status', 'Multiple Requests', 'Card History', 'Auditing', 'Batch Summary', and 'Batch Detail'. The 'Veteran' tab is currently selected, and a red arrow points to it. Below the menu, there is a search form with the following fields: 'Last Name', 'First Name', 'DOB' (with a calendar icon), 'Last 4 of SSN', 'ICN', 'EDIPI', 'Card ID', and 'Person ID'. A 'Query' button is located at the bottom right of the form.

The Veteran report will be displayed. See a sample report below.

Veteran Search Results										
Name	Date of Birth	ICN	EDIPI	Service Connected	POW	PH	MH	VHA Enrolled	#CardRequests	#CardsMailed
ASHLEY WECK	03/25/1948	1008532456V343881	2013070902	Y	Y	C	Y	Y	2	0

The HMLT/PDF Export provides Veteran demographic information.

Veteran Report				
Full Name	Date of Birth	Date of Death	ICN	EDIPI
ASHLEY WECK	03/25/1948		1008532456V343881	2013070902
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	VHA Enrolled
Y	POW status.	Confirmed	Medal of Honor recipient.	Y
Card Number	Card Status	Print Release Status	Total Card Requests	
5445	Processing	Printing	2	
Permanent Address				
23551 AVENIDA LA CAZA UNIT 132				
COTO DE CAZA			CA	92679
Address Start Date		Address End Date		
07/19/2013				
Person ID	Veteran Photo			
22356				
Last Update				
07/23/2013				
Updated By				
vaausiam-victest31				
Member Benefit Plan				

## Card Request Totals Report

The user can select the Card Request Totals report by clicking on the “Card Request Totals” tab.

Once the report type has been selected, the user can specify the report criteria by selecting VISN and/or Site. The desired date range for the report can be specified through entry of *Start Date* and *End Date* in the fields provided.

Once the desired report criteria are provided, the user will click on “Query” button to create a report. The system will display the report.



## Card Status Report

The user can select the Card Request Totals report by clicking on the “Card Request Totals” tab.

Once the report type has been selected, the user can specify the report criteria by selecting VISN/Site/Station and Card Status.

The desired date range for the report can be specified through entry of *Start Date* and *End Date* in the fields provided. Once the desired report criteria are provided, the user will click on “Query” button to create a report.

Four Card Statuses and nine Release Statuses are available for selection. See the table below for details.

Status	Status Description
Active	The card is active
Inactive	The card is deactivated
Processing	The Print Facility is processing the card request.
Request	The card is sent to the Print Facility

**Status Code/Reason Code Description:**

Release Status	Release Status Description
	Request is ready to send to Card Print
H	Request is on-hold
C	Request is canceled
S	Request has been sent to Card Print Site
A	Request has been received by Card Print Site
M	Request processed, card has been mailed
E	Request error: data integrity
R	Request rejected by Card Print Site
I	Request ineligible for card; phone and data stored.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC)  
Home Card Request Reports

Veteran Card Request Totals **Card Status** Multiple Requests Card History

VISN

Site

VHIC Station IP Address

Card Status

Print Release Status

Start Date

End Date

Query

The system will display the report. See a sample report below.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS



Veteran Health Identification Card (VHIC)  
[Home](#) [Card Request](#) [Reports](#)

Logged in as: [vahrbarroa](#)  
Export: [PDF](#) [HTML](#)

Card Status Report

VISN	Site	Name			Card ID	Card Status	Release Status	Requested
		Last	First	Middle				
VA New England Health Care System	Togus	HUNT	WILLIAM		5124	P - Processing	S - Sent	11/05/2012

## Multiple Requests Report

The user can select the Multiple Card Requests report by clicking on the “Card Requests” tab.

This report provides information on cards that have been requested on more than one occasion for the same Veteran.

Once the report type has been selected, the user can specify the report criteria by selecting Issuances/VISN/Site and Workstation. The desired date range for the report can be specified through entry of *Start Date* and *End Date* in the fields provided.

Once the desired report criteria are provided, the user will click on “Query” button to create a report.

The screenshot displays the "Veteran Health Identification Card (VHIC)" system interface. At the top, the header includes the "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" logo and the "Veteran Health Identification Card (VHIC)" title. Below the header, a navigation bar contains tabs: "Veteran", "Card Request Totals", "Card Status", "Multiple Requests" (which is highlighted), and "Card History". The main content area is a form for specifying report criteria. It includes the following fields: "Issuances" (text input), "VISN" (dropdown menu), "Site" (dropdown menu), "VHIC Station IP Address" (dropdown menu), "Start Date" (text input with a calendar icon), and "End Date" (text input with a calendar icon). A large red arrow points down from the "Start Date" and "End Date" fields to a "Query" button, which is circled in red.

The system will display the report. See a sample report below.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS



Veteran Health Identification Card (VHIC)  
[Home](#) [Card Request](#) [Reports](#)

Logged in as: **vahrcbarroa**  
Export: [PDF](#) [HTML](#)

**Multiple Requests Report**

Person ID	Veteran	SSN Last	Last Request	Last VISN	Last Site	Last Station	Issuances
<a href="#">22181</a>	WILLIAM HUNT	7486	2012-11-05 10:29:56.0	<a href="#">VA New England Health Care System</a>	<a href="#">Togus</a>	<a href="#">45</a>	4



## Card History

The user can select the Card History report by clicking on the 'Card History' tab. Once the report type has been selected, the user can specify the report criteria by entering Card and/or Person ID. The Person ID is the unique auto-generated identifier assigned to a Veteran record. There will only be one of these for each Veteran. Once the desired report criteria are provided, the user will click on "Query" button to create a report.

The screenshot shows the 'VETERAN HEALTH IDENTIFICATION CARD (VHIC)' web application. At the top is the header with the 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS' logo and the text 'VETERAN HEALTH IDENTIFICATION CARD (VHIC)'. Below the header are navigation links: 'Home', 'Card Request', and 'Reports'. A horizontal menu contains five tabs: 'Veteran', 'Card Request Totals', 'Card Status', 'Multiple Requests', and 'Card History'. The 'Card History' tab is selected. Below the tabs are two input fields: 'Card ID' and 'Person ID'. To the right of these fields is a red arrow pointing down to a button labeled 'Query'.

The system will display the report. See a sample report below.

The screenshot shows the 'Card History Report' table. The table has eight columns: 'Card ID', 'Person ID', 'VISN', 'VIC Station IP Address', 'Request Date', 'Issuer', 'Status Code', and 'Reason Code'. The first row of data shows: Card ID 5483, Person ID 22397, VISN 6, VIC Station IP Address 10.234.181.79, Request Date 05/16/2013, Issuer vaausiam-vtest0, Status Code P, and Reason Code 4. In the top right corner, there are links for 'Export: PDF HTML'.

Card ID	Person ID	VISN	VIC Station IP Address	Request Date	Issuer	Status Code	Reason Code
5483	22397	6	10.234.181.79	05/16/2013	vaausiam-vtest0	P	4



**Status Code/Reason Code Description:**

Status Code	Status Code Description
R	Request
P	Processing
A	Active
I	Inactive

Reason Code	Reason Code Description
1	Lost or Damaged
2	Being Misused
3	Expired
4	Replaced

## Auditing

The Auditing Report provides information on all user's activity in the system. The report can be used for fraud detection and prevention or for tracking the user's activities. The Auditing report tracks the user activities listed below.

User Activity	Activity Description
MVI_SEARCH	A search is performed on the MVI webservice for the parameters provided.
MVI_GETIDS	A search is performed on the MVI webservice for the various identification numbers stored in that system for the
ESR_GETSUMMARY	A search is performed on the ESR webservice that provides information relating to the veteran specified.
PROOFING_WS	A search is performed on the Proofing webservice that provides proofing information on the veteran specified.
CARD REQUEST	A new record is created in the tbl_person_card table for the person_id specified in vet_id and the person_card_id specified in card_id.
PERSON CREATED	A new record is created in the tbl_person table with the person_id specified in vet_id.
rptCardCounts	The card count report is run with the parameters provided.
rptCardStatuses	The Card Status report is run with the parameters specified.
rptPersonMultiples	The Person Multiples report is run with the parameters specified.
rptPerson	The Veteran Report is run with the parameters specified.
rptCardHistory	The Card History Report is run with the parameters specified.
rptAuditing	The Auditing Report is run with the parameters specified.

The user can select the Auditing report by clicking on the 'Auditing' tab. Once the report type has been selected, the user can specify the report criteria by entering Login and providing the desired date range through entry of *Start Date* and *End Date*. Once the desired report criteria are provided, the user will click on "Query" button to create a report.

The system will display the report. See a sample report below.

Date	Login	Action	Vet ID	Card ID
11/06/2012	vahrbarroa	MVI_SEARCH		
11/06/2012	vahrbarroa	MVI_GETIDS		
11/06/2012	vahrbarroa	ESR_GETSUMMARY		
11/06/2012	vahrbarroa	CARD REQUEST	22101	5125
11/06/2012	vahrbarroa	ESR_GETSUMMARY		

## 30. Getting Help

If you need assistance with the **VHIC Application** the VA National Help Desk is your first point of contact. The VA National Help Desk is available 24/7, although after-hours calls must be 'high priority' calls if assistance cannot wait until next day. You can reach the Help Desk by calling 1-888-596-4357 or via e-mail at [vhaistnsdtusc@va.gov](mailto:vhaistnsdtusc@va.gov).

If you need assistance with **SSOi or Provisioning services** please contact the AcS Help Desk.

The AcS Help Desk solution is integrated with the National Help Desk (NSD) in Philadelphia. The VA Service Desk Manager (SDM) solution is used to record and assign tickets. AcS has stood up a Tier 2 Help Desk with designated hours of operation (M-F; 8AM-5PM EST), a toll free telephone number, and Email address to offer limited support of all AcS services. The following contact information for the AcS Help Desk is provided:

### Internal AcS Help Desk:

Tier 1- NSD (855)673-4357, Option 3; [itsc@va.gov](mailto:itsc@va.gov)

## Provisioning/SSOi Common Tasks Help

Step by step instructions for common provisioning/SSOi tasks are available in VA Service Desk Manager (SDM).

1. Enter <http://vaww.nsd.va.gov/CAisd/pdmweb2.exe> in your browser

CA Service Desk Manager

Kindschuh, Jeffrey Log Out  
Home | About | Help

**Search for a Solution**

Search for a solution using keywords:

[Go](#)

[My Bookmarks](#)  
[Submit Knowledge](#)

**Top Solutions** [\(Browse more solutions\)](#)

- SDM: How to Create/Modify Contact Records
- NT/Windows: Unlock/Reset password for multiple Domains
- FMS: Password Unsuspend/Reset
- VTA: User Access - Create New Account
- PKI: Initiating Process
- VTA: User Access - Modify/Re-enable Existing Account
- Mainframe: Password Unsuspend/Reset

**Customer Service**

[Create a new Request](#)  
[Service Desk contact information and hours of operation](#)

**Look up my existing tickets**

You have 0 open requests  
You have 1 closed requests  
You have 0 open change orders  
You have 0 closed change orders

**If you know the number, please enter:**

**A request number:**

[Go](#)

**OR a change order number:**

[Go](#)

2. Enter "AcS: in search box



## CA Service Desk Manager

### Search for a Solution

Search for a solution using keywords:

[My Bookmarks](#)

[Submit Knowledge](#)

3. Click on



## CA Service Desk Manager

Searched for **AcS** in all categories

[Click here to create a new Request](#)

View All	Expand All	Page 1 of 2	1-25 of 28
+	AcS CAR Report Scheduling		
+	VPN user is getting credentials cannot be verified and AcS log shows "External DB account disabled"		
+	VPN user is getting credentials cannot be verified and AcS log shows "External DB password expired" or "External DB user invalid or bad password"; windows password change failed		
+	VPN user is getting credentials cannot be verified and AcS log shows "External DB account locked out".		
+	AcS Access Provisioning Service, Modify a Role, View Submitted Tasks, Request Access for a User, and Privileged User Overview issues		
+	AcS CAR Standard Reporting		
+	AcS Access to CAR		
+	AcS User Activity Reporting Module (UARM) CAR Standard Reporting		
+	VPN: How to access AcS logs for troubleshooting VPN/CAG/RESCUE/One VA VPN access issues/logs.		
+	AcS CAR Managing Alerts		
+	AcS First time access and returning user access		
+	VPN user is getting credentials cannot be verified and AcS log shows "AcS user unknown".		
+	AcS SSOi Access Unable to Login		
+	AcS SSOi Password User ID Reset		
+	AcS Access Reports in CAR (Compliance Audit Reporting)		
+	AcS PIV Card Login for Step-Up Authentication		
+	AcS: Update Security Questions in Credential Service Provider (CSP) Identity Proofing (IP)		
+	AcS: Forgot User ID in Credential Service Provider (CSP) Identity Proofing (IP)		

4. Select job aid

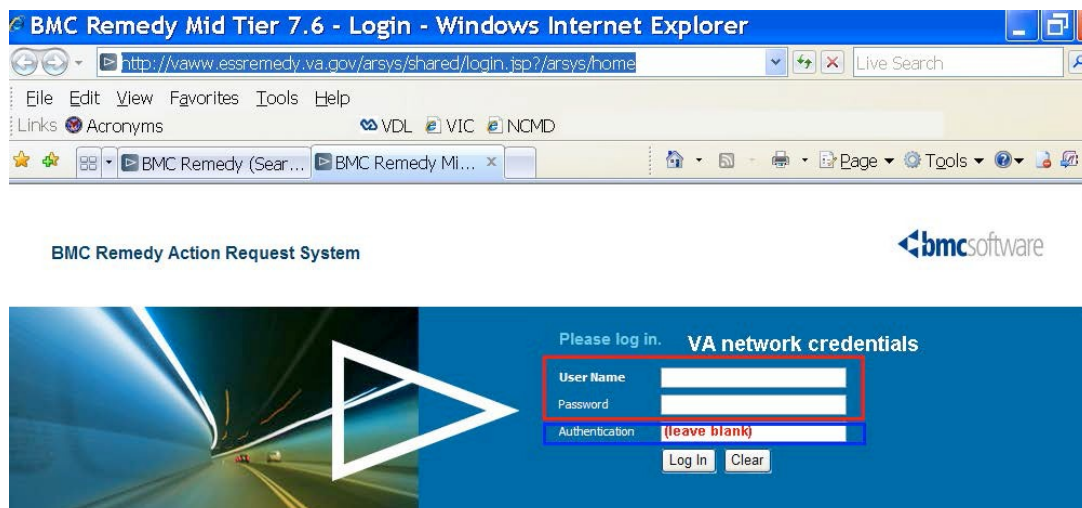
## How to create a Remedy 7.6 incident for VHIC

If you have access to the VHIC Remedy database you can log a ticket using the url below:

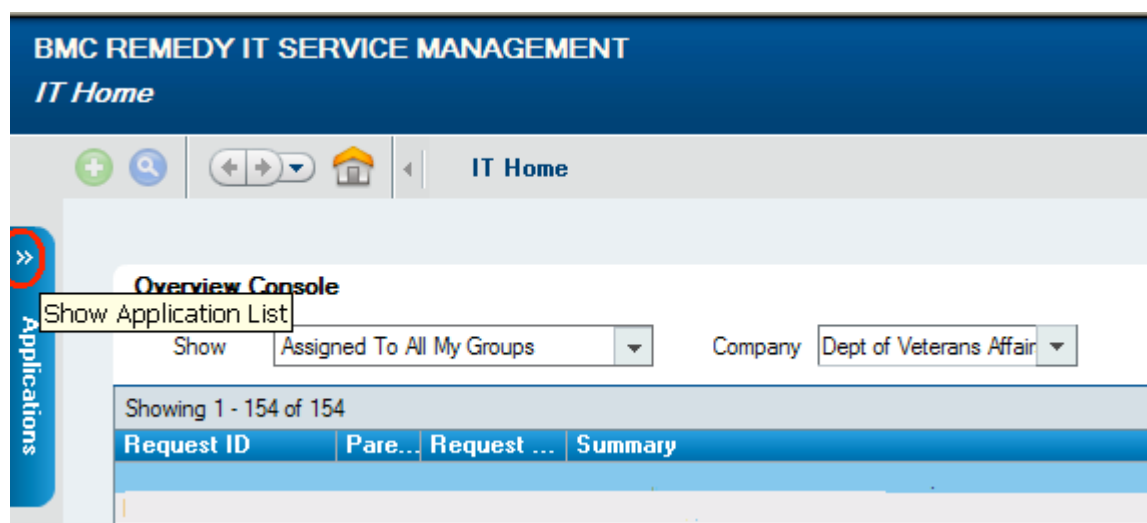
<http://vaww.essremedy.va.gov/arsys/shared/login.jsp?/arsys/home>

**When creating a ticket please specify that the ticket is for 'VHIC 4'.**

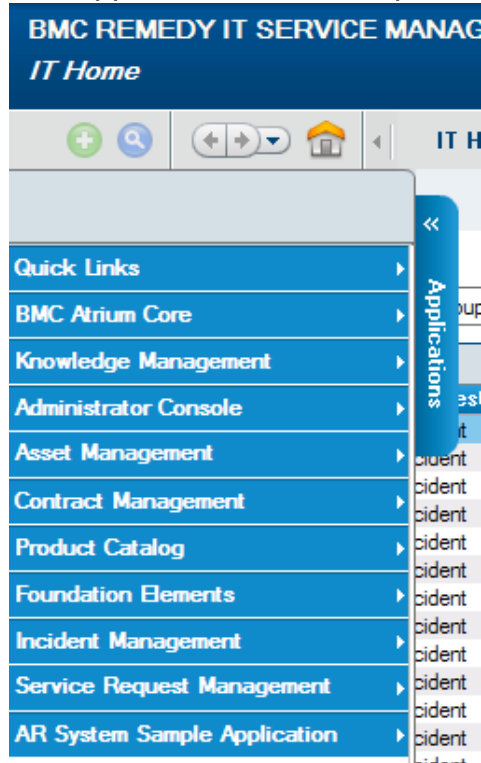
Your user name is the same as your Windows login name, and should be entered in **ALL CAPS**. Your password will be your usual Windows password, entered in normal (upper and lower) case.



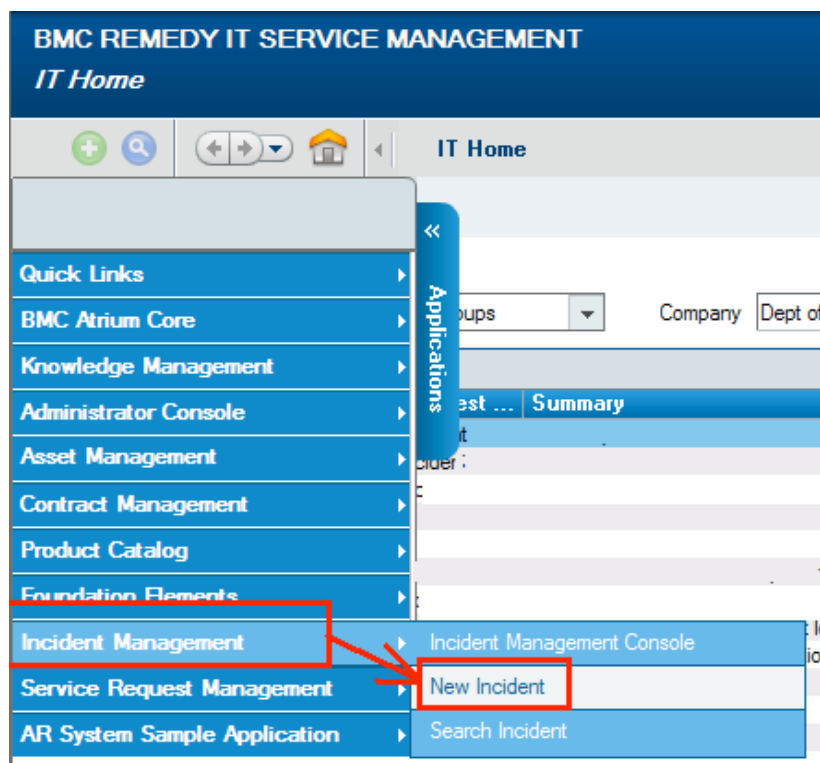
After logging in, hover your mouse cursor over the double chevrons (>>) on the Applications tab.



The Applications tab will expand:



Hover over Incident Management, and then select *New Incident*:





The initial, blank screen will look like this:

**These fields will be pre-filled:**

**Incident ID:** INC000000##### - INC[ident], six padding zeroes, sequence number

**Company:** Dept of Veterans Affairs

**Incident Type:** User Service Restoration (default)

Other choices, as appropriate

- ☐ User Service Request
- ☐ Infrastructure Restoration
- ☐ Infrastructure Event

**Status:** New (default)

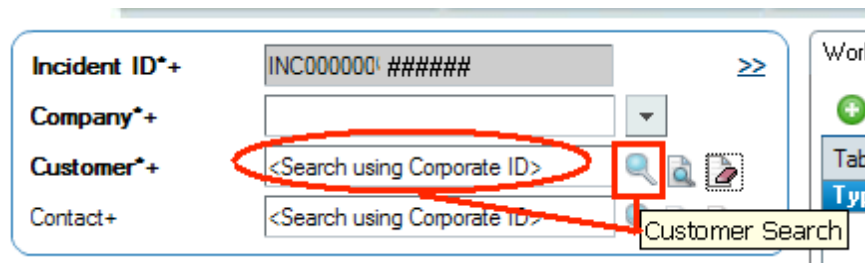
Other choices that can be made later in the creation of a new incident, as appropriate

- ☐ Assigned
- ☐ In Progress
- ☐ Pending
- ☐ Resolved
- ☐ Closed
- ☐ Cancelled
- ☐ (clear)

## FIELD ENTRY

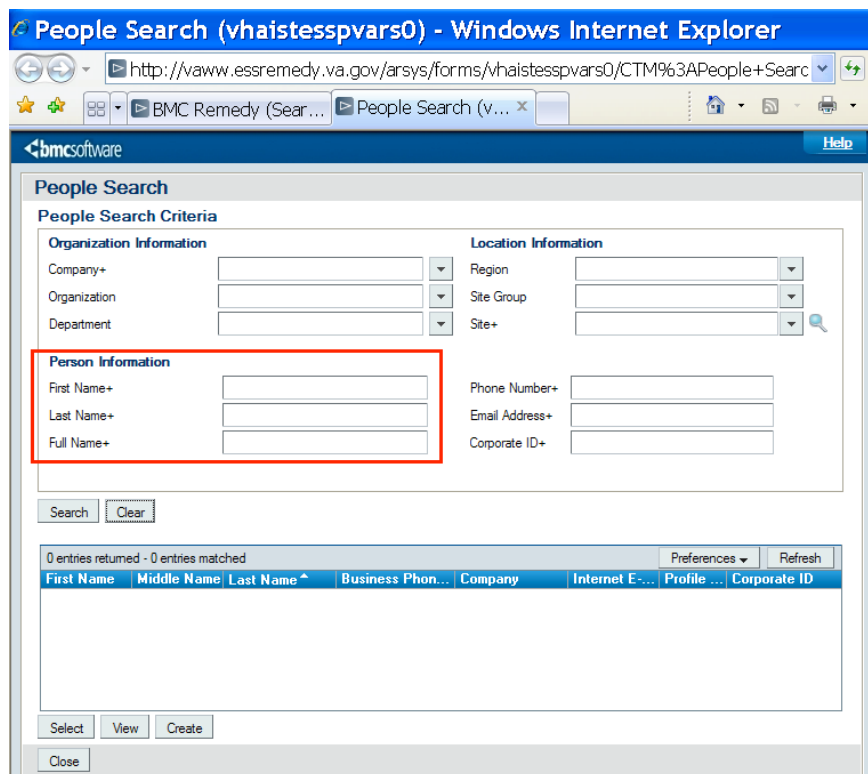
Enter data for the following fields. NOTE: hover the mouse cursor over each field to display a brief description, which includes field character limit.

**Customer:** Method 1 (easiest) – enter the username as seen in Outlook  
Method 2 – click on the Customer Search icon (the magnifying glass)



The screenshot shows a BMC Remedy form with the following fields: Incident ID\*+, Company\*+, Customer\*+, and Contact+. The Customer\*+ field contains the text "<Search using Corporate ID>". A red circle highlights a magnifying glass icon to the right of the Customer\*+ field. A tooltip labeled "Customer Search" is visible next to the icon.

Method 2 leads to the dialog shown below –



The screenshot shows a web browser window titled "People Search (vhaistesspvars0) - Windows Internet Explorer". The URL is <http://vawww.essremedy.va.gov/arsys/forms/vhaistesspvars0/CTM%3Apeople+Search>. The page displays the "People Search" dialog box with the following sections:

- People Search Criteria**
  - Organization Information**
    - Company+ (dropdown)
    - Organization (dropdown)
    - Department (dropdown)
  - Location Information**
    - Region (dropdown)
    - Site Group (dropdown)
    - Site+ (dropdown)
  - Person Information** (highlighted with a red box)
    - First Name+ (text field)
    - Last Name+ (text field)
    - Full Name+ (text field)
    - Phone Number+ (text field)
    - Email Address+ (text field)
    - Corporate ID+ (text field)
- Search** (button) and **Clear** (button)
- Results**
  - 0 entries returned - 0 entries matched
  - Table with columns: First Name, Middle Name, Last Name, Business Phon..., Company, Internet E..., Profile ..., Corporate ID
  - Buttons: Select, View, Create
- Close** (button)



The quickest and easiest way to search for an individual user is to use the First Name and Last Name boxes, then click Search. The results of a search are shown on the next page.

**People Search (vhaistesspvars0) - Windows Internet Explorer**

http://vawww.essremedy.va.gov/arsys/forms/vhaistesspvars0/CTM%3APeople+Search

**People Search**

**People Search Criteria**

**Organization Information**

Company+  Region

Organization  Site Group

Department  Site+

**Person Information**

First Name+  Phone Number+

Last Name+  Email Address+

Full Name+  Corporate ID+

**1. select a person from Remedy's Person database (cannot add on the fly)**

**2. search**

1 entries returned - 1 entries matched Page 1 Preferences Refresh

First Name	Middle Name	Last Name	Business Phon...	Company	Internet E...	Profile ...	Corporate ID
Andre		Dupuy	703-483-4622	Dept of Veterans Aff	Andre.Dupuy@va	Enabled	VACFWOUPUYA

**3. click on the name to highlight**

**4. if the right person, Select**

After clicking on the Select button, the entry person will be returned to the main screen and the selected Person's name will be stuffed into the Customer field.

### Contact:

The same process applies to the Contact field (use is optional, can contain the name of an additional contact person).

### Notes

Enter the reason for placing the incident, for example, a mail message sent to you by the person requesting the incident.

## Template+

In the Template box, use either of these methods:

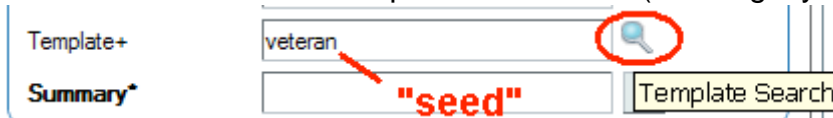
Method 1 – Start typing; Remedy will fill in automatically.

Example: typing “veteran” will show a partial list of entries that *contain* “veteran.”

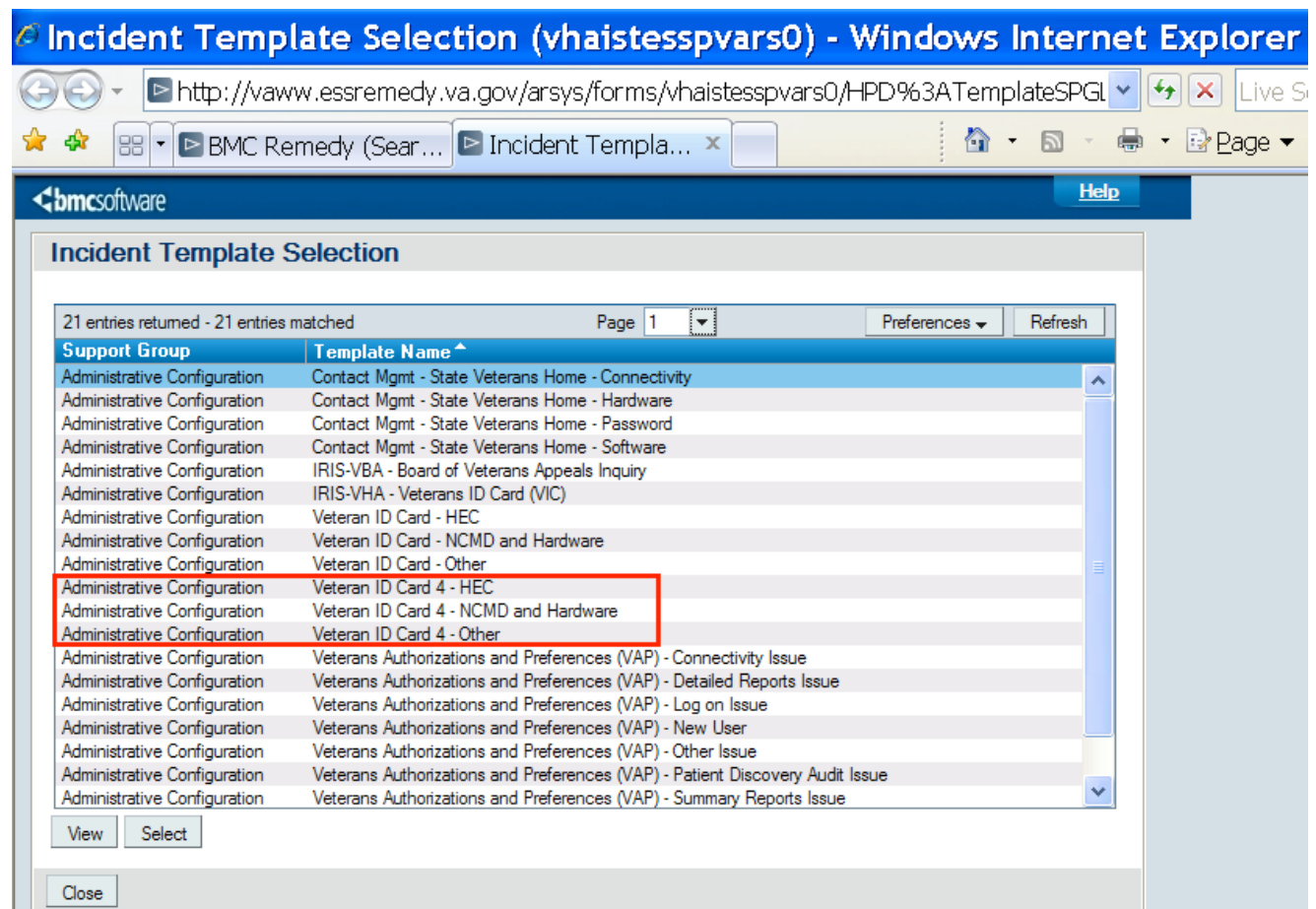
Note that you will need to press the down triangle to see all of the VHIC4 entries:

- Veteran ID Card 4 – HEC
- Veteran ID Card 4 – NCMD and Hardware
- Veteran ID Card 4 –Other

Method 2 – click on the Template search icon (the magnifying glass) –



You do want to “seed” the Template field so that Remedy will present the list from which the appropriate template is selected. Incident Template Selection screen:



Support Group	Template Name
Administrative Configuration	Contact Mgmt - State Veterans Home - Connectivity
Administrative Configuration	Contact Mgmt - State Veterans Home - Hardware
Administrative Configuration	Contact Mgmt - State Veterans Home - Password
Administrative Configuration	Contact Mgmt - State Veterans Home - Software
Administrative Configuration	IRIS-VBA - Board of Veterans Appeals Inquiry
Administrative Configuration	IRIS-VHA - Veterans ID Card (VIC)
Administrative Configuration	Veteran ID Card - HEC
Administrative Configuration	Veteran ID Card - NCMD and Hardware
Administrative Configuration	Veteran ID Card - Other
Administrative Configuration	Veteran ID Card 4 - HEC
Administrative Configuration	Veteran ID Card 4 - NCMD and Hardware
Administrative Configuration	Veteran ID Card 4 - Other
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - Connectivity Issue
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - Detailed Reports Issue
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - Log on Issue
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - New User
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - Other Issue
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - Patient Discovery Audit Issue
Administrative Configuration	Veterans Authorizations and Preferences (VAP) - Summary Reports Issue

Click on the appropriate entry, then click Select. Remedy will return to the main screen, stuffing your selection into the Template field. Additionally, the same template will be stuffed into the Summary field.

### **Summary\***

Accept as stuffed by Remedy, or edit/add to the text.

### **Impact\***

Use the field as desired or directed. Choices are: 1- Extensive/Widespread  
2-Significant/Large  
3-Moderate/Limited 4-minor/localized (clear)

### **Urgency\***

Use the field as desired or directed. Choices are:  
Critical  
High  
Medium  
Low  
(clear)

### **Priority**

Priority is tied to Urgency. Higher Urgencies select corresponding Priorities. Entries are:  
High  
High  
Medium  
Low

(No Critical nor Clear priorities)

### **Incident Type:**

User Service Restoration (default)

Other choices, as appropriate

- User Service Request
- Infrastructure Restoration
- Infrastructure Event

## **Reported Source**

12 entries are available. The best choices are

- ☐ Phone (default)
- ☐ Direct Input
- ☐ Email
- ☐ Voice Mail

## **Assigned Group\***

When sending to Tier 2 (Admin2), two methods are available:

Method 1 –

- ☐ Type “SUP-Admin2” in the Assigned Group field. As soon as you start typing Remedy will automatically try to find a match.

Method 2 –

- ☐ Click the down arrow to the right of the Assigned Group field; “Department of Veterans Affairs” displays
- ☐ Select Support (the other choices are Development, Maintenance, and Vendor)
- ☐ Scroll through the list to select SUP-Admin2.

## **Assignee**

Leave this field blank; it will be stuffed with the name of the Admin2 team member who takes the incident.

## **Status**

The default is Assigned. The status will change as the incident progresses towards closure.

## **Save**

Click the Save button when incident creation has been finished. The new incident will be available for Tier 2 to pick up.

The Remedy training is available at  
<http://vaww.itsupportservices.va.gov/RemedyTraining/>

## Appendix A – MVI Probabilistic Search

The VA has upgraded to an Enterprise Probabilistic matching algorithm from the former Deterministic (exact) matching. The change in matching algorithms was made because the probabilistic method allows for a greater chance of getting a correct match. For example, if a search supplies a first name of “Joe” instead of “Joseph,” the match might return both records, as both are probable matches. In Deterministic matching, only the “Joe” record would return (missing a possible “Joseph” match) as the values in a deterministic search must match exactly to what is in an existing record, or no match will be found. Probabilistic matching has a greater possibility of detecting potential matches and therefore helping prevent potential duplicate records being added to the system for a person who already exists.

Table 1 Identity Management Service Attended Search Criteria

Identity Management Service Attended Search Criteria												
Patient - Probabilistic - Attended (Search Threshold and Above)												
Searches for the Provision of Healthcare												
Scenario Number												
Person Id Traits / Criteria	Max Score	1	2	3	4	5	6	7	8	9		
1 Name	6.22											
a First Name		X	X	X	X	X	X	X	X	X	X	X
b Middle Name		X'	X'	X'	X'	X'	X'	X'	X'	X'	X'	X'
c Last Name	3.95	R	R	R	R	R	R	R	R	R	R	R
2 Social Security Number (SSN)	5.77	X			X	X	X					
3 Date Of Birth (DOB)	4.01				X			X	X	X		
4 Gender	0.25	X	X	X				X				
5 Home Address (Street, City, St., Zip)	4.10		X			X			X			
6 Home Phone				X			X				X	
Place of Birth (POB - City & State)												
Mother's Maiden Name (MMN)												
Aggregate Score w/Exact Matches		12.24	10.57	10.57	16.00	16.09	16.09	10.48	14.33	14.33		

<b>Results</b>	Persons returned from search based on the criteria supplied
<b>R</b>	Denotes required search criteria
<b>X</b>	Denotes required for optimized results
<b>X'</b>	Denotes recommended if available for optimized results
<b>blank</b>	Denotes optional search criteria
<b>10.2</b>	Search threshold / results below threshold will not be provided
<b>10</b>	Maximum number of results / None will be returned if results are more than 10

## APPENDIX B: ACCEPTABLE IDENTITY DOCUMENTS

The following documents are designated as acceptable for the purpose of in-person identity proofing.

<b>COLUMN A</b> <b>Government Issued Photo ID</b>	<b>COLUMN B</b> <b>Non-Picture ID and/or Acceptable Picture ID not issued by Federal or State Government</b>
<ul style="list-style-type: none"> <li>• Driver's license</li> <li>• U.S. Passport or U.S. Passport Card (unexpired)</li> <li>• Foreign passport with Form I-94 or Form I-94A (unexpired)</li> <li>• U.S. Military card</li> <li>• Military dependent's ID card</li> <li>• U.S. Coast Guard Merchant Mariner Card</li> <li>• Foreign passport that contains a temporary I-551 stamp</li> <li>• Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</li> <li>• Federal, state, or local government issued ID card with a photograph</li> <li>• Employment Authorization Document that contains a photograph (Form I-766)</li> <li>• Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A</li> <li>• School ID with photograph</li> </ul> <p>For persons under age 18 who are unable to present a document listed above:</p> <ul style="list-style-type: none"> <li>• School record or report card</li> <li>• Clinic, doctor, or hospital record</li> </ul>	<ul style="list-style-type: none"> <li>• Social Security Card</li> <li>• Original or certified Birth Certificate</li> <li>• Certification of Birth Abroad Issued by the Department of State (Form FS-545)</li> <li>• Certification of Report of Birth issued by the Department of State (Form DS-1350)</li> <li>• Voter's Registration Card</li> <li>• Native American Tribal Document</li> <li>• U.S. Citizen ID Card (Form I-197)</li> <li>• Identification Card for Use of Resident Citizen in the United States (Form I-179)</li> <li>• Employment Authorization document issued by the Department of Homeland Security</li> <li>• Canadian Driver's License</li> </ul>

## APPENDIX C: ADDRESS CONFIRMATION DOCUMENT CRITERIA

The following documents are designated as acceptable for identifying the current mailing address. The applicants name must be the addressee on the document, and the document must be dated within the last 30 days.

Acceptable Documents to Verify Mailing Addresses
<ol style="list-style-type: none"><li>1. Primary Identification</li><li>2. Secondary Identification</li><li>3. Phone bill from local phone service provider</li><li>4. Electric bill from a local electrical service provider</li><li>5. Fossil fuel (oil, gas, propane) bill from a local service provider</li><li>6. Credit card statement</li><li>7. Checking or savings account statement</li><li>8. Local personal property tax bill</li><li>9. Mortgage or rent payment voucher</li><li>10. Veterans Benefits Administration (VBA) corporate data reflecting correct mailing address as verified by applicant</li></ol>