

**Department of Veterans Affairs**

**Veteran Health Identification Card (VHIC 4.4)**

**Version 1.1**

**User Guide**



**January 2015**

## Revision History

Date	Version	Description	Author
1/13/2015	1.1	Updated content and Images	Laja Geno
9/18/2014	1.0	Rebuilt to capture content overhaul to VHIC System	Michele Custis

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# 1. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC associates use to issue VHICs to enrolled Veterans.

This User Guide is divided into four sections to allow you to quickly obtain the information you need. The first section will provide an overview of what a VHIC is and what the eligibility requirements are, the various user roles and their accessibility within the VHIC application, as well as some general guidelines on using the VHIC application.

In order to be able to receive a VHIC, a 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 identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA

The second section explains the process involved with creating a VHIC for a Veteran. A step-by-step process will navigate the VHIC Associate through the screens in the VHIC application. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing. Each day, these 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. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the current address is used and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

Note: The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The third section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained. There are 4 tabs for each of the reports that can be generated:

- **Veteran** – direct report to search for a Veteran
- **Card** – includes Request Totals, Status, Multiple Requests, and History
- **Print Services** – includes Summary, Detail, and No EDIPI
- **Auditing** – provides information on all User's activity in the system

Reports can be exported in either HTML or PDF format, and there are a variety of search criteria available for each report.

The final section has information on troubleshooting a variety of issues that VHIC Associate may experience, such as problems with the camera, Adobe Flash, SSOi, and browser incompatibility. This may provide a quick resolution to some common occurrences, which would preclude having to call the NSD.

## **1.1. Roles within VHIC**

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor who, in turn, should verify that the proper role has been assigned.

### **1.1.1. 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. Administrators have the ability to create card requests and have access to all available reports.

### **1.1.2. 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. VHIC Supervisors have the ability to create card requests and have access to all available reports (excluding national versions).

### **1.1.3. VHIC Associate**

The VHIC Associate role shall be assigned to individuals responsible for processing card requests and resolving card request issues. Associates have the ability to create card requests and have access to a limited number of reports.

### **1.1.4. VHIC Technical Administrator (Tier 3)**

The VHIC Technical Administrator (Tier 3) automatically inherits all access and privileges given to the VHIC Program Administrator. Technical Administrators (Tier 3) have the ability to create card requests and have access to all available reports as well as access to the Administration page.

### **1.1.5. VHIC Auditor**

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create card requests, but does have access to all available reports (excluding national versions).

### **1.1.6. VHIC Read-Only**

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System.

The VHIC Read-Only user does not have the ability to create card requests, but does have access to a limited number of reports.

## 1.2. Accessing the VHIC Application

VHIC is a web based application which users will access via a web browser. The recommended browser is Internet Explorer (currently version 9). The VHIC URL is <https://vic.iam.va.gov/VIC/faces/index.jsf> and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: <http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-9>.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

## 1.3. Browser

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session. 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.

### 1.3.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the Browser Mode is set to IE9 and the Document Mode is set to IE9 Standards.

If you are experiencing misalignment issues, follow these steps to verify/update your browser compatibility settings:

1. With Internet Explorer open, press the F12 key. This will open a panel at the bottom of your browser window. (Alternatively, click the Settings button that looks like a wheel or a gear, located at the top right side of the screen, and click *F12 Developer Tools*.)
2. Check the current browser settings.
3. Ensure that the *Browser Mode* is set to **IE9** and that the *Document Mode* is set to **IE9 standards**.
4. If they are not, simply click on each item and choose the desired mode.

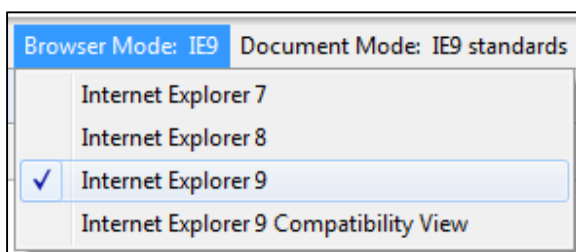


Figure 1-1: Browser Mode Settings



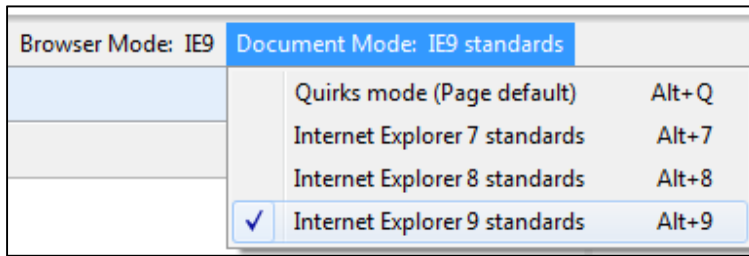


Figure 1-2: Document Mode Settings

These settings are not usually saved between browser sessions, and would need to be reset each time. The user can contact their IT department to ask them to change the browser default settings so they don't need to get reapplied every session.

## 1.4. Proper Navigation of the VHIC Application

The best way to navigate through the VHIC application is to use the *Back* and *Next* buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do not use the *Back* button at the top of your browser window to navigate back to a previous screen, this will cause errors to occur.



Figure 1-3: VHIC Navigation Buttons

## 1.5. Single Sign-On Internal (SSOi)


Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session. Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

The user will have three different options for logging in to VHIC.

1. VA User ID and Password
2. PIV card
3. Windows Authentication

## VHIC – Card Request Process


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### VA Identity and Access Management System (IAM)

Select Log In Method to Access: <https://vic.iam.va.gov/VIC/faces/index.jsf>

VA Network User ID and Password	PIV Card	Windows Authentication
<p>Enter your VA Active Directory (AD) user ID (i.e. vhaismsmithj) and password below, then click Login.</p> <p>User ID <input type="text"/></p> <p>Password <input type="password"/></p> <p>Login</p>	<p>Insert your PIV card into your card reader and click Login. Please enter your PIN when prompted.</p> <div></div> <p>Login</p>	<p>This option allows you to login using your current Windows session. This option is only available for users logged onto a VA issued computer. Click Login to authenticate.</p> <p>Login</p>

If authentication failed using your VA Network ID and Password, your PIV card, or for general questions regarding the IAM authentication service, please contact the National Service Desk Support, VBA Philadelphia, at 855-673-4357 (Option 3) or email at [ITSC@va.gov](mailto:ITSC@va.gov).

**WARNING**  
**WARNING**  
**WARNING**

You have accessed a United States Government computer. Unauthorized use of this computer is a violation of federal law and may subject you to civil and criminal penalties. This computer and the automated systems, which run on it, are monitored. Individuals are not guaranteed privacy while using government computers and should, therefore, not expect it. Communications made using this system may be disclosed as allowed by federal law.

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Figure 1-4: SSOi Login Screen

## 2. Creating a VHIC Card – The Card Request Process

At a Glance...	
Who can process a card request?	Administrator, Supervisor, Associate, Tech Admin (Tier 3)

Table 1: Who can process a card request?

This section will walk the VHIC user through the process of creating a card for a Veteran. During the card request process, issues may arise that will require the card to be put on hold. These cases will be covered in section [2.6.3 Save Card Request: On-Hold](#).

The card issuance process follows numbered steps shown next.

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

These steps are fully explained below. We will now walk through each of the steps required to complete a VHIC card request.

### 2.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by placing the mouse over the blue circle containing a question mark.



This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section. Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

## VHIC – Card Request Process

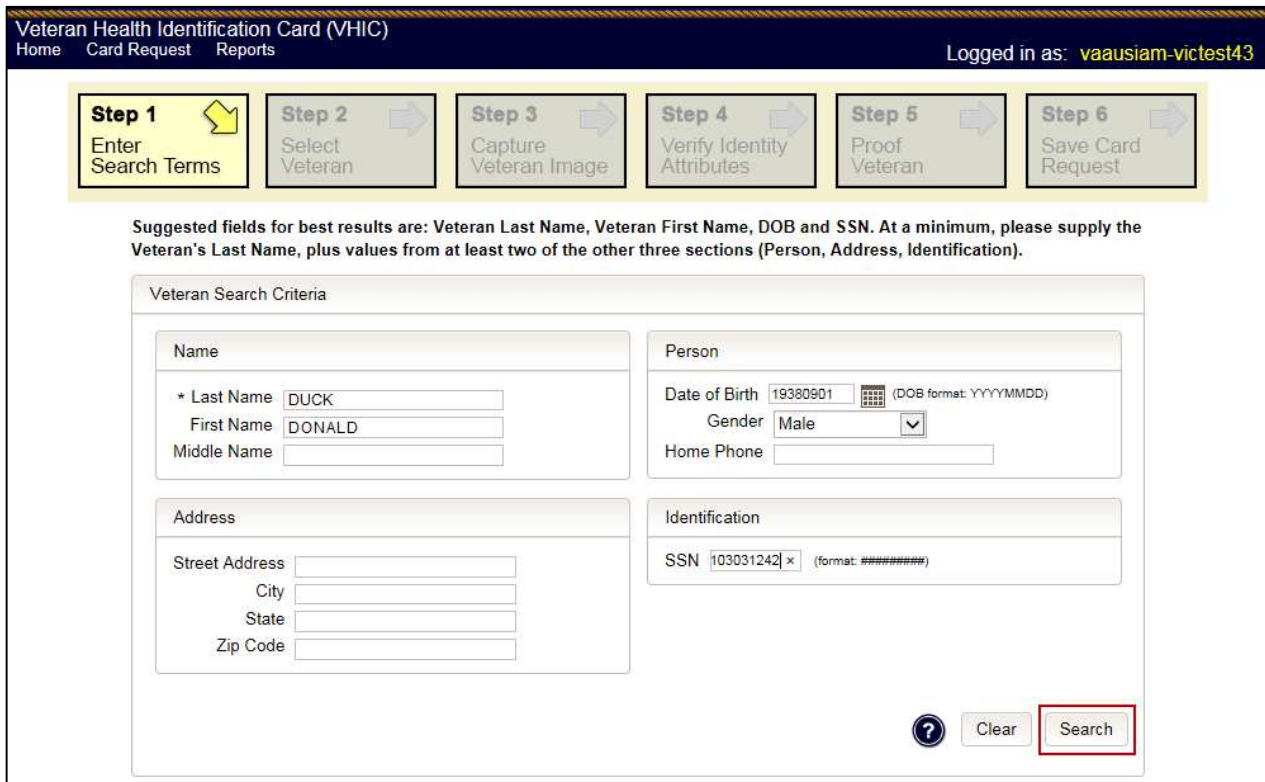


Figure 2-1: Enter Search Terms screen

### 2.2. Step 2: Select Veteran

Once the search has completed, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the Veteran's name which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Picture	Full Name	SSN	DOB	Gender
No Photo	DUCK, DONALD	XXX-XX-1248	5/1/1934	MALE

Figure 2-2: Select Veteran screen

### 2.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHIC

provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.

### 2.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click **[Take New Picture]** to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window. Using the provided silhouette, ensure that that the Veteran is lined up properly. Prior to clicking [Capture Image] ensure the additional image capture guidelines provided on screen are met:

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)

Once the image is captured, take a moment to review that the image meets all desired guidelines before proceeding. If the image is acceptable, click **[Next]** to continue on to the next step.

Veteran Health Identification Card (VHIC)  
Home Card Request Reports Logged in as: vaausiam-victest43

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

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)

If you are happy with the existing picture, clicking next will move on to the next step in the process.

No Photo

Upload from File Take New Picture Cancel Back Next

Figure 2-3: Capture Veteran Image screen – Take New Picture

### 2.3.2. Upload from File

In some cases, it may be necessary to upload an image for a Veteran (i.e., they are unable to be present during the card request process due to health issues, etc.) In these cases, VHIC offers the option to upload a photo by selecting the **[Upload from File]** option.

Once this option is selected, a **[Browse...]** button will appear next to a text field. Clicking this button will open up another window to allow for the desired image to be located and selected. The accepted file formats are JPG, GIF, PNG, and BMP. For best results use a 400x400 pixel JPG image. It should also be noted that any adjustments that need to be made to the image to meet the specified guidelines, such as crop and resize, this should be done before the image is uploaded.

Once the file has been selected, an **[Upload]** button will become available. Clicking this will import the image and it will now be visible in the image capture area. Once again, be sure to review the image to ensure it meets the specified guidelines before clicking the **[Next]** button to continue.

Veteran Health Identification Card (VHIC)  
Home Card Request Reports Logged in as: vaausiam-victes43

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

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)

Accepted formats are JPG, GIF, PNG, and BMP. For best results use a 400x400 pixel JPG.

No Photo

Browse... Cancel Back

Figure 2-4: Photo Upload screen

### 2.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click **[Next]** to continue on to the next



step.

Veteran Health Identification Card (VHIC)  
Home Card Request Reports Logged in as: vaausiam-vicetst43

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

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (hair can, but not face)

If you are happy with the existing picture, clicking next will move on to the next step in the process.

Veteran Image

Upload from File Take New Picture Cancel Back Next

Figure 2-5: Capture Veteran screen – Reuse Existing Image

If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by selecting either **[Upload from File]** or **[Take New Picture]**.

## 2.4. Step 4: Verify Identity Attributes

This screen displays the information retrieved from the Master Veteran Index (MVI) and the Enrollment System (ES) for the selected Veteran. The purpose of this screen is to verify the displayed information, and to determine where the Veteran's card should be mailed.

## VHIC – Card Request Process

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there are navigation links: Home, Card Request, and Reports. The user is logged in as 'vausiam-vicest43'. A progress bar at the top indicates six steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Verify Identity Attributes - currently active), Step 5 (Proof Veteran), and Step 6 (Save Card Request). The main content area is titled 'Veteran Identity Confirmation'. It includes a 'Status' section with 'Card Request Status' set to 'NEW'. Below this is the 'Veteran Identity Attributes' section, which contains fields for 'First Name' (ANTHONY), 'Last Name' (WILLIAMS), and 'Date of Birth' (9/1/1938). The 'Address' section is highlighted with a red box and contains a 'Mail card to:' section with three radio buttons: 'Address received from Enrollment Services' (selected), 'Address received from MVI', and 'Requesting facility'. Below the radio buttons are fields for 'Recipient' (ANTHONY SMITH WILLIAMS), 'Street 1' (192 CLIFFORD ST), 'Street 2', 'Street 3', 'City' (CONCORD), 'State' (CA), 'Zip Code' (94520), 'Province', 'Postal Code', and 'Country' (USA). At the bottom, there is a question: 'Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?' followed by instructions on what to do if the address is not correct. At the bottom right, there are buttons for 'Cancel', 'Back', and 'Next'.

Figure 2-6: Verify Identity Attributes screen

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MVI
- Mail to the requesting facility

**NOTE:** If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with ES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.


If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward. Otherwise, select the Cancel button to end the card request process and redirect the Veteran to update their information with Enrollment.

When ready to move on to Step 5: Proof Veteran, two scenarios are possible. The system will check to see if the Veteran already has at least a Level 2 Proof in the system. If so, the Proofing process will not need to be completed and the system will bypass this step and the VHIC user will be redirected to Step 6: Save Card Request to finalize the card request process.



## 2.4.1. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. If the card was previously placed on hold, the reason it was placed on hold will be listed here as well. If this is not the first card for the Veteran, the status of *Replacement* will be listed along with a drop down list for selecting a *Replacement Reason*.



The screenshot shows a form titled "Status". Inside, there are two fields: "Card Request Status" with the value "Replacement" and "Replacement Reason" with a dropdown menu showing "NOT SELECTED".

Figure 2-7: Card Request Status section

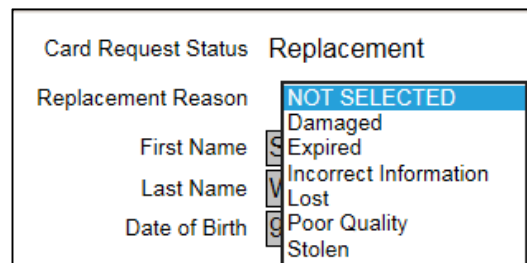
If the *Card Request Status* is *Replacement*, a selection must be made from the drop down list as to why the card is being replaced. The available options are: *Damaged*, *Expired*, *Incorrect Information*, *Lost*, *Poor Quality*, or *Stolen*.

### 2.4.1.1. Replacement Options

If the Card Request Status should be Replacement, a Replacement Reason will have to be provided before the card request process can continue. Based on the primary replacement reason selected, a secondary reason may need to be provided. The options selected here will appear on the final Step 6 screen under *Replacement Reason*.

The following are the available primary replacement reasons:

- Damaged
- Expired
- Incorrect information
- Lost
- Poor Quality
- Stolen

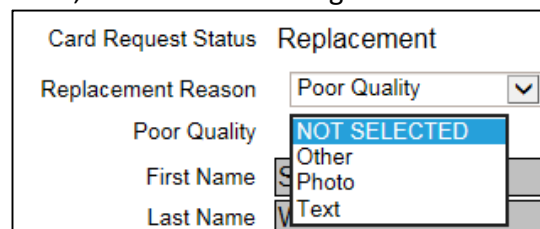


The screenshot shows a form titled "Card Request Status" with the value "Replacement". Below it, the "Replacement Reason" dropdown menu is open, showing a list of options: "NOT SELECTED", "Damaged", "Expired", "Incorrect Information", "Lost", "Poor Quality", and "Stolen".

Figure 2-8: Replacement Reason drop-down list

If *Poor Quality* is selected as a primary replacement reason, one of the following must be selected:

- Photo
- Text
- Other



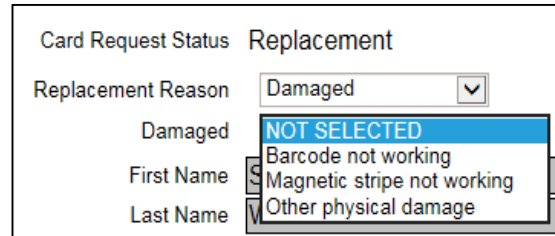
The screenshot shows a form titled "Card Request Status" with the value "Replacement". Below it, the "Replacement Reason" dropdown menu is set to "Poor Quality". A secondary dropdown menu for "Poor Quality" is open, showing options: "NOT SELECTED", "Other", "Photo", and "Text".

Figure 2-9: Poor Quality Replacement Reasons

## VHIC – Card Request Process

If *Damaged* is selected as a primary replacement reason, one of the following must be selected:

- Barcode not working
- Magnetic stripe not working
- Other physical damage



Card Request Status Replacement

Replacement Reason Damaged

Damaged

First Name

Last Name

NOT SELECTED

Barcode not working

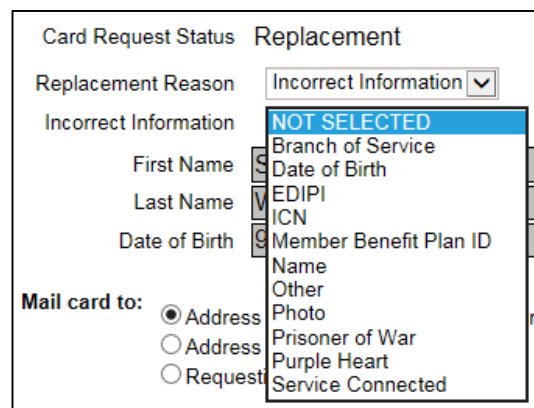
Magnetic stripe not working

Other physical damage

Figure 2-10: Damaged Replacement Reasons

If *Incorrect Information* is selected as a primary replacement reason, one of the following must be selected:

- Branch of Service
- Date of Birth
- EDIPI
- ICN
- Member Benefit Plan ID
- Name
- Photo
- Prisoner of War
- Purple Heart
- Service Connected
- Other



Card Request Status Replacement

Replacement Reason Incorrect Information

Incorrect Information

First Name

Last Name

Date of Birth

Mail card to:

Address

Address

Request

NOT SELECTED

Branch of Service

Date of Birth

EDIPI

ICN

Member Benefit Plan ID

Name

Other

Photo

Prisoner of War


Purple Heart

Service Connected

Figure 2-11: Incorrect Information Replacement Reasons

## 2.5. Step 5: Proof Veteran

If the Veteran has a Level 1 or no Proofing record at all, the VHIC application will redirect the VHIC user to the Identity Proofing application to complete the proofing process for the Veteran. Identity Proofing contains its own set of steps which we will now review.



Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Verify Identity Attributes

Step 5 Proof Veteran

Step 6 Save Card Request

Identity Proofing Portal

You will automatically be redirected to Identity Proofing shortly.

Please wait a few seconds to be redirected. If your browser is still not loading, click the 'Continue to Proofing' button to continue to proofing

Continue to Proofing

Figure 2-12: VHIC Identity Proofing Redirect Screen

### 2.5.1. Identity Proofing Step 1: User Profile

If the Veteran requires Identity Proofing, the first screen within this portion of the process will be the Identity Proofing User Profile. The point of the screen is to verify that the information shown is still correct and matches what has been presented throughout the card request process.

If the information is not correct, click **[Cancel]** to return to the VHIC application and proceed to Step 6 of the card request process where the card request can then be placed On-Hold for up to 30 days, allowing time for the information to be corrected in the Identity Proofing application.

If the information is correct, click **[Next]** to continue.

Figure 2-13: Identity Proofing - User Profile

### 2.5.2. Identity Proofing Step 2: Address Verification

The purpose of this screen is to verify the Veteran's current address shown on screen matches the provided Address Verification documents provided by the Veteran. The type of document used to validate this information should be selected from the drop down menu which is available by clicking on the arrow to the right of the *Address Validation Type* field. The Veteran is allowed to use any of the available documents types listed. If a Postmark Date is required, it must be within 30 days of the time the Identity Proofing is occurring.

If the Veteran does not have the proper documentation with them at this time, click **[Cancel]** to return to the VHIC application and proceed to Step 6 of the card request process where the card request can then be placed On-Hold for up to 30 days, allowing time for the Veteran to return with

the proper documentation.

Otherwise, click **[Next]** to continue.

Figure 2-14: Identity Proofing - Address Verification

### 2.5.3. Identity Proofing Step 3: Primary Identification

The next two steps are very similar and are intended to capture the information from the two types of documentation provided by the Veteran to verify their identity. The document type being presented as the Veteran's Primary Identification must be listed in the ID Type drop-down list. All fields on this screen are required. Click **[Next]** to continue.

Figure 2-15: Identity Proofing - Primary Identification

### 2.5.4. Identity Proofing Step 4: Secondary Identification

Following the same procedure as the Primary Identification step, the document type being presented as the Veteran's Secondary Identification must be listed in the ID Type drop-down list. All

## VHIC - Reporting

fields on this screen are required. Click **[Next]** to continue.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

VA Home IP Home About ID Proofing Contact Us Help Logged in as: vaanslam-vtest0 Logout

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

\* - Required

ID Type: Military ID Card

Country of Issuance: UNITED STATES

State of Issuance: VA

Identification Number: M7854236

Expiration Date: Month 03 Day 03 Year 2033 N/A

Information Provided/Verified By: All

Identity Proofing: DESTINEE WEBB

Back Next Cancel

Figure 2-16: Identity Proofing - Secondary Identification

### 2.5.5. Identity Proofing Step 5: Submit Proof

The final step of the Identity Proofing portion is to submit the Proofing information. The **[Back]** button is available if any updates/changes need to be made. If the information has been entered correctly and completely, click on the **[Submit]** button to proceed.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

VA Home IP Home About ID Proofing Contact Us Help Logged in as: vaanslam-vtest0 Logout

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

\* - Required

Click: "Submit" to complete this identity proof.

Identity Proofing: DESTINEE WEBB

Back Submit Cancel

Figure 2-17: Identity Proofing - Submit Proof

If the Identity Proofing completed successfully, the IP application will present a screen stating that proofing is complete.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

VA Home IP Home About ID Proofing Contact Us Help Logged in as: vaanslam-vtest0 Logout

Identity Proof Complete

Proofing complete.

Back Submit Cancel

Figure 2-18: Identity Proofing - Proofing Complete message

The above screen will only be shown momentarily, after which the proofing application redirects

## VHIC - Reporting

the user back to VHIC application which will display its own message that Proofing was completed successfully.

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, it says 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS'. Below that, there's a navigation bar with 'Home', 'Card Request', and 'Reports'. The user is logged in as 'vaasiam-victest43'. A progress bar shows six steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Verify Identity Attributes), Step 5 (Proof Veteran), and Step 6 (Save Card Request). Step 5 is highlighted with a yellow arrow. Below the progress bar, a message box says 'Identity Proofing Completed Successfully' with a green checkmark icon. At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Next'.

Figure 2-19: VHIC - Identity Proofing Completed Successfully message

Click **[Next]** to move on to the final step.

## 2.6. Step 6: Save Card Request

Step 6 – Save Card Request – gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, it says 'Veteran Health Identification Card (VHIC)'. Below that, there's a navigation bar with 'Home', 'Card Request', and 'Reports'. The user is logged in as 'vaasiam-victest43'. A progress bar shows six steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Verify Identity Attributes), Step 5 (Proof Veteran), and Step 6 (Save Card Request). Step 6 is highlighted with a yellow arrow. Below the progress bar, a section titled 'Veteran Card Details' contains a preview of the card with the VA logo, a barcode, and the text 'Name as it will appear on card: MICHAEL V TIMPSON SR'. To the right of the preview, there's a table of card details:

Service Connected	N	Card Number	
Medal of Honor	N	EDIPI	
Purple Heart	N	ICN	1008692301V838285
Prisoner Of War	N	Member Benefit Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/1/1937

Below the table, there's a yellow box with 'Card Status' and 'Card Request Date' both set to 'Pending'. Below that, it says 'No Branch of Service is available' with a question mark icon. Below that, it says 'Reason for Hold:' with a checkbox for 'Bad data' which is unchecked. At the bottom left, it says 'Replacement Reason: Not a replacement card'. At the bottom right, there are three buttons: 'Cancel', 'Back', and 'Submit'.

Figure 2-20: Save Card Request screen



This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that will either be populated or will populate upon final submission are:

- Card Number (*populates upon final submission*)
- EDIPI
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

### 2.6.1. Branch of Service

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*default*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service in which the Veteran has served and are listed in the Enrollment System will be shown. This will need to be chosen before submitting the card request.

**Note:** Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one, or decline to show any logo.

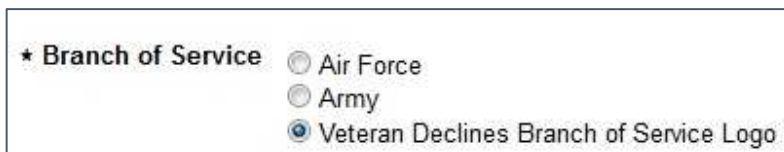


Figure 2-21: Branch of Service Selection

### 2.6.2. Save Card Request: New

If the card is a new request, meaning the Veteran has never had a VHIC prior to this request, the Replacement Reason section will state the following: *Not a replacement card*.

Upon submission, a *Card Number* will be generated as well as an *Expiration Date* and *Card Request Date*. The colored field will change from yellow to green and the corresponding Card Status will

change from *Pending* to *Submitted*.

Service Connected	N	Card Number	5635
Medal of Honor	N	EDIPI	
Purple Heart	N	ICN	1008692301V838285
Prisoner Of War	N	Member Benefit Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	8/1/1937
		Expiration Date	12/2/2024
Card Status		Submitted	
Card Request Date		12/02/2014	

Figure 2-22: New Card Request Submitted

### 2.6.3. Save Card Request: Replacement

Saving and submitting a replacement card request is essentially the same as submitting a new card request. The only variation will be the replacement reason. The selections made earlier in Step 4 will be reflected on this screen under the *Replacement Reason* section.

### 2.6.4. Save Card Request: On-Hold

If the card needs to be placed on hold due to system issues, the reason the card request process could not be fully completed will be listed under the **Reason for Hold** heading. The option to Submit is no longer available. Instead the VHIC user will click **[Hold]** to place the card request on hold.

Cancel	Back	Hold
--------	------	------

Figure 2-23: On-Hold Navigation Buttons

Upon submission, the colored field will change from yellow to orange indicating the card request was placed on hold. A *Card Number* will be generated as well as the *Card Request Date*. The Expiration Date field will now be visible, but will not be populated as the card request is not complete at this time. The Card Status is listed as *Saved on Hold*.

Card Status	Saved On Hold
Card Request Date	12/08/2014
No Branch of Service is available	
<b>Reason for Hold:</b>	
Bad data: No EDIPI	

Figure 2-24: On-Hold Reason

A card request can also be placed on hold manually if there is an issue with the data presented on



## VHIC - Reporting

the final screen. If, after review, the Veteran states that an item is listed incorrectly (i.e., proper Branch of Service is not listed, Medal of Honor status is incorrect, etc.) the VHIC user can check the *Bad data* checkbox. If this option is selected, the VHIC user must list the details of the bad data in the provided *Details* field. This information will be stored in the system and will appear upon submission as well as on Step 4 when this particular request is removed from hold.



The screenshot shows a form titled "Reason for Hold:". Below the title, there is a checkbox labeled "Bad data" which is checked. Below the checkbox, there is a text input field labeled "Details:" containing the text "No Branch of Service".

Figure 2-25: Bad Data option

### 3. VHIC Reporting

The VHIC application offers a variety of reporting options. These are divided into four main reporting tabs. Certain tabs may also contain sub-tabs. Not all roles have access to all reports or all of the available functionality for certain reports (*i.e., national option or multi-select option.*)

The **National search option** returns results which include every available VISN and Facility. This option can be triggered by selecting the checkbox which is only available to those roles with authorization to use this feature. Checking this box will remove any available VISN and/or Facility options as results for all will be returned.

**Multi-select** is available on certain reports that have VISN and/or Facility selection criteria and is available to Administrators, Auditors, and Tech Admin (Tier 3) roles. This feature works by holding down the Control button (Ctrl) on the keyboard and single clicking on each desired list items.

All reports, with the exception of the Veteran report, give you the option to select either **[Report]** or **[Create PDF]** once you have entered your search criteria. Clicking the **[Report]** button will generate the query results in a new tab. This allows you to easily return to the original query tab to modify your search criteria if needed. Keep in mind, that while date ranges may be generous, results are limited to 3000 lines.

The user selects the desired report by clicking on the appropriate tab and/or sub-tab. The selected report tab is highlighted in blue. Once the report has been selected, the user will need to provide certain search criteria based on the specific requirements of the report chosen.

Some reports will have Hyperlinks that will allow the VHIC User to click on them to get more detailed information. For instance, if you want to keep the Summary Report for a VISN open while reviewing the Detail Report for a specific Facility, hold down the Control button (Ctrl) on the keyboard while clicking on the Hyperlink for the Facility you wish to view. This will open the Facility Detail Report in another tab allowing you to view both reports and the ability to select another Facility to view.

The following graphic represents the VHIC tabular report structure:

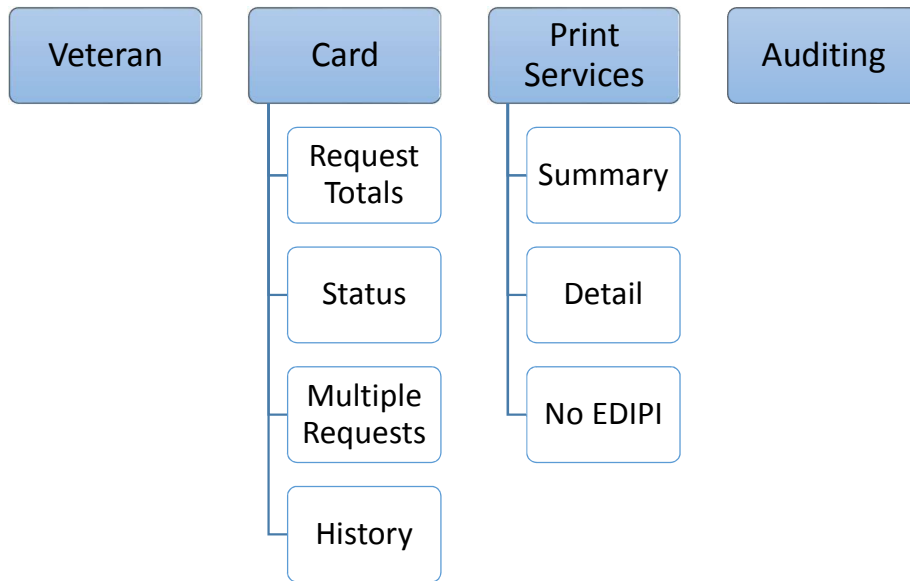


Figure 3-1: Report Tabular Structure

### 3.1. Veteran (Direct Search) Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	N/A
Date Range Allowed	N/A
Search Criteria Available	Last Name, First Name, Date of Birth, Last four of SSN, ICN, EDIPI, Card ID, Person ID

Table 2: Veteran Report at a Glance

The Veteran Report (*aka. Direct Search*) is the default – or first report query screen that you will be presented with when accessing the reporting section of VHIC. This report provides a comprehensive overview of all of the information VHIC has on a particular Veteran including their photo.

Figure 3-2: Veteran Report Query Fields

After entering the appropriate search traits and selecting the **[Query]** button, a screen will appear with a summary listing of potential matches.

## VHIC - Reporting

Veteran Search Results										
Name	Date of Birth	ICN	EDIPI	Service Connected	POW	PH	MH	VHA Enrolled	#CardRequests	#CardsMailed
ASHLEY WECK	3/25/1948	1008532456V343881	2013070902	Y	U	C	N	Y	16	1

[Back](#)

Figure 3-3: Veteran Search Results

Clicking on the Veteran name or ICN will drill down to the comprehensive level of this report.

## VHIC Veteran Report


**Veteran 22355: ASHLEY WECK**

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	Y: POW status.	C: Confirmed	Y: Medal of Honor recipient.	Y

Card Number	Card Status	MVI Status	Print Release	Total Card Requests
5667	Requested	Active	Pending	16

Permanent Address	
23551 AVENIDA LA CAZA UNIT 132	
COTO DE CAZA	
CA	926793955
USA	
Address Start Date	Address End Date
-	-
Person ID	Member Benefit Plan
22355	7346-243-588
Last Update	Last Updated By
12/12/2014	vausiam-vicetst43



Veteran Image

Figure 3-4: VHIC Veteran Report

## 3.2. Card Request Totals Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	Administrator, Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	VISN, Facility, Start Date, End Date

Table 3: Card Request Totals Report at a Glance

The Card Request Totals report gives you exactly that – the total card requests by selected VISN and/or Facility. The results are returned in a table format. Selecting the National checkbox (if available) will return results for all VISNs and Facilities. Selecting either the VISN or Facility radio button will update the list of available options accordingly (*based on your role*).

### 3.3. Card Status Report

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>Administrator, Tech Admin (Tier 3)</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor, Read-Only – one (1) year or less from date report is being run</i>
Search Criteria Available (may vary by role)	<i>VISN, Facility, MVI Status, Card Status, Print Release Status (which includes a drop down list), Start Date, End Date</i>

Table 4: Card Status Report at a Glance

The Card Status report is really three reports in one – MVI Status, Card Status, and Print Release Status. This report has the usual search criterial options such as VISN and/or Facility, Start Date, and End Date. Along with those, the user must choose between three (3) options: *MVI Status*, *Card Status*, or *Print Release Status*. Each one of these options will trigger its own drop down list of items. One item from the corresponding list must be selected prior to running the desired report. The following sections list the options available for each status selection.

**Note:** The starred (\*) item is the default for that status.

#### 3.3.1. MVI Status Option

Selecting **MVI Status** radio button provides the following report options:

- Active\*
- Not Correlated
- Rejected
- Unlinked

The summary report contains a hyperlink (*the number in the column relating to the selection made from the drop down menu*). Clicking this will open up a detailed breakdown by Veteran.

### 3.3.2. Card Status Option

Selecting the **Card Status** radio button provides the following report options:

- Replaced
- Expired
- On Hold
- Pending
- Requested\*
- Defunct

The summary report contains a hyperlink (*the number in the column relating to the selection made from the drop down menu*). Clicking this will open up a detailed breakdown by Veteran.

### 3.3.3. Print Release Status Option

Selecting the **Print Release Status** radio button provides the following report options:

- Cancelled
- Error
- Mailed\*
- Not Started
- Pending
- Received
- Rejected
- Sent

The summary report contains a hyperlink (*the number in the column relating to the selection made from the drop down menu*). Clicking this will open up a detailed breakdown by Veteran.

## 3.4. Multiple Request Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	Card Requests (#), VISN, Facility, Cards Requested, Cards Mailed, Start Date, End Date

Table 5: Multiple Request Report at a Glance

This report provides a summary of either multiple cards requested for a Veteran or multiple cards that have been mailed out to a Veteran. The user must select the radio button that corresponds to the desired report. This report can be customized to return multiples based on a specific numeric criteria entered into the Card Requests field (*the default is two*). Results returned will be sorted by the total number of cards requested. Clicking on the hyperlinked facility number will drill down further to show a breakdown by Veteran.

## 3.5. Card History Report

## VHIC - Troubleshooting

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	N/A
Date Range Allowed	N/A
Search Criteria Available	Card ID, Person ID

Table 6: Card History Report at a Glance

The Card History report provides a breakdown on the cards that have been requested. Searching by Card ID will return a single result for that specific card number. Searching by Person ID (this can be found in the Veteran report) will return all of the cards that have been requested for that Veteran.

This report can provide you with the following information tied to that particular card: Veteran name, Person ID, Gender, Date of Birth, Service Connected status, POW status, Purple Heart status, Medal of Honor status, VHA, card counter, Card ID, Card Issuer, Last Changed Date, Last Changed By, Issue Date, VISN, Site, VHIC Station IP Address, Current Card Status, Current MVI Status, and Current Print status. A history of these three statuses is also available allowing reviewers to monitor and verify the various stages the card request has gone through as well as its final status at the time of the report.

The statuses are indicated by a single letter, but the history also provides a message to help clarify what each letter combination represents. The history of status changes also provides the date the status change occurred as well as who triggered the change.

Status	MVI	Print	Message	Status Change Date	Changed By
P	N	N	REQUEST PENDING.	12/12/2014 11:54:20	vaausiam-victest43
P	A	N	PENDING REQUEST CORRELATED.	12/12/2014 11:54:25	vaausiam-victest43
R	A	P	REQUEST SUBMITTED.	12/12/2014 11:54:25	vaausiam-victest43

Figure 3-5: Card History Report Status History

The following tables will help with understanding what the various letters mean when listed as status:

CARD STATUS CODES:		
Code	Description	Remarks
R	Requested	Initial card request was successfully submitted to VHIC
P	Pending	Card request saved to DB, but not submitted yet.
H	On Hold	Unresolved issues and/or missing data are preventing the card request submission from moving forward, but whatever data has been collected thus far is being saved in the VHIC DB.
E	Expired	
C	Replaced	

X	Defunct	Terminated, No further processing possible
<b>PRINT RELEASE STATUS CODES:</b>		
Code	Description	Remarks
N	Not Started	Not Started
A	Accepted	Request has been received by Card Print Site; acknowledged as Accepted. Expected to be mailed in the near future.
C	Cancelled	Request is cancelled; printing is cancelled.
E	Error	Request error: data integrity; there is a data error that will prevent the card from being processed with print vendor. This is something we could set manually from sqlplus prompt like when we found a corrupt photo that was blowing up the card print job... or it can occur automatically during card print job and batch processing job.
M	Mailed	Request processed, card has been mailed; this status gets set when confirmation file is received from print vendor.
P	Pending	Request is ready to send to Card Print Site; ready for printing, but request not sent to print vendor yet
R	Rejected	Request rejected by card print site; print vendor has rejected with fatal error (card request is unprintable) in the ACK file.
S	Sent	Request has been sent to Card Print Site; card request file has been generated and sent to print vendor.
<b>MVI STATUS CODES:</b>		
Code	Description	Remarks
N	Not Correlated	Initial state
A	Active	Active correlation established
R	Rejected	Correlation rejected by MVI (e.g., wrong veteran)
U	Unlinked	A correlation was previously established but unlinked (e.g., expiration)

Table 7: Status Codes

### 3.6. Expiration Report

<Will be available in VHIC 4.5>

### 3.7. Replacement Report

<Will be available in VHIC 4.4 Release 2>

### 3.8. Print Services – Batch Summary Report

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor, Auditor – one (1) year or less from date report is being run



At a Glance...	
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

Table 8: Batch Summary Report at a Glance

The results provided in the Print Services group of reports is based on information received from the Print Vendor after the batch file is sent. VHIC card requests are not immediately transmitted to the print vendor at the moment they are submitted by the VHIC associate. The card requests from all sites are stored throughout the day, then bundled and transmitted to the print vendor in a batch file. When the print vendor receives a batch file, they send back a confirmation message.

After processing the card requests in a batch file, the print vendor sends back to VHIC an acknowledgement file for every request specifying success or failure in card printing. The numbers in the report are taken from data updated by the confirmation and acknowledgement files that have been received from the print vendor.

The Batch Summary date fields are not auto-populated like most of the other reports. They will need to be filled in prior to running the report.

The Batch Summary report provides a high level count of card requests that have been sent, have an error, or have been received.

### 3.9. Print Services – Batch Detail Report

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>Administrator, Tech Admin (Tier 3)</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

Table 9: Batch Detail Report at a Glance

The results provided in the Print Services group of reports is based on information received from the Print Vendor. The numbers returned are taken from data updated by the confirmation and acknowledgement files.

The Batch Detail date fields are not auto-populated like most of the other reports. They will need to be filled in prior to running the report.

The Batch Detail report provides a more granular count of card requests that have been sent, have an error, or have been received. Each status type lists the name and EDIPI (if available) of all Veterans that fall into that category during the selected date range. These are grouped by VISN then by Facility followed by Status. Totals for each status are tallied by Facility, VISN, and overall totals and provided at the bottom of each grouping.

### 3.10. Print Services – Cards Printed without EDIPI

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor</i>

At a Glance...	
Who can access National version?	<i>Administrator, Tech Admin (Tier 3)</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

Table 10: Cards Printed without EDIPI Report at a Glance

The results provided in the Print Services group of reports is based on information received from the Print Vendor. The numbers returned are taken from data updated by the confirmation and acknowledgement files.

This report simply returns the number of cards that have been printed without an EDIPI. The results returned are broken down based on selected search criteria (*VISN, Facility, or National*).

### 3.11. Audit Report

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>N/A</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>Login, Start Date, End Date</i>

Table 11: Audit Report at a Glance

The Audit report provides a way to track all activity for individual users within the VHIC system. To run this report, you must enter the login name/ID for the user being audited. The resulting report returns the following fields of information: Date/Time, Audit ID, Action, Person ID, EDIPI, Card ID, and Query String. The query string shows all of the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date/Time stamp.

## 4. VHIC Troubleshooting (FAQ)

The following section houses some of VHIC's most frequently asked questions along with the proper guidance on how to remedy or even avoid the issue. Some of the provided steps can be taken as preventative measures to ensure you are less likely to encounter these situations.

### 4.1. Login Issues

#### 4.1.1. Cannot log in to the application

If you are unable to log in to the VHIC application, make sure you are using the correct URL listed in paragraph 1.2.

If you cannot move past the sign on screen, and are given a message stating you don't have access, please log a ticket requesting help by calling the National Service Desk at 855-673-4357, option #3, option #3.

If you are able to sign on, but are taken to the VA home page or to a non-functioning VHIC screen, please check with your VHIC Supervisor to ensure that you have been properly provisioned and have the necessary authorization which would allow you to access VHIC.

#### 4.1.2. Do not have access to required areas/items

If you log in to VHIC and do not have access to specific areas belonging to your specific role, please check with your VHIC Supervisor to ensure that you have been properly provisioned to the VHIC application.

### 4.2. Image Alignment

If you are experiencing an issue with image alignment (i.e., the card image on Step 6 appears to be out of place), you should verify your Browser and Document Modes are properly set to reflect IE 9 Standards, refer to paragraph 1.3.1.

To do this, press F12 on your keyboard. (Alternatively, click the Settings button that looks like a wheel or a gear, located at the top right side of the screen, and click *F12 Developer Tools*.) This will bring up a window and the bottom of your browser. Ensure that the Browser Mode is set to IE9 and that the Document Mode is set to IE9 standards. To change either of these, simply click on the item to update and make a selection from the provided pop-up list.

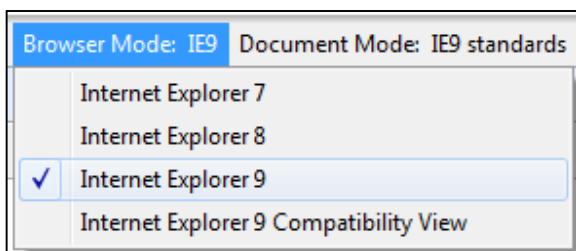


Figure 4-1: Browser Mode Settings

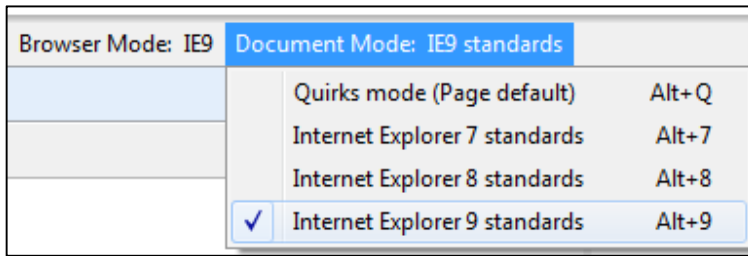


Figure 4-2: Document Mode Settings

### 4.3. Information not updating with radio button selection

If making certain selections (i.e., check boxes or radio buttons) does not appear to be functioning as expected, this could be due to current Browser and Document modes. Follow the steps listed above to update these.

### 4.4. Bad Address displayed on Proofing Step 1

If the address information for the Veteran is not correct, click **[Cancel]** to return to the VHIC application and proceed to Step 6 of the card request process where the card request can then be placed On Hold for up to 30 days, allowing time for the information to be corrected in the Identity Proofing application.

The VHIC user should also request help by calling the National Service Desk at 855-673-4357, and select option #3, then option #3.

### 4.5. Report not returning results for selected date range

If you are running reports with a specific date range and find that the results stop well before your start date or end date, this could be a result of having too many results returned. The system limits results to 3000 rows. Anything over this amount will not be returned. Consider modifying the start and end dates for the report in question.

If you specify a large date range, the report might time out and return no results. In that case, retry the report with a smaller date range.