

# Accredited Representative Portal: Pilot Instructions

June 2025

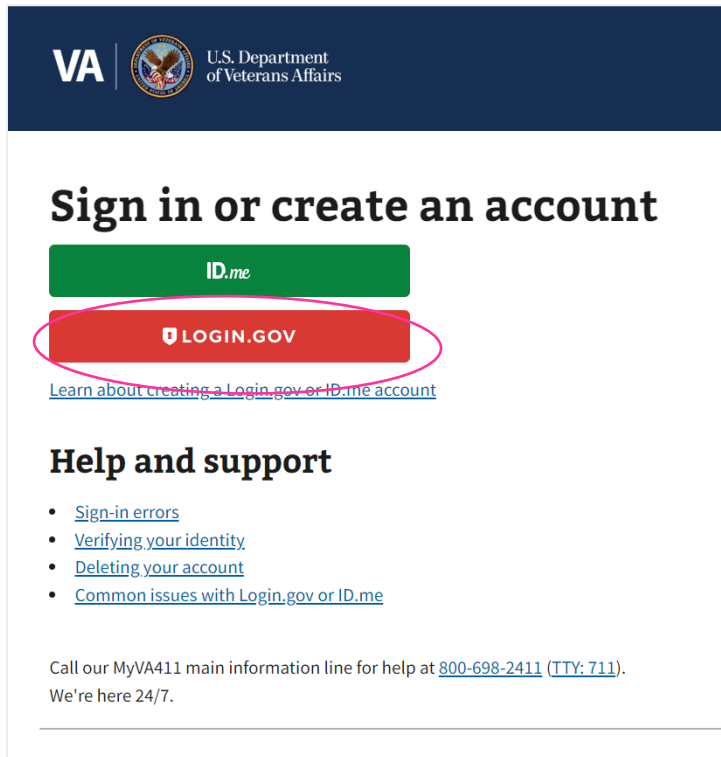
Welcome to the Accredited Representative Portal pilot from the VA Office of the Chief Technology Officer (OCTO)! We are excited for you to test this first phase, which includes functionality to instantly establish power of attorney (VA Form 21-22) and to submit dependency claims (VA Form 21-686c).

Your participation and feedback are important to help us test and improve this tool. Here are instructions to get you started.

## How to start using the Portal

### Logging in

To sign in to the Portal, go to [VA.gov/representative](https://VA.gov/representative). Select Login.gov and sign in using your Login.gov credentials.



*You may see two options for signing in. Select the Login.gov option.*

### Receiving representation requests in the portal

For you to receive a representation requests (POA requests) in the portal, the claimant needs to submit the request using online [VA Form 21-22 \(Request help from a VA accredited representative or VSO\)](#) on VA.gov. They will need to be signed in to VA.gov to submit the form.

Instruct the claimant to do the following when completing the form:

- Select you as the accredited representative, **and**
- Appoint one of your organizations that is signed up to use the portal (cross-accredited reps only)

**Note:** You can provide the claimant with a PDF that provides more detailed, step by step instructions. We will provide you this PDF separately.

Once the claimant has submitted the online VA Form 21-22, a representation request will populate in the portal. Review the pending request and use the portal to submit your response (accept or decline).

- **If you accept the request**, the claimant will receive an email notifying them of your decision. Power of attorney will be established within minutes, and you'll gain access to the Veteran's eFolder in VBMS if they gave full authorization to access medical records.
- **If you decline the request**, the claimant will receive an email notifying them of your decision. They'll need to submit a new request if they'd like representation in the future.

**Note:** If you'd like the claimant to make changes to their pending request, ask them to resubmit online VA Form 21-22 with those changes. Their new request will replace the existing pending request in the portal.

### Submitting 686c claims via the Portal

To submit 686c claims in the portal, navigate to the Submissions page and follow the instructions from there. Upon submitting, the claim will be sent to Central Mail for processing.

We will be making iterative updates to the claims submission functionality. You should expect changes to the navigation and the flow for submitting a claim during the pilot.

### Technical Support

For the quickest response, send a message to the "General Comms" channel in your AR Portal Pilot team on Microsoft Teams. We'll monitor the channel Monday through Friday from 8am-4pm ET.

You can also email for help at [RepresentativePortalHelp@va.gov](mailto:RepresentativePortalHelp@va.gov). Someone from the team will respond to your email within 1-2 business days.

### We want to learn from you!

We look forward to learning about your experience using the portal so that we can address issues and make improvements. We will be gathering feedback in two ways:

1. The "Weekly Feedback" channel in Microsoft Teams. Every week, we'll create a post asking for your input and feedback on a portal-related topic. Providing feedback should take no more than 5 minutes. We anticipate collecting feedback for a 6-8 week period.
2. Individual interview sessions (~ one hour) with a few representatives who are participating in the pilot. We will work with your leadership to schedule these sessions. There is no advanced preparation needed.

## What happens next

After the 6-8 week pilot period ends, we'll stop collecting weekly feedback in Microsoft Teams. You'll still have access to the Accredited Representative Portal and can contact us by email for technical support. Over time, we will add more functionality to the portal and you'll have early access to these new features.