

# **Veteran Health Identification Card (VHIC 4.5)**

## **User Guide**



### **Volume 3 - Troubleshooting**

**Department of Veterans Affairs  
Office of Information and Technology (OI&T)**

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# **1. Introduction**

## **1.1. Purpose**

The purpose of this User Guide is to provide general system information, as well accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating Veteran Health Identity Card requests using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

### **1.1.1. Organization of the Manual**

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, and the various user roles and their accessibility within 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 will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The third section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

### **1.1.2. Assumptions**

This guide was written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles, menus, and security keys required for the VHIC application.
- User is using Internet Explorer to do their job of either Creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

### 1.1.3. Disclaimers

#### 1.1.3.1. Software Disclaimer

*This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.*

#### 1.1.3.2. Documentation Disclaimer


*The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.*

### 1.1.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

**Table 1 Documentation Symbols and Descriptions**

<i>Symbol</i>	<i>Description</i>
	<b>NOTE:</b> <i>Used to inform the reader of general information including references to additional reading material</i>

- Descriptive text is presented in a proportional font (*as represented by this font*).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

## 1.2. National Service Desk Contact Information

The support contact information documented herein are intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.



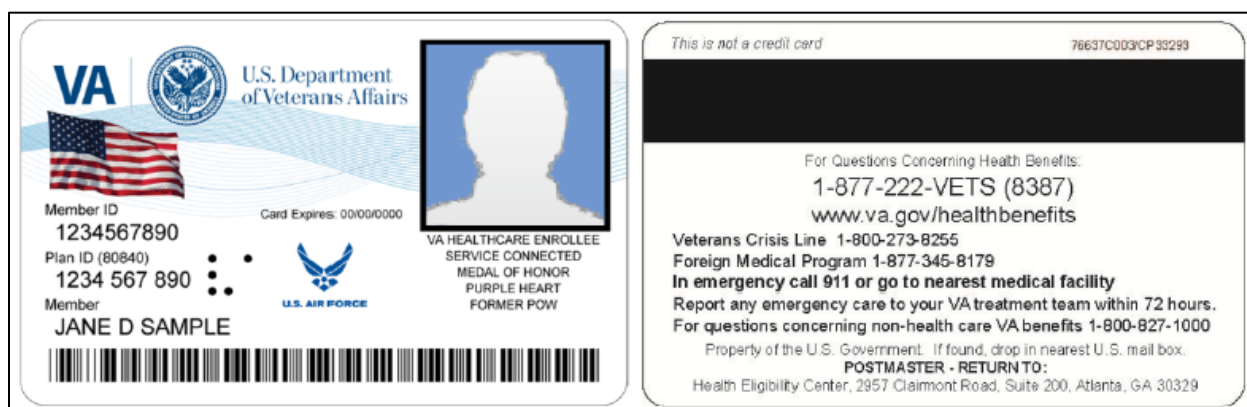
The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation, and contact information (phone number and options to select).

**Table 2: National Service Desk Contact Information**

Issue	Contact Info
If you have authentication problems	National Service Desk at 855-673-4357 and then select option #6, option #1.
Have trouble accessing VHIC software	National Service Desk at 855-673-4357 and then select option #3, option #3.
Have trouble using VHIC software	National Service Desk at 855-673-4357 and then select option #3, option #3
Have issues proofing a Veteran	National Service Desk at 855-673-4357 and then select option #3, option #3
All other VHIC problems	National Service Desk at 855-673-4357 and then select option #4, option #1.

## 2. 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.



**Figure 2-1: Example of what the VHIC looks like**

### 2.1. 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-11-win-7>.

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

## 2.2. 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.

### 2.2.1. 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 is not set to Compatibility View.

Examples of Image Misplacement and Other Misalignments:



Figure 2-2: Oversized icon buttons on the Home Screen

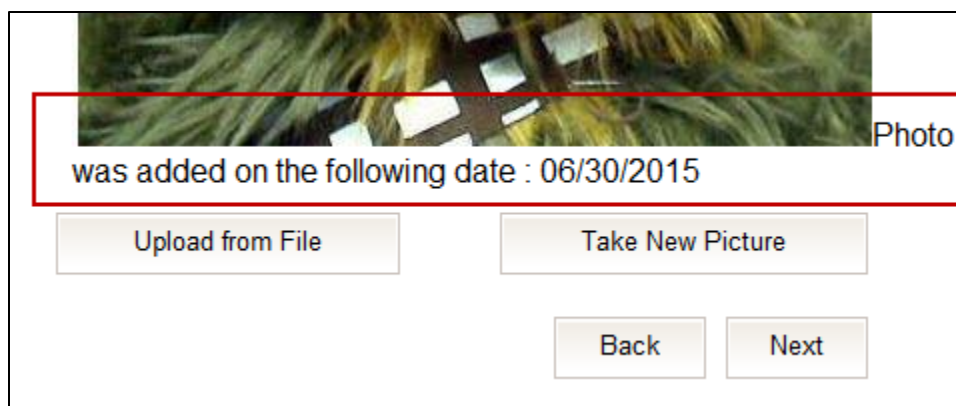




Figure 2-3: Words wrapping around the displayed photo on Step 3

**Veteran Card Details**




**Name as it will appear on card:**  
ASHLEY WECK

**Address card will be mailed to:**  
ASHLEY WECK  
23551 AVENIDA LA CAZA UNIT 132  
COTO DE CAZA, CA 92679-3955 USA



**Replacement Reason:**  
Lost

Content on the right is shifted down



Service Connected	Y	Card Number	
Medal of Honor	Y	Member ID	2013070902
Purple Heart	Y	ICN	1008532456V343881
Prisoner of War	Y	Plan ID	7346-243-588

Figure 2-4: Content on the right of the Step 6 screen is shifted down

**Card Request Totals Report**

Site Selection

National ☐

☐ VISN

☒ Facility

VISN

- 1 - VA New England Health Care System
- 10 - VA Healthcare System of Ohio
- 11 - Veterans in Partnership
- 12 - VA Great Lakes Healthcare
- 15 - VA Heartland Network
- 16 - South Central VA Healthcare
- 17 - VA Heart of Texas Healthcare
- 18 - VA Southwest Healthcare

Facilities

- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 112 - OFFICE OF ENTERPRISE DEVELOPMENT
- 116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

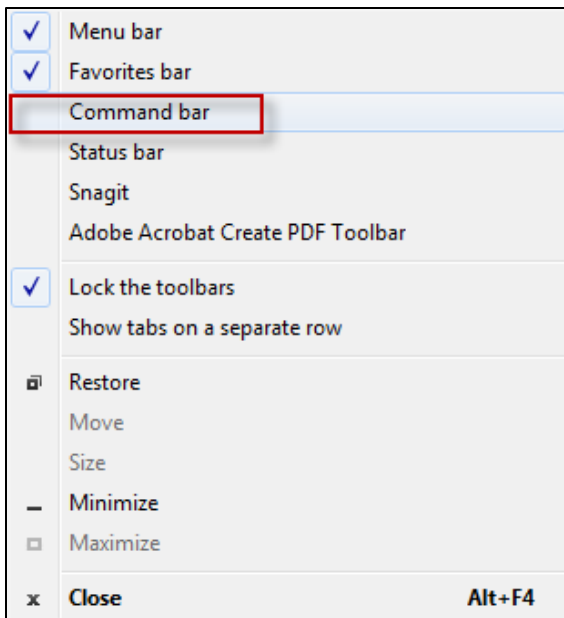
Start Date

End Date

**Figure 2-5: Both the VISN and Facility selection lists are displayed and shifted to the right**

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

1. With Internet Explorer open, right click in the blue area at the top of the browser window.
2. Click on Command Bar to display the Command Tool Bar.



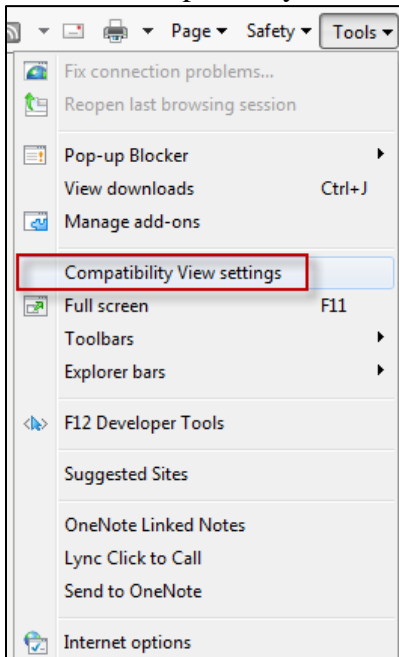
**Figure 2-6: Internet Explorer's Toolbar Menu**

3. Click on the Tools menu button.



**Figure 2-7: Tools Menu button**

4. Click on Compatibility View Settings.



**Figure 2-8: Tools drop-down menu**

5. Uncheck the box next to Display intranet sites in Compatibility View.

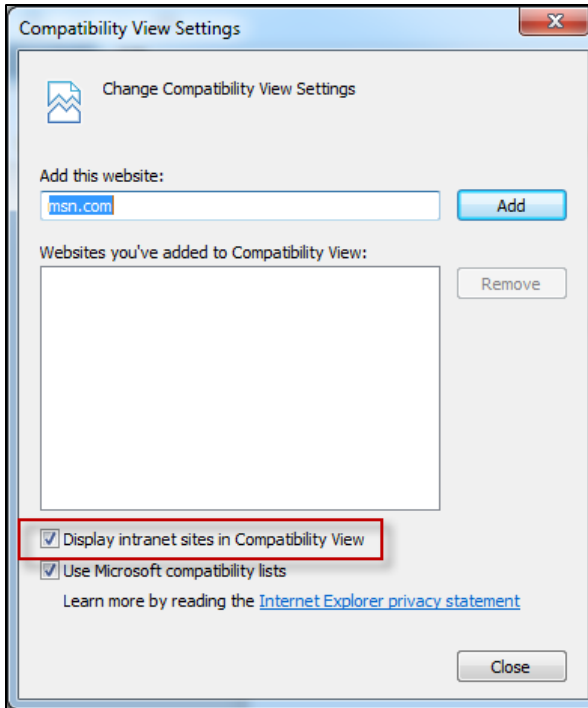


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

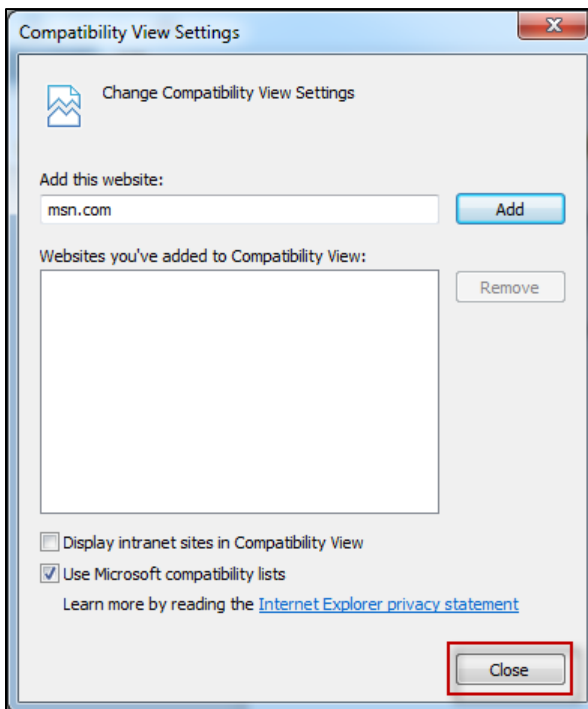


Figure 2-10: Compatibility View Settings Screen - Close



**NOTE:** Compatibility mode does need to be turned on in order to access other applications such as Notes in NUMI's CERMe and the Beneficiary Travel Dashboard. You can turn compatibility mode back on by following the above directions and checking the Display intranet sites in

*Compatibility View checkbox.*

## 2.3. 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 2-11: VHIC Navigation Buttons

The VHIC user can also navigate to the different actions within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to the [3.2 System Menu section](#).



Figure 2-12: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu

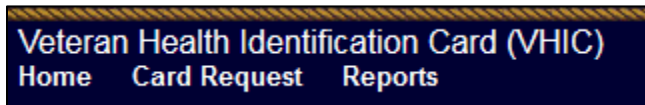


Figure 2-13: VHIC Associate and VHIC Supervisor menu

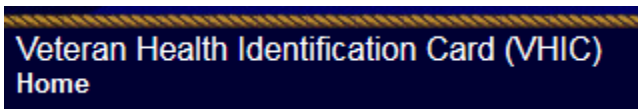


Figure 2-14: VHIC Auditor and VHIC Read-Only User menu

## 2.4. 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.

### **2.4.1. 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.

### **2.4.2. 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).

### **2.4.3. VHIC 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.

### **2.4.4. 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.

### **2.4.5. 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 unless otherwise noted).

### **2.4.6. VHIC Read-Only User**

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.

## **3. Getting Started**

### **3.1. 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

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Home Contact Us

### 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. vhaismithj) 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>  <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.

[Department of Veterans Affairs](#) | [Privacy Policy](#)

Figure 3-1: SSOi Login Screen

## 3.2. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging to the VHIC application.

### 3.2.1. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: Card Requests, Reports and Card Deactivation. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Table 3: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

### 3.2.2. VHIC Associate and Supervisor

The VHIC Associate and VHIC Supervisor users will be presented with two menu options: Card Requests and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.

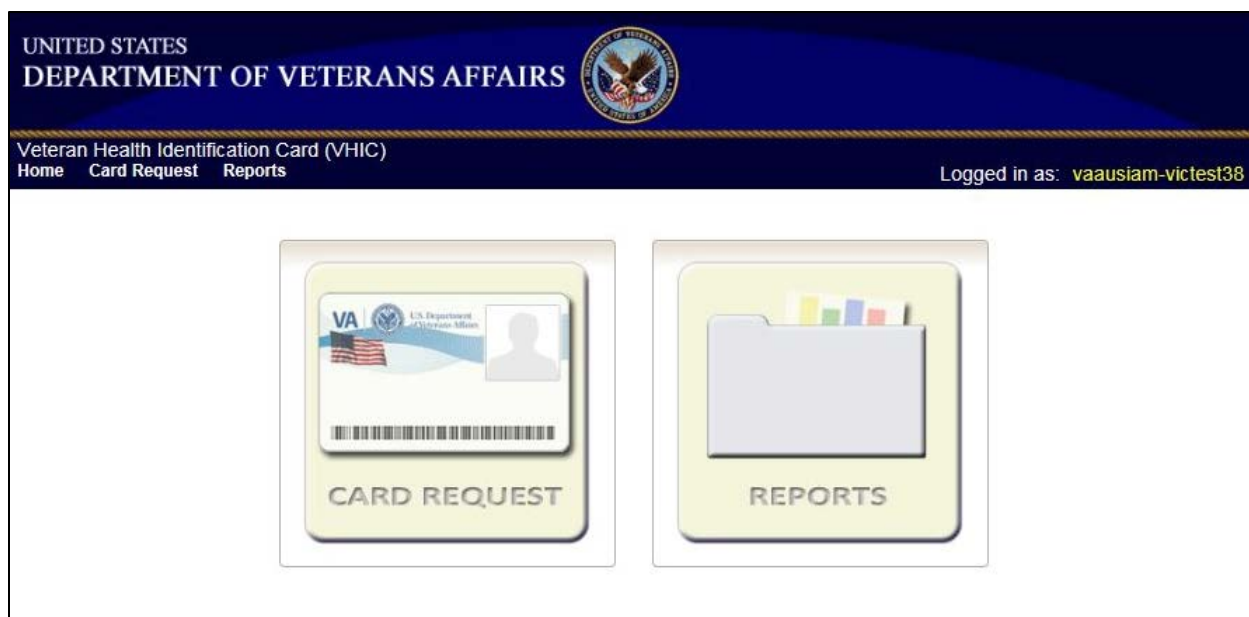


Figure 3-2: VHIC Associate and VHIC Supervisor Home screen

### 3.2.3. VHIC Auditor and Read-Only User

The VHIC Auditor and VHIC Read-Only users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen.



Figure 3-3: VHIC Auditor and VHIC Read-Only User Home screen

## 3.3. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; call the National Service Desk at 855-673-4357 and then select option #6, option #1.

## **4. Creating a VHIC Card – The Card Request Process**

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 4 in the **Veteran Health Identity Card User Guide - Volume 1 - Card Requests and Card Deactivations** document.

## **5. Deactivating Cards – The Card Deactivation Process**

For detailed information that will help the VHIC Administrator navigate through the card deactivation screens in the VHIC application that will allow them to deactivate all of the VHICs for a specific Veteran, please refer to section 5 in the **Veteran Health Identity Card User Guide - Volume 1 - Card Requests and Card Deactivations** document.

## **6. Reports**

A comprehensive walkthrough of all of the different reports that are available to VHIC users and the types of metrics that can be obtained, as well as an explanation of the user role permissions for accessing the reports are included in the **Veteran Health Identity Card User Guide - Volume 2 - Reports** document.

## **7. 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.

### **7.1. Login Questions**

#### **7.1.1. 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.

#### **7.1.2. 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.

### **7.1.3. How to Find VHIC Supervisors**

If you do not know your VHIC provisioning supervisor, log a ticket by calling the National Service Desk at 855-673-4357, option 3, option 3.

## **7.2. Address Questions**

### **7.2.1. Veteran's Address is Incorrect at the "Step 4 Verify Identity Attributes" Screen**

If the Veteran's address is incorrect at "Step 4 Verify Identity Attributes," it must be fixed in the Enrollment System (ES) by someone at your site before card request. After 48 hours, if the address displayed is not correct, call the National Service Desk at 855-673-4357, option 4, option 1 and log a ticket for assistance. Inform the National Service Desk which screen holds the incorrect address. When contacted by the Admin support team, give them the Veteran's name, date of birth and social security number for further evaluation.

### **7.2.2. Veteran's Address is Incorrect at the "Step 1 User Profile" Screen**

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.

Next, log an AcS ticket by calling 855-673-4357, option #3, option #3. After logging the ticket, when contacted by the support specialist, give them the Veteran identity and the correct address.

### **7.2.3. Facility Address is Incorrect at the "Step 4 Verify Identity Attributes" Screen**

If the facility address is incorrect, request help correcting the address by calling the National Help Desk at 855-673-4357, option #3, option #3. Alternately, send an email message to [ITSC@va.gov](mailto:ITSC@va.gov) with correction details.

## **7.3. Card Questions**

### **7.3.1. What does the VHIC Card Look Like?**

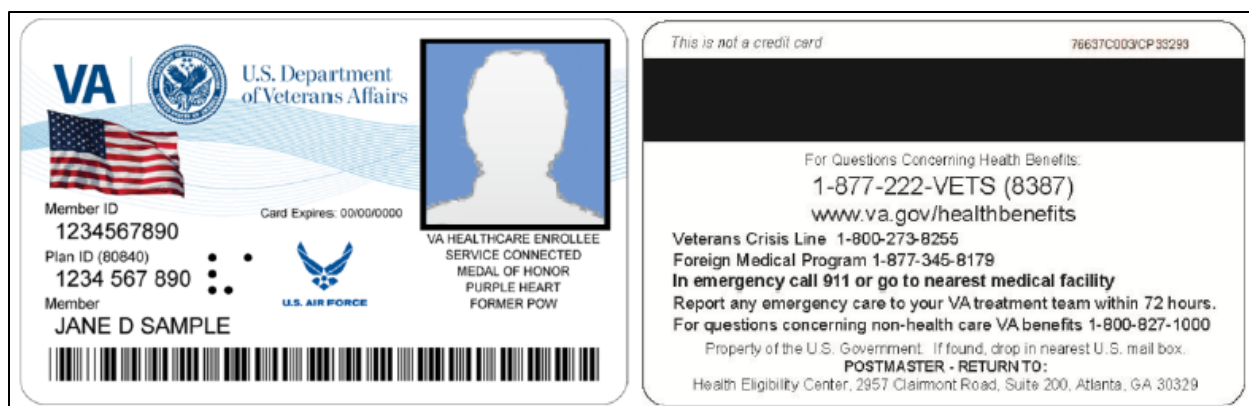


Figure 7-1: Example of what the VHIC looks like

### 7.3.2. What are the Member ID and the Plan ID on the face of the VHIC card?

The Member ID is the unique identifier for the person as established by the Department of Defense (DoD). If the Veteran does not have a unique identifier from the DoD, the “Member ID” label will be printed on the card and the information field will be left blank. The Member ID is also called the Electronic Data Interchange Personal Identifier (EDIPI).

The Plan ID is the unique Health Plan Identifier assigned to the Department of Veterans Affairs (VA) as established by the Centers for Medicare and Medicaid Services. This number is the same for all VHIC cards.

### 7.3.3. Member ID is Missing from Card

A Remedy ticket should NOT be created when the Member ID - also called EDIPI - is missing from a VHIC card. There is NO requirement to check for Member ID before printing a VHIC card. Cards missing Member IDs are fully acceptable and usable.

An effort is underway to obtain Member IDs for all Veterans, but it will take some time to complete.

## 7.4. Photo Questions

### 7.4.1. Image Alignment

If you are experiencing an issue with image misplacement or misalignment, you should verify your browser compatibility settings are properly set.

Examples of Image Misplacement and Other Misalignments:

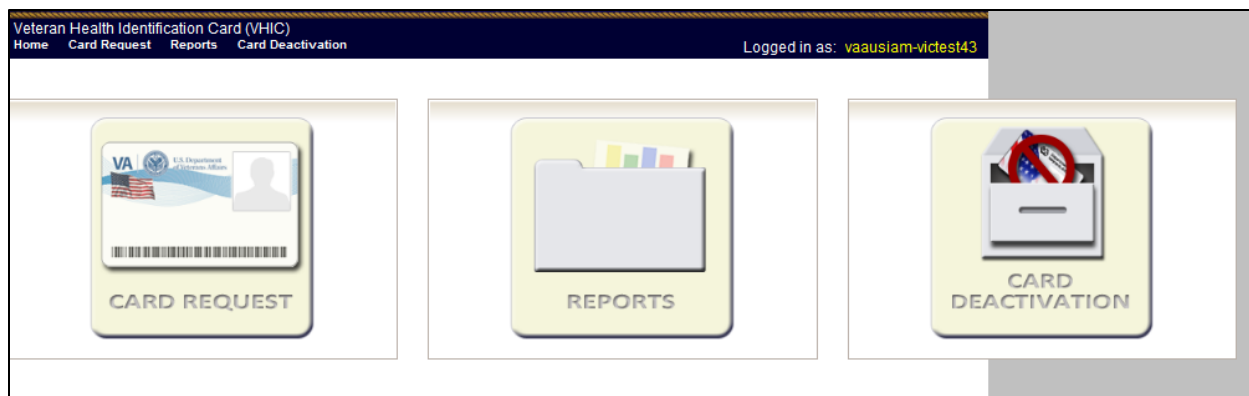


Figure 7-2: Oversized icon buttons on the Home Screen

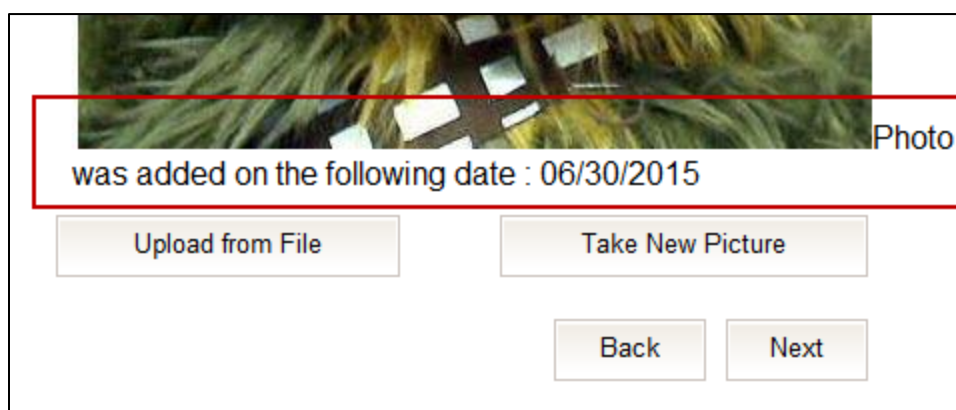




Figure 7-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details


VA




U.S. Department of Veterans Affairs







**Name as it will appear on card:**  
ASHLEY WECK

**Address card will be mailed to:**  
ASHLEY WECK  
23551 AVENIDA LA CAZA UNIT 132  
COTO DE CAZA, CA 92679-3955 USA  


**Replacement Reason:**  
Lost

Service Connected	Y	Card Number	
Medal of Honor	Y	Member ID	2013070902
Purple Heart	Y	ICN	1008532456V343881
Prisoner of War	Y	Plan ID	7346-243-588

Content on the right is shifted down

Figure 7-4: Content on the right of the Step 6 screen is shifted down



**Card Request Totals Report**

Site Selection

National ☐

☐ VISN

☒ Facility

VISN

- 1 - VA New England Health Care System
- 10 - VA Healthcare System of Ohio
- 11 - Veterans in Partnership
- 12 - VA Great Lakes Healthcare
- 15 - VA Heartland Network
- 16 - South Central VA Healthcare
- 17 - VA Heart of Texas Healthcare
- 18 - VA Southwest Healthcare

Facilities

- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 112 - OFFICE OF ENTERPRISE DEVLPMNT
- 116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date 6/1/2015

End Date 7/8/2015

Clear Report Create PDF

**Figure 7-5: Both the VISN and Facility selection lists are displayed and shifted to the right**

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

1. With Internet Explorer open, right click in the blue area at the top of the browser window.
2. Click on **[Command Bar]** to display the Command Tool Bar.

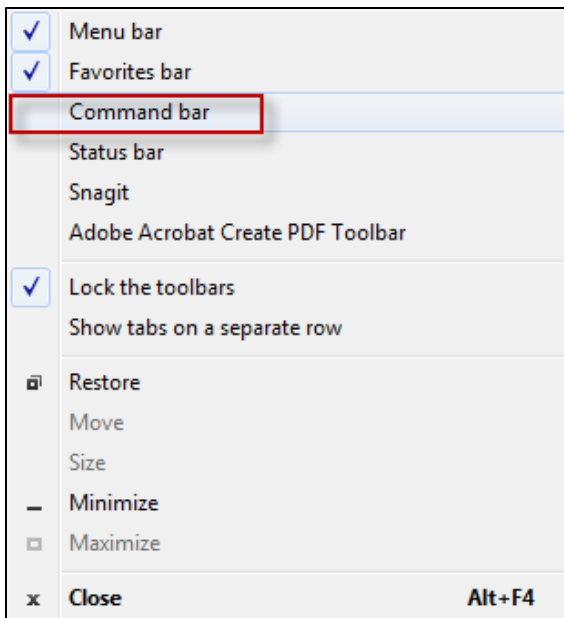


Figure 7-6: Internet Explorer's Tool Bar Menu

3. Click on the **[Tools]** menu button.

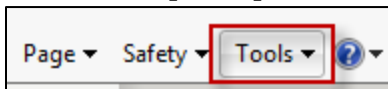


Figure 7-7: Tools Menu button

4. Click on **[Compatibility View Settings]**.

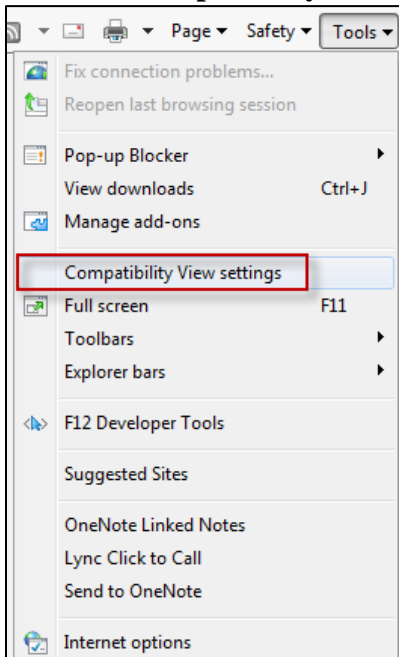


Figure 7-8: Tools drop-down menu

5. Uncheck the box next to Display intranet sites in Compatibility View.

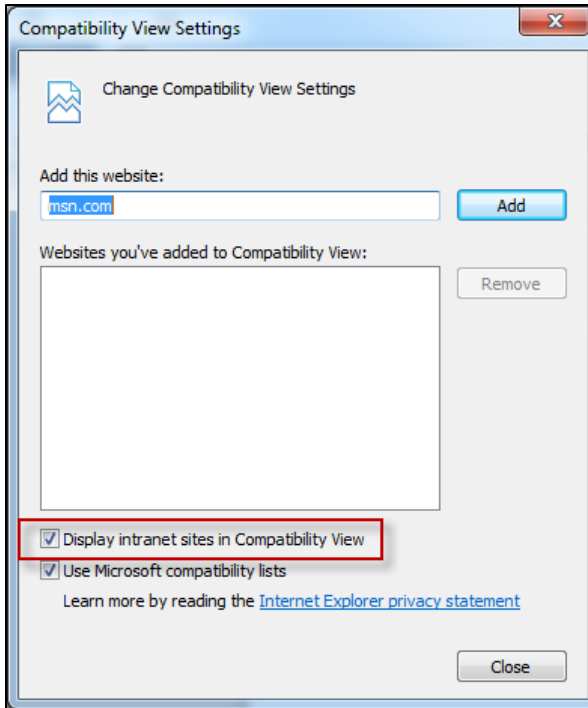


Figure 7-9: Compatibility View Settings screen

6. Click the **[Close]** button.

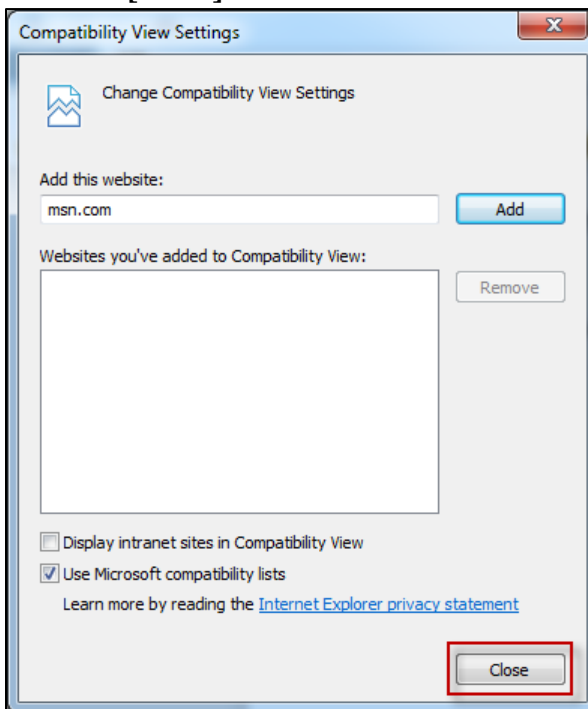


Figure 7-10: Compatibility View Settings Screen - Close

**NOTE:** Compatibility mode does need to be turned on in order to access other applications such as Notes in NUMI's CERMe and the Beneficiary Travel Dashboard. You can turn compatibility mode back on by following the above directions and checking the Display intranet sites in Compatibility View checkbox.

## 7.4.2. Photo not saved

If for any reason you are unable to complete the card request by clicking either the **Submit** or **Hold** buttons on Step 6, the VHIC system will not save the photo. You would have to either take a new photo or upload a new photo on Step 3 when you process a new card request for that Veteran.

## 7.4.3. Adobe Flash Permissions

If you are shown the Adobe Flash Player Setting popup window with the Allow and Deny buttons on Step 3, you will need to perform the following steps.

1. Click the [Capture Image] button at the bottom of the screen.

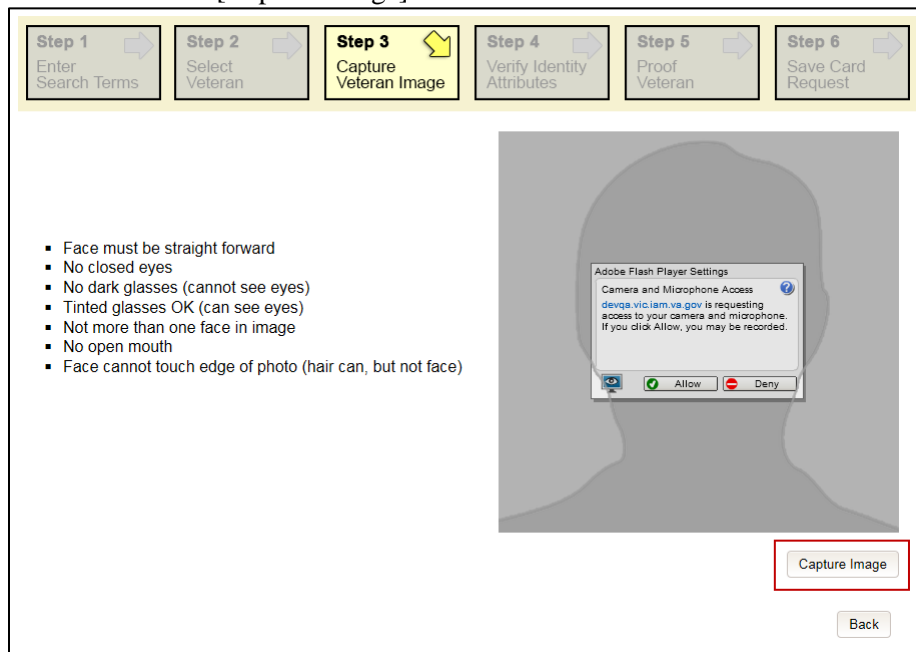
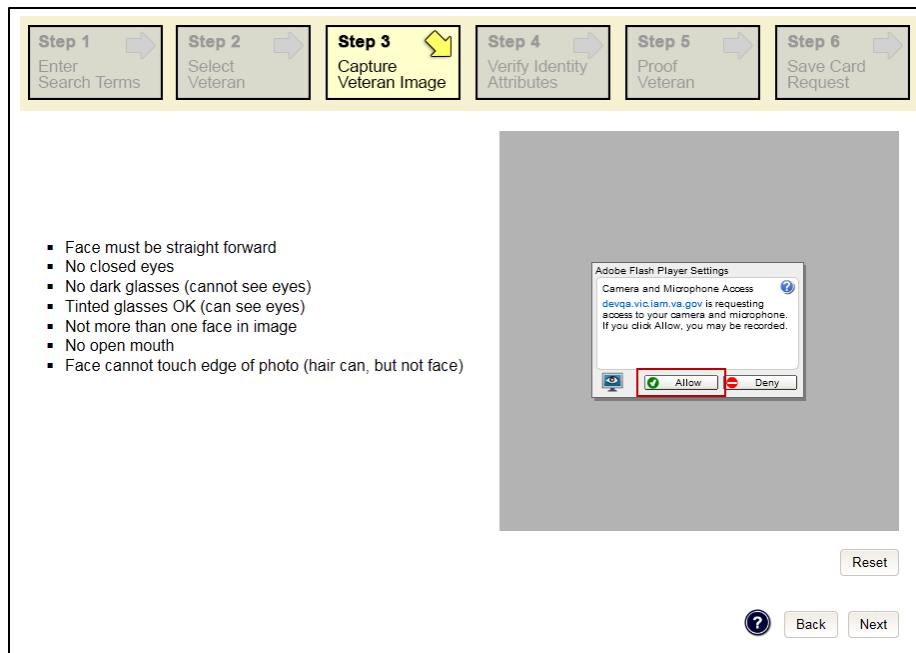


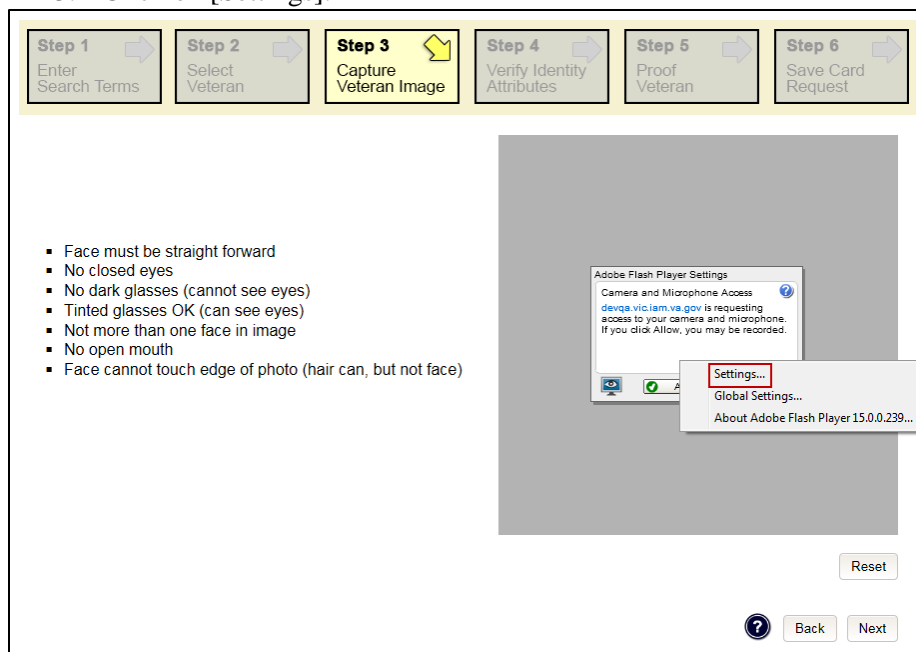
Figure 7-11: Adobe Flash Player Settings - Click Capture Image

2. Right click on the [Allow] button.



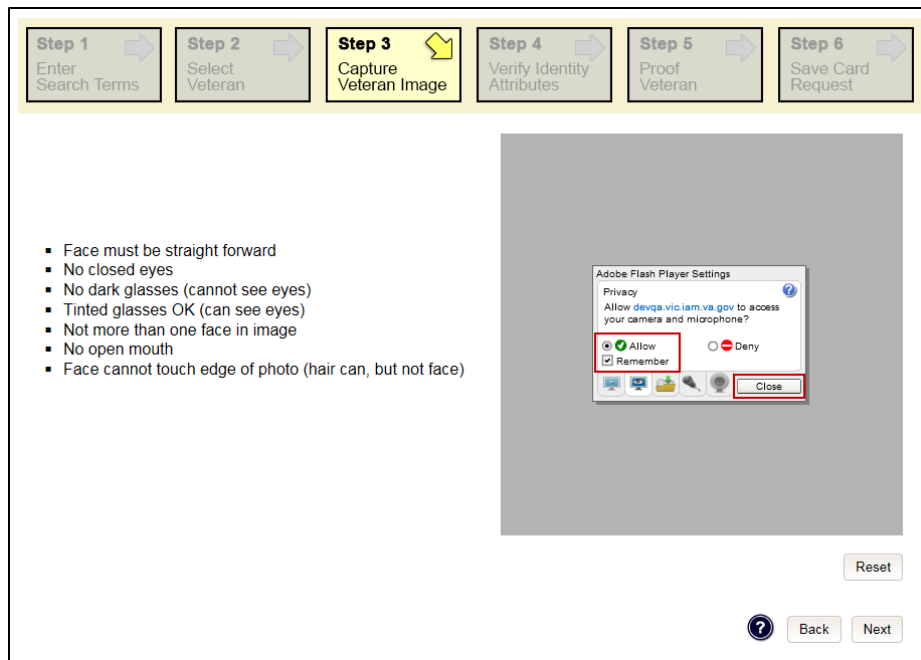
**Figure 7-12: Adobe Flash Player Settings - Right click on Allow**

### 3. Click on [Settings].



**Figure 7-13: Adobe Flash Player Settings - select Settings**

4. Set to Allow by clicking on the circle to the immediate left of Allow.  
Set to Remember by clicking on the square to the immediate left of Remember.  
Click the [Close] button.



**Figure 7-14: Adobe Flash Player Settings - select settings**

5. Click the [Back] button.



**Figure 7-15: Adobe Flash Player Settings - Reset camera**

6. Click the [Take New Picture] button.



**Figure 7-16: Capture Veteran Image screen – Take New Picture**

The image silhouette will then return, and the Veteran image will be visible. You can then capture the image and continue with the card request process.

## **7.5. 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 your browser compatibility settings not being properly set. Follow the steps listed in section 4.4.1 to update these.

## **7.6. Error Questions**

### **7.6.1. Can I request a card when “Bad MVI Address” is displayed?**

Home addresses are stored in the Enrollment Services database and in the MVI database. When a valid MVI address is unavailable, the “Bad MVI Address” message is displayed in black letters at the top of the screen. When this occurs, select the Enrollment Services address, or the requesting facility address and continue with the card request.

### **7.6.2. Can I request a card when “Bad Preferred Facility Address” is displayed?**

Preferred facilities are sent to VHIC from Enrollment Services. Occasionally, a Veteran will not have a preferred facility associated with their enrollment record. When VHIC doesn’t receive a preferred facility from ES, the “Bad Preferred Facility Address” message is displayed in red letters at the top of the screen. When this occurs, select the Enrollment Services address, MVI address, or the requesting facility address and continue with the card request.

### **7.6.3. What to do with “Error accessing MVI” messages**

The problem will be forwarded to the Admin support team, and Admin will forward to tier 3 DEV-VIC4 for resolution.

This problem occurs during peak workload times, and is an intermittent problem. Sites experiencing this problem should periodically retry to process VHIC cards.

### **7.6.4. What to do with “MVI Did Not Return an Enrollment Identifier” messages on Step 2**

Enrollment status is obtained by VHIC from the Enrollment System. Some Veterans have no defined status in ES (even though they are known to MVI), as indicated by the “No Enrollment Determination” comment.

During card requests for these “no status” Veterans, at the “Step 2 Select Veteran” screen, a message stating that the “Eligibility could not be determined. MVI did not return an Enrollment [sic] identifier for ICN” is displayed. Inform the Veteran that they will need to have the problem fixed in the Enrollment System, (and possibly wait up to 48 hours for the change to become visible to VHIC), and then the card can be requested.

## **7.7. Photo Error Questions**

A photo collision is the possibility of two Veteran images getting swapped.

We have implemented several checks at different points of the card request process: *Step 3: Capture Veteran Image*, *Step 6: Save Card Request*, and the *Card Monitor Job*, which is the title of a task run every day in the VHIC system.

### **7.7.1. Step 3: Capture Veteran Image**

The first set of checks happens at Step 3: Capture Veteran Image when the VHIC user clicks the [Next] button after taking a new picture or uploading a photo.

The VHIC system will now check to make sure that the picture being taken or uploaded is not already assigned to another Veteran.



UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

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)

**Veteran Image**

Back Next

**Figure 7-17: Step 3: Capture Veteran Image**

If the VHIC application detects a collision, the VHIC user will see the below error show up under the Navigation Bar. If this occurs, then the VHIC user can click the Back button until they get to Step 2: Select Veteran.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

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

Error saving picture.

- 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)

Capture Image

Back

Figure 7-18: Step 3:"Error Saving Picture" error message

Then click on the Veteran's name to be taken to Step 3 again to take a new photo or upload a photo. If using the same photo, you will need to rename the file; i.e. upload1.jpg would be renamed as upload2.jpg. You can then proceed with the card request as normal.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

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

Picture	Full Name	SSN	DOB	Gender
Veteran Image	TEST PATIENT	XXX-XX-4148	3/25/1948	MALE

Back

Figure 7-19: Step 2: Select Veteran screen

## 7.7.2. Step 6: Save Card Request

The second place that the VHIC application checks for possible photo collisions, is on Step 6: Save Card Request when the VHIC user clicks either the **[Submit]** or **[Hold]** button.

The VHIC system will then check to make sure that the Veteran's photo is not associated with any other Veteran.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

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

Veteran Card Details

VA U.S. Department of Veterans Affairs Veteran image

Service Connected Y Card Number 9876543211  
Medal of Honor Y EDIPI 1234567899V123456  
Purple Heart Y ICN 7346-243-588  
Prisoner Of War Y Member Benefit Plan ID 7  
VISN 508  
Facility 3/25/1948  
Date of Birth 3/25/1948

Name as it will appear on card:  
TEST PATIENT

Address card will be mailed to:  
TEST PATIENT  
123 TEST DRIVE RD  
ANYWHERE, ST 12345-1234  
USA

Card Status Pending  
Card Request Date

Branch Of Service  
• ☒ Army  
☐ Veteran Declines Branch of Service Logo

Replacement Reason:  
Lost

Reason for Hold:  
Bad data ☐

Back Submit

Figure 7-20: Step 6: Save card Request screen

If the VHIC application detects a collision, the VHIC user will see the below error show up under the Navigation Bar.

When this occurs, the VHIC user MUST start a new Card Request for the Veteran by clicking on the **[Card Request]** link in the header and take a new photo. If using the same photo, you will need to rename the file; ie upload1.jpg would be renamed as upload2.jpg. Since the proofing process was completed at Step 6, there is no need to ID proof the Veteran again.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

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**

• Error accessing VHIC Database. If the error persists, please contact the helpdesk.

**Veteran Card Details**

Service Connected Y  
Medal of Honor Y  
Purple Heart Y  
Prisoner Of War Y

Card Number: 9876543211  
EDIPI: 1234567899V123456  
ICN: 7346-243-588  
Member Benefit Plan ID: 7  
VISN: 508  
Facility: 3/25/1948  
Date of Birth: 3/25/1948

**Name as it will appear on card:**  
TEST PATIENT

**Address card will be mailed to:**  
TEST PATIENT  
123 TEST DRIVE RD  
ANYWHERE, ST 12345-1234  
USA

**Card Status:** Pending  
**Card Request Date:**

**Branch Of Service:**  
☒ Army  
☐ Veteran Declines Branch of Service Logo

**Replacement Reason:**  
Lost

**Reason for Hold:**  
Bad data ☐

Back Submit

Figure 7-21: Step 6: "Error accessing VHIC Database. If the error persists, please contact the helpdesk." error message

### 7.7.3. Wrong Photo on Veteran's VHIC

If a Veteran brings in a VHIC card that has the wrong photo printed on it, the card will need to be destroyed and the Veteran will need to request a new VHIC.

## 7.8. Report Questions

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

If you are running a report within a specific date range and find that the results stop well before your 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.

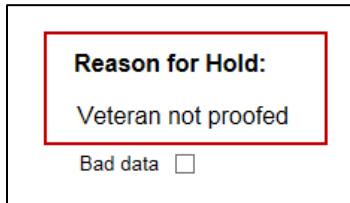
## 7.9. On Hold Questions

### 7.9.1. Veteran Not Proofed

#### 7.9.1.1. Successfully completed proofing and still seeing Veteran Not Proofed message on Step 6

If you were able to successfully complete the Proofing process and received the Successful Proofing Complete message in Identity Proofing, but see the “Veteran Not Proofed” message when you get back into the VHIC application, continue to Step 6 and place the card request on Hold. DO NOT check the Bad Data checkbox unless there is other information that is incorrect on the Step 6 screen.

As long as there are no other issues with the card request, inform the Veteran that they should expect the card to be mailed in the usual expected timeframe.



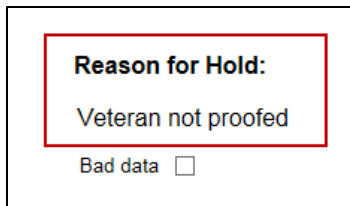
The screenshot shows a dialog box titled "Reason for Hold:". Inside the dialog, the text "Veteran not proofed" is displayed. Below this text, there is a label "Bad data" followed by an unchecked checkbox.

Figure 7-22: Reason for Hold: Veteran Not Proofed

**NOTE:** There is a background job that runs every morning at 8:00am Eastern Time that will check the proofing status of any cards placed on hold. As long as there are no other issues with the card request, the job will submit the card request to the print vendor.

#### 7.9.1.2. User cancelled the proofing process due to wrong documentation

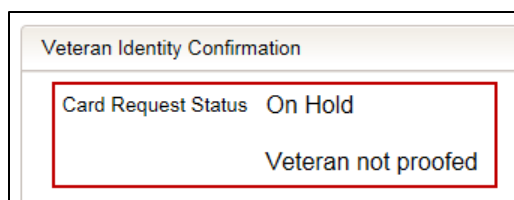
If you had to cancel the proofing process due to the Veteran not having the proper documentation with them, Identity Proofing will send you back to the VHIC application and allow you to save the card request on hold. The card request will be saved for 30 days.



The screenshot shows a dialog box titled "Reason for Hold:". Inside the dialog, the text "Veteran not proofed" is displayed. Below this text, there is a label "Bad data" followed by an unchecked checkbox.

Figure 7-23: Reason for Hold: Veteran Not Proofed

When the Veteran returns with the proper documentation, start a card request as you would normally. You will see the On Hold Reason – Veteran Not Proofed displayed on Step 4 of the card request process.



**Figure 7-24: Card Request Status: On Hold - Veteran Not Proofed**

Continue with the proofing process and complete the card request.

## 7.9.2. Proofing Unavailable

### 7.9.2.1. New Card Request

If you are processing a new card request and after you click the Next button on Step 4: Verify Identity Attributes, you are sent directly to the Step 6: Save Card Request screen and see the message “Proofing Unavailable” listed under Reason for Hold, select the Branch of Service (if available) and click on the **[Hold]** button. The card request will be saved for 30 days.



**Figure 7-25: Reason for Hold: Proofing Unavailable**

Next, log a ticket by calling the National Service Desk at 855-673-4357, option #3, option #3. Or send an email message to [ITSC@va.gov](mailto:ITSC@va.gov) to log a trouble ticket.

The Veteran would have to return within 30 days to complete the proofing process and then the card request can be sent to the print vendor.

### 7.9.2.2. Replacement Card Request

If you are processing a replacement card request and after you click the Next button on Step 4: Verify Identity Attributes, you are sent directly to the Step 6: Save Card Request screen and see the message “Proofing Unavailable” listed under Reason for Hold, select the Branch of Service (if available) and click on the **[Hold]** button. Take note of the card number that is displayed on Step 6. The card request will be saved for 30 days.



**Figure 7-26: Reason for Hold: Proofing Unavailable**

Next, log a ticket by calling the National Service Desk at 855-673-4357, option #3, option #3. Or send an email message to [ITSC@va.gov](mailto:ITSC@va.gov) to log a trouble ticket.

**NOTE:** In most cases, the Veteran should not have to return to complete the proofing process. You can verify this the next morning after 9:00am Eastern Time, by looking up the Card History report for the Veteran.

- On the Home screen click the **[Reports]** button.
- Enter the Veteran’s Card number in the Card ID field of the Veteran Search screen.
- Click on the Veteran’s name that you want to see the report for.
- Next, click on the Card ID number to be taken to the Card History Report.
- You should see the **Request Submitted** message and Changed By would say **VIC CARD MONITOR**.

Status	MVI	Print	Message	Status Change Date	Changed By
H	N	N	PLACED ON HOLD - NOT CORRELATED.	12/11/2014 15:02:18	vaausiam-victest43
H	A	N	ON HOLD UPDATED - MVI CORRELATED.	12/11/2014 15:02:23	vaausiam-victest43
P	A	N	ON HOLD REQUEST RESOLVED.	12/11/2014 15:07:37	VIC CARD MONITOR
R	A	P	REQUEST SUBMITTED.	12/11/2014 15:07:37	VIC CARD MONITOR

Figure 7-27: Card History Report Message section

### 7.9.3. Enrollment Services Unavailable

If you get to Step 6 and see the message “Enrollment Unavailable” displayed under **Reason for Hold**, which means that VHIC is unable to communicate to Enrollment Services at this time, select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for 30 days.

**Reason for Hold:**

Enrollment unavailable

Bad data ☐

Figure 7-28: Reason for Hold: Enrollment Unavailable

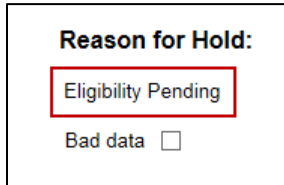
Next, log a ticket by calling the National Service Desk at 855-673-4357, option #4, option #1. Or send an email message to [NSDTuscaloosaUSD@va.gov](mailto:NSDTuscaloosaUSD@va.gov) to log a trouble ticket.

**NOTE:** There is a background job that runs every morning at 8:00am Eastern Time that will check the eligibility status of any cards placed on hold.

- If the Eligibility status is confirmed as “Eligible” and there are no other issues with the card request, the job will submit the card request to the print vendor.
- If the Eligibility status is confirmed as “Not Eligible”, the card request will be terminated and no card will be issued.

### 7.9.4. Eligibility Pending

If you get to Step 6 and see the message “Eligibility Pending” displayed under **Reason for Hold**, which means that Enrollment Services has returned an eligibility status of “Pending” at this time, select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for seven (7) days.



The screenshot shows a form titled "Reason for Hold:". Below the title, there are two options: "Eligibility Pending" and "Bad data". The "Eligibility Pending" option is selected, indicated by a red rectangular box around it. The "Bad data" option is not selected, indicated by an empty checkbox.

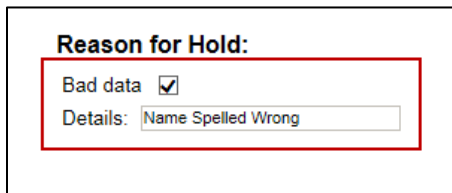
Figure 7-29: Reason for Hold: Eligibility Pending

**NOTE:** The Veteran should go to Enrollment Services to have the record updated as needed. There is a background job that runs every morning at 8:00am Eastern Time that will check the eligibility status of any cards placed on hold.

- If the Eligibility status is confirmed as “Eligible” and there are no other issues with the card request, the job will submit the card request to the print vendor.
- If the Eligibility status is confirmed as “Not Eligible” or is not updated within Seven (7) days, the card request will be terminated and no card will be issued.

### 7.9.5. Bad Data – Other

If you get to Step 6: Save Card Request and any information that is displayed on the screen needs to get changed/updated, click the checkbox next to Bad Data under Reason for Hold. A Details field will be displayed and you can enter a description on what information needs to be updated. Then select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for 30 days.



The screenshot shows a form titled "Reason for Hold:". Below the title, there are two options: "Bad data" and "Details:". The "Bad data" option is selected, indicated by a checked checkbox. The "Details:" label is followed by a text input field containing the text "Name Spelled Wrong".

Figure 7-30: Reason for Hold: Bad Data – Name Spelled Wrong

The Veteran should go to Enrollment Services to have the record updated as needed. Card requests that have been placed on hold with **Bad Data** as the **Reason for Hold** will NOT be updated and submitted by the background job.

The Veteran will need to return to complete the card request after they have had the information updated. You will need to start a card request as you would normally. On Step 4 of the card request process, you will see the On Hold Reason – Bad Data: (reason entered when saved) displayed.



Veteran Identity Confirmation

Card Request Status	Replacent On Hold
	Bad Data: Name Spelled Wrong

**Figure 7-31: Card Request Status: Replacement on Hold - Bad Data: Name Spelled Wrong**

Continue with the card request process. When you get to Step 6, you will need to uncheck the checkbox next to Bad Data in order to be able to submit the card request.

**Reason for Hold:**

Bad data ☐

**Figure 7-32: Reason for Hold: Bad Data Unchecked**

## 8. Appendix

Function	VHIC Roles					
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
<b>Card Requests</b>						
• Request Cards	X	X	X	X		
• Deactivate Cards	X					
<b>Reports</b>						
<b>Veteran (Direct Search):</b>						
• Basic (No National Option)	X	X	X	X	X	X
<b>Card Request Totals (Card – Request Totals):</b>						
• National	X	X				
• VISN	X	X			X	X
• Facility	X	X	X	X	X	X
<b>Card Status – MVI Status Report (Card – Status):</b>						
• National:						
○ Active	X	X			X	
○ Not Correlated	X	X			X	
○ Rejected	X	X			X	
○ Unlinked	X	X			X	
• VISN:						
○ Active	X	X			X	
○ Not Correlated	X	X			X	
○ Rejected	X	X			X	

Function	VHIC Roles					
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ Unlinked	X	X			X	
• Facility:						
○ Active	X	X	X	X	X	
○ Not Correlated	X	X	X	X	X	
○ Rejected	X	X	X	X	X	
○ Unlinked	X	X	X	X	X	
<b>Card Status – Card Status Report (Card – Status):</b>						
• National:						
○ Replaced	X	X			X	
○ Deactivated	X	X			X	
○ Expired	X	X			X	
○ On Hold	X	X			X	
○ Pending	X	X			X	
○ Requested	X	X			X	
○ Defunct	X	X			X	
• VISN:						
○ Replaced	X	X			X	
○ Deactivated	X	X			X	
○ Expired	X	X			X	
○ On Hold	X	X			X	
○ Pending	X	X			X	
○ Requested	X	X			X	

	VHIC Roles					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ Defunct	X	X			X	
• Facility:						
○ Replaced	X	X	X	X	X	
○ Deactivated	X	X	X	X	X	
○ Expired	X	X	X	X	X	
○ On Hold	X	X	X	X	X	
○ Pending	X	X	X	X	X	
○ Requested	X	X	X	X	X	
○ Defunct	X	X	X	X	X	
<b>Card Status – Print Release Status Report (Card – Status):</b>						
• National:						
○ Cancelled	X	X			X	
○ Error	X	X			X	
○ Mailed	X	X				
○ Not Started	X	X			X	
○ Pending	X	X			X	
○ Received	X	X			X	
○ Rejected	X	X			X	
○ Sent	X	X			X	
• VISN:						
○ Cancelled	X	X			X	
○ Error	X	X			X	

Function	VHIC Roles					
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ Mailed	X	X				
○ Not Started	X	X			X	
○ Pending	X	X			X	
○ Received	X	X			X	
○ Rejected	X	X			X	
○ Sent	X	X			X	
• Facility:						
○ Cancelled	X	X	X	X	X	
○ Error	X	X	X	X	X	
○ Mailed	X	X	X	X	X	
○ Not Started	X	X	X	X	X	
○ Pending	X	X	X	X	X	
○ Received	X	X	X	X	X	
○ Rejected	X	X	X	X	X	
○ Sent	X	X	X	X	X	
<b>Multiple Requests (Card – Multiple Requests):</b>						
• Cards Requested:						
○ National	X	X			X	
○ VISN	X	X			X	
○ Facility	X	X	X		X	
• Cards Mailed:						
○ National	X	X			X	

	VHIC Roles					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ VISN	X	X			X	
○ Facility	X	X	X		X	
<b>Card History (Card – History):</b>						
• Card ID	X	X	X	X	X	X
• Person ID	X	X	X	X	X	X
<b>Expiration (Card – Expiration):</b>						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
<b>Replacement (Card – Replacement):</b>						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
<b>Batch Summary (Print Services – Summary):</b>						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X		X	
<b>Batch Detail (Print Services – Detail):</b>						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
<b>Cards Printed without EDIPI (Print Services – No EDIPI):</b>						

	VHIC Roles					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
<b>Auditing:</b>						
Basic (No National Option)	X	X	X		X	

## Template Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
June 2015	1.5	Edited to conform with Section 508 guidelines and remediated with Common Look Office tool	Process Management
May 2015	1.4	Reviewed and approved by PMAS Process Improvement Lockdown. Updated instructional test.	Process Management
November 2014	1.3	Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool	Process Management
April 2014	1.2	Changed title page to clarify that version number refers to software version	Process Management
April 2011	1.1	Formatted to current ProPath documentation standards and edited to conform with latest Alternative Text (Section 508) guidelines	Process Management
June 2009	1.0	Initial Version	PMAS Business Office