

Veteran Health Identification Card (VHIC 4.6)

User Guide



Volume 3 - Card Deactivations and Administrator Only Tasks

**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 as 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

 **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 second and third sections 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 fourth section will give the user an overview of what they need to do before starting a card request for a Veteran. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The fifth section will provide information for the VHIC Administrator on how to continue with the card request process when the Veteran already has a VHIC requested that falls within the ten (10) day window set aside for mailing.

The sixth section will provide information for the VHIC Administrator on how to deactivate the VHICs for a specific Veteran. A step-by-step process will navigate the VHIC Administrator through the card deactivation screens in the VHIC application. Once all of the required information has been provided, the final step in the card deactivation process will confirm that the deactivation of all VHICs associated with a Veteran have been deactivated.

The seventh section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained.

The last 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 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> |
|---|--|
|  | <u>NOTE:</u> Used to inform the reader of general information including references to additional reading material |

- 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 is 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 regarding Windows login account | Contact your local IT department. |
| Having trouble with provisioning VHIC users (Supervisors Only) | National Service Desk at 855-673-4357 and then select option #3. |
| Have trouble using VHIC software | National Service Desk at 855-673-4357 and then select option #4. |

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 11). 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:

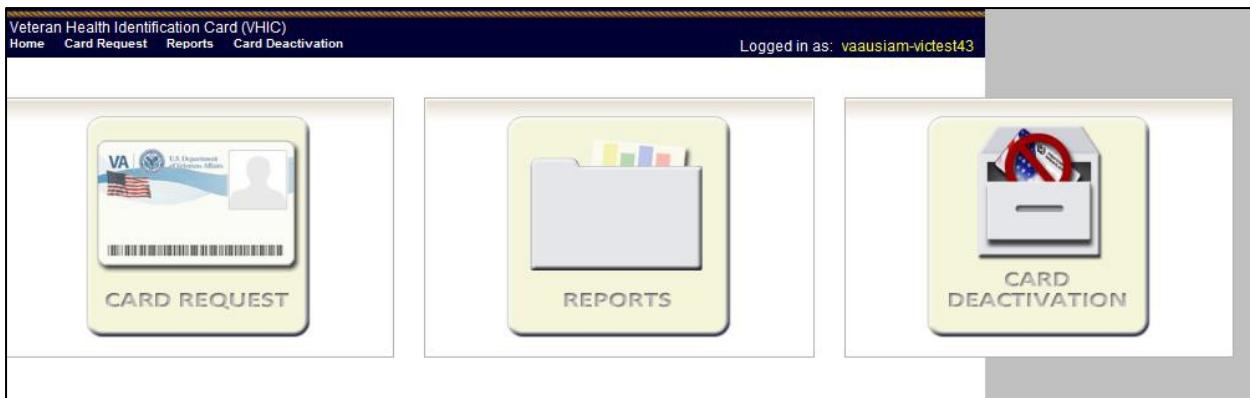


Figure 2-2: Over-sized icon buttons on the Home Screen

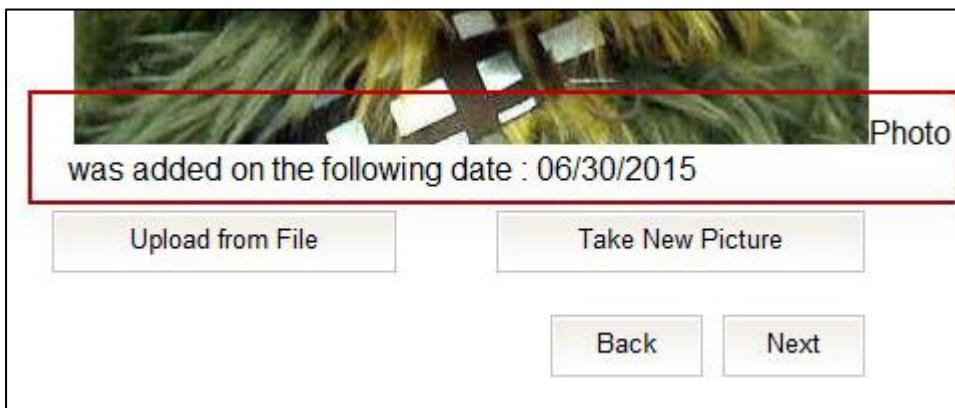


Figure 2-3: Words wrapping around the displayed photo on Step 3

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 |
| Purple Heart | Y | ICN |
| Prisoner of War | Y | Plan ID |

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 | Facilities |
| 10 - VA Healthcare System of Ohio | |
| 11 - Veterans in Partnership | |
| 12 - VA Great Lakes Healthca | |
| 15 - VA Heartland Network | |
| 16 - South Central VA Health | |
| 17 - VA Heart of Texas Health | |
| 18 - VA Southwest Healthcare | |
| 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 DEVLPMT | |
| 116 - EIE/OFFICE OF ENTERPRISE DEV | |

Date Range

Start Date 6/1/2015

End Date 7/8/2015

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.

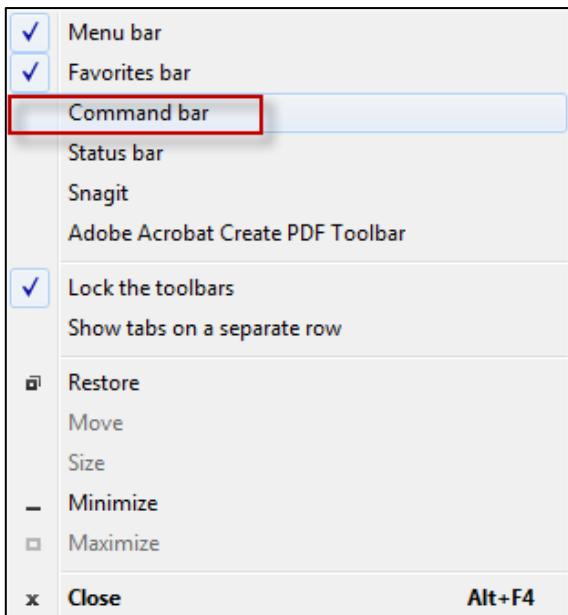


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

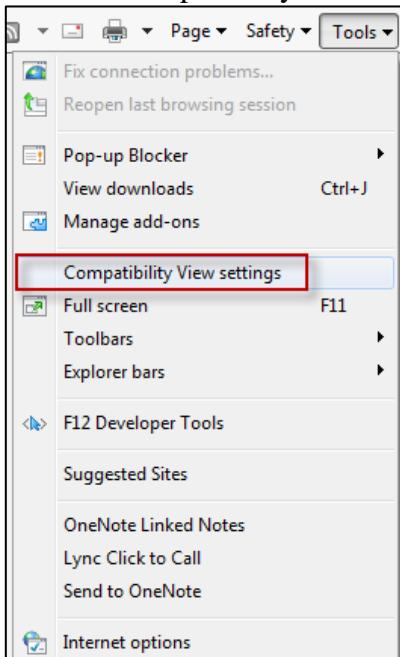


Figure 2-8: Tools drop-down menu

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

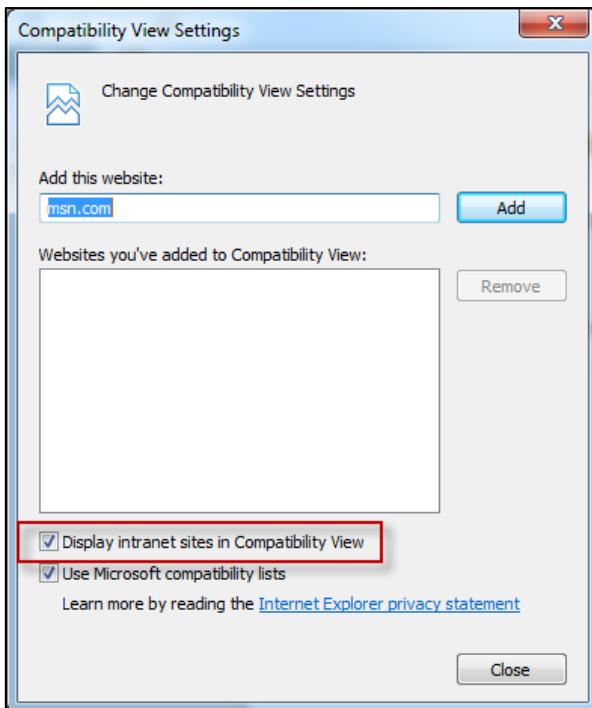


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

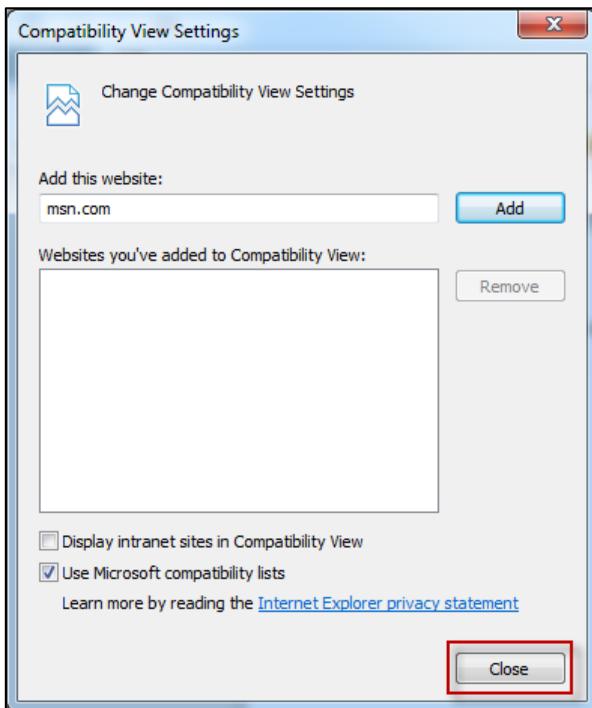


Figure 2-10: Compatibility View Settings Screen - Close



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 correct 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

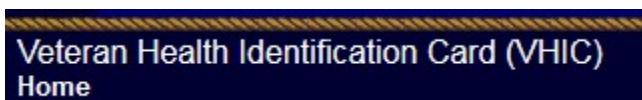


Figure 2-14: VHIC Auditor and VHIC Read-Only User menu

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 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. The VHIC Supervisor should in turn, 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, deactivate cards, 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, deactivate cards, 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.

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



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 Enter your VA Active Directory (AD) user ID (i.e. vhaisswsmithj) and password below, then click Login. User ID <input type="text"/> Password <input type="password"/> <input type="button" value="Login"/> | PIV Card Insert your PIV card into your card reader and click Login. Please enter your PIN when prompted.  <input type="button" value="Login"/> | Windows Authentication 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. <input type="button" value="Login"/> |
|---|--|---|

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.

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 into 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.



Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; contact your local IT Department.

4. Before Requesting a VHIC Card

4.1. Accessing the Identity Management Toolkit

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using this URL: <https://mvitkssoi-prod.aac.va.gov/imdquiWeb/login.do> and is **case sensitive** – it must be entered exactly as shown. After successfully logging into the Identity Management Toolkit 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.

5. 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 (VHIC 4.6) User Guide - Volume 1 - Card Requests – All Users** document.

5.1. Requesting a VHIC for a Veteran within ten (10) days of a previous VHIC request

VHIC Supervisors and VHIC Associates will not be able to request a new VHIC for a Veteran if there has been a previous request made within the past ten (10) days. They will be shown a message on Step 2 of the VHIC card request process stating:

“This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received with 10 days after the request was submitted.”

The screenshot shows the VHIC software interface. At the top, it says "Veteran Health Identification Card (VHIC)" and "Logged in as: vausiam-victest35". Below that, there are five steps: "Step 1 Enter Search Terms", "Step 2 Select Veteran" (which is highlighted in yellow), "Step 3 Capture Veteran Image", "Step 4 Select Mailing Address", and "Step 5 Save Card Request". A red box contains the message: "This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received within 10 days after the request was submitted." Below this message is a table with columns: Picture, Full Name, SSN, DOB, and Gender. The table row shows a placeholder "Veteran Image" icon, "CARMEN D RIVERA", "XXX-XX-1236", "3/1/1932", and "FEMALE". At the bottom right are a help icon and a "Back" button.

Figure 5-1: Replacement Card has been requested within the past 10 days

If for some reason a new VHIC request must be made to include any changes, **ONLY the VHIC Administrator** will be able to submit a new card request within 10 days of the previous card request.

In this instance, the VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message.

Information to include in the request is listed below:

- Veteran's First and Last Name
- Date of Birth
- SSN
- Site Point of Contact
- Reason for needing a new card requested within 10 days of the previous request.

Using the information provided in the request sent to the **VHA HEC VHIC Program Team**, The **VHIC Administrator** will be able to submit a new card request for the Veteran indicated. The card request will follow the same guidelines and steps as creating a Replacement Card Request that is covered in section *4.4 Replacement VHIC: Veteran Level 2 Proofed through*

6. Deactivating Cards - The Card Deactivation Process

Table 3: Who can deactivate a card?

| | |
|----------------------------|---|
| At a Glance... | |
| Who can deactivate a card? | <i>Administrator, Tech Admin (Tier 3)</i> |

This section will walk the VHIC Administrator through the process of deactivating all cards for a Veteran.

The card deactivation process follows numbered steps shown next.

1. Enter Search Terms
2. Select Veteran
3. Select Deactivation Reason
4. Confirm Deactivation Request
5. Request a Replacement Card (when applicable)
6. Verifying Card Deactivation

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

The following is a list of reasons that are available to the VHIC Administrator for deactivating cards.

- Cancelled/Declined
- Damaged
- Deceased
- Identity Theft
- Lost
- Other
- Stolen

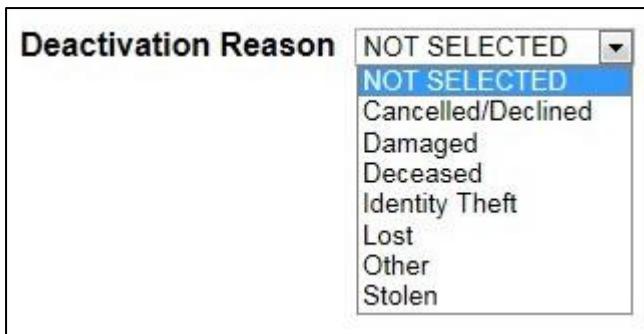


Figure 6-1: Card Deactivation Reasons drop-down menu

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances.

The deactivation reasons that will allow the Administrator to request a new card are:

- Damaged
- Lost
- Stolen

6.1. Cancelled/Declined

6.1.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-2: VHIC Administrator Home screen; click Card Deactivation

6.1.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.

i **NOTE:** If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

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



Figure 6-3: Help icon

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.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|--|---|
| Name Last Name <input type="text" value="CHOCHREK"/> First Name <input type="text" value="HARRISON"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> <input type="button" value="▼"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037199507"/> (Format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

? Clear **Search**

Figure 6-4: Card Deactivation Enter Search Terms screen

Various error messages can be received throughout the Card Deactivation process. If the search yields no results, a message will be displayed above the search fields.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

There are no matches for the criteria specified.

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|--|---|
| Name Last Name <input type="text" value="CHOCHREK"/> First Name <input type="text" value="HARRISON"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Female"/> <input type="button" value="▼"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037199507"/> (format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

Figure 6-5: Enter Search Terms screen - No Match Found error

The user can then verify that the information entered is correct or make corrections as needed as well as add more information to increase the likelihood of finding a match.

6.1.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

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

Logged in as: vaausiam-victest31

| Card Deactivation | | | | |
|-------------------|------------------------|-----|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
| | HARRISON J CHOCHREK JR | | 7/26/1925 | MALE |

[?](#) [Back](#)

Figure 6-6: Card Deactivation Select Veteran screen

6.1.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Cancelled/Declined* reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [Deactivate] button to continue to the next step.

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

Logged in as: vaausiam-victest31

| Card Deactivation | | | | |
|---|---|--|--|--|
| | Name HARRISON J CHOCHREK JR Person ID 22357 Member ID ICN 1008532446V876394 Plan ID 7346-243-588 Date of Birth 7/26/1925 | | | |
| Deactivation Reason <input type="button" value="Cancelled/Declined"/> | | | | |
| Back Deactivate | | | | |

Figure 6-7: Select Deactivation Reason screen

6.1.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.



Figure 6-8: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Cancelled/Declined* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

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

Logged in as: vaausiam-victest31

Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason Cancelled/Declined

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

IMPORTANT! VHIC is required to maintain access to Veteran images associated with Cancelled/Declined cards. The following steps MUST be performed to retain access to the Veteran's picture:

1. Create a new card request for the newly Cancelled/Declined Veteran.
2. On Step 3 select the existing picture of the Veteran.
3. On Step 6 check "Bad Data", enter the reason "Retain Picture", and place the card on-hold.

NOTE: If the veteran's status has already been updated in Enrollment, then you will not be able to get past Step 2. In which case, it will not be possible to retain the veteran's image.

Figure 6-9: All Cards Deactivated - Cancelled/Declined

6.1.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

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

Logged in as: vaausiam-victest31

| | | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|------------|--|--|
| Veteran | Card | Print Services | Auditing | | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | | |

Card History Report

Search Criteria

| | | |
|-----------|---|--|
| Card ID | <input type="text"/> | |
| Person ID | 22357 | |

Figure 6-10: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

| VHIC Card History | | | | | |
|--|----------------|---------------------|--|----------------------|--------------------|
| Veteran ID: 22357 Card ID: ANY | | | | | |
| Veteran: HARRISON J CHOCHREK | | | Person ID: 22357 | | |
| Gender | Date of Birth | Service | Card Count | | |
| MALE | 07/26/1925 | YES | 53 | | |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War | | |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN | | |
| Card ID: 6119 | | | | | |
|  | | Card Issuer | Last Changed Date | Last Changed By | Card Type |
| | | vaausiam-victest31 | 06/18/2015 | vaausiam-victest31 | VHIC |
| Date Card Requested | | Date of Mailing | | Expiration Date | |
| 06/18/2015 | | | | 06/02/2025 | |
| Picture Comment | | Current Card Status | Current MVI Status | Current Print Status | |
| | | Deactivated | Unlinked | Cancelled | |
| Picture Effective Date | | Branch of Service | VISN | Facility | |
| 06/04/2015 | | ARMY | 7 | ATLANTA VAMC - 508 | |
| Mailed to Address | | | Address Selected By Veteran | | |
| | | | 1003 GOTHAM DRIVE SAINT JAMES NY, 11780 | | |
| Status | MVI | Print | Message | Status Change | Changed By |
| Deactivated | Active | Cancelled | DEACTIVATED | 06/18/2015 13:54:23 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Poor Quality | | | | Cancelled Declined | |
| Other | | | | | |
| Status | MVI | Print | Message | Status Change | Changed By |
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED | 06/18/2015 13:54:27 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Poor Quality | | | | Cancelled Declined | |
| Other | | | | | |

Figure 6-11: Card History Report - Cancelled/Declined

6.1.7. Saving a Card Request On-Hold to Retain Picture (For Cancelled/Declined enrollment only)

The next step in this process is to create a card request and manually save it On-Hold in order to be able to retain the Veteran's picture in MVI.

On Step 1 of the Card request process, Enter the *Veteran's ICN* that was copied from the Card Deactivation Confirmation screen and click the [Search] button.

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Deactivation. To the right of the navigation bar, it says 'Logged in as: vaausiam-victest31'. Below the navigation bar, there is a horizontal row of five boxes labeled 'Step 1' through 'Step 5', each with an arrow pointing to the right. Step 1 is highlighted with a yellow background and contains the text 'Enter Search Terms'. The other steps are in grey boxes. Below this row, a red banner displays the message 'IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?' followed by '(Click here to open Identity Management ToolKit in another window)'. A note below the banner instructs users to copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field. It also lists other search methods: 'The Member ID from the front of the Veteran's VHIC.' and 'Last Name, First Name, DOB and SSN.' A note specifies that if using LN/FN/DOB/SSN combination, the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification) must be provided. The main search form is divided into several sections: 'Name' (Last Name, First Name, Middle Name), 'Person' (Date of Birth, Gender, Home Phone), 'Address' (Street Address, City, State, Zip Code), and 'Identification' (SSN, EDIPI / Member ID, ICN). The 'ICN' field contains the value '1008532446V87635', which is highlighted with a red border. At the bottom right of the form are buttons for '?', 'Clear', and 'Search', with 'Search' being the one highlighted with a red border.

Figure 6-12: Step 1: Enter Search Terms

Select the Veteran you wish to create the card request for by clicking on the **Veteran's Name**.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

| | | | | |
|---|------------------------|-----|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
|  | HARRISON J CHOCHREK JR | | 7/26/1925 | MALE |

?

Back

Figure 6-13: Step 2: Select Veteran

Click the [Next] button to reuse the existing photo.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 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.



Photo was added on the following date : 12/07/2015

Upload from File Take New Picture

Back Next

0

Figure 6-14: Step 3: Capture Veteran Image - Reuse Photo, Click Next button

Confirm that you want to use the existing photo by clicking on the [OK] button.

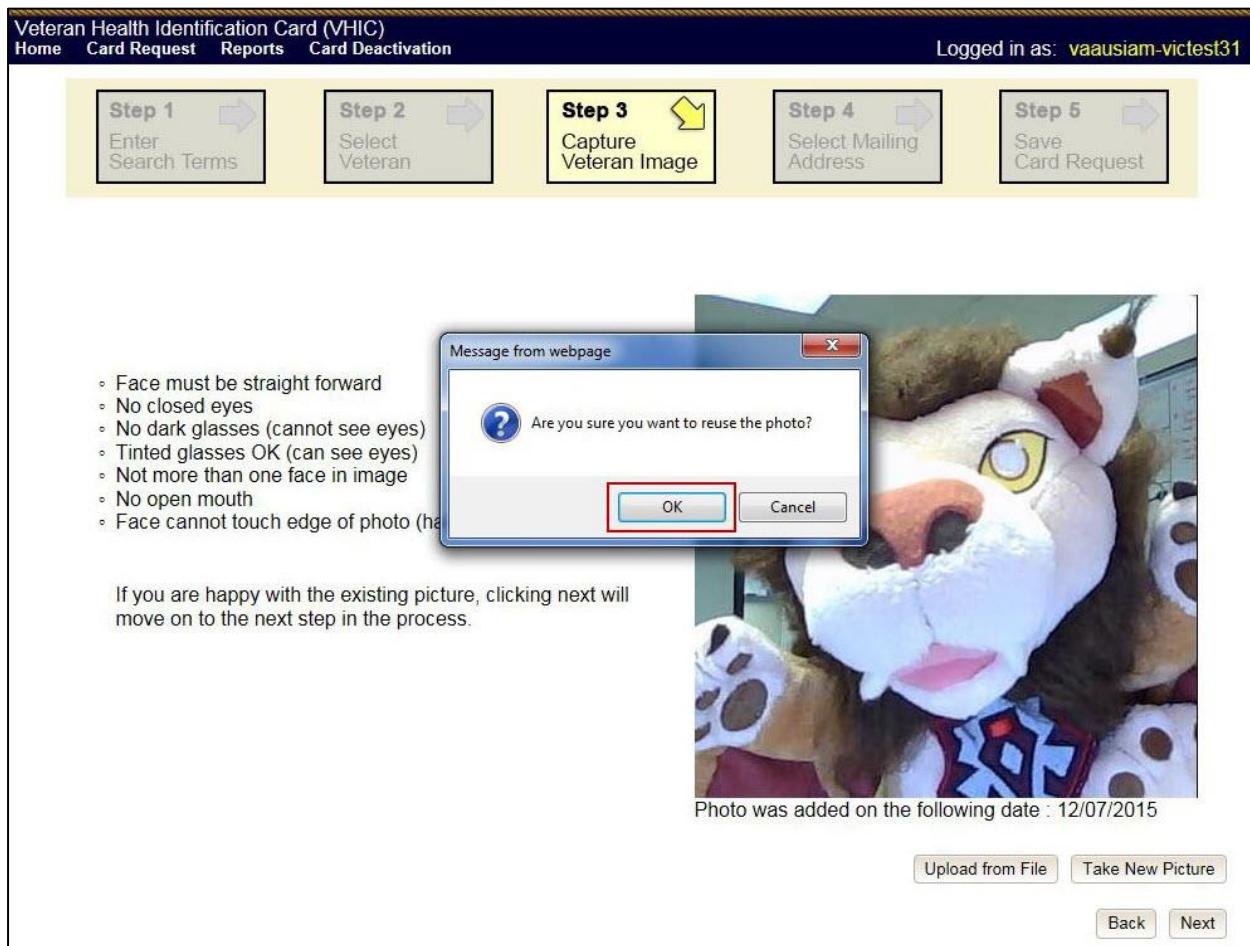


Figure 6-15: Step 3: Confirm Reuse of Photo by clicking the OK button

On the Step 4: Select Mailing Address screen, select “*Incorrect Information*” from the drop down menu for *Replacement Reason*, and “*Other*” from the drop down menu that appears for *Incorrect Information*. Click the [Next] button to continue.

Veteran Identity Confirmation

Status

| | |
|-----------------------|-------------------------|
| Card Request Status | Replacement |
| Replacement Reason | Incorrect Information ▾ |
| Incorrect Information | Other ▾ |

Veteran Identity Attributes

| | |
|---------------|-----------|
| First Name | HARRISON |
| Last Name | CHOCHREK |
| Date of Birth | 7/26/1925 |

Address

Mail card to:

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility (632 - NORTHPORT VAMC)

| | |
|-------------|--|
| Recipient | EASTERN COLORADO HEALTH CARE SYSTEM - DENVER DIVSN |
| Street 1 | 1055 CLERMONT STREET |
| Street 2 | |
| Street 3 | |
| City | DENVER |
| State | CO |
| Zip Code | 80220 |
| Province | |
| Postal Code | |
| Country | USA |

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

?
Back
Next

Figure 6-16: Step 4: Select Mailing Address - Replacement Reason: Incorrect Information - Other

On the Step 5: Save Card Request screen, click on the checkbox next to *Bad Data* and enter “*Retain Picture*” in the *Details* text box. Click on the **[Hold]** button to save the card request.

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Deactivation](#) Logged in as: **vaausiam-victest31**

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

Veteran Card Details

| | | |
|---|---------------------|-------------------------|
|  | Service Connected Y | Card Number |
| | Medal of Honor N | Member ID |
| | Purple Heart N | ICN 1008532446V876394 |
| | Prisoner of War N | Plan ID 7346-243-588 |
| | | VISN 19 |
| | | Facility 554 |
| | | Date of Birth 7/26/1925 |

Name as it will appear on card:
HARRISON J CHOCHREK JR

Address card will be mailed to:
EASTERN COLORADO HEALTH CARE SYSTEM - DENVER DIVSN
1055 CLERMONT STREET
DENVER, CO 80220 USA

Card Status Pending **Card Request Date**

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
? Incorrect Information
? Other

Reason for Hold:
 Bad data
 Details:

Back Hold

Figure 6-17: Step 5: Save Card Request - Select Bad Data - Details: Retain Picture

Confirm that the card request has been saved on hold by noting the color bar has gone from yellow to orange, and that the **Reason for Hold** is displayed as “*Bad Data: Retain Picture.*”

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

Veteran Card Details

| | | | |
|---|---------------------|-------------------|------|
|  | Service Connected Y | Card Number | 7062 |
| Medal of Honor N | Member ID | | |
| Purple Heart N | ICN | 1008532446V876394 | |
| Prisoner of War N | Plan ID | 7346-243-588 | |
| | VISN | 19 | |
| | Facility | 554 | |
| Name as it will appear on card: | Date of Birth | 7/26/1925 | |
| HARRISON J CHOCHREK JR | Expiration Date | | |

Address card will be mailed to:
EASTERN COLORADO HEALTH CARE SYSTEM - DENVER DIVSN
1055 CLERMONT STREET
DENVER, CO 80220 USA

Card Status Saved On Hold
Card Request Date 12/11/2015

Veteran Declines Branch of Service Logo

Replacement Reason:
Incorrect Information
Other

Reason for Hold:
Bad data: Retain Picture

Figure 6-18: Step 5: Save Card Request - Saved on Hold - Reason for Hold - Bad Data: Retain Picture

The VHIC Administrator can verify that the card just requested for that Veteran has been saved on hold with the Bad Data: Retain Picture hold reason by looking at the Card History report. To see the card history for this card, search by using the Card ID, which was displayed on the last step of the card request process.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Veteran **Card** Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration Request Progress Swipe/Scan

Card History Report

Search Criteria

| | |
|-----------|----------------------------|
| Card ID | <input type="text"/> |
| Person ID | <input type="text"/> 22357 |

Report **Create PDF**

Figure 6-19: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *On Hold* and the *Current MVI Status* has been updated to *Active*.

The user will also see the Replacement Reason field is now showing “*Incorrect Information-Other*” and the Hold Reason is listed as “*Bad Data – Retain Picture*” in the Message history section.

| VHIC Card History | | | | | |
|--|--------------------|--|----------------------------------|--------------------|----------------------------|
| Veteran ID: ANY Card ID: 7062 | | | | | |
| Veteran: HARRISON J CHOCHREK | | | Person ID: 22357 | | |
| Gender | | Date of Birth | Service | | Card Count |
| MALE | | 07/26/1925 | YES | | 1 |
| Purple Heart | | Medal of Honor | Enrollment Status | | Prisoner of War |
| UNKNOWN | | NO | ELIGIBLE | | UNKNOWN |
| Card ID: 7062 | | | | | |
|  | Card Issuer | | Last Changed Date | Last Changed By | Card Type |
| | VAAUSIAM-VICTEST31 | | 12/11/2015 | VAAUSIAM-VICTEST31 | VHIC |
| Date Card Requested | | | | | |
| 12/11/2015 | | | | | |
| Picture Comment | | Current Card Status | | Current MVI Status | Current Print Status |
| | | On Hold | | Active | Not Started |
| Picture Effective Date | | Branch of Service | | VISN | Facility |
| 12/07/2015 | | DECLINE | | 19 | EASTERN COLORADO HCS - 554 |
| Mailed to Address | | Address Selected By Veteran | | | |
| | | 1055 CLERMONT STREET DENVER CO, 80220 | | | |
| Status | MVI | Print | Message | | Status Change |
| On Hold | Not Correlated | Not Started | PLACED ON HOLD - NOT CORRELATED. | | 12/11/2015 13:17:13 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | |
| Incorrect Information Other | | BAD DATA - Retain Picture | | | |
| Deactivation Reason | | | | | |

Figure 6-20: Card History Report - Hold Reason: Bad Data - Retain Picture

6.2. Damaged

6.2.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either

on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-21: VHIC Administrator Home screen; click Card Deactivation

6.2.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

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



Figure 6-22: Help icon

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.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|---|--|
| Name Last Name <input type="text" value="CHOCREK"/> First Name <input type="text" value="HARRISON"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037199507"/> (format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

? **Clear** **Search**

Figure 6-23: Card Deactivation Enter Search Terms screen

6.2.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

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

Logged in as: vaausiam-victest31

| Picture | Full Name | SSN | DOB | Gender |
|---|------------------------|-------------|-----------|--------|
|  | HARRISON J CHOCHREK JR | XXX-XX-9507 | 7/26/1925 | MALE |

[?](#) [Back](#)

Figure 6-24: Card Deactivation Select Veteran screen

6.2.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select *Damaged* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [Deactivate] button to continue to the next step.

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

Logged in as: vaausiam-victest31

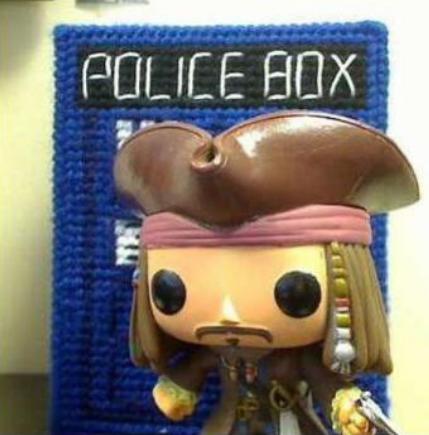
| Card Deactivation | |
|---|--|
|  | <p>Name HARRISON J CHOCHREK JR Person ID 22357 Member ID 2013070901 ICN 1008532446V876394 Plan ID 7346-243-588 Date of Birth 7/26/1925</p> <p>Deactivation Reason <input type="button" value="Damaged"/></p> <p>Back Deactivate</p> |

Figure 6-25: Select Deactivation Reason screen

6.2.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.



Figure 6-26: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

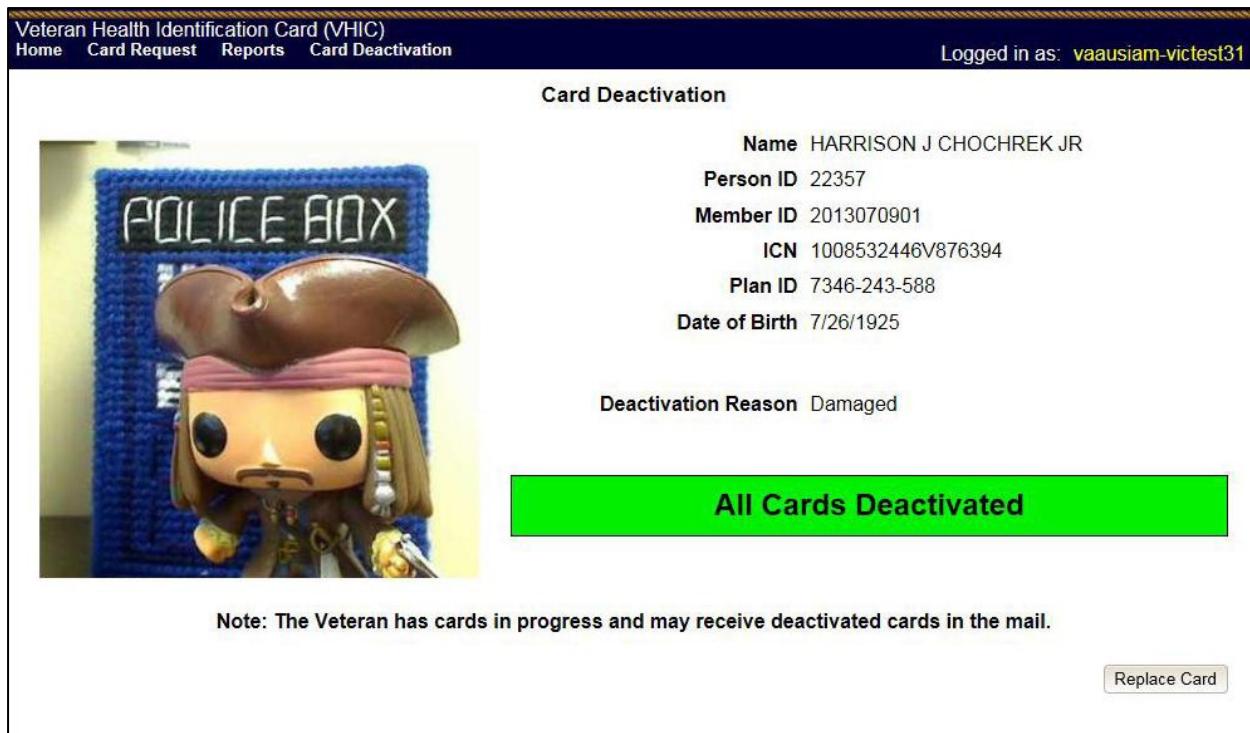


Figure 6-27: All Cards Deactivated - Damaged

6.2.6. Request a Replacement Card

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances. Since *Damaged* was the deactivation reason selected, the VHIC Admin is presented with the option to request a new card for the Veteran.

To request a replacement card, click the [Replace a Card] button.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

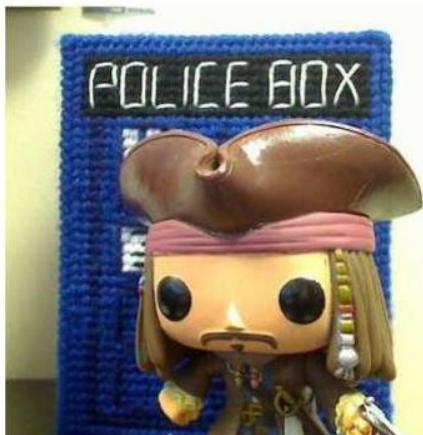


Veteran Health Identification Card (VHIC)

[Home](#) [Card Request](#) [Reports](#) [Card Deactivation](#)

Logged in as: **vaausiam-victest31**

Card Deactivation



Name HARRISON J CHOCHREK JR

Person ID 22357

Member ID 2013070901

ICN 1008532446V876394

Plan ID 7346-243-588

Date of Birth 7/26/1925

Deactivation Reason Damaged

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

[Replace Card](#)

Figure 6-28: Replace Card

This will take the user to *Step 3: Capture Veteran Image* of the card request process.

Click [**Next**] to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

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

Logged in as: vaausiam-victest31

Step 1 → Enter Search Terms **Step 2** → Select Veteran **Step 3** → Capture Veteran Image **Step 4** → Select Mailing Address **Step 5** → 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.



Photo was added on the following date : 12/07/2015

[Upload from File](#) [Take New Picture](#)

[Back](#) [Next](#)

Figure 6-29: Step 3 Capture Veteran Image screen

6.2.7. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

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

Logged in as: vaausiam-victest31

| | | | |
|----------------|--------|-------------------|------------------|
| Veteran | Card | Print Services | Auditing |
| Request Totals | Status | Multiple Requests | History |
| | | | Replacement |
| | | | Expiration |
| | | | Request Progress |
| | | | Swipe/Scan |

Card History Report

Search Criteria

| | |
|-----------|------------------------------------|
| Card ID | <input type="text"/> |
| Person ID | <input type="text" value="22357"/> |

[Clear](#) [Report](#) [Create PDF](#)

Figure 6-30: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK

Person ID: 22357

| Gender | Date of Birth | Service | Card Count |
|--------------|----------------|-------------------|-----------------|
| MALE | 07/26/1925 | YES | 54 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: 6121



| Card Issuer | Last Changed Date | Last Changed By | Card Type |
|---------------------|---------------------|--------------------|----------------------|
| vaausiam-victest31 | 06/18/2015 | vaausiam-victest31 | VHIC |
| Date Card Requested | | Date of Mailing | Expiration Date |
| 06/18/2015 | | | 06/18/2025 |
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Deactivated | Unlinked | Cancelled |

| Picture Effective Date | Branch of Service | VISN | Facility |
|------------------------|-------------------|------|--|
| 06/04/2015 | ARMY | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | | Address Selected By Veteran |
| | | | 1003 GOTHAM DRIVE SAINT JAMES NY, 11780 |

| Status | MVI | Print | Message | Status Change | Changed By |
|---------|----------------|-------------|------------------|---------------------|--------------------|
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 06/18/2015 17:54:23 | vaausiam-victest31 |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|--------|----------------|--------------|---------------------|--------------------|
| Deactivated | Active | Cancelled | DEACTIVATED. | 06/18/2015 17:58:23 | vaausiam-victest31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | |
| Lost | | | | Deactivation Reason | |
| | | | | Damaged | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------|----------------|---------------------------|---------------------|--------------------|
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 06/18/2015 17:58:29 | vaausiam-victest31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | |
| Lost | | | | Deactivation Reason | |
| | | | | Damaged | |

Figure 6-31: Card History Report - Damaged

6.3. Deceased

6.3.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-32: VHIC Administrator Home screen; click Card Deactivation

6.3.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.

i ***NOTE:** If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

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



Figure 6-33: Help icon

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.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|--|---|
| Name Last Name <input type="text" value="CHOCHREK"/> First Name <input type="text" value="HARRISON"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> <input type="button" value="▼"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037199507"/> (Format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

?

Figure 6-34: Card Deactivation Enter Search Terms screen

6.3.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

| Card Deactivation | | | | |
|---|------------------------|-------------|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
|  | HARRISON J CHOCHREK JR | XXX-XX-9507 | 7/26/1925 | MALE |

[?](#) [Back](#)

Figure 6-35: Card Deactivation Select Veteran screen

6.3.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Deceased* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the **[Deactivate]** button to continue to the next step.

| Card Deactivation | | | | |
|---|--|--|--|--|
|  | Name HARRISON J CHOCHREK JR Person ID 22357 Member ID 2013070901 ICN 1008532446V876394 Plan ID 7346-243-588 Date of Birth 7/26/1925 | Deactivation Reason <input type="button" value="Deceased"/> | | |
| | | Back <input type="button" value="Deactivate"/> | | |

Figure 6-36: Select Deactivation Reason screen

6.3.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.

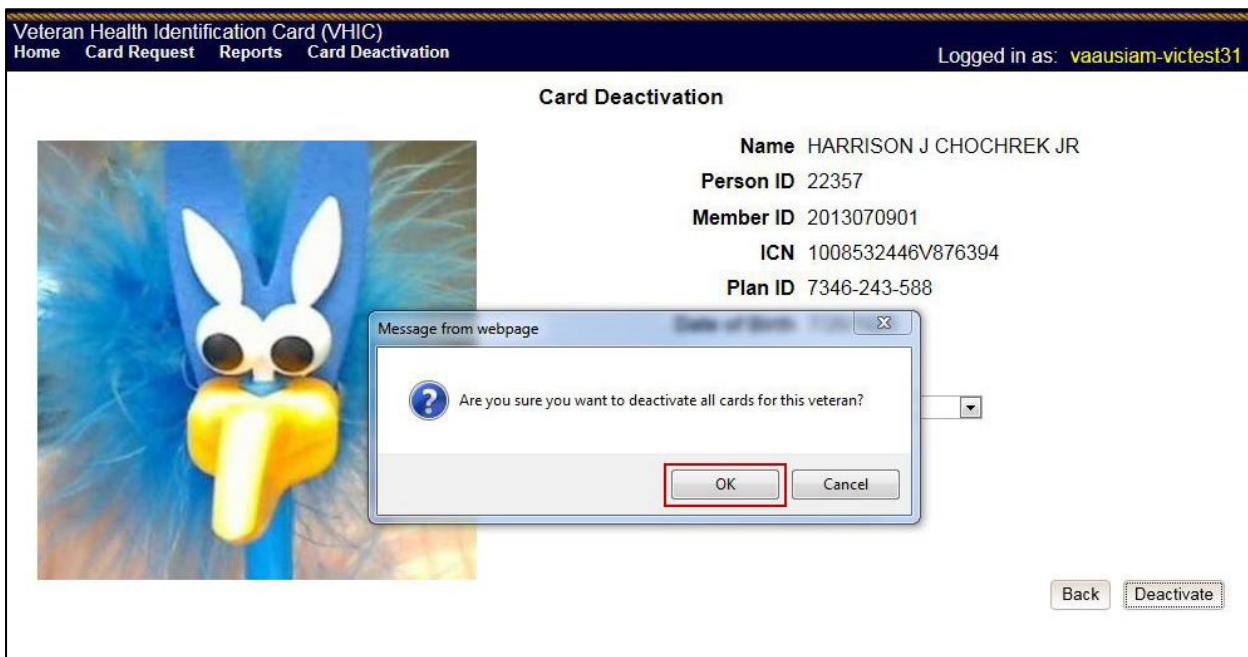


Figure 6-37: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Deceased* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.



Figure 6-38: All Cards Deactivated - Deceased

6.3.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

Figure 6-39: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK

Person ID: 22357

| Gender | Date of Birth | Service | Card Count |
|--------------|----------------|-------------------|-----------------|
| MALE | 07/26/1925 | YES | 55 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: 6123



| Card Issuer | Last Changed Date | Last Changed By | Card Type |
|---------------------|---------------------|--------------------|----------------------|
| vaausiam-victest31 | 06/19/2015 | vaausiam-victest31 | VHIC |
| Date Card Requested | Date of Mailing | | Expiration Date |
| 06/19/2015 | | | 06/19/2025 |
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Deactivated | Unlinked | Cancelled |

| Picture Effective Date | Branch of Service | VISN | Facility |
|------------------------|--|------|--------------------|
| 06/19/2015 | ARMY | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | Address Selected By Veteran | | |
| | 1003 GOTHAM DRIVE SAINT JAMES NY, 11780 | | |

| Status | MVI | Print | Message | Status Change | Changed By |
|---------|----------------|------------|-----------------|---------------------|--------------------|
| Pending | Not Correlated | No Started | REQUEST PENDING | 06/19/2015 09:27:42 | vaausiam-victest31 |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------------|-----------|--------------------|---------------------|--------------------|
| Deactivated | Active | Cancelled | DEACTIVATED. | 06/19/2015 09:39:19 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Lost | | | | Deceased | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------------|-----------|---------------------------|---------------------|--------------------|
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 06/19/2015 09:39:23 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Lost | | | | Deceased | |

Figure 6-40: Card History Report - Deceased

6.4. Identity Theft

6.4.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-41: VHIC Administrator Home screen; click Card Deactivation

6.4.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

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



Figure 6-42: Help icon

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.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation
Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|---|--|
| Name Last Name <input type="text" value="WECK"/> First Name <input type="text" value="ASHLEY"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037314148"/> (format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

? Clear **Search**

Figure 6-43: Card Deactivation Enter Search Terms screen

6.4.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Deactivation](#) Logged in as: vaausiam-victest31

| Card Deactivation | | | | |
|---|--------------------|-------------|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
|  | ASHLEY WECK | XXX-XX-4148 | 3/25/1948 | MALE |

?
Back

Figure 6-44: Card Deactivation Select Veteran screen

6.4.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Identity Theft* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the **[Deactivate]** button to continue to the next step.

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Deactivation](#) Logged in as: vaausiam-victest31

| Card Deactivation | |
|---|--|
|  | <p>Name ASHLEY WECK Person ID 22355 Member ID 2013070902 ICN 1008532456V343881 Plan ID 7346-243-588 Date of Birth 3/25/1948</p> <div style="margin-top: 20px;"> Deactivation Reason Identity Theft </div> <div style="text-align: right; margin-top: 10px;"> Back Deactivate </div> |

Figure 6-45: Select Deactivation Reason screen

6.4.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.



Figure 6-46: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Identity Theft* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

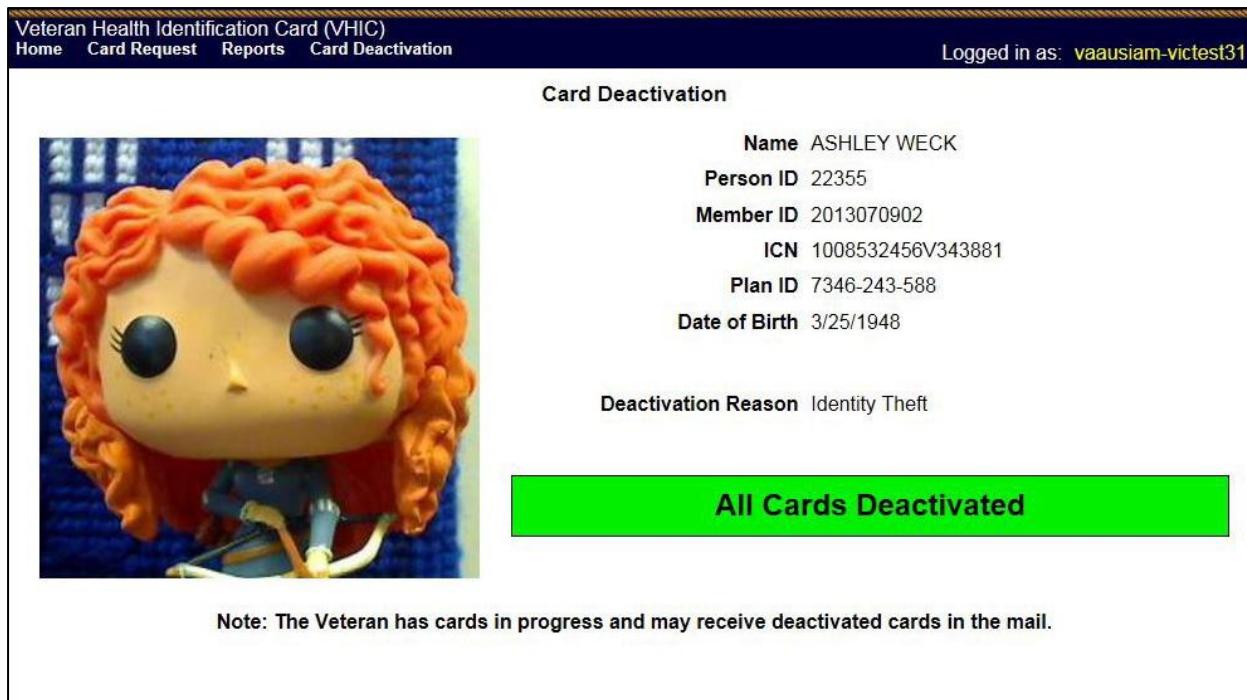


Figure 6-47: All Cards Deactivated - Identity Theft

6.4.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

Figure 6-48: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

| Gender | Date of Birth | Service | Card Count |
|--------------|----------------|-------------------|-----------------|
| MALE | 03/25/1948 | YES | 27 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| CONFIRMED | YES | ELIGIBLE | YES |

Card ID: 6122

|  | Card Issuer | | Last Changed Date | | Last Changed By | | Card Type | | |
|---|---------------------|-------------------|---------------------------|--|--------------------|---------------------|----------------------|------------------|--------------------|
| | vaausiam-victest31 | | 06/18/2015 | | vaausiam-victest31 | | VHIC | | |
| | Date Card Requested | | | Date of Mailing | | | Expiration Date | | |
| | 06/18/2015 | | | | | | 06/18/2025 | | |
| Picture Comment | | | Current Card Status | | Current MVI Status | | Current Print Status | | |
| | | | Deactivated | | Unlinked | | Cancelled | | |
| Picture Effective Date | | Branch of Service | | VISN | | Facility | | | |
| 06/18/2015 | | ARMY | | 7 | | ATLANTA VAMC - 508 | | | |
| Mailed to Address | | | | Address Selected By Veteran | | | | | |
| | | | | 23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955 | | | | | |
| Status | MVI | Print | Message | | | Status Change | Changed By | | |
| Active | Not | late | Not | parts | REF | ST | DIN | 06/18/2015 18:43 | vaausiam-victest31 |
| Status | MVI | Print | Message | | | Status Change | Changed By | | |
| Deactivated | Active | Cancelled | DEACTIVATED. | | | 06/18/2015 18:16:01 | vaausiam-victest31 | | |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | | | Deactivation Reason | | |
| Lost | | | | | | | Identity Theft | | |
| Status | MVI | Print | Message | | | Status Change | Changed By | | |
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | | | 06/18/2015 18:16:03 | vaausiam-victest31 | | |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | | | Deactivation Reason | | |
| Lost | | | | | | | Identity Theft | | |

Figure 6-49: Identity Theft

6.5. Lost

6.5.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-50: VHIC Administrator Home screen; click Card Deactivation

6.5.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.

i ***NOTE:** If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

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



Figure 6-51: Help icon

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.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation
Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|---|--|
| Name Last Name <input type="text" value="WECK"/> First Name <input type="text" value="ASHLEY"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037314148"/> (format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

? Clear **Search**

Figure 6-52: Card Deactivation Enter Search Terms screen

6.5.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

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

Logged in as: **vaauusiam-victest31**

| Card Deactivation | | | | |
|---|--------------------|-------------|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
|  | ASHLEY WECK | XXX-XX-4148 | 3/25/1948 | MALE |

[?](#) [Back](#)

Figure 6-53: Card Deactivation Select Veteran screen

6.5.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Lost* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the **[Deactivate]** button to continue to the next step.

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

Logged in as: **vaauusiam-victest31**

| Card Deactivation | | | | |
|---|---------------------------------|--|--|--|
|  | Name ASHLEY WECK | | | |
| | Person ID 22355 | | | |
| | Member ID 2013070902 | | | |
| | ICN 1008532456V343881 | | | |
| | Plan ID 7346-243-588 | | | |
| | Date of Birth 3/25/1948 | | | |
| | Deactivation Reason Lost | | | |

[Back](#) [Deactivate](#)

Figure 6-54: Select Deactivation Reason screen

6.5.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the **[OK]** button on the pop up window to continue.



Figure 6-55: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

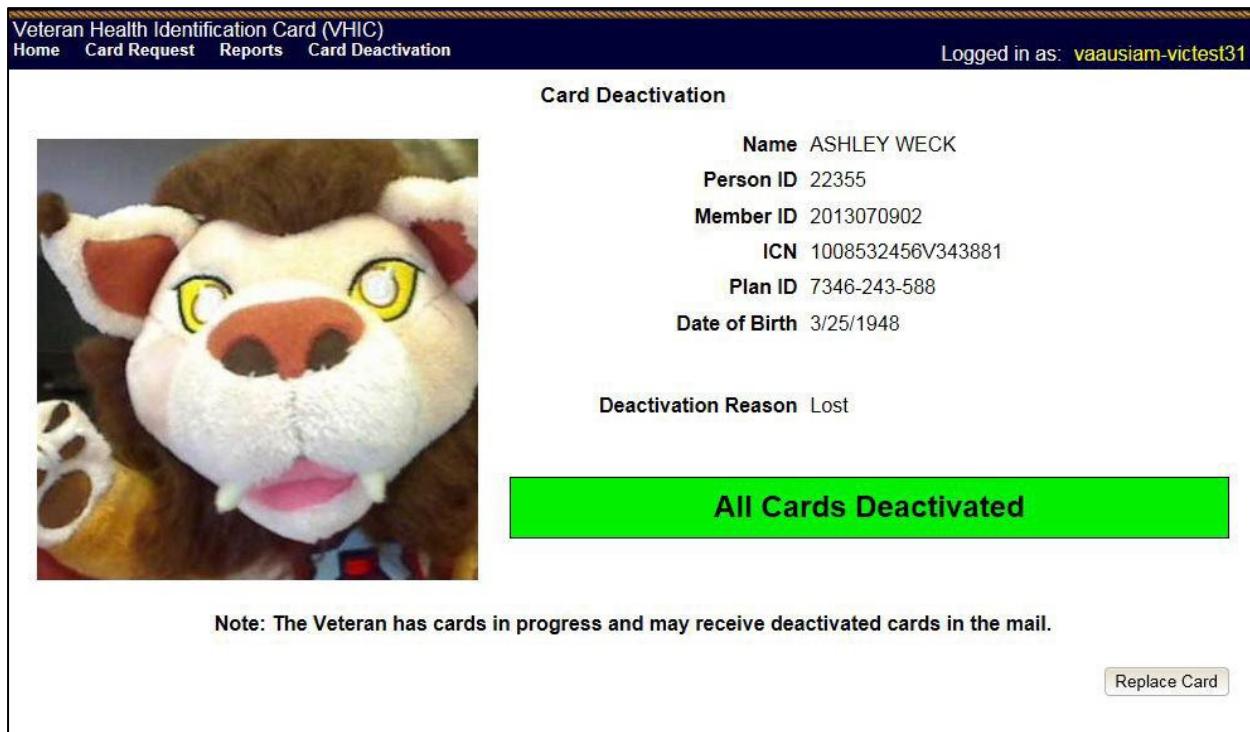


Figure 6-56: All Cards Deactivated - Lost

6.5.6. Request a Replacement Card

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances. Since *Lost* was the deactivation reason selected, the VHIC Admin is presented with the option to request a new card for the Veteran.

To request a replacement card, click the [**Replace a Card**] button.

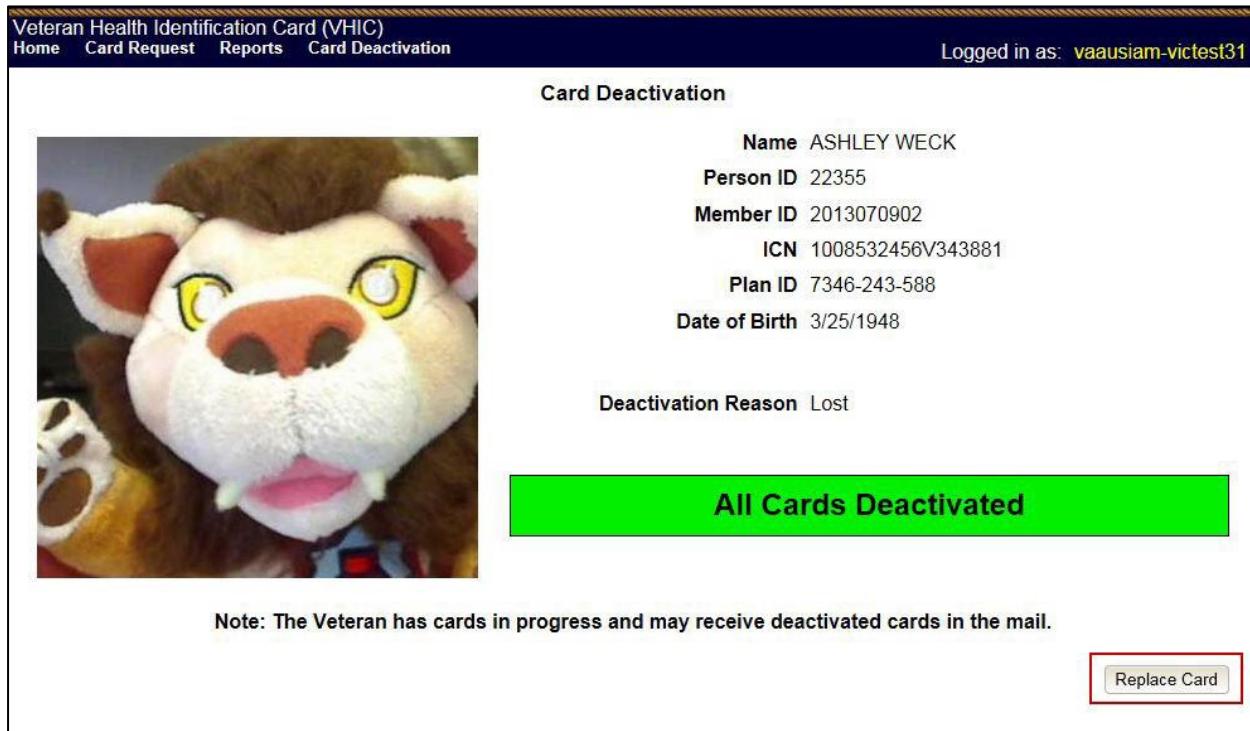


Figure 6-57: Replace Card

This will take the user to *Step 3: Capture Veteran Image* of the card request process.

Click [**Next**] to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

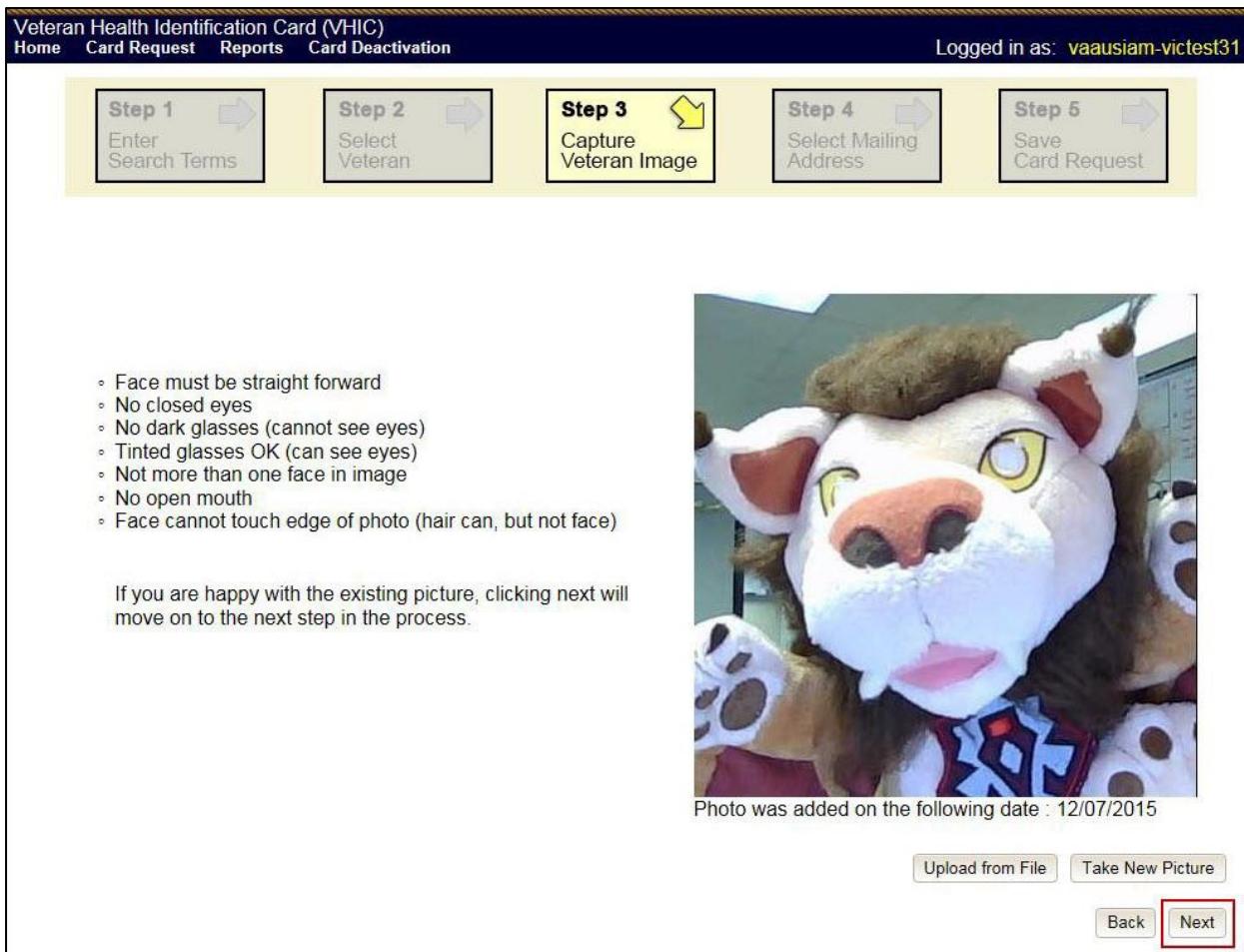


Figure 6-58: Step 3 Capture Veteran Image screen

6.5.7. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.



Figure 6-59: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

| Gender | Date of Birth | Service | Card Count |
|--------------|----------------|-------------------|-----------------|
| MALE | 03/25/1948 | YES | 25 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| CONFIRMED | YES | ELIGIBLE | YES |

Card ID: 6118



| Card Issuer | Last Changed Date | Last Changed By | Card Type |
|---------------------|---------------------|--------------------|----------------------|
| vaausiam-victest31 | 06/18/2015 | vaausiam-victest31 | VHIC |
| Date Card Requested | | Date of Mailing | Expiration Date |
| 06/18/2015 | | | 06/18/2025 |
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Deactivated | Unlinked | Cancelled |

| Picture Effective Date | Branch of Service | VISN | Facility |
|------------------------|-------------------|------|--|
| 06/18/2015 | ARMY | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | | Address Selected By Veteran |
| | | | 23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955 |

| Status | MVI | Print | Message | Status Change | Changed By |
|---------|----------------|------------|-----------------|---------------------|--------------------|
| Pending | Not Correlated | No Started | REQUEST PENDING | 06/18/2015 12:19:41 | vaausiam-victest31 |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|--------|----------------|--------------------|---------------------|---------------------|
| Deactivated | Active | Cancelled | DEACTIVATED. | 06/18/2015 14:09:34 | vaausiam-victest31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Stolen | | | Lost | | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------|----------------|---------------------------|---------------------|---------------------|
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 06/18/2015 14:09:36 | vaausiam-victest31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Stolen | | | Lost | | |

Figure 6-60: Card History Report - Lost

6.6. Other

6.6.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-61: VHIC Administrator Home screen; click Card Deactivation

6.6.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

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



Figure 6-62: Help icon

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.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation
Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|---|--|
| Name Last Name <input type="text" value="WECK"/> First Name <input type="text" value="ASHLEY"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037314148"/> (Format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

?

Clear

Search

Figure 6-63: Card Deactivation Enter Search Terms screen

6.6.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

| Card Deactivation | | | | |
|-------------------|-------------|-------------|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
| | ASHLEY WECK | XXX-XX-4148 | 3/25/1948 | MALE |

? Back

Figure 6-64: Card Deactivation Select Veteran screen

6.6.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select *Other* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu and enter the details as to why the cards for this Veteran need deactivated using up to 50 characters.

Click on the [Deactivate] button to continue to the next step.

| Card Deactivation | | | | |
|---------------------|------------------------------|-------------------|--|--|
| | Name | ASHLEY WECK | | |
| | Person ID | 22355 | | |
| | Member ID | 2013070902 | | |
| | ICN | 1008532456V343881 | | |
| | Plan ID | 7346-243-588 | | |
| | Date of Birth | 3/25/1948 | | |
| Deactivation Reason | Other | | | |
| Details | What is the meaning of life? | | | |

Back Deactivate

Figure 6-65: Select Deactivation Reason screen

6.6.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.

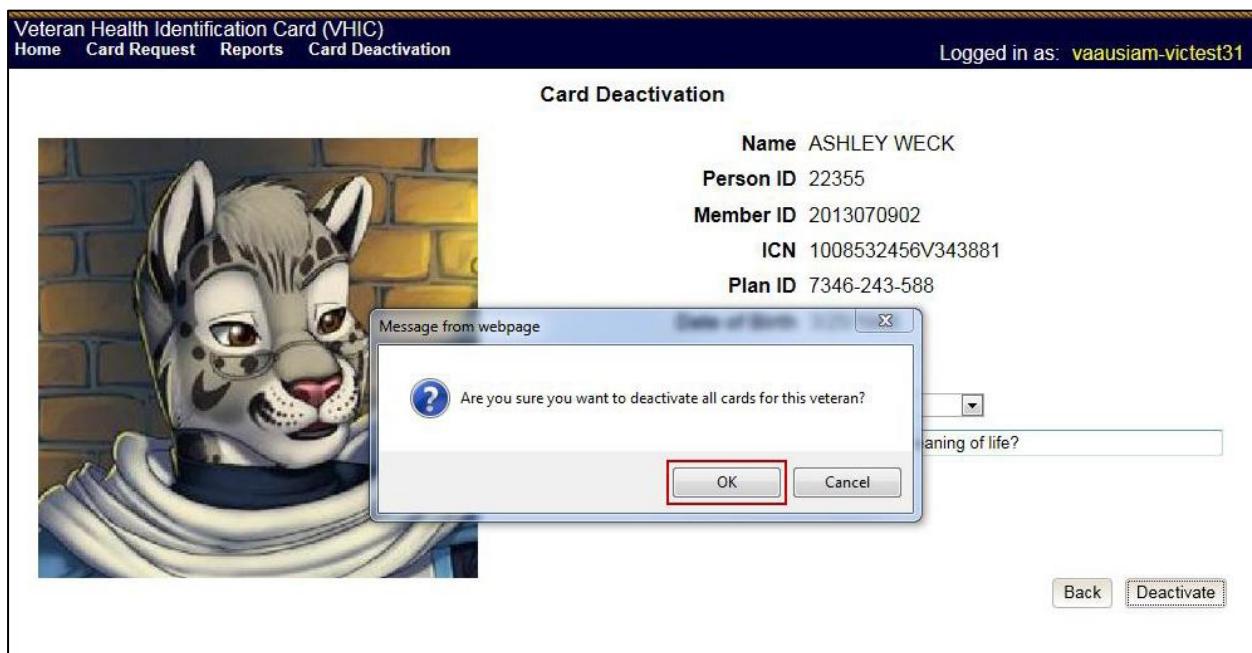


Figure 6-66: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Other* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

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

Logged in as: vaausiam-victest31

Card Deactivation



Name ASHLEY WECK
Person ID 22355
Member ID 2013070902
ICN 1008532456V343881
Plan ID 7346-243-588
Date of Birth 3/25/1948

Deactivation Reason Other
Details What is the meaning of life?

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

Figure 6-67: All Cards Deactivated - Other

6.6.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

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

Logged in as: vaausiam-victest31

| | | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|------------|--|--|
| Veteran | Card | Print Services | Auditing | | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | | |

Card History Report

Search Criteria

| | |
|-----------|--|
| Card ID | <input type="text"/> |
| Person ID | <input type="text" value="22355"/> 22355 |

Figure 6-68: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

| Gender | Date of Birth | Service | Card Count |
|--------------|----------------|-------------------|-----------------|
| MALE | 03/25/1948 | YES | 26 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| CONFIRMED | YES | ELIGIBLE | YES |

Card ID: 6120



| Card Issuer | Last Changed Date | Last Changed By | Card Type |
|--------------------|---------------------|--------------------|----------------------|
| vaausiam-victest31 | 06/18/2015 | vaausiam-victest31 | VHIC |
| Picture Requested | | Date of Mailing | Expiration Date |
| 06/18/2015 | | | 06/18/2025 |
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Deactivated | Unlinked | Cancelled |

| Picture Effective Date | Branch of Service | VISN | Facility |
|------------------------|-------------------|------|--|
| 06/18/2015 | ARMY | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | | Address Selected By Veteran |
| | | | 23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955 |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------------|-------------|--------------------------|---------------------|--------------------|
| Pending | Not Correlated | Not Started | REQUEST PENDING | 06/18/2015 15:06:56 | vaausiam-victest31 |
| Status | MVI | Print | Message | Status Change | Changed By |
| Deactivated | Active | Cancelled | DEACTIVATED | 06/18/2015 15:09:20 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Lost | | | | Stolen | |
| Status | MVI | Print | Message | Status Change | Changed By |
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED | 06/18/2015 15:09:22 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Lost | | | | Stolen | |

Figure 6-69: Card History Report - Other

6.7. Stolen

6.7.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-70: VHIC Administrator Home screen; click Card Deactivation

6.7.2. 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, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB, and SSN.

i ***NOTE:** If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

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



Figure 6-71: Help icon

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.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation
Logged in as: vaausiam-victest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

| | |
|---|--|
| Name Last Name <input type="text" value="WECK"/> First Name <input type="text" value="ASHLEY"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="checkbox"/> Male Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text" value="037314148"/> (format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

?

Clear

Search

Figure 6-72: Card Deactivation Enter Search Terms screen

6.7.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, 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.

| Card Deactivation | | | | |
|-------------------|-------------|-------------|-----------|--------|
| Picture | Full Name | SSN | DOB | Gender |
| | ASHLEY WECK | XXX-XX-4148 | 3/25/1948 | MALE |

[?](#) [Back](#)

Figure 6-73: Card Deactivation Select Veteran screen

6.7.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select *Stolen* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the **[Deactivate]** button to continue to the next step.

| Card Deactivation | | | | |
|---|---------------------------------------|-------------------|--|--|
| | Name | ASHLEY WECK | | |
| | Person ID | 22355 | | |
| | Member ID | 2013070902 | | |
| | ICN | 1008532456V343881 | | |
| | Plan ID | 7346-243-588 | | |
| | Date of Birth | 3/25/1948 | | |
| Deactivation Reason | <input type="button" value="Stolen"/> | | | |
| Back Deactivate | | | | |

Figure 6-74: Select Deactivation Reason screen

6.7.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the **[OK]** button on the pop up window to continue.

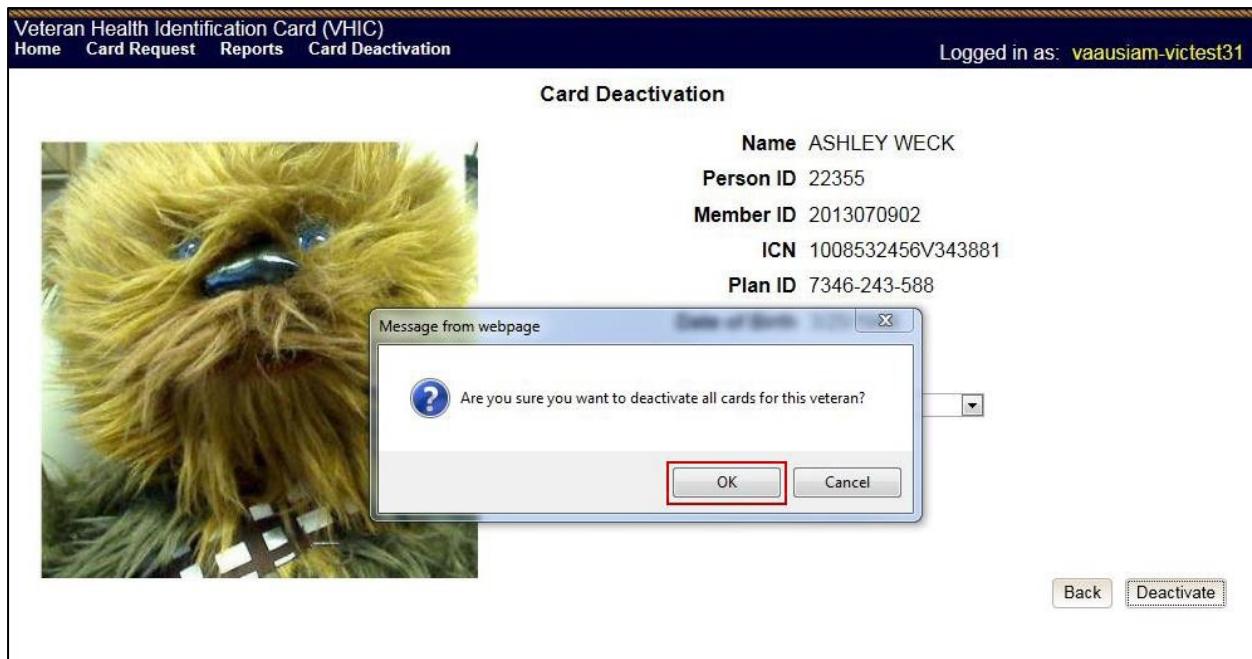


Figure 6-75: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

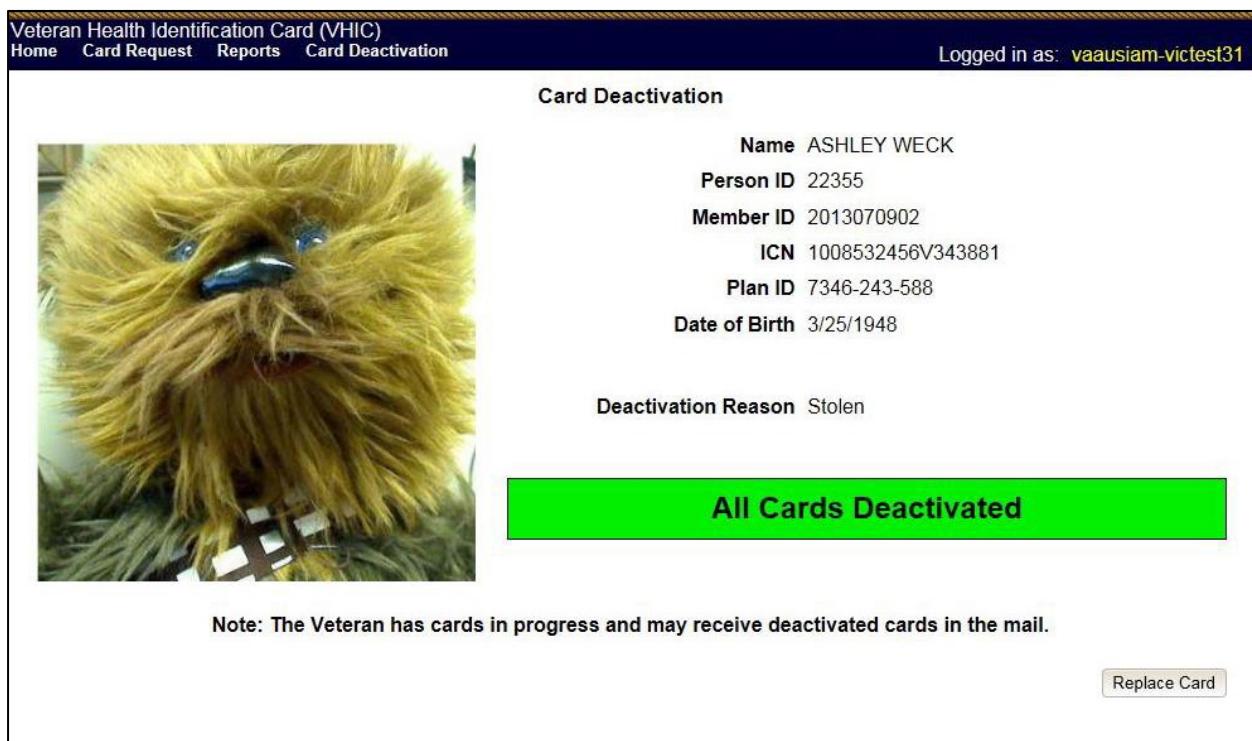


Figure 6-76: All Cards Deactivated - Stolen

6.7.6. Request a Replacement Card

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances. Since *Stolen* was the deactivation reason selected, the VHIC Admin is presented with the option to request a new card for the Veteran.

To request a replacement card, click the [Replace a Card] button.

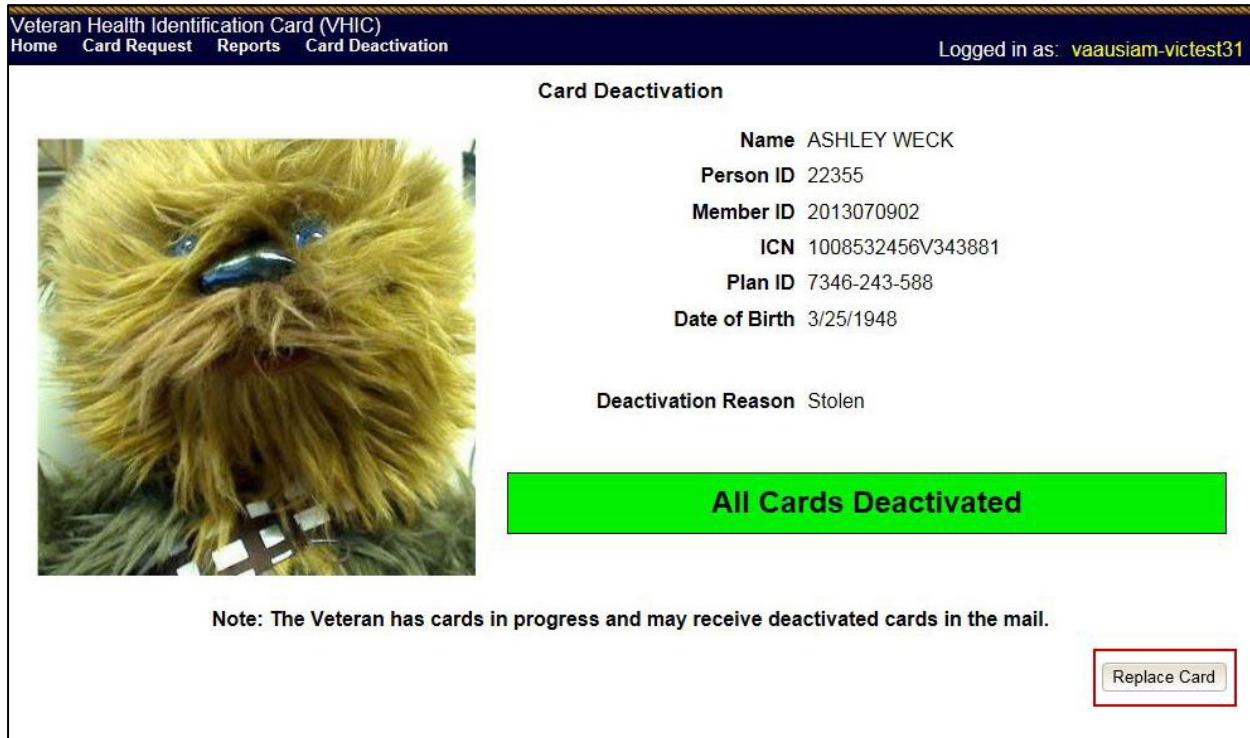


Figure 6-77: Replace Card

This will take the user to *Step 3: Capture Veteran Image* of the card request process.

Click [Next] to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

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

Logged in as: vaausiam-victest31

Step 1 → **Step 2** → **Step 3** **Step 4** → **Step 5** →

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 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.



Photo was added on the following date : 12/07/2015

Figure 6-78: Step 3 Capture Veteran Image screen

6.7.7. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

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

Logged in as: vaausiam-victest31

| | | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|------------|--|--|
| Veteran | Card | Print Services | Auditing | | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | | |

Card History Report

Search Criteria

| | | |
|-----------|---|--|
| Card ID | <input type="text"/> | |
| Person ID | <input style="border: 2px solid red;" type="text" value="22355"/> | |

Figure 6-79: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

| Gender | Date of Birth | Service | Card Count |
|--------------|----------------|-------------------|-----------------|
| MALE | 03/25/1948 | YES | 26 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| CONFIRMED | YES | ELIGIBLE | YES |

Card ID: 6120



| Card Issuer | Last Changed Date | Last Changed By | Card Type |
|---------------------|---------------------|--------------------|----------------------|
| vaausiam-victest31 | 06/18/2015 | vaausiam-victest31 | VHIC |
| Date Card Requested | Date of Mailing | Expiration Date | |
| 06/18/2015 | | 06/18/2025 | |
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Deactivated | Unlinked | Cancelled |

| Picture Effective Date | Branch of Service | VISN | Facility |
|------------------------|-------------------|------|--|
| 06/18/2015 | ARMY | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | | Address Selected By Veteran |
| | | | 23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955 |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------------|-------------|---------------------------|---------------------|--------------------|
| Pending | Not Correlated | Not Started | REQUEST PENDING | 06/18/2015 15:06:56 | vaausiam-victest31 |
| Status | MVI | Print | Message | Status Change | Changed By |
| Deactivated | Active | Cancelled | DEACTIVATED. | 06/18/2015 15:09:20 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Lost | | | | Stolen | |
| Status | MVI | Print | Message | Status Change | Changed By |
| Deactivated | Unlinked | Cancelled | MVI CORRELATION UNLINKED. | 06/18/2015 15:09:22 | vaausiam-victest31 |
| Replacement Reason | Hold Reason(s) | | Print Error Reason | Deactivation Reason | |
| Lost | | | | Stolen | |

Figure 6-80: Card History Report - Stolen

7. 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 (VHIC 4.6) User Guide - Volume 2 - Reports** document.

8. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identity Card (VHIC 4.6) User Guide - Volume 4 - Troubleshooting** document.

9. Appendix A: VHIC Roles

| Function | VHIC Role | | | | | |
|--|---------------|--------------------------------|------------|-----------|---------|----------------|
| | Administrator | Technical Administrator Tier 3 | Supervisor | Associate | Auditor | Read-Only User |
| CARD REQUESTS | | | | | | |
| Request Cards | X | X | X | X | | |
| Deactivate Cards | X | | | | | |
| REPORTS | | | | | | |
| Veteran (Direct Search) | | | | | | |
| Basic (<i>no national option</i>) | X | X | X | X | X | X |
| Card Request Totals (Card - Request Totals) | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | X |
| Facility | X | X | X | X | X | X |
| Card Status - MVI Status Report (Card - Status) | | | | | | |
| 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 | |
| Unlinked | X | X | | | X | |
| Facility | | | | | | |
| Active | X | X | X | X | X | |
| Not Correlated | X | X | X | X | X | |

| Function | Administrator | Technical Administrator Tier 3 | Supervisor | Associate | Auditor | Read-Only User |
|--|---------------|--------------------------------|------------|-----------|---------|----------------|
| Rejected | X | X | X | X | X | |
| Unlinked | X | X | X | X | X | |
| Card Status - Card Status Report (Card - Status) | | | | | | |
| 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 | |
| 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 | |
| Card Status - Print Release Status Report (Card - Status) | | | | | | |
| National | | | | | | |

| Function | Administrator | Technical Administrator Tier 3 | Supervisor | Associate | Auditor | Read-Only User |
|---|---------------|--------------------------------|------------|-----------|---------|----------------|
| Cancelled | X | X | | | X | |
| Error | X | X | | | X | |
| Mailed | X | 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 | |
| Mailed | X | 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 | |
| Multiple Requests (Card - Multiple Requests) | | | | | | |
| Cards Requested | | | | | | |
| National | | X | X | | | X |

| Function | Administrator | Technical Administrator Tier 3 | Supervisor | Associate | Auditor | Read-Only User |
|--|---------------|--------------------------------|------------|-----------|---------|----------------|
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Cards Mailed | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Card History (Card - History) | | | | | | |
| Card ID | X | X | X | X | X | X |
| Person ID | X | X | X | X | X | X |
| Expiration (Card - Expiration) | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Replacement (Card - Replacement) | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Card Request Progress (Card - Request Progress) | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Card Scan/Swipe (Card - Scan/Swipe) | | | | | | |
| Card ID | X | X | X | | X | |
| Batch Progress (Print Services - Progress) | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Batch Error (Print Services - Error) | | | | | | |
| Pending Not Sent | | | | | | |

| 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 | |
| Not Acknowledged | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | | X | |
| Acknowledged Not Confirmed | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | | X | |
| Cards printed without Member ID (Print Services - No Member ID) | | | | | | |
| National | X | X | | | X | |
| VISN | X | X | | | X | |
| Facility | X | X | X | X | X | |
| Auditing | | | | | | |
| Basic (no national option) | X | X | X | | X | |

Template Revision History

| Date | Version | Description | Author |
|---------------|---------|--|----------------------|
| 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 |