

Veteran Health Identification Card (VHIC 4.9)

User Guide



Volume 1 - Card Request – All Users

September 2019

Department of Veterans Affairs

Office of Information and Technology (OI&T)

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
09/19/19	3	Updated to reflect changes to VHIC 4.9 functionality	Dawn Bryant
08/30/2019	2.4	Updated guide to match Style Guide	Robin Lee-Thorp
08/30/2018	2.3	As part of RTC Task# 808827, updated Alt text on four (4) revised images, re-ran TOCs, and checked pagination. Converted this document to a Section 508 compliant PDF.	Donnie Canham
08/23/2018	2.3	In Section 4, updated Figures 4-20, 4-21, 4-33, and 4-35 to include a message at the bottom of the figure window for how to delete the current MVI Value. This work was completed under RTC Task # 808827.	Dawn Bryant
04/20/2018	2.2	As part of new Section 4, entitled, "Proofing Veteran before Requesting a VHIC Card" added Alt text to all images and figures. Re-ran TOCs and fixed content/figure pagination issues in the Word document. Revision History number set to "2.2" and document converted to Section 508 compliant PDF for uploading, with Word document, to RTC Jazz Tools as well as SharePoint. Completed editing 04/11/2018 for 04/20/2018 delivery.	Donnie Canham
04/20/2018	2.2	Updated to reflect changes to Proofing process within MVI Toolkit, updated TOCs	Dawn Bryant
01/24/2018	2.1	Accepted all changes as approved on anomaly logs, re-paginated document, re-ran TOCs, and created Section 508 compliant PDF for uploading, with Word document, to RTC Jazz Tools as well as SharePoint.	Donnie Canham
01/19/2018	2.1	Re-paginated document. Readied document for creating Section 508 compliant PDF.	Donnie Canham
01/17/2018	2.1	Applied change from third anomaly log dated 011718 and e-mail direction from same date.	Donnie Canham
01/16/2018	2.1	Applied changes from second anomaly log dated 011618.	Donnie Canham
01/12/2018	2.1	Applied changes from first anomaly log dated 010418.	Donnie Canham
12/28/2017	2.1	Updated document images to include "Skip to Content" link where necessary. Re-ran TOCs, added Alt Text to all images and figures, and changed document date from "August 2017" to "January 2018." Updated Appendix entitled "VHIC Roles."	Donnie Canham

08/17/2017	2.0	After receiving documentation updates, re-completed steps from 08/08/17 Revision History entry. Also, fixed figure numbering transition between Figure 2-10 and Figure 2-12.	Donnie Canham
08/08/2017	2.0	Added Alt text to all images and figures. Accepted all changes remaining in document, re-ran TOCs, and fixed content/figure pagination issues in the Word document. Revision History number set to "2.0" and document converted to Section 508 compliant PDF as part of VHIC 4.8.	Donnie Canham
07/21/2017	2.0	Updated to include standard image for "Veteran Image."	Donnie Canham
07/18/2017	2.0	Updated with content and images for first draft for VHIC 4.8.	Donnie Canham
04/15/2017	1.7	Updated for VIP 2 Changes	Dawn Bryant
08/12/2016	1.6	Completed technical writer review of document. Ran Spelling and Grammar, added Alt text to all images, and re-ran TOCs.	Donnie Canham
08/10/2016	1.6	Updated content and Images for VHIC 4.7	Laja Geno
01/06/2016	1.5	Updated content and Images	Laja Geno
07/07/2015	1.4	Updated content and Images	Laja Geno
07/07/2015	1.3	Rebuilt to capture content overhaul to VHIC System and divided this guide into three separate parts	Laja Geno
05/20/2015	1.2	Updated Content and Images to reflect the Maintenance Releases	Laja Geno
01/13/2015	1.1	Updated content and Images	Laja Geno
09/18/2014	1.0	Rebuilt to capture content overhaul to VHIC System	Michele Custis

Table of Contents

1. Introduction	1
1.1. Purpose	1
1.2. Document Orientation	1
1.2.1. Organization of the Manual.....	1
1.2.2. Assumptions	2
1.2.3. Disclaimers	2
1.2.4. Documentation Conventions.....	3
1.3. Enterprise Service Desk and Organizational Contacts	3
2. Veteran Health Identification Card – What is it?.....	4
2.1. Accessing the VHIC Application.....	4
2.2. Browser	5
2.2.1. Browser Incompatibility Issue	5
2.3. Proper Navigation of the VHIC Application	5
2.4. Roles within VHIC	6
2.4.1. VHIC Associate.....	6
2.4.2. VHIC Supervisor	6
2.4.3. VHIC Administrator	7
2.4.4. VHIC Technical Administrator (Tier 3)	7
2.4.5. VHIC Auditor	7
2.4.6. VHIC Read-Only User.....	7
2.4.7. VHIC Card Replacement Enrollment Services Users	7
3. Getting Started	8
3.1. Single Sign-On Internal (SSOI)	8
3.2. Logging On.....	8
3.3. System Menu	8
3.3.1. VHIC Administrator and Technical Administrator Tier 3	9
3.3.2. VHIC Associate and Supervisor.....	9
3.3.3. VHIC Auditor and Read-Only User	10
3.4. VHIC System Status Banner	11
3.5. Changing User ID and Password	11
4. Proofing Veteran before Requesting a VHIC Card	11
4.1. Accessing the Identity Management Toolkit.....	11
4.1.1. Accessing the Identity Management Toolkit Directly	11
4.1.2. Accessing Identity Management Toolkit from within the VHIC Application	12
4.1.3. Logging out of Identity Management Toolkit	14
4.2. Proofing Process and Steps.....	15
4.2.1. Looking up the Veteran.....	16
4.2.2. Primary View.....	20
4.2.3. If Level of Assurance is Level 1 – Complete Proofing	20
4.2.4. If Level of Assurance is Level 2 – Continue to Issue VHIC.....	29

4.2.5. Proofing Task Opened in Error, Trait Edit Needed	30
5. Creating a VHIC Card – The Card Request Process	34
5.1. New VHIC: Veteran Level 2 Proofed through Identity Management Toolkit	35
5.1.1. Step 1: Enter Search Terms	35
5.1.2. Step 2: Select Veteran	37
5.1.3. Step 3: Capture Veteran Image	38
5.1.4. Step 4: Select Mailing Address	48
5.1.5. Status Section.....	50
5.1.6. Step 5: Save Card Request	50
5.2. New VHIC: Veteran has NOT been Level 2 Proofed through Identity Management Toolkit.....	53
5.2.1. Step 1: Enter Search Terms	53
5.2.2. Step 2: Select Veteran	55
5.2.3. Step 3: Capture Veteran Image	56
5.2.4. Step 4: Select Mailing Address	60
5.2.5. Status Section.....	62
5.2.6. Step 5: Save Card Request	63
5.3. Resuming an On Hold VHIC Request: Veteran NOT Level 2 Proofed Hold Reason ..	67
5.3.1. Step 1: Enter Search Terms	67
5.3.2. Step 2: Select Veteran	69
5.3.3. Reuse Existing Image	69
5.3.4. Step 4: Select Mailing Address	71
5.3.5. Status Section.....	73
5.3.6. Step 5: Save Card Request	73
5.4. Replacement VHIC: Veteran Level 2 Proofed through Identity Management Toolkit ..	78
5.4.1. Step 1: Enter Search Terms	78
5.4.2. Step 2: Select Veteran	80
5.4.3. Step 3: Capture Veteran Image	80
5.4.4. Step 4: Verify Identity Attributes.....	90
5.4.5. Status Section.....	92
5.4.6. Step 5: Save Card Request	95
5.5. Placing a Replacement VHIC Request On Hold Manually: Veteran Level 2 Proofed ..	97
5.5.1. Step 1: Enter Search Terms	97
5.5.2. Step 2: Select Veteran	99
5.5.3. Reuse Existing Image	100
5.5.4. Step 4: Select Mailing Address	102
5.5.5. Status Section.....	104
5.5.6. Step 5: Save Card Request	107
5.6. On Hold Reasons Explained	109
5.6.1. Veteran Not Proofed	109
5.6.2. Enrollment Services Unavailable	110
5.6.3. Eligibility Pending.....	111
5.6.4. Bad Data – Other	112
5.7. Resuming an On Hold Replacement VHIC Request: Veteran Level 2 Proofed	113

5.7.1. Step 1: Enter Search Terms	113
5.7.2. Step 2: Select Veteran.....	114
5.7.3. Reuse Existing Image.....	115
5.7.4. Step 4: Select Mailing Address.....	116
5.7.5. Status Section.....	119
5.7.6. Step 5: Save Card Request	121
5.8. Requesting a VHIC for a Veteran within ten (10) days of a previous VHIC request ..	124
6. Card Deactivations.....	125
7. Reports.....	126
8. Troubleshooting	126

Table of Figures

Figure 2-1: Example of what the VHIC looks like	4
Figure 2-2: VHIC Navigation Buttons	5
Figure 2-3: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu.....	6
Figure 2-4: VHIC Associate and VHIC Supervisor menu.....	6
Figure 2-5: VHIC Auditor and VHIC Read-Only User menu.....	6
Figure 3-1: SSOi Login Screen	8
Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen..	9
Figure 3-3: VHIC Associate and VHIC Supervisor Home screen.....	10
Figure 3-4: VHIC Auditor and VHIC Read-Only User Home screen.....	10
Figure 3-5: VHIC System Status Banner	11
Figure 4-1: Identity Management Toolkit SSOi Logon Screen.....	12
Figure 4-2: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink	13
Figure 4-3: Step 5 - Save Card Request with Identity Management Toolkit hyperlink	14
Figure 4-4: Log Off link located in the menu bar	14
Figure 4-5: Log Off link located in the Navigation pane.....	15
Figure 4-6: Identity Management Toolkit Idle message	15
Figure 4-7: Identity Management Toolkit Search Screen	16
Figure 4-8: Identity Management Toolkit Quick Search with Traits	17
Figure 4-9: Identity Management Toolkit Quick Search - MVI Search Results.....	17
Figure 4-10: Identity Management Toolkit Quick Search with ICN.....	18
Figure 4-11: Identity Management Toolkit Search Screen; Click Search	18
Figure 4-12: Identity Management Toolkit Search For Person screen.....	19
Figure 4-13: Identity Management Toolkit Search For Person screen; Click Search.....	19
Figure 4-14: Identity Management Toolkit Primary View Screen.....	20
Figure 4-15: Tasks/Requests tab highlighted	21
Figure 4-16: Tasks/Requests screen; click Proofing Tab	21
Figure 4-17: New Proofing Task Button Selected	21
Figure 4-18: Identification Confirmation Message.....	22
Figure 4-19: Task Details screen; Click Person Verification	22

Figure 4-20: Identity Management Toolkit Person Verification screen.....	23
Figure 4-21: Data Review Tab Trait Verification.....	24
Figure 4-22: Data Verification Indicator	24
Figure 4-23: Verification Document Instruction	25
Figure 4-24: Verification Document Section; Enter document details.....	26
Figure 4-25: Task Complete Pop Up Message	26
Figure 4-26: Person Verification Updated Message	27
Figure 4-27: Refresh View button.....	27
Figure 4-28: Task/Request Tab; Resolved Tasks	28
Figure 4-29: The Veteran's ICN is highlighted.....	28
Figure 4-30: Step 1: Enter Search Terms - ICN has been entered.....	29
Figure 4-31: The Veteran's ICN is highlighted.....	29
Figure 4-32: Step 1: Enter Search Terms - ICN has been entered.....	30
Figure 4-33: Person Verification Task; Trait Edit Needed.....	31
Figure 4-34: Processing Error Message	31
Figure 4-35: Person Verification; Task Notes Tab Selection	32
Figure 4-36: Unassign Person Verification Task	33
Figure 5-1: Card Request Navigation Bar.....	34
Figure 5-2: Navigation Bar Step appearance by state	34
Figure 5-3: Enter Search Terms screen	36
Figure 5-4: Help icon	36
Figure 5-5: Enter Search Terms screen	37
Figure 5-6: Select Veteran screen	37
Figure 5-7: Capture Veteran Image screen.....	38
Figure 5-8: Capture Veteran Image screen – Take New Picture	39
Figure 5-9: Capture Veteran Image screen – Capture Image	40
Figure 5-10: Capture Veteran Image screen – Accept new photo; click Next.....	41
Figure 5-11: Capture Veteran Image screen – Upload from File	42
Figure 5-12: Capture Veteran Image screen – Upload photo; click Browse.....	43
Figure 5-13: Capture Veteran Image screen – Upload photo; click Upload	44
Figure 5-14: Capture Veteran Image screen – Edit photo; click Next	45
Figure 5-15: Capture Veteran Image screen – Reuse Existing Photo; click Next	46
Figure 5-16: Capture Veteran Image screen – Reuse Existing Photo; click OK	47
Figure 5-17: Select Mailing Address screen.....	48
Figure 5-18: Save Card Request review screen	50
Figure 5-19: Branch of Service Selection	51
Figure 5-20: New Card Request Submitted	52
Figure 5-21: Help icon	53
Figure 5-22: Enter Search Terms screen	54
Figure 5-23: Select Veteran screen	55
Figure 5-24: Step 3 - Capture Veteran Image screen	56
Figure 5-25: Capture Veteran Image screen – Take New Picture	57
Figure 5-26: Capture Veteran Image screen – Capture Image	58
Figure 5-27: Capture Veteran Image screen – Accept new photo; click Next	59

Figure 5-28: Select Mailing Address screen.....	61
Figure 5-29: Save Card Request review screen	63
Figure 5-30: Branch of Service Selection	64
Figure 5-31: Card Request Saved on Hold – Veteran Not Prooferd.....	66
Figure 5-32: Help icon	67
Figure 5-33: Enter Search Terms screen	68
Figure 5-34: Select Veteran screen	69
Figure 5-35: Capture Veteran Image screen – Reuse Existing Photo; click Next.....	69
Figure 5-36: Capture Veteran Image screen – Reuse Existing Photo; click OK	70
Figure 5-37: Select Mailing Address screen.....	71
Figure 5-38: Branch of Service Selection	74
Figure 5-39: Saving a VHIC Card in Hold Status	74
Figure 5-40: On Hold Pop Up Reminder	75
Figure 5-41: Save Card Request review screen; click Submit.....	76
Figure 5-42: Card Request Submitted.....	77
Figure 5-43: Help icon	78
Figure 5-44: Enter Search Terms screen	79
Figure 5-45: Select Veteran screen	80
Figure 5-46: Step 3 - Capture Veteran Image screen	80
Figure 5-47: Capture Veteran Image screen – Take New Picture	81
Figure 5-48: Capture Veteran Image screen – Capture Image	82
Figure 5-49: Capture Veteran Image screen – Accept new photo; click Next.....	83
Figure 5-50: Capture Veteran Image screen – Upload from File	84
Figure 5-51: Capture Veteran Image screen – Upload photo; click Browse.....	85
Figure 5-52: Capture Veteran Image screen – Upload photo; click Upload	86
Figure 5-53: Capture Veteran Image screen – Edit photo; click Next	87
Figure 5-54: Capture Veteran Image screen – Reuse Existing Photo; click Next.....	88
Figure 5-55: Capture Veteran Image screen – Reuse Existing Photo; click OK	89
Figure 5-56: Select Mailing address screen	90
Figure 5-57: Card Request Status section.....	92
Figure 5-58: Replacement Reason drop-down list	93
Figure 5-59: Poor Quality Replacement Reasons	93
Figure 5-60: Damaged Replacement Reasons	93
Figure 5-61: Incorrect Information Replacement Reasons	94
Figure 5-62: Save Card Request review screen	95
Figure 5-63: Branch of Service Selection	96
Figure 5-64: Replacement Card Request Submitted	97
Figure 5-65: Help icon	98
Figure 5-66: Enter Search Terms screen	99
Figure 5-67: Select Veteran screen	99
Figure 5-68: Capture Veteran Image screen – Reuse Existing Photo; click Next.....	100
Figure 5-69: Capture Veteran Image screen – Reuse Existing Photo; click OK	101
Figure 5-70: Select Mailing Address screen.....	102
Figure 5-71: Card Request Status section.....	104

Figure 5-72: Replacement Reason drop-down list	104
Figure 5-73: Poor Quality Replacement Reasons	105
Figure 5-74: Damaged Replacement Reasons	105
Figure 5-75: Incorrect Information Replacement Reasons	106
Figure 5-76: Save Card Request review screen	107
Figure 5-77: Replacement Card Request Saved On Hold	109
Figure 5-78: Veteran Not Proofed Warning message on Step 4: Select Mailing Address	110
Figure 5-79: Reason for Hold: Veteran Not Proofed	110
Figure 5-80: Card Request Status: On Hold - Veteran Not Proofed	110
Figure 5-81: Reason for Hold: Enrollment Unavailable	111
Figure 5-82: Reason for Hold: Eligibility Pending	111
Figure 5-83: Reason for Hold: Bad Data – Name Spelled Wrong	112
Figure 5-84: Card Request Status: Replacement on Hold - Bad Data: Name Spelled Wrong	112
Figure 5-85: Reason for Hold: Bad Data Unchecked	112
Figure 5-86: Help icon	113
Figure 5-87: Enter Search Terms screen	114
Figure 5-88: Select Veteran screen	114
Figure 5-89: Capture Veteran Image screen – Reuse Existing Photo; click Next	115
Figure 5-90: Capture Veteran Image screen – Reuse Existing Photo; click OK	116
Figure 5-91: Select Mailing Address screen	117
Figure 5-92: Card Request Status section	119
Figure 5-93: Replacement Reason drop-down list	120
Figure 5-94: Poor Quality Replacement Reasons	120
Figure 5-95: Damaged Replacement Reasons	120
Figure 5-96: Incorrect Information Replacement Reasons	121
Figure 5-97: Save Card Request review screen; Uncheck Bad Data checkbox	122
Figure 5-98: Save Card Request review screen; click Submit	123
Figure 5-99: Replacement Card Request Submitted	124
Figure 5-100: Replacement Card has been requested within the past 10 days	125

Table of Tables

Table 1: Documentation Symbols and Descriptions	3
Table 2: Enterprise Service Desk Contact Information	4
Table 3: Who can process a card request?	34

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 a Veteran Health Identification Card request 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.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into four sections to allow you to obtain quickly 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 step-by-step details of how to complete the Identity Proofing process 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 explains the process involved with creating a VHIC for a Veteran. A step-by-step process will navigate the VHIC Associate through the screens in the VHIC application. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the correct address is used, and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

The sixth section covers how to request card deactivation all of the VHICs for a specific Veteran.

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.

1.2.2. Assumptions

This guide has been 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 a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. 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.

1.2.3.2. 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.

1.2.4. 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

Symbol	Description
	NOTE: 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.

1.3. Enterprise Service Desk and Organizational Contacts

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: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1 When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

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 that 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. This process is explained in the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 4 - Troubleshooting** document.

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 2-2: VHIC Navigation Buttons

The VHIC user can also navigate to the different features 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 2-3: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu



Figure 2-4: VHIC Associate and VHIC Supervisor menu



Figure 2-5: 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 to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then 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 a card request and resolving card request issues. Associates have the ability to create a card request 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 a card request and have access to most available reports (excluding national versions).

2.4.3. VHIC Administrator

The VHIC Administrator role is reserved for the VHIC Business (HEC) team members 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 a card request, manage 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 Administrator. Technical Administrators (Tier 3) have the ability to create a card request 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 a card request 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 a card request but does have access to a limited number of reports.

2.4.7. VHIC Card Replacement Enrollment Services Users

The VHIC Card Replacement User role shall be assigned to Enrollment System (ES) users with limited access to the VHIC System. The VHIC Card Replacement user does not have the ability to create a new card request but does have access to the Card Replacement functionality.

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*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

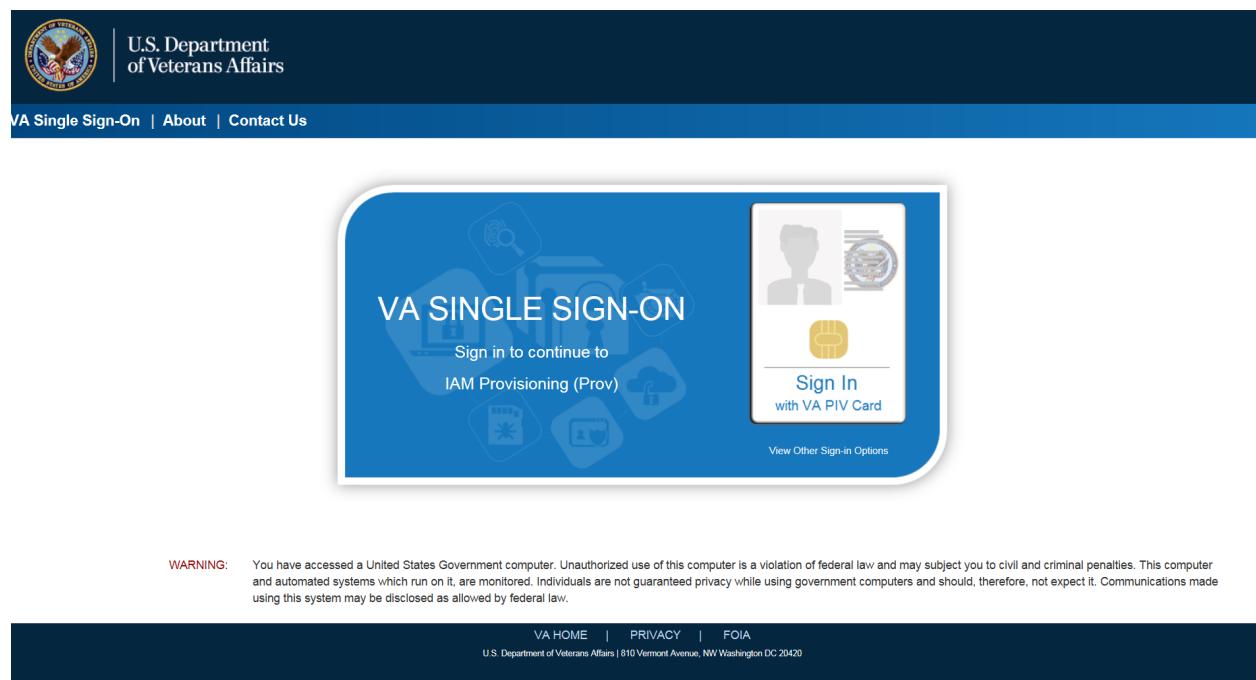


Figure 3-1: SSOi Login Screen

3.2. Logging On

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 to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

3.3. System Menu

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

3.3.1. 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 Request**, **Reports** and **Card Management**. 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

3.3.2. VHIC Associate and Supervisor

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



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

3.3.3. VHIC Auditor and Read-Only User

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



Figure 3-4: VHIC Auditor and VHIC Read-Only User Home screen

3.4. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime.



Figure 3-5: VHIC System Status Banner

3.5. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; Contact the Enterprise Service Desk at (855) 673-4357, option 1 (Account or Password Reset), then option 1.

4. Proofing Veteran before Requesting a VHIC Card

4.1. Accessing the Identity Management Toolkit

4.1.1. Accessing the Identity Management Toolkit Directly

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 the URL in the next section entitled “SSOi.”

4.1.1.1. SSOi

SSOi: <https://mvitkssoi-prod.aac.va.gov/imdquiWeb/login.do>

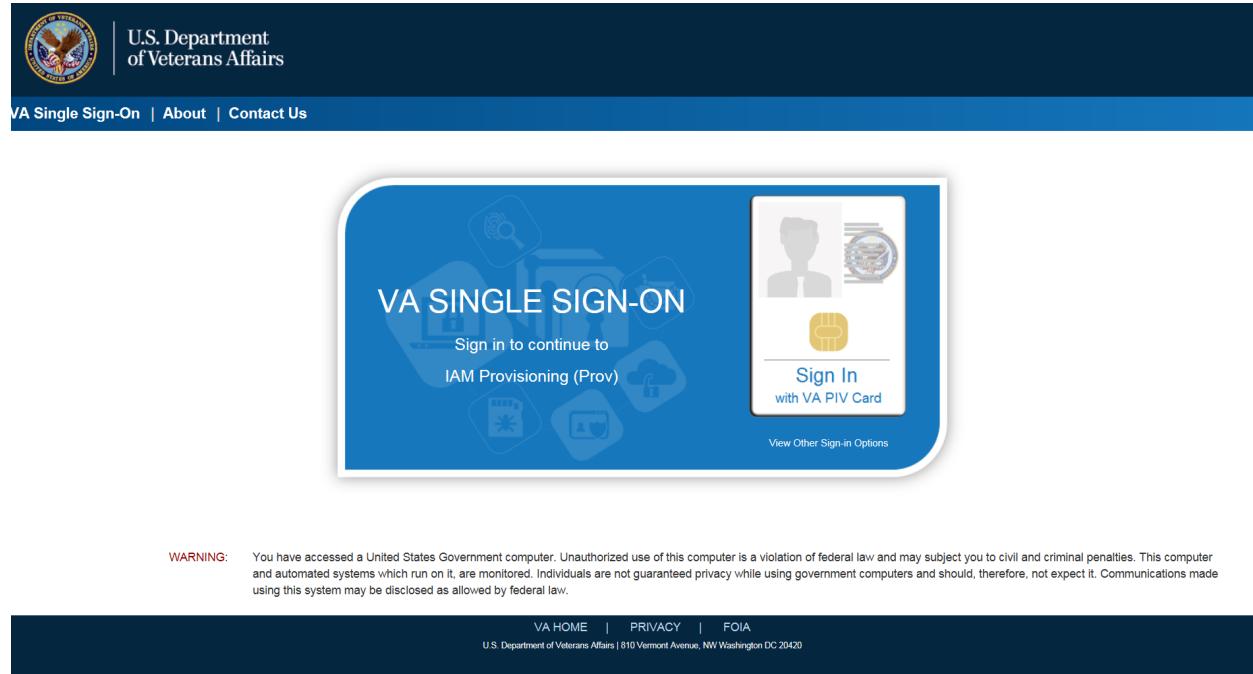


Figure 4-1: Identity Management Toolkit SSOi Logon Screen

The URLs are case sensitive – they 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.

4.1.2. Accessing Identity Management Toolkit from within the VHIC Application

4.1.2.1. Step 1 of the VHIC Application

When the VHIC user starts the Card Request process, they will see a message on Step 1: Enter Search Terms. “**IMPORTANT: Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open [Identity Management Toolkit](#) in another window)**”

The VHIC user can click on the blue words “[Identity Management Toolkit](#)” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Management](#) [Skip to Content](#)
 Logged in as: [REDACTED]

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
[\(Click here to open Identity Management Toolkit in another window\)](#)

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

Figure 4-2: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink

4.1.2.2. Step 5 of the VHIC Application

The VHIC user will also see a message at the bottom of the Step 5: Save Card Request AFTER a card request has been saved on hold due to *Veteran Not Proven*.

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.
 Follow the steps below:

1. Copy the Veteran's ICN above and click here to open the [Identity Management Toolkit](#) in another window.
2. Complete Proofing for the Veteran in Identity Management Toolkit.
3. Enter the Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

The VHIC user can click on the blue words “[Identity Management Toolkit](#)” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Skip to Content
Logged in as:
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 N	Card Number 6855
	Medal of Honor N	Member ID
	Purple Heart N	ICN 1012894961V780816
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
Name as it will appear on card: JIM BENSON	Date of Birth 10/10/1951	Expiration Date

Address card will be mailed to:
ATLANTA VAMC
1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Card Status Saved On Hold
Card Request Date 07/05/2017

Replacement Reason:
Not a replacement card

Veteran Declines Branch of Service Logo

Reason for Hold:
Veteran not proofed

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.
Follow the steps below:
1. Copy the Veteran's ICN above and click here to open the [Identity Management Toolkit](#) in another window.
2. Complete Proofing for the Veteran in Identity Management Toolkit.
3. Enter Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

Figure 4-3: Step 5 - Save Card Request with Identity Management Toolkit hyperlink

4.1.3. Logging out of Identity Management Toolkit

To Log Off:

5. Click **Log off** in the menu bar. You can log off from most of the pages except the logon screen. Logoff is also available from the Navigation Bars.



Figure 4-4: Log Off link located in the menu bar

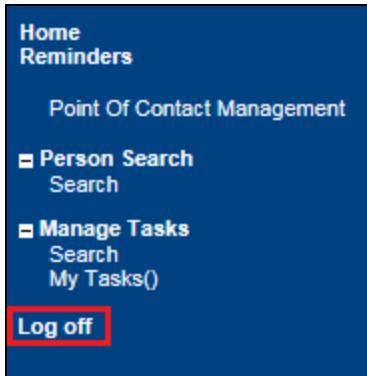


Figure 4-5: Log Off link located in the Navigation pane

6. IdM TK has a built-in idle feature. After 60 minutes of inactivity, the idle warning message is displayed as seen in *Figure 4-6: Identity Management Toolkit Idle message*. Enter your password and click **Submit**. After you log back on, you are returned to the screen you were previously working on. If you do not have a password, exit the browser and log in through VHIC link/SSOi again.

A screenshot of a modal dialog box titled "Identity Management Toolkit Idle message". The message text reads: "Your session has been idle. Please re-enter your password or you will be logged out of the Toolkit." Below the message are two input fields: "User Name" containing "VHAISPLEVINI" and "Password". At the bottom are two buttons: "Submit" and "Logoff".

Figure 4-6: Identity Management Toolkit Idle message

4.2. Proofing Process and Steps

This section will give the VHIC user the step-by-step details of the proofing process in the Identity Management Toolkit.

4.2.1. Looking up the Veteran

When you first log into the **Identity Management Toolkit** application, you will be able to search for the Veteran by either entering the *Veteran's ICN* or their *Identity traits* in the **Quick Search** section. You can also click on the **[Search]** link on the left side of the screen to be taken to the full identity traits search page to enter more traits as needed.

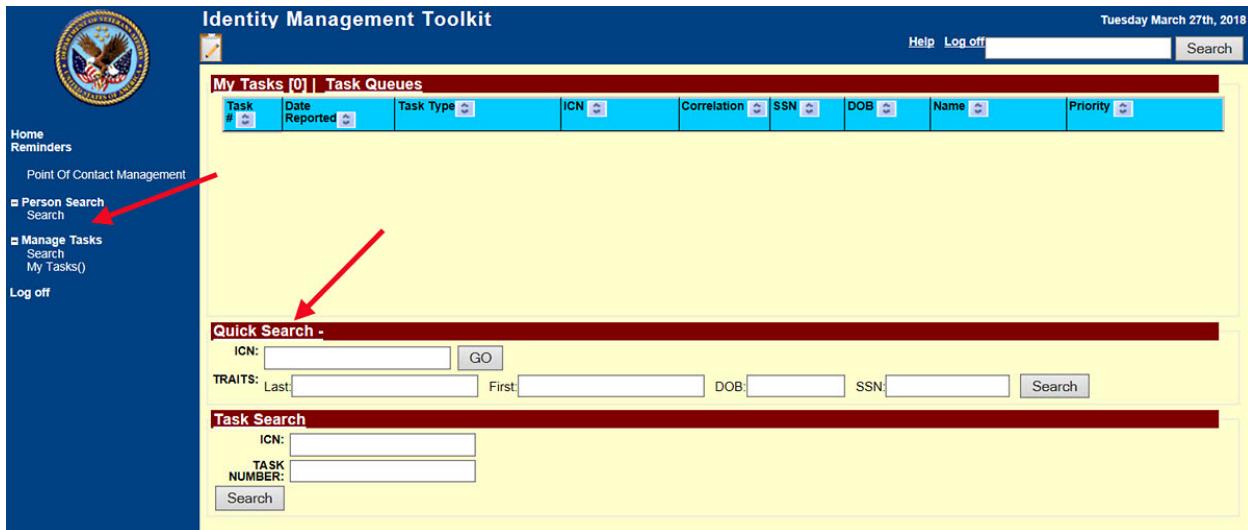


Figure 4-7: Identity Management Toolkit Search Screen

4.2.1.1. Quick Search

4.2.1.1.1. Quick Search with Identity Traits

Enter the Identity Traits for the Veteran that you want to start an Identity Proofing for. Once you have entered the traits and click the **[Search]** button.

My Tasks [0] | Task Queues

Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority

Quick Search -

ICN: GO

TRAITS: Last: MVIPATIENT First: THREE DOB: 02261992 SSN: 666111128

Task Search

ICN:

TASK NUMBER:



Figure 4-8: Identity Management Toolkit Quick Search with Traits

MVI requires at least two additional traits other than middle name for a valid search and will take you the *Primary View* screen for the Veteran located. More details will be provided in the section entitled Primary View.

Identity Management Toolkit Tuesday March 27th, 2018

Help Log off Search

Primary View Tasks(0)/Requests(#) Correlations(#)

ICN 1013020501V903479 ID STATE: PERMANENT

Name: MVIPATIENT, MISS THREE MIDDLE
SSN: 666-11-1128 SSN Verification Status:

Create OVR Task Level of Assurance: **1**

PRIMARY VIEW DATA - Updated: DEC 18, 2017@15:44:06

Field Name	Value	Authority Score
ICN	1013020501V903479	
ID State	PERMANENT	
Last Name	MVIPATIENT	
First Name	THREE	
Middle Name	MIDDLE	
Prefix	MISS	0
Suffix		
Preferred Name		
SSN	666-11-1128	
DOB	02/26/1992	
MBI		
Birth Sex	FEMALE	
Date of Death		
-- Source of Notification		
-- Notification Provider		
-- Supporting Document		
-- File Note		

Figure 4-9: Identity Management Toolkit Quick Search - MVI Search Results

4.2.1.1.2. Quick Search with ICN

Enter the *Veteran's ICN* in the *ICN* field then click the **[GO]** button. This will take you the *Primary View* screen for the selected Veteran as shown in the section entitled Primary View.

The screenshot shows the 'My Tasks [0] | Task Queues' page. At the top, there is a header bar with various search filters: Task #, Date Reported, Task Type, ICN, Correlation, SSN, DOB, Name, and Priority. Below this is a 'Quick Search -' section with an 'ICN:' input field containing '1013020501V903479' and a 'GO' button. A red arrow points from the text above to this 'GO' button. Further down is a 'TRAITS:' section with fields for Last, First, DOB, and SSN, followed by a 'Search' button. At the bottom is a 'Task Search' section with fields for ICN and Task Number, and a 'Search' button.

Figure 4-10: Identity Management Toolkit Quick Search with ICN

4.2.1.2. Person Search

When you are on the *Home* screen of the Identity Management Toolkit and you want to be able to enter more identity traits to search for the Veteran, click on the **Search** link on the left side of the screen.

The screenshot shows the 'Identity Management Toolkit' home screen. On the left, there is a sidebar with links: 'Home Reminders', 'Point Of Contact Management', 'Person Search' (with a red arrow pointing to it), 'Manage Tasks', and 'Log off'. The main area is titled 'My Tasks [0] | Task Queues' and contains the same search filters and sections as Figure 4-10. The 'Person Search' link in the sidebar is highlighted with a red arrow.

Figure 4-11: Identity Management Toolkit Search Screen; Click Search

This will take you to the *Search For Person* screen. On this screen you can either enter only the *Veteran's ICN* and click the **[Search]** button, or enter as many of the *Veteran's Identity Traits*

that you need in order to find the Veteran record that you are looking for and click the [Search] button.

If you are using a criteria-based search, the Last name plus two other fields (not including Middle Name) are required.

Search For Person

* IEN/Station Number / GO

* ICN

SSN

* Last Name

First Name

Middle Name

Date of Birth Month Day Year

Birth Sex

Mother's Maiden Name

POB City

POB State

Street Address
Line 1
Line 2
Line 3

City

State

Zip Code

Phone

* At least one of these fields is required. For criteria-based searches, Last Name plus two other fields (not including Middle Name) are required. Providing additional traits will improve your search results.

Figure 4-12: Identity Management Toolkit Search For Person screen

Once you have entered the search criteria for the Veteran you are looking for, click the [Search] button. This will take you the *Primary View* screen for the selected Veteran as shown below in section the section entitled Primary View.

Search For Person

* IEN/Station Number / GO

* ICN

SSN 666111128

* Last Name MVIPATIENT

First Name THREE

Middle Name

Date of Birth Month Day Year

Birth Sex

Mother's Maiden Name

POB City

POB State

Street Address
Line 1
Line 2
Line 3

City

State

Zip Code

Phone

* At least one of these fields is required. For criteria-based searches, Last Name plus two other fields (not including Middle Name) are required. Providing additional traits will improve your search results.

Figure 4-13: Identity Management Toolkit Search For Person screen; Click Search

4.2.2. Primary View

Once you have looked up the Veteran that you are searching for, you will be taken to the **Primary View Data** screen. Verify that the traits displayed in the *Primary View Data* section is correct and take note of the *Level of Assurance*.

Primary View Tasks(0)/Requests(#) Correlations(#)
Print
★ ICN 1013020501V903479 ID STATE: PERMANENT
Name MVIPATIENT, MISS THREE MIDDLE
SSN 666-11-1128 SSN Verification Status:
Create OVR Task

Level of Assurance: **1**

PRIMARY VIEW DATA - Updated: DEC 18, 2017@15:44:06

Field Name	Value	Authority Score
ICN	1013020501V903479	
ID State	PERMANENT	
Last Name	MVIPATIENT	
First Name	THREE	
Middle Name	MIDDLE	
Prefix	MISS	0
Suffix		
Preferred Name		
SSN	666-11-1128	
DOB	02/26/1992	
MBI		
Birth Sex	FEMALE	
Date of Death		
- Source of Notification		
- Notification Provider		
- Supporting Document		
- Date Last Updated		
- Entered By		
- Edited By		
- Status		
MMN		
TIN		
FIN		
File/Claim Number		
POB City	RIVERTON	0
POB State	VIRGINIA	0
POB Province		0
POB Country		
ID Interoperability Type		
Address Line 1	123 SESAME STREET	
Address Line 2		
Address Line 3		
City	RIVERTON	
State	VIRGINIA	
Zip Code	22630	
Province		
Country	UNITED STATES	
Postal Code		
Phone		
ID Theft		
Self Identified Gender Identity		

Alias

Name	SSN
------	-----

NO ALIASES FOUND

ICN Creation Data

Entered By:	PSIM
Date Entered:	DEC 18, 2017@15:33:15
Facility of Original Creation:	ENROLLMENT SYSTEM REDESIGN

Refresh View

Figure 4-14: Identity Management Toolkit Primary View Screen

4.2.3. If Level of Assurance is Level 1 – Complete Proofing

If the traits in the *Primary View* are correct and the *Level of Assurance* is displayed as **Level 1**,



click on the **1** or on the **Tasks/Requests** tab at the top of the screen to complete the proofing process. **NOTE:** You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC. If Identity Traits need to be updated, see your MVI POC.

Primary View Tasks(0)/Requests(#)

ICN 1013020501V903479 ID STATE: PERMANENT

Name MVIPATIENT, MISS THREE MIDDLE

SSN 666-11-1128 SSN Verification Status:

Create OVR Task

Level of Assurance: 1

Figure 4-15: Tasks/Requests tab highlighted

Once you are on the Tasks/Requests screen, click on the **Proofing Tab** button.

Primary View Tasks(0)/Requests(0) Correlations(#)

ICN 1013020501V903479 ID STATE: PERMANENT

Name MVIPATIENT, MISS THREE MIDDLE

SSN 666-11-1128 SSN Verification Status:

Lists Proofing

Active Tasks

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
THERE ARE NO ACTIVE TASKS.					

Related Requests(0)

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request Site	ICN	Name
THERE ARE NO RELATED REQUESTS.									

Figure 4-16: Tasks/Requests screen; click Proofing Tab

With the Proofing Tab selected, you will be able to see a list of all Verification Tasks (if any) and a list of Active Tasks for the selected ICN. In order to create a new Proofing Task, select the New Proofing Task button.

Primary View Tasks(0)/Requests(0) Correlations(#)

ICN 1013020501V903479 ID STATE: PERMANENT

Name MVIPATIENT, MISS THREE MIDDLE

SSN 666-11-1128 SSN Verification Status:

Lists Proofing

Verification Tasks

Task #	Date Reported	Task Type	Task Status	Caseworker
THERE ARE NO PROOFING TASKS.				

New Proofing Task

Active Tasks

Task #	Date Reported	Task Type	Task Status	Caseworker
THERE ARE NO ACTIVE TASKS.				

Figure 4-17: New Proofing Task Button Selected

You will see a pop-up reminder to confirm receipt of valid Identification for trait changes.

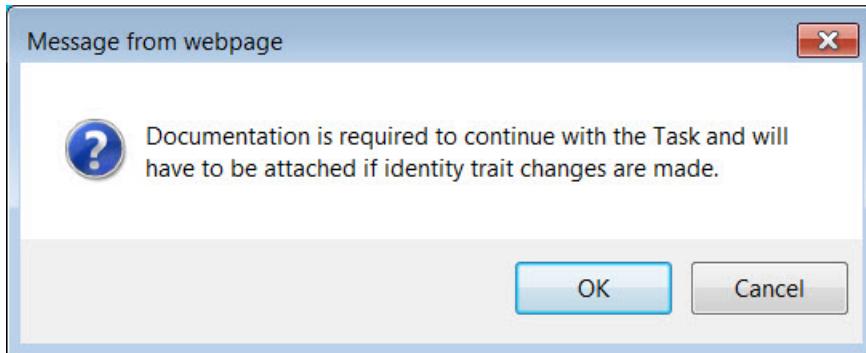


Figure 4-18: Identification Confirmation Message

Selecting “OK” creates a **Person Verification Task** and takes you to the **Task Details** screen. Now click on the **Person Verification** tab at the top of the screen in order to work the **Task**.

ICON	Source ID	Name	SSN	DOB	Pot Cat Edit
1013020501V903479 [P]	1013020501V903479^NI^200M^USVHA MVIPATIENT, MISS THREE MIDDLE	666-11-1128	02/26/1992		

Figure 4-19: Task Details screen; Click Person Verification

When you get to the **Person Verification** screen, you will see the Veteran’s information from the Primary View screen populated under **MVI Value** column. Notice that there are multiple tabs on the **Person Verification** screen. You will need to walk through and complete each tab in order to complete the **Person Verification** process.



NOTE: If any changes need to be made to the Veteran’s Identity Information, those changes will need to be updated before the proofing process can be completed.

Task Details		Resolved Tasks		Task Notes		Task Audit		Person Verification		Print																																															
★ Task # 671343511 Priority Task Type 1998 - PERSON VERIFICATION Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Task Lock Owner -VHIC				Date Reported 03/27/2018 13:54 Task Status ASSIGNED Date Resolved Caseworker -VHIC Time Spent 0 Days, 0 Hours, 0 Minutes Threshold Score																																																					
ICN 1013020501V903479 [P]		Source ID 1013020501V903479^NI^200M^USVHA		Name MVIPATIENT, MISS THREE MIDDLE		SSN 666-11-1128		DOB 02/26/1992		Pot Cat Edit																																															
PRIMARY VIEW DATA Updated: MAR 27, 2018@14:54:14 Check External Identity Verification Tool You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.																																																									
Data Review Documentation Approval																																																									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070C0; color: white;"> <th style="padding: 5px;">Field Name</th> <th style="padding: 5px;">MVI Value</th> <th style="padding: 5px;">Verify</th> <th style="padding: 5px;">New Value</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">ICN</td> <td style="padding: 5px;">1013020501V903479</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Last Name</td> <td style="padding: 5px;">MVIPATIENT</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">First Name</td> <td style="padding: 5px;">THREE</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Middle Name</td> <td style="padding: 5px;">MIDDLE</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Suffix</td> <td style="padding: 5px;"></td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">DOB</td> <td style="padding: 5px;">FEBRUARY 26,1992</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"> Month <input style="width: 40px;" type="text"/> Day <input style="width: 40px;" type="text"/> Year <input style="width: 40px;" type="text"/> </td> </tr> <tr> <td style="padding: 5px;">Birth Sex</td> <td style="padding: 5px;">FEMALE</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"> <input style="width: 100px;" type="text"/> </td> </tr> <tr> <td style="padding: 5px;">SSN</td> <td style="padding: 5px;">666111128</td> <td style="padding: 5px;"><input type="checkbox"/></td> <td style="padding: 5px;"></td> </tr> <tr> <td colspan="11" style="text-align: right; padding-top: 10px;"> Save Draft Submit </td> </tr> </tbody> </table>											Field Name	MVI Value	Verify	New Value	ICN	1013020501V903479	<input type="checkbox"/>		Last Name	MVIPATIENT	<input type="checkbox"/>		First Name	THREE	<input type="checkbox"/>		Middle Name	MIDDLE	<input type="checkbox"/>		Suffix		<input type="checkbox"/>		DOB	FEBRUARY 26,1992	<input type="checkbox"/>	Month <input style="width: 40px;" type="text"/> Day <input style="width: 40px;" type="text"/> Year <input style="width: 40px;" type="text"/>	Birth Sex	FEMALE	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>	SSN	666111128	<input type="checkbox"/>		Save Draft Submit										
Field Name	MVI Value	Verify	New Value																																																						
ICN	1013020501V903479	<input type="checkbox"/>																																																							
Last Name	MVIPATIENT	<input type="checkbox"/>																																																							
First Name	THREE	<input type="checkbox"/>																																																							
Middle Name	MIDDLE	<input type="checkbox"/>																																																							
Suffix		<input type="checkbox"/>																																																							
DOB	FEBRUARY 26,1992	<input type="checkbox"/>	Month <input style="width: 40px;" type="text"/> Day <input style="width: 40px;" type="text"/> Year <input style="width: 40px;" type="text"/>																																																						
Birth Sex	FEMALE	<input type="checkbox"/>	<input style="width: 100px;" type="text"/>																																																						
SSN	666111128	<input type="checkbox"/>																																																							
Save Draft Submit																																																									
• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.																																																									

Figure 4-20: Identity Management Toolkit Person Verification screen

Next you will need to verify the information in the **MVI Value** column with the information on the documents that were submitted for proof of identity.

Select the check box in the **Verify** column that corresponds to the appropriate trait. The cell in the **Verify** column will turn green to indicate that they have been authenticated. You do not need to select the verification box if there is no value for a trait in the **Primary View** such as the **Suffix** field in the below example. Once the traits are verified, you will have the options to **Submit**, or **Save a Draft** of your work.

Task Details						Resolved Tasks		Task Notes		Task Audit		Person Verification				Print																																													
★ Task # 671703954		Date Reported 03/30/2018 10:02				Task Status ASSIGNED		Priority		Date Resolved		Caseworker		Time Spent 0 Days, 0 Hours, 0 Minutes		Threshold Score																																													
Task Type 1998 - PERSON VERIFICATION		Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.				L-VHIC		Task Lock Owner		MVIPATIENT, MISS THREE MIDDLE		666-11-1128		02/26/1992		Pot Cat Edit																																													
ICN		Source ID		Name		SSN		DOB		Pot Cat		Edit																																																	
1013020501V903479 [P]		1013020501V903479^NI^200M^USVHA		MVIPATIENT, MISS THREE MIDDLE		666-11-1128		02/26/1992																																																					
PRIMARY VIEW DATA - Updated: MAR 30, 2018@11:02:01 Check External Identity Verification Tool																																																													
You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.																																																													
<div style="display: flex; justify-content: space-around;"> Data Review Documentation Approval </div>																																																													
<table border="1"> <thead> <tr> <th>Field Name</th> <th>MVI Value</th> <th>Verify</th> <th>New Value</th> </tr> </thead> <tbody> <tr> <td>ICN</td> <td>1013020501V903479</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>Last Name</td> <td>MVIPATIENT</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>First Name</td> <td>THREE</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>Middle Name</td> <td>MIDDLE</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>Suffix</td> <td></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>DOB</td> <td>FEBRUARY 26, 1992</td> <td><input checked="" type="checkbox"/></td> <td> <input type="button" value="Month"/> <input type="button" value="Day"/> <input type="button" value="Year"/> </td> </tr> <tr> <td>Birth Sex</td> <td>FEMALE</td> <td><input checked="" type="checkbox"/></td> <td><input type="button" value="▼"/></td> </tr> <tr> <td>SSN</td> <td>666111128</td> <td><input checked="" type="checkbox"/></td> <td></td> </tr> <tr> <td>SSN Verification Status</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="4" style="text-align: right;"> <input type="button" value="Save Draft"/> <input type="button" value="Submit"/> </td> </tr> </tbody> </table> <p>• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.</p>																		Field Name	MVI Value	Verify	New Value	ICN	1013020501V903479	<input checked="" type="checkbox"/>		Last Name	MVIPATIENT	<input checked="" type="checkbox"/>		First Name	THREE	<input checked="" type="checkbox"/>		Middle Name	MIDDLE	<input checked="" type="checkbox"/>		Suffix		<input type="checkbox"/>		DOB	FEBRUARY 26, 1992	<input checked="" type="checkbox"/>	<input type="button" value="Month"/> <input type="button" value="Day"/> <input type="button" value="Year"/>	Birth Sex	FEMALE	<input checked="" type="checkbox"/>	<input type="button" value="▼"/>	SSN	666111128	<input checked="" type="checkbox"/>		SSN Verification Status				<input type="button" value="Save Draft"/> <input type="button" value="Submit"/>			
Field Name	MVI Value	Verify	New Value																																																										
ICN	1013020501V903479	<input checked="" type="checkbox"/>																																																											
Last Name	MVIPATIENT	<input checked="" type="checkbox"/>																																																											
First Name	THREE	<input checked="" type="checkbox"/>																																																											
Middle Name	MIDDLE	<input checked="" type="checkbox"/>																																																											
Suffix		<input type="checkbox"/>																																																											
DOB	FEBRUARY 26, 1992	<input checked="" type="checkbox"/>	<input type="button" value="Month"/> <input type="button" value="Day"/> <input type="button" value="Year"/>																																																										
Birth Sex	FEMALE	<input checked="" type="checkbox"/>	<input type="button" value="▼"/>																																																										
SSN	666111128	<input checked="" type="checkbox"/>																																																											
SSN Verification Status																																																													
<input type="button" value="Save Draft"/> <input type="button" value="Submit"/>																																																													

Figure 4-21: Data Review Tab Trait Verification

Once you click submit, you will be moved to the second tab, **Documentation**. Please note that the **Data Review** tab now contains a green check mark. This indicates that the information has been submitted and that you are ready to move on to the next step in the process. You will not be able to **Submit** or **Save Draft** on the **Documentation** tab until the verification on the **Data Review** tab has been submitted.

Task Details						Resolved Tasks		Task Notes		Task Audit		Person Verification				Print	
★ Task # 671343511		Date Reported 03/27/2018 13:54				Task Status ASSIGNED		Priority		Date Resolved		Caseworker		Time Spent 0 Days, 0 Hours, 0 Minutes		Threshold Score	
Task Type 1998 - PERSON VERIFICATION		Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.				L-VHIC		Task Lock Owner		MVIPATIENT, MISS THREE MIDDLE		666-11-1128		02/26/1992			
ICN		Source ID		Name		SSN		DOB		Pot Cat		Edit					
1013020501V903479 [P]		1013020501V903479^NI^200M^USVHA		MVIPATIENT, MISS THREE MIDDLE		666-11-1128		02/26/1992									
PRIMARY VIEW DATA - Updated: MAR 27, 2018@14:54:14 Check External Identity Verification Tool																	
You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.																	
<div style="display: flex; justify-content: space-around;"> Data Review Documentation Approval </div>																	

Figure 4-22: Data Verification Indicator

On the Documentation tab you will see the verified **Identity Traits**, a **Verification Document(s) Instruction** section, and a **Verification Document(s)** section.

The **Verification Document(s) Instruction** section lists the documents allowed by the VA for the support of a change, such as Level of Assurance.

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Field Name	MVI Value	New Value
ICN	1013020501V903479	1013020501V903479
Last Name	MVIPATIENT	MVIPATIENT
First Name	THREE	THREE
Middle Name	MIDDLE	MIDDLE
Suffix		
DOB	02/26/1992	02/26/1992
Birth Sex	FEMALE	FEMALE
SSN	666-11-1128	666-11-1128
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none">State-Issued Driver's LicensePassportFederal, State, or Local Government-issued photo ID containing name and DOB

Verification Document(s)

State-Issued Driver's License

Passport

Federal, State, or Local Government-issued photo ID containing name and DOB



Figure 4-23: Verification Document Instruction

Once you have selected the check box indicating the type of **Verification Document** you reviewed, enter the details of those documents in the fields provided. Note the Green Check in the **Allowed Documents** box. This is a system check indicating that this is a valid document type for this action. You may **Save a Draft** at this time or click **Submit** to move forward with the **Identity Proofing**.

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Field Name	MVI Value	New Value
ICN	1013020501V903479	1013020501V903479
Last Name	MVIPATIENT	MVIPATIENT
First Name	THREE	THREE
Middle Name	MIDDLE	MIDDLE
Suffix		
DOB	02/26/1992	02/26/1992
Birth Sex	FEMALE	FEMALE
SSN	666-11-1128	666-11-1128
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Changed Field	Allowed Documents
Level of Assurance	State-Issued Driver's License • Passport • Federal, State, or Local Government-issued photo ID containing name and DOB

Verification Document(s)

State-Issued Driver's License

* Id Number: <input type="text" value="1234567890"/>	* Expiration Date: <input type="text" value="03/20/2024"/>	* N/A <input type="checkbox"/>
Country of Issuance: <input type="text"/>		State of Issuance: <input type="text" value="MD"/>
ID Type: <input type="text" value="Driver's License"/>	* REQUIRED	

Passport

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

Figure 4-24: Verification Document Section; Enter document details

After you click the submit button, you will get a pop-up message stating that your Task is complete.

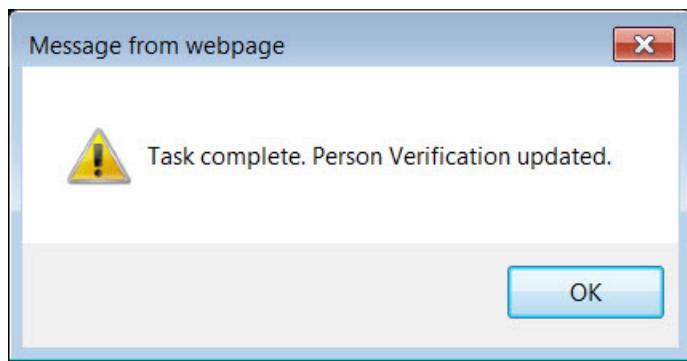


Figure 4-25: Task Complete Pop Up Message

After clicking the OK button, you will be returned to the Primary View screen where you will see a message at the top of the screen saying, “Task complete and resolved” and you can confirm that the **Level of Assurance** has been updated to 2.

The screenshot shows the Primary View screen with the following details:

- Top Navigation:** Primary View, Tasks(4)/Requests(#), Correlations(#), Print.
- Message:** Task complete. Person traits verified. (highlighted with a red arrow).
- User Profile:** ICN 1013020501V903479, ID STATE: PERMANENT, Name: MVIPATIENT, MISS THREE MIDDLE, SSN: 666-11-1128, SSN Verification Status: (highlighted with a red arrow).
- Level of Assurance:** A box labeled "2" indicating the level of assurance has been updated.
- Primary View Data:** Updated: MAR 30, 2018@11:44:14. A table showing various fields and their values.

Field Name	Value	Authority Score
ICN	1013020501V903479	
ID State	PERMANENT	
Last Name	MVIPATIENT	
First Name	THREE	
Middle Name	MIDDLE	
Prefix	MISS	0
Suffix		
Preferred Name		
SSN	666-11-1128	
DOB	02/26/1992	
MBI		
Birth Sex	FEMALE	

Figure 4-26: Person Verification Updated Message

If for some reason the *Level of Assurance* is still showing as **Level 1**, then scroll to the bottom of the Primary View screen and click on the **[Refresh View]** button. The *Level of Assurance* should then be updated to **Level 2**.

The screenshot shows the Primary View screen with the following sections:

- Alias:** A table showing Name and SSN fields, with a note: NO ALIASES FOUND.
- ICN Creation Data:** A table showing Entered By: PSIM, Date Entered: DEC 18, 2017@15:33:15, Facility of Original Creation: ENROLLMENT SYSTEM REDESIGN.
- Buttons:** Refresh View (highlighted with a red arrow).

Figure 4-27: Refresh View button

Selecting the Tasks/Requests Tab will show the list of **Resolved Tasks**, you may confirm the resolution of your Person Verification Task here as well.

The screenshot shows a software interface for managing tasks. At the top, there are tabs: Primary View, Tasks(0)/Requests(0), Correlations(#), Print, and Close. Below the tabs, a header displays the Veteran's information: ICN 1013020501V903479, ID STATE: PERMANENT, Name: MVIPATIENT, MISS THREE MIDDLE, and SSN: 666-11-1128. A note below states "SSN Verification Status:". There are two buttons at the top left: "Lists" and "Proofing".

Active Tasks: A table with columns: Task #, Date Reported, Task Type, Correlation, Task Status, Caseworker. A message below says "THERE ARE NO ACTIVE TASKS."

Resolved Tasks: A table with columns: Task #, Date Reported, Task Type, Correlation, Task Status, Date Resolved, Caseworker. One row is listed: Task # 671343511, Date Reported 03/27/2018, Task Type 1998 - PERSON VERIFICATION, Correlation (empty), Task Status RESOLVED, Date Resolved 03/28/2018, Caseworker L-VHIC.

Related Requests(0): A table with columns: Request #, Date Reported, Request Type, Status, Date Resolved, Caseworker, Submitter, Request Site, ICN, Name. A message below says "THERE ARE NO RELATED REQUESTS."

Figure 4-28: Task/Request Tab; Resolved Tasks

Once the proofing task has been completed and the *Level of Assurance* has been updated to **Level 2**, highlight the *Veteran's ICN* at the top of the screen and copy it, either by clicking [Ctrl + C] or right clicking on the highlighted number and selecting copy from the menu that displays.

The screenshot shows the same software interface as Figure 4-28. The Veteran's information at the top is highlighted in blue: ICN 1013020501V903479, ID STATE: PERMANENT, Name: MVIPATIENT, MISS THREE MIDDLE, and SSN: 666-11-1128. A red arrow points to the highlighted ICN number. The rest of the interface is identical to Figure 4-28.

Figure 4-29: The Veteran's ICN is highlighted

Now you will log into the VHIC application and start the card request. On **Step 1: Enter Search Terms** of the Card Request process; you will paste the *Veteran's ICN* that you copied, from the Primary View screen in the Identity Management Toolkit application, into the *ICN* field in the lower right side of the screen.

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

Logged in as: [User]

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

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management Toolkit in another window)

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	Person
Last Name First Name Middle Name	Date of Birth Gender Home Phone
Address	Identification
Street Address City State Zip Code	SSN EDIP / Member ID ICN J12661460V1474 X

Clear Search

Figure 4-30: Step 1: Enter Search Terms - ICN has been entered

4.2.4. If Level of Assurance is Level 2 – Continue to Issue VHIC

If the *Level of Assurance* is displayed as **Level 2** on the Primary View screen, copy the *Veteran's ICN* from the top of the Identity Management Toolkit screen so you can use that to search for the Veteran on **Step 1: Enter Search Terms** of the Card Request process in the **VHIC** application.

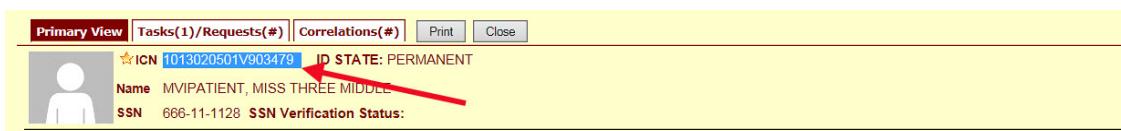


Figure 4-31: The Veteran's ICN is highlighted

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Management](#) [Skip to Content](#)

Logged in as:

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

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
[\(Click here to open Identity Management Toolkit in another window\)](#)

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	Person
Last Name <input type="text"/>	Date of Birth <input type="text"/> (DOB format: YYYYMMDD)
First Name <input type="text"/>	Gender <input type="button" value="▼"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text"/> (Format: #####-##-####)
City <input type="text"/>	EDPI / Member ID <input type="text"/>
State <input type="text"/>	ICN <input type="text" value="012661460V1474 x"/>
Zip Code <input type="text"/>	

Figure 4-32: Step 1: Enter Search Terms - ICN has been entered

4.2.5. Proofing Task Opened in Error, Trait Edit Needed

VHIC Proofers do not possess the access levels in the **MVI Toolkit** that are required for making changes to identity traits. If you open a **Person Verification Task** before verifying the Veteran's address and identity traits and realize that a **Trait Change** such as **Middle Name** correction is needed as shown in the below example, please follow the process below.

Verify the correct information by selecting the corresponding check boxes in the **Verify** column. Enter the correct information in the **New Value** column and **Save Draft**. You will not be able to submit this change.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Override	Print
★ Task # 671707582 Priority Task Type 1998 - PERSON VERIFICATION Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Task Lock Owner [REDACTED] -VHIC	Date Reported 03/30/2018 11:09			Task Status ASSIGNED Date Resolved Caseworker VHIC Time Spent 0 Days, 0 Hours, 0 Minutes Threshold Score		
ICN 1013020501V903479 [P]	Source ID 1013020501V903479^NI^200M^USVHA	Name MVIPATIENT, MISS THREE MIDDLE	SSN 666-11-1128	DOB 02/26/1992	Pot Cat Edit	

PRIMARY VIEW DATA - Updated: MAR 30, 2018@12:09:05 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Documentation Approval

Field Name	MVI Value	Verify	New Value
ICN	1013020501V903479		
Last Name	MVIPATIENT	<input checked="" type="checkbox"/>	<input type="text" value="New Middle"/>
First Name	THREE	<input checked="" type="checkbox"/>	<input type="text"/>
Middle Name	MIDDLE	<input type="checkbox"/>	<input type="text" value="New Middle"/>
Suffix			<input type="text"/>
DOB	FEBRUARY 26, 1992	<input checked="" type="checkbox"/>	<input type="text"/> Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Birth Sex	FEMALE	<input checked="" type="checkbox"/>	<input type="text"/>
SSN	666111128	<input checked="" type="checkbox"/>	<input type="text"/>
SSN Verification Status			

To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

[Save Draft](#) [Submit](#)

Figure 4-33: Person Verification Task; Trait Edit Needed

Clicking the **Submit** button will result in the following **Pop-up Message** and you will not be able to move forward with completing the **Person Verification Task**, nor will you be able to close the newly opened **Task**.

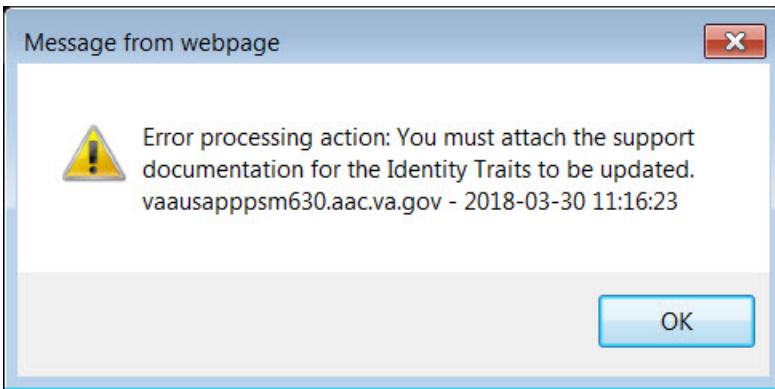


Figure 4-34: Processing Error Message

Selecting “OK” on the **Pop-up Message** will return you to the **Person Verification Tab**. Select the **Task Notes** tab at the top of the screen.

The screenshot shows the 'Task Notes' tab selected in the top navigation bar. The main content area displays task details, including a star icon, Task # 671707582, Date Reported 03/30/2018 11:09, Task Status ASSIGNED, and Task Type 1998 - PERSON VERIFICATION. It also shows Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT., Task Lock Owner APRIL-VHIC, and Caseworker .VHIC. A message indicates Time Spent 0 Days, 0 Hours, 0 Minutes and Threshold Score. Below this is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. A row shows 1013020501V903479 [P] and 1013020501V903479^NI^200M^USVHA MVIPATIENT, MISS THREE MIDDLE 666-11-1128 02/26/1992. A note below the table states PRIMARY VIEW DATA - Updated: MAR 30, 2018@12:09:05 and provides a link to Check External Identity Verification Tool. A section titled 'You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.' follows. At the bottom are Data Review, Documentation, and Approval buttons. The main body contains a table for updating identity traits with columns for Field Name, MVI Value, Verify, and New Value. Fields include ICN (1013020501V903479), Last Name (MVIPATIENT), First Name (THREE), Middle Name (MIDDLE), Suffix (empty), DOB (FEBRUARY 26, 1992), Birth Sex (FEMALE), SSN (666111128), and SSN Verification Status (empty). Buttons for Save Draft and Submit are at the bottom right. A note at the bottom left says 'To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.'

Field Name	MVI Value	Verify	New Value
ICN	1013020501V903479		
Last Name	MVIPATIENT	<input type="checkbox"/>	<input type="text"/>
First Name	THREE	<input type="checkbox"/>	<input type="text"/>
Middle Name	MIDDLE	<input type="checkbox"/>	<input type="text"/>
Suffix		<input type="checkbox"/>	<input type="text"/>
DOB	FEBRUARY 26, 1992	<input type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/> <input type="button" value="Calendar"/>
Birth Sex	FEMALE	<input type="checkbox"/>	<input type="text"/>
SSN	666111128	<input type="checkbox"/>	<input type="text"/>
SSN Verification Status			

To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

Figure 4-35: Person Verification; Task Notes Tab Selection

On the **Task Notes** tab, highlight the **Task Number** at the top of the screen and copy it, either by clicking [Ctrl + C] or right clicking on the highlighted number and selecting copy from the menu that displays. You will need to supply this number to your the appropriate **POC (MVI for Identity Trait edits or Enrollment System POC for Address change.)** Under **New Status**, change the status of your Person Verification Task to **Unassign** and select **Save**.

The screenshot shows the 'Task Notes' tab of a software application. At the top, there are tabs for 'Task Details', 'Resolved Tasks', 'Task Notes' (which is selected), 'Task Audit', 'Person Verification', and 'Override'. Below the tabs are buttons for 'Save' and 'Print'. A red arrow points to the 'Task # 671707582' field. Another red arrow points to the 'New Status' dropdown menu, which is open and shows options: 'Assign', 'Unassign', 'Pending Local Merge', and 'Resolve'. The 'Unassign' option is highlighted. The main area contains fields for 'Priority' (set to 'ASSIGNED'), 'Current Status' (set to 'VHIC'), 'Task Role Group' (set to 'L-VHIC'), 'Caseworker' (set to 'L-VHIC'), 'Time Spent' (set to '0 Days, 0 Hours, 0 Minutes'), 'Task Type' ('1998 - PERSON VERIFICATION'), 'Date Reported' ('03/30/2018 11:09'), 'Task Lock Owner' ('[REDACTED]-VHIC'), 'Date Resolved' ('[REDACTED]'), and 'Threshold Score' ('[REDACTED]'). Below these fields is a table with columns: 'ICN' (containing '1013020501V903479'), 'Source ID' (containing '1013020501V903479^NI^200M^USVHA'), 'Name' (containing 'MVIPATIENT, MISS THREE MIDDLE'), 'SSN' (containing '666-11-1128'), 'DOB' (containing '02/26/1992'), and 'Pot Cat Edit' (containing '[REDACTED]'). At the bottom of the screen, there is a 'Task Notes' section with a text input field.

Figure 4-36: Unassign Person Verification Task

Contact the appropriate **POC**. Provide them with the **Task Number** and details. They will assign the Task to themselves and complete the **Trait Edit**.

5. Creating a VHIC Card – The Card Request Process

Table 3: Who can process a card request?

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

This section will walk the VHIC user through the process of creating a card for a Veteran. During the card request process, issues may arise that will require the card to be put on hold. These cases will be covered in section [5.6 On Hold Reasons Explained](#).

The card issuance process follows numbered steps shown next.

7. Enter Search Terms
8. Select Veteran
9. Capture Veteran Image
10. Select Mailing Address
11. Save Card Request



Figure 5-1: Card Request Navigation Bar



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

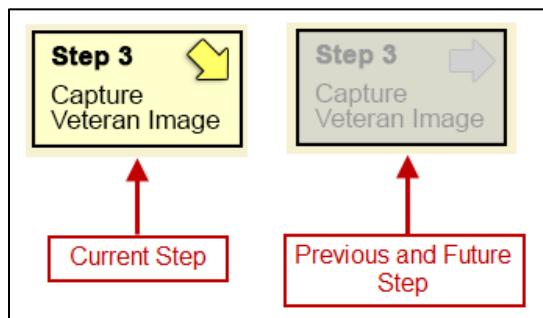


Figure 5-2: Navigation Bar Step appearance by state

These steps are fully explained below. We will now walk through each of the steps required to complete a VHIC card request for New VHICs and Replacement VHICs. We will also go over the steps for placing a card request on hold as well as taking a card request off hold.

5.1. New VHIC: Veteran Level 2 Proofed through Identity Management Toolkit

5.1.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best 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 the Identity Management 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.

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Management](#) [Skip to Content](#)

Logged in as: [REDACTED]

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

IMPORTANT Have you Identity Proofered the Veteran in Identity Management Toolkit?
[\(Click here to open Identity Management ToolKit in another window\)](#)

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"/> First Name <input type="text"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text"/> (DOB format: YYYYMMDD) Gender <input type="select"/> 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"/> (Format: ######-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/>

? [Clear](#) [Search](#)

Figure 5-3: Enter Search Terms screen

Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 5-4: 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 Management](#) [Skip to Content](#)

Logged in as:

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

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

IMPORTANT Have you Identity Proved the Veteran in Identity Management Toolkit?
[\(Click here to open Identity Management ToolKit in another window\)](#)

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		Person	
Last Name	<input type="text"/>	Date of Birth	<input type="text"/> (DOB format: YYYYMMDD)
First Name	<input type="text"/>	Gender	<input type="button" value="▼"/>
Middle Name	<input type="text"/>	Home Phone <input type="text"/>	
Address		Identification	
Street Address	<input type="text"/>	SSN	<input type="text"/> Format: #####-##-####
City	<input type="text"/>	EDIP / Member ID	<input type="text"/>
State	<input type="text"/>	ICN	<input type="text"/> 012661460V1474 X
Zip Code	<input type="text"/>	? Clear <input style="border: 2px solid red; padding: 2px; background-color: white; color: black; border-radius: 5px;" type="button" value="Search"/>	

Figure 5-5: Enter Search Terms screen

5.1.2. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Management](#) [Skip to Content](#)

Logged in as:

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

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
	KENNETH FERGUSON	XXX-XX-1254	3/21/1963	MALE

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

Figure 5-6: Select Veteran screen

5.1.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHIC provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.



Figure 5-7: Capture Veteran Image screen

5.1.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click [**Take New Picture**] to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window. (If the Veteran and background is not visible, refer to section 8.4.3. Adobe Flash Permissions of the VHIC User Guide - Volume 4 - Troubleshooting to ensure your camera settings are correct.)



Figure 5-8: Capture Veteran Image screen – Take New Picture

Using the provided silhouette, ensure that the Veteran is lined up properly. Prior to clicking [Capture Image] ensure the additional image capture guidelines provided on screen are met:

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

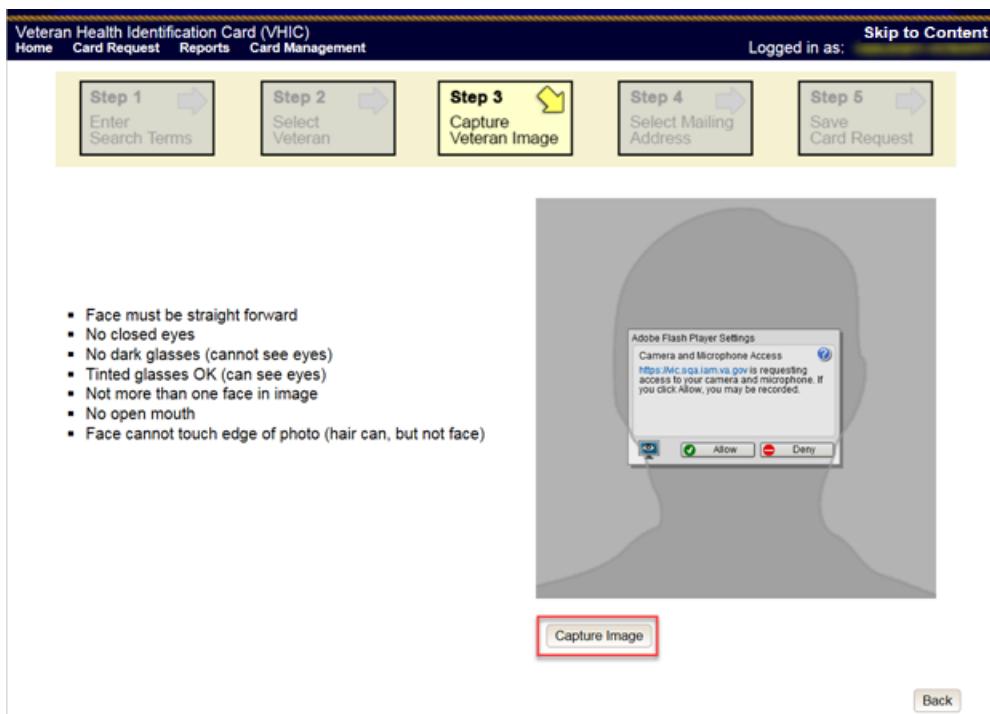


Figure 5-9: Capture Veteran Image screen – Capture Image

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



Figure 5-10: Capture Veteran Image screen – Accept new photo; click Next

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by clicking the [Back] button to take a new picture or upload a photo.

5.1.3.2. Upload from File

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



Figure 5-11: Capture Veteran Image screen – Upload from File

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

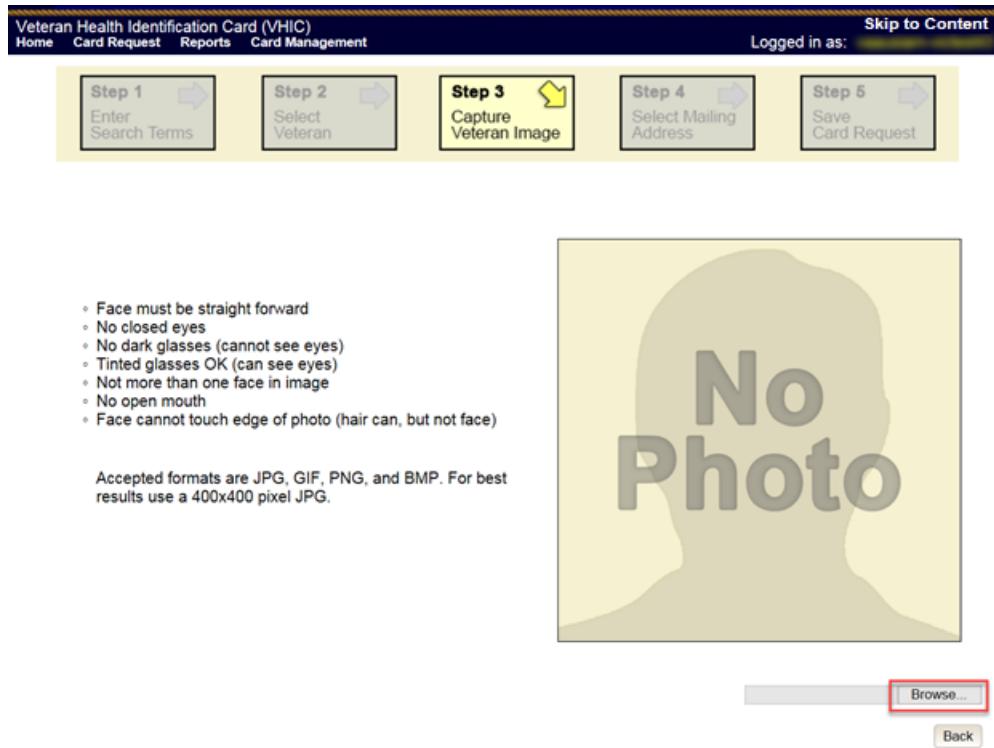


Figure 5-12: Capture Veteran Image screen – Upload photo; click Browse

Once the file has been selected, an [Upload] button will become available. Clicking this will import the image and it will now be visible in the image capture area.

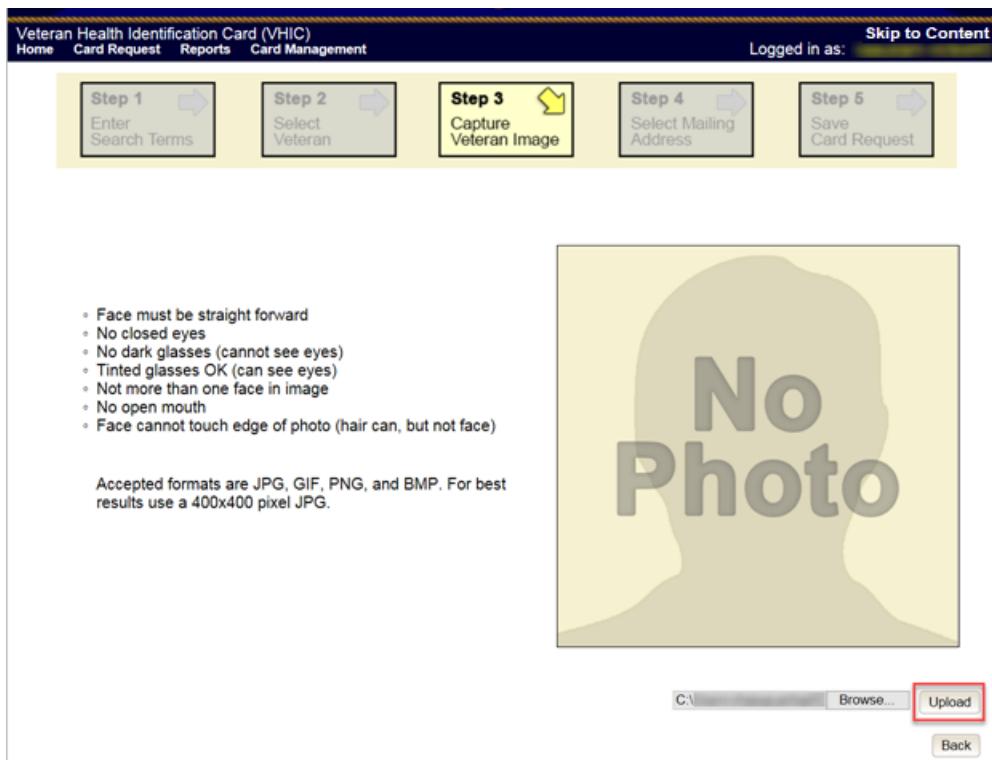


Figure 5-13: Capture Veteran Image screen – Upload photo; click Upload

The user can move the slider below the image window to zoom the image in or out to match the silhouette, the image can also be dragged to line the Veteran's face inside the silhouette as well.

Once again, be sure to review the image to ensure it meets the specified guidelines before clicking the [Next] button to continue.

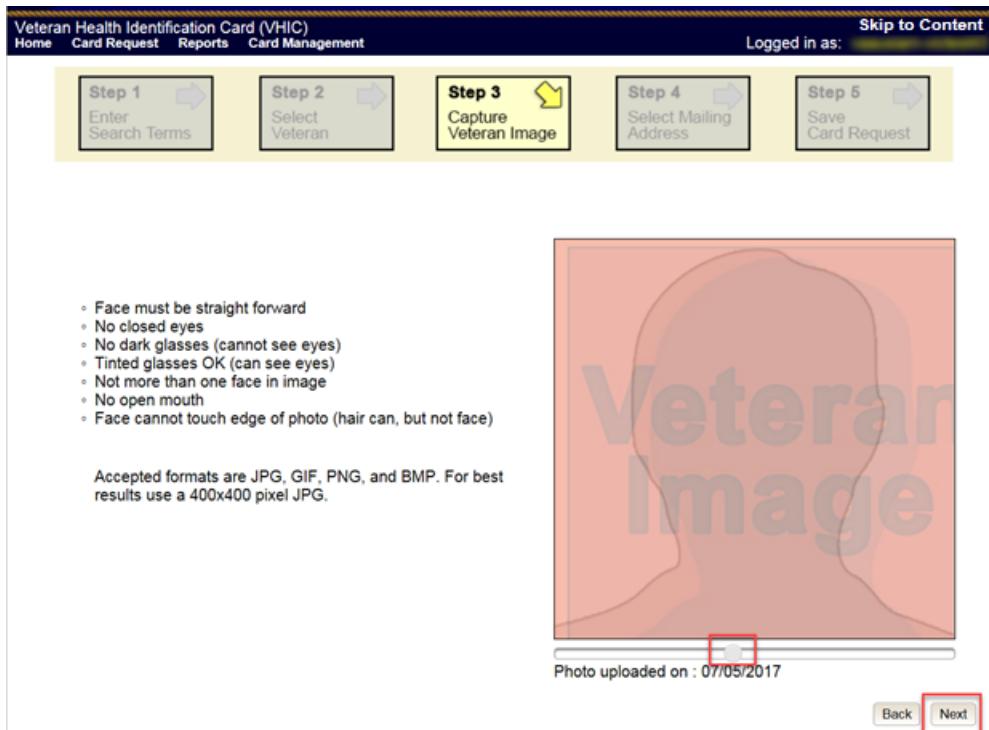


Figure 5-14: Capture Veteran Image screen – Edit photo; click Next

5.1.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.



Figure 5-15: Capture Veteran Image screen – Reuse Existing Photo; click Next

The VHIC application will ask the user to confirm that they want to reuse the existing photo for this Veteran. Click the [OK] button to continue to Step 4: Verify Identity Attributes.

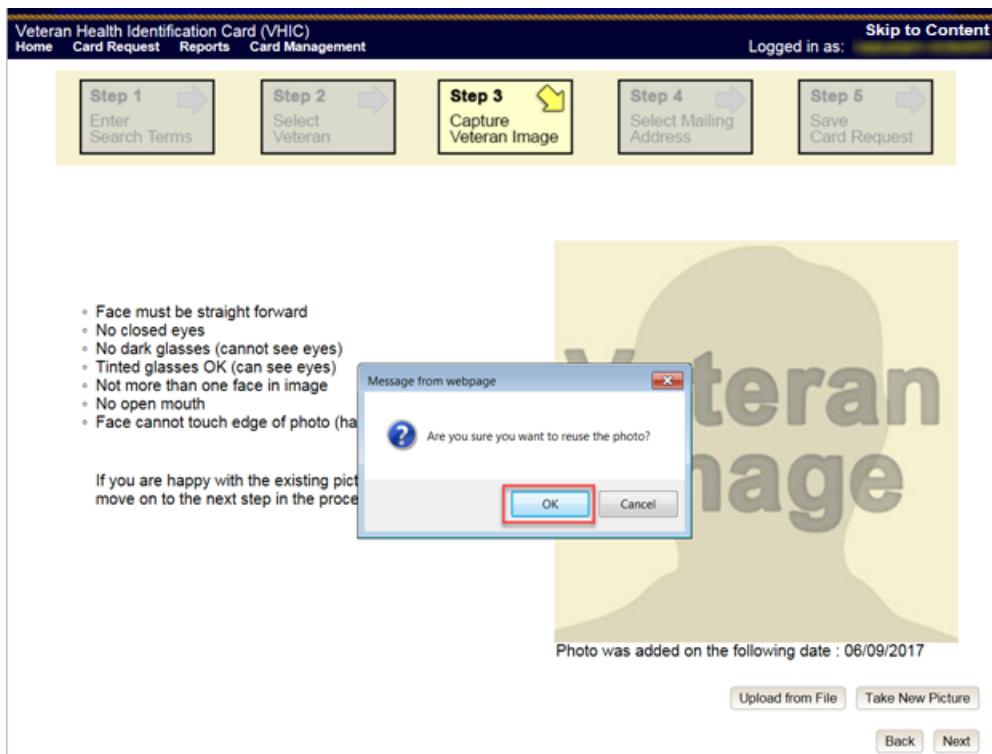


Figure 5-16: Capture Veteran Image screen – Reuse Existing Photo; click OK

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

5.1.4. Step 4: Select Mailing Address

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, the 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS' logo is displayed, along with a navigation bar containing 'Skip to Content', 'Logged in as:', 'Home', 'Card Request', 'Reports', and 'Card Management'. Below the navigation bar, five steps are listed: 'Step 1 Enter Search Terms', 'Step 2 Select Veteran', 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address' (which is highlighted with a yellow background and a yellow arrow pointing to it), and 'Step 5 Save Card Request'. The main content area is titled 'Veteran Identity Confirmation'. It contains sections for 'Status' (Card Request Status: New), 'Veteran Identity Attributes' (First Name: FOUR, Last Name: MVIPATIENT, Date of Birth: 8/22/1985), 'Requesting Facility Address' (Facility Name: ATLANTA VAMC, Facility Address: 1670 CLAIRMONT RD, DECATUR, GA 30033 USA), and 'Address' (Recipient: FOUR ONE MVIPATIENT III, Street 1: 123 SESAME STREET, Street 2: [empty], Street 3: [empty], City: FRONT ROYAL, State: VA, Zip Code: 22630, Province: [empty], Postal Code: [empty], Country: USA). A question at the bottom asks 'Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?'. Below the question are three buttons: a question mark icon, a 'Back' button, and a 'Next' button, with the 'Next' button being highlighted with a red border.

Figure 5-17: Select Mailing Address screen

This step provides several mailing options for the card:

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

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

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

 **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then the VHIC user would need to request help with correcting the address by contacting the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

5.1.5. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. Since this is a new card request the status displayed is *New*.

5.1.6. Step 5: Save Card Request

Step 5 – Save Card Request – gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

The screenshot shows the VHIC Step 5: Save Card Request review screen. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. To the right of the navigation bar, it says "Logged in as: [User Name]". Below the navigation bar, there is a progress bar with five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a yellow arrow icon. The main content area is titled "Veteran Card Details". It displays the following information:

Service Connected	N	Card Number
Medal of Honor	N	Member ID
Purple Heart	N	ICN
Prisoner of War	N	Plan ID
		VISN
		Facility
		Date of Birth

Name as it will appear on card: WILSON BROWN

Address card will be mailed to:
WILSON BROWN
10007 F STREET
HERNDON, VA 20171 USA

Card Status: Pending
Card Request Date:

Branch Of Service:
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Not a replacement card

Reason for Hold:
Bad data

At the bottom right, there are two buttons: "Back" and "Submit". The "Submit" button is highlighted with a red border.

Figure 5-18: Save Card Request review screen

This screen contains the following information for review:

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

- Prisoner of War status
- Branch of Service selection
- Date of Birth

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

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

5.1.6.1. Branch of Service

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

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

The screenshot shows a rectangular dialog box with a thin black border. Inside, the text "Branch Of Service" is centered at the top. Below it are two radio button options: "Army" and "Veteran Declines Branch of Service Logo". The "Army" option is preceded by a small circular icon containing a map of the United States. At the bottom left of the dialog, there is a blue circular icon with a white question mark symbol. The background of the dialog is white, and the text is in a standard black font.

Figure 5-19: Branch of Service Selection

5.1.6.2. Save Card Request: New

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

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

The screenshot shows the final step of a five-step process for saving a card request. The steps are: Step 1 Enter Search Terms, Step 2 Select Veteran, Step 3 Capture Veteran Image, Step 4 Select Mailing Address, and Step 5 Save Card Request. Step 5 is highlighted with a yellow background and a checkmark icon. The main area displays 'Veteran Card Details' with a placeholder image for the card. The card details listed are:

Service Connected	N	Card Number	6856
Medal of Honor	N	Member ID	1607956576
Purple Heart	N	ICN	1012894958V625284
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1952
		Expiration Date	7/5/2027

Below the card details, the 'Address card will be mailed to:' section lists: WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA. To the right, a green box indicates the 'Card Status' is 'Submitted' and the 'Card Request Date' is '07/05/2017'. Further down, the 'Replacement Reason' is noted as 'Not a replacement card' (highlighted with a red box), and the 'Reason for Hold' is 'Not Applicable'. A 'Veteran Declines Branch of Service Logo' is also present.

Figure 5-20: New Card Request Submitted

5.2. New VHIC: Veteran has NOT been Level 2 Proofed through Identity Management Toolkit

5.2.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best 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 the Identity Management 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 5-21: 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.

The screenshot shows the 'Veteran Health Identification Card (VHIC)' card request interface. At the top, there is a navigation bar with links for Home, Card Request, Reports, Card Management, Skip to Content, and Logged in as: [User]. Below the navigation bar, five steps are outlined: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). A yellow box highlights Step 1. An important message in red text reads: 'IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below this, instructions for optimal search results are provided, along with tips for searching using Member ID, Last Name, First Name, DOB, and SSN. The main search form is divided into four 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 'Search' button at the bottom right is highlighted with a red box.

Figure 5-22: Enter Search Terms screen

5.2.2. Step 2: Select Veteran

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

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

Picture	Full Name	SSN	DOB	Gender
Veteran Image	KENNETH FERGUSON	XXX-XX-1254	3/21/1963	MALE

Figure 5-23: Select Veteran screen

5.2.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHIC provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.



Figure 5-24: Step 3 - Capture Veteran Image screen

5.2.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click [**Take New Picture**] to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window. (If the Veteran and background is not visible, refer to Section 8.4.3. Adobe Flash Permissions of the VHIC User Guide - Volume 4 - Troubleshooting to ensure your camera settings are correct.)

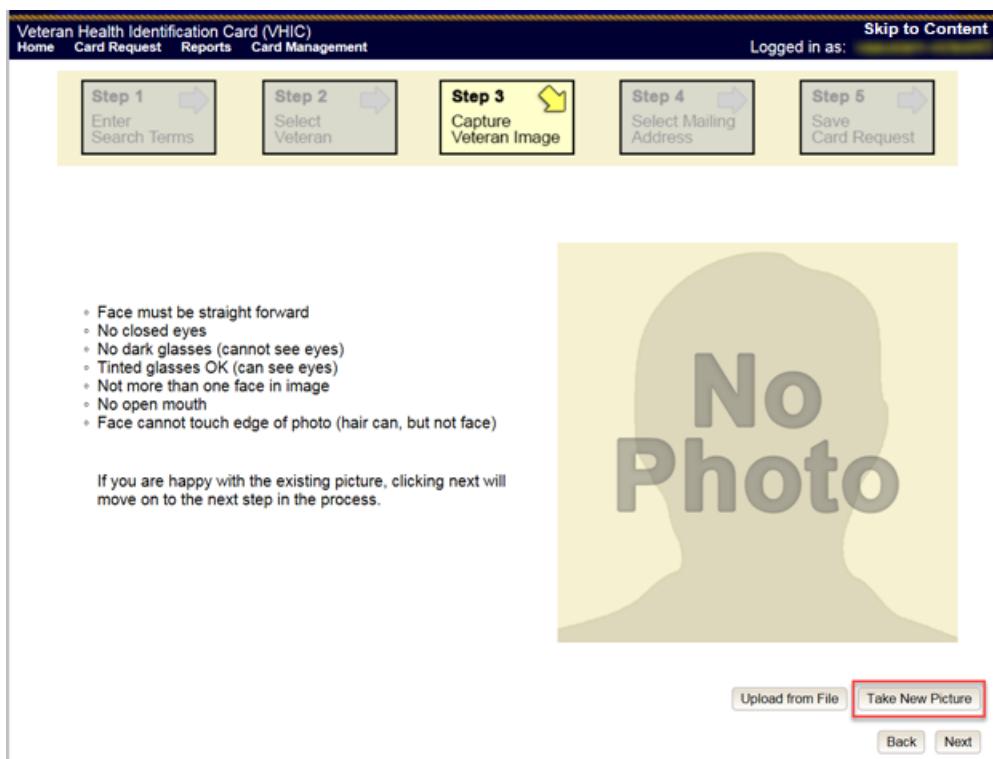


Figure 5-25: Capture Veteran Image screen – Take New Picture

Using the provided silhouette, ensure that the Veteran is lined up properly. Prior to clicking [Capture Image] ensure the additional image capture guidelines provided on screen are met:

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

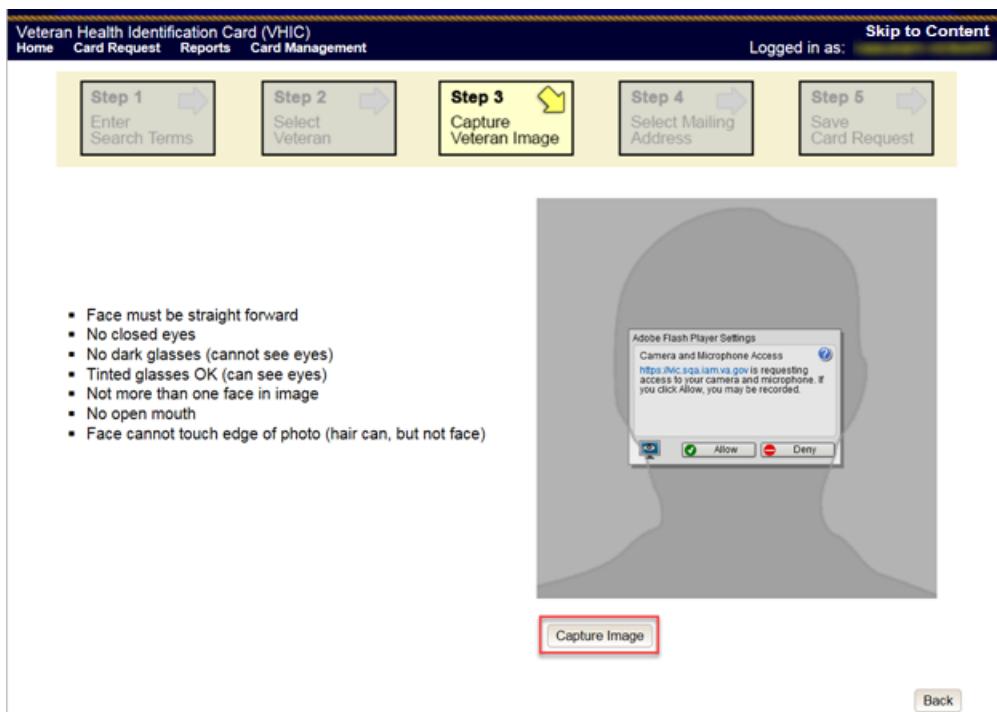


Figure 5-26: Capture Veteran Image screen – Capture Image

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



Figure 5-27: Capture Veteran Image screen – Accept new photo; click Next

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by clicking the [Back] button to take a new picture or upload a photo.

5.2.4. Step 4: Select Mailing Address

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

If the Veteran was not LOA 2 Proofed through the Identity Management Toolkit before the starting the card request process, the VHIC user will see the message:

“WARNING: Veteran not Identity Proofed”

(Select the address to have the card mailed to and click Next to place the card request on hold.)

The VHIC user will need to select the address to have the card mailed to, click the [Next] button, and save the card request on hold.

Veteran Identity Confirmation

Status
Card Request Status New

Veteran Identity Attributes
First Name **FOUR**
Last Name **MVIPATIENT**
Date of Birth **8/22/1985**

Requesting Facility Address
Facility Name **ATLANTA VAMC**
Facility Address **1670 CLAIRMONT RD**
DECATUR, GA 30033 USA

Address
Mail card to:

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility

Recipient **FOUR ONE MVIPATIENT III**
Street 1 **123 SESAME STREET**
Street 2
Street 3
City **FRONT ROYAL**
State **VA**
Zip Code **22630**
Province
Postal Code
Country **USA**

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

Next

Figure 5-28: Select Mailing Address screen

This step provides several mailing options for the card:

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

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

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

i **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then the VHIC user would need to request help with correcting the address by calling the Enterprise Service Desk at 855-673-4357, option 3, option 3. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

5.2.5. Status Section

At the top of the Step 4 screen is the Status section. When going through the card request process, one of the following Card Request Status options will be displayed: *New*, *Replacement*, or *On Hold*. Since this is a new card request the status displayed is *New*.

5.2.6. Step 5: Save Card Request

Step 5 – Save Card Request – gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Skip to Content
Logged in as:
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 N	Card Number
	Medal of Honor N	Member ID
	Purple Heart N	ICN 1012895141V395616
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
		Date of Birth 10/10/1956

Name as it will appear on card:
MARY ALIX

Address card will be mailed to:
ATLANTA VAMC
1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Card Status Pending
Card Request Date

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Not a replacement card

Reason for Hold:
 Veteran not proofed
 Bad data

Back Hold

Figure 5-29: Save Card Request review screen

This screen contains the following information for review:

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

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

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

5.2.6.1. Branch of Service

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

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

The screenshot shows a modal dialog box titled "Branch Of Service". Inside, there are two radio buttons: one for "Army" (which is checked) and one for "Veteran Declines Branch of Service Logo". At the bottom left of the dialog is a blue circular icon containing a white question mark. The background outside the dialog is a light gray.

Figure 5-30: Branch of Service Selection

5.2.6.2. Save Card Request: New

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

Since this Veteran has **NOT** had their Identity Proofing completed in the Identity Management Toolkit prior to starting the card request process, the Reason for Hold section will state the following: *Veteran Not Proofed.* The VHIC user will only be presented with the **[Back]** and **[Hold]** buttons.

Upon submission, a *Card Number* will be generated as well as the *Card Request Date*. The colored field will change from yellow to orange and the corresponding Card Status will change from *Pending* to *Saved on Hold*.

Since the Veteran that this card request was for still needs to be proofed, the VHIC system will display the message below that will include the next steps that the VHIC clerk will need to follow to complete the proofing process.

IMPORTANT: This Veteran still needs to have their Identity Proofing completed.

Follow the steps below:

1. Copy the Veteran's ICN above and click here to open the [Identity Management Toolkit](#) in another window.
2. Complete Proofing for the Veteran in Identity Management Toolkit.
3. Enter Veteran's ICN on Step 1 of the VHIC Card Request Process.
4. Complete card request process and submit.

The words [Identity Management Toolkit](#) are a hyperlink that the VHIC user can click on to be able to open the Identity Management Toolkit application in another browser window.

The screenshot shows the VHIC Card Request interface. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a green checkmark icon. Below the steps, the "Veteran Card Details" section is displayed. It includes a placeholder image for the card, the name "JIM BENSON" as it will appear on the card, and various service-related fields like Service Connected (N), Card Number (6855), Medal of Honor (N), Member ID, Purple Heart (N), ICN (1012894961V780816), Prisoner of War (N), Plan ID (7346-243-588), VISN (7), Facility (508), Date of Birth (10/10/1951), and Expiration Date. A yellow box highlights the "Card Status" as "Saved On Hold" and the "Card Request Date" as "07/05/2017". In the "Reason for Hold" section, it says "Veteran Declines Branch of Service Logo" and "Reason for Hold: Veteran not proofed". A red box highlights a message at the bottom left: "IMPORTANT: This Veteran still needs to have their Identity Proofing completed. Follow the steps below:" followed by a numbered list: 1. Copy the Veteran's ICN above and click here to open the [Identity Management Toolkit](#) in another window. 2. Complete Proofing for the Veteran in Identity Management Toolkit. 3. Enter Veteran's ICN on Step 1 of the VHIC Card Request Process. 4. Complete card request process and submit.

Figure 5-31: Card Request Saved on Hold – Veteran Not Proofed

5.3. Resuming an On Hold VHIC Request: Veteran NOT Level 2 Proofed Hold Reason

When the Associate resumes a card request that has been placed On Hold, they will still be taken through the same steps as though it was a New Card or a Replacement. The Associate won't be shown that this is an On Hold Request until they get to Step 4.

5.3.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best 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 the Identity Management 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 5-32: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Since the VHIC user would have just completed the Identity Proofing process in the Identity Management Toolkit application, the VHIC user can paste the Veteran's ICN in this screen that was copied from Identity Management Toolkit, then click on **[Search]** to proceed to the next step.

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there are links for 'Home', 'Card Request', 'Reports', and 'Card Management'. On the right, it says 'Logged in as:' followed by a placeholder. Below these are five steps: 'Step 1 Enter Search Terms' (highlighted in yellow), 'Step 2 Select Veteran', 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address', and 'Step 5 Save Card Request'. A red box highlights the 'Step 1' button. A red banner at the top center reads 'IMPORTANT Have you Identity Prooferd the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below this, instructions advise copying the Veteran's ICN from the Identity Management Toolkit and pasting it into the ICN field. It also lists other search methods like Member ID or Last Name, First Name, DOB, and SSN. A note specifies that using LN/FN/DOB/SSN requires at least two additional fields. The main search form contains fields for 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 '012661460V147440', which is also highlighted with a red box. At the bottom right are 'Clear' and 'Search' buttons, with 'Search' being the one highlighted by a red box.

Figure 5-33: Enter Search Terms screen

5.3.2. Step 2: Select Veteran

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

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

Picture	Full Name	SSN	DOB	Gender
	JAMES SPANKOWSKI	XXX-XX-1301	4/22/1953	MALE

Figure 5-34: Select Veteran screen

5.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.

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

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

No Photo

Photo was added on the following date : 06/09/2017

Upload from File Take New Picture
Back **Next**

Figure 5-35: Capture Veteran Image screen – Reuse Existing Photo; click Next

VHIC will then ask the user to confirm that they want to reuse the existing photo and then they would click [OK] to continue on to the next step.

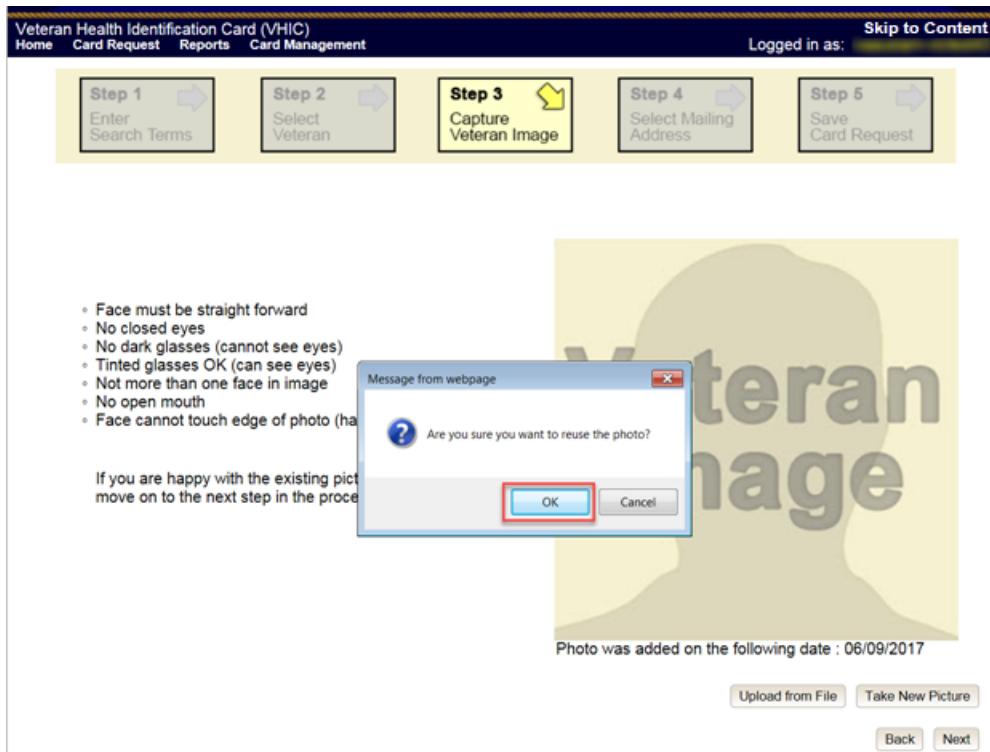


Figure 5-36: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.3.4. Step 4: Select Mailing Address

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

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold due to Veteran Not Proofed, the status of *On Hold* will be listed along with the On Hold reason of *Veteran Not Proofed*.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Skip to Content
Logged in as:

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 Identity Confirmation

Status
Card Request Status: On Hold
Veteran not proofed

Veteran Identity Attributes
First Name: FOUR
Last Name: MVIPATIENT
Date of Birth: 8/22/1985

Requesting Facility Address
Facility Name: ATLANTA VAMC
Facility Address: 1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Address
Mail card to:
 Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility

Recipient: FOUR ONE MVIPATIENT III
Street 1: 123 SESAME STREET
Street 2:
Street 3:
City: FRONT ROYAL
State: VA
Zip Code: 22630
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 5-37: Select Mailing Address screen

This step provides several mailing options for the card:

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

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

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

 **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then the VHIC user would need to request help with correcting the address by contacting the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

5.3.5. Status Section

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold, the status of *On Hold* will be listed along with the On Hold reason.

5.3.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC User to verify all of the information shown on the screen as being correct.

This screen contains the following information for review:

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

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

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

5.3.6.1. Branch of Service

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



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

Figure 5-38: Branch of Service Selection

If a Branch of Service option is available to the Veteran, the VHIC associate will see that on this screen and will need to ask the Veteran's preference for which, if any, BoS they would like to appear on the card.

5.3.6.1.1. Placing the Card on Hold

Proceeding with the request and placing the card in Hold status, the user would click on the [Hold] button.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Skip to Content
Logged in as:
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

VA U.S. Department of Veterans Affairs	Veteran Image
Name as it will appear on card: MARY ALIX	
Address card will be mailed to: MARY ALIX 10008 F STREET HERNDON, VA 20171 USA	Card Status Saved On Hold Card Request Date 07/06/2017
Branch Of Service <input checked="" type="radio"/> Army <input type="radio"/> Veteran Declines Branch of Service Logo	
Replacement Reason: Not a replacement card	
Reason for Hold: Bad data <input type="checkbox"/>	

Back Hold

Figure 5-39: Saving a VHIC Card in Hold Status

A pop-up message will appear informing the user that a manual release will be required for the card in order to complete the card request process. The user will click the [OK] button to continue to put the card on hold.

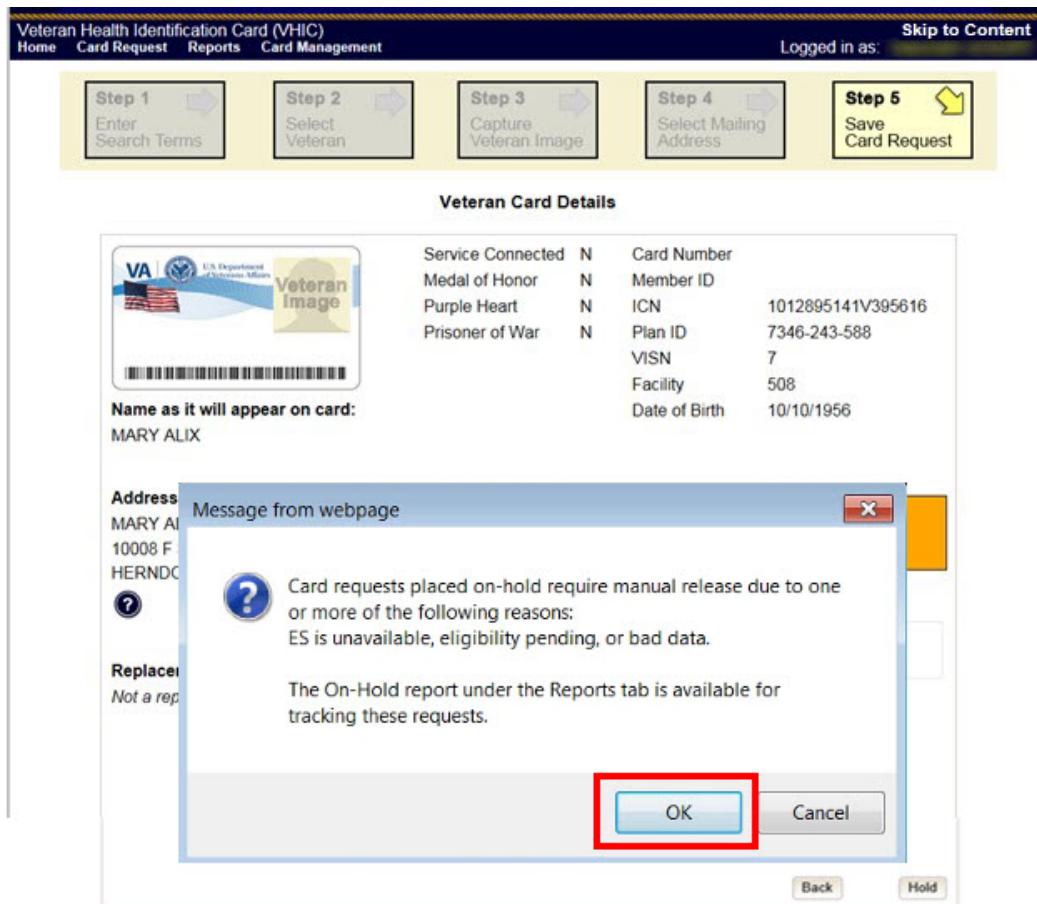


Figure 5-40: On Hold Pop Up Reminder

5.3.6.1.2. Completing the Card Request

Proceeding with the card request, VHIC user can now click [Submit] to complete the card request.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Management Skip to Content

Logged in as:

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	N	Card Number
Medal of Honor	N	Member ID
Purple Heart	N	ICN
Prisoner of War	N	Plan ID
		VISN
		Facility
		Date of Birth

Name as it will appear on card:
MARY ALIX

Address card will be mailed to:
MARY ALIX
10008 F STREET
HERNDON, VA 20171 USA

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Not a replacement card

Reason for Hold:
Bad data

Back Submit

Figure 5-41: Save Card Request review screen; click Submit

This screen shows that the Card Request was submitted successfully.

If a Branch of Service was selected on the previous screen. The designated choice will appear here, as well as the Expiration Date and the Replacement Reason.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management Skip to Content
Logged in as:

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 N Card Number 6857
Medal of Honor N Member ID	
Purple Heart N ICN 1012895141V395616	
Prisoner of War N Plan ID 7346-243-588	
VISN 7	
Facility 508	
Date of Birth 10/10/1956	
Expiration Date 7/6/2027	

Name as it will appear on card:
MARY ALIX

Address card will be mailed to:
MARY ALIX
10008 F STREET
HERNDON, VA 20171 USA

Card Status Submitted
Card Request Date 07/06/2017

Replacement Reason: Army
Not a replacement card

Reason for Hold: Not Applicable

Figure 5-42: Card Request Submitted

5.4. Replacement VHIC: Veteran Level 2 Proofed through Identity Management Toolkit

5.4.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best 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 the Identity Management 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 5-43: 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.

The screenshot shows the 'Enter Search Terms' screen of the VHIC system. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management, along with a 'Skip to Content' link and a 'Logged in as:' dropdown. Below the navigation bar, five steps are outlined: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). A red banner at the top states: 'IMPORTANT Have you Identity Proofered the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below this, instructions advise copying the Veteran's ICN from the Identity Management Toolkit and pasting it into the ICN field. It also lists other search methods: Member ID, Last Name, First Name, DOB, and SSN. A note specifies that using LNFN/DOB/SSN requires supplying the Veteran's Last Name plus values from at least two of the other three sections (Person, Address, Identification). The main form area contains four 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 '012661460V147449', which is highlighted with a red box. At the bottom right are buttons for '?', 'Clear', and 'Search', with 'Search' being the one highlighted by a red box.

Figure 5-44: Enter Search Terms screen

5.4.2. Step 2: Select Veteran

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

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

Picture	Full Name	SSN	DOB	Gender
	JAMES SPANKOWSKI	XXX-XX-1301	4/22/1953	MALE

Figure 5-45: Select Veteran screen

5.4.3. Step 3: Capture Veteran Image

Once a selection has been made, the next step in the process is to capture the Veteran image. VHIC provides several ways to handle this operation: Take New Picture, Upload from file, or Reuse Existing Image.

- 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.

Figure 5-46: Step 3 - Capture Veteran Image screen

5.4.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click [**Take New Picture**] to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window. (If the Veteran and background is not visible, refer to section 8.4.3. Adobe Flash Permissions of the VHIC User Guide - Volume 4 - Troubleshooting to ensure your camera settings are correct.)

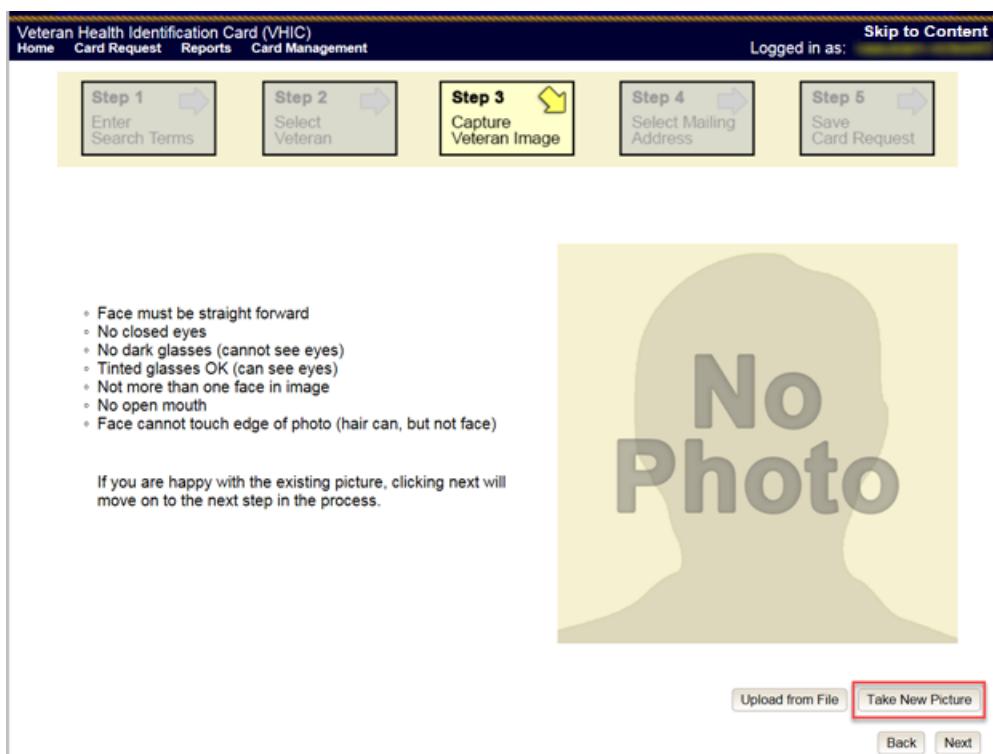


Figure 5-47: Capture Veteran Image screen – Take New Picture

Using the provided silhouette, ensure that the Veteran is lined up properly. Prior to clicking [Capture Image] ensure the additional image capture guidelines provided on screen are met:

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

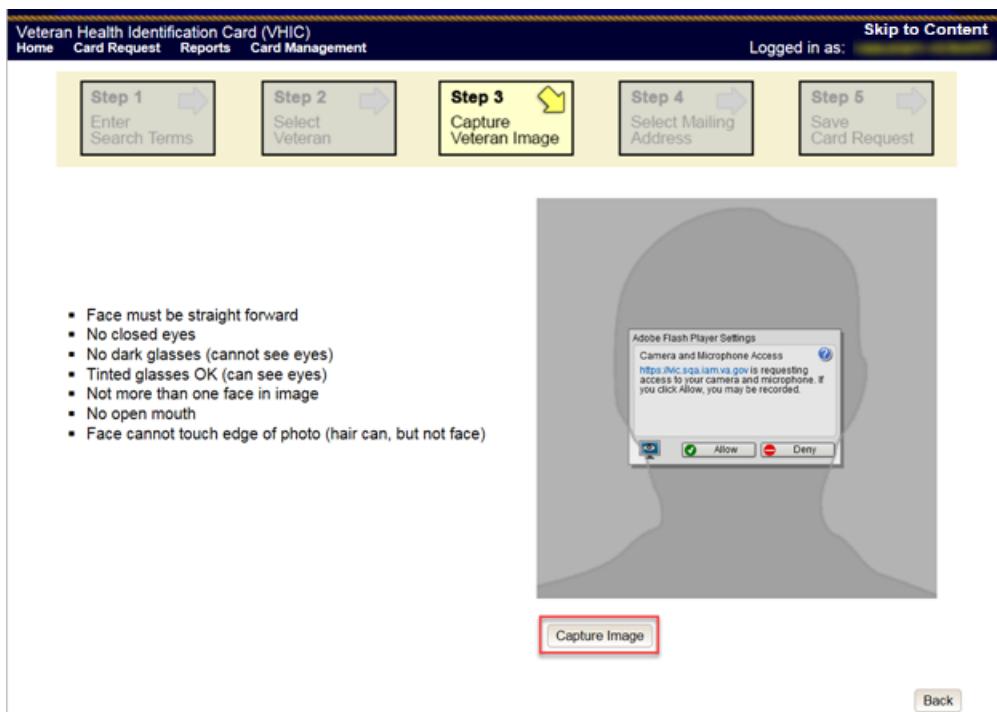


Figure 5-48: Capture Veteran Image screen – Capture Image

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



Figure 5-49: Capture Veteran Image screen – Accept new photo; click Next

i **NOTE:** If the image does not meet the guidelines or the Veteran would prefer a new photo be taken or uploaded, this can be done at this point as well by clicking the [Back] button to take a new picture or upload a photo.

5.4.3.2. Upload from File

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

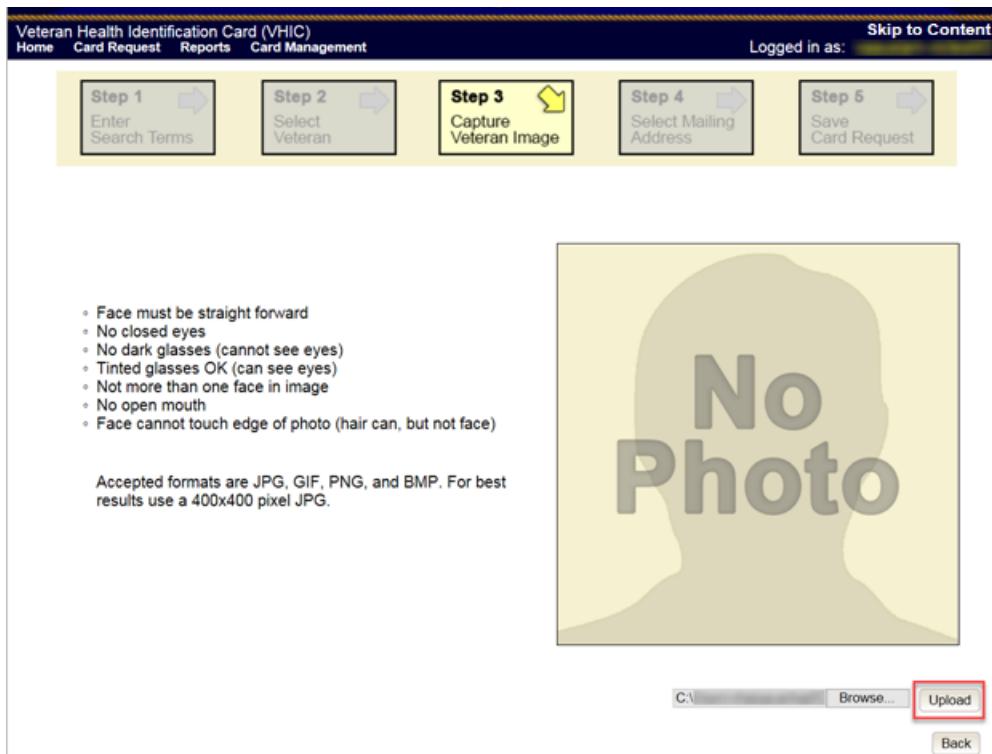


Figure 5-50: Capture Veteran Image screen – Upload from File

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

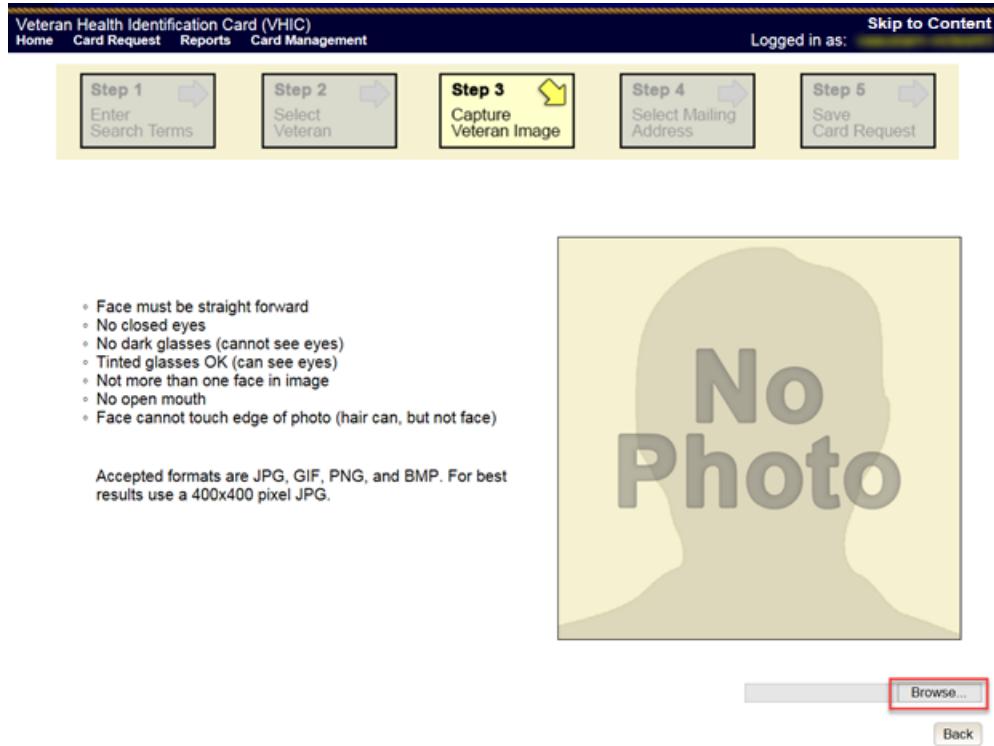


Figure 5-51: Capture Veteran Image screen – Upload photo; click Browse

Once the file has been selected, an [Upload] button will become available. Clicking this will import the image and it will now be visible in the image capture area.

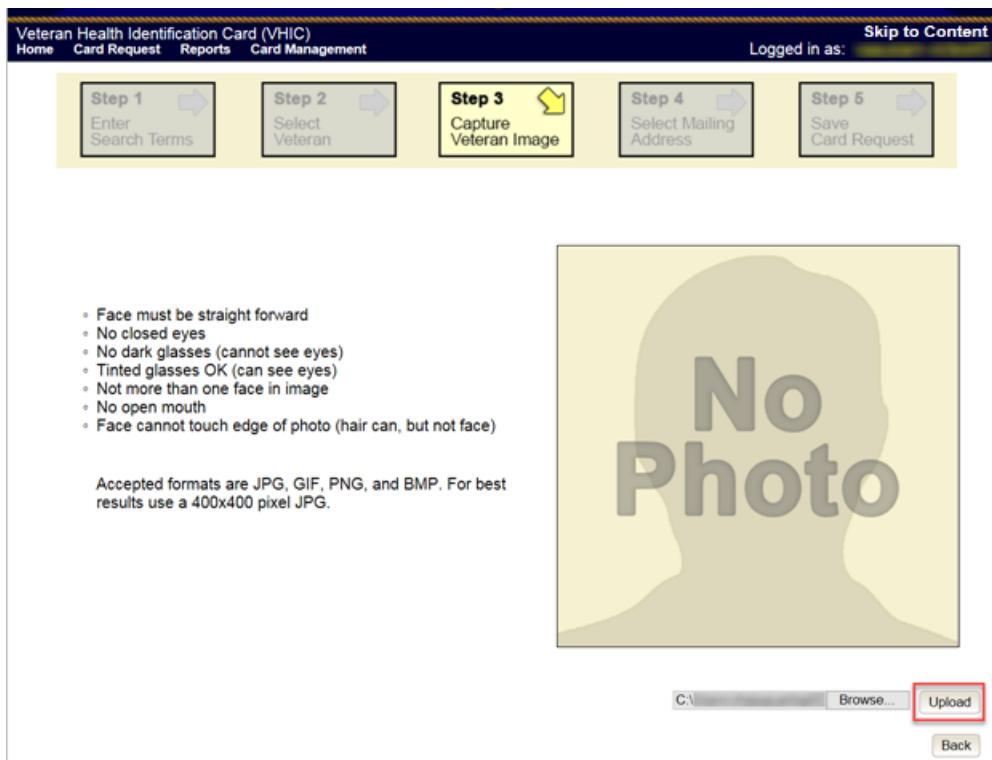


Figure 5-52: Capture Veteran Image screen – Upload photo; click Upload

The user can move the slider below the image window to zoom the image in or out to match the silhouette, the image can also be dragged to line the Veteran's face inside the silhouette as well.

Once again, be sure to review the image to ensure it meets the specified guidelines before clicking the [Next] button to continue.

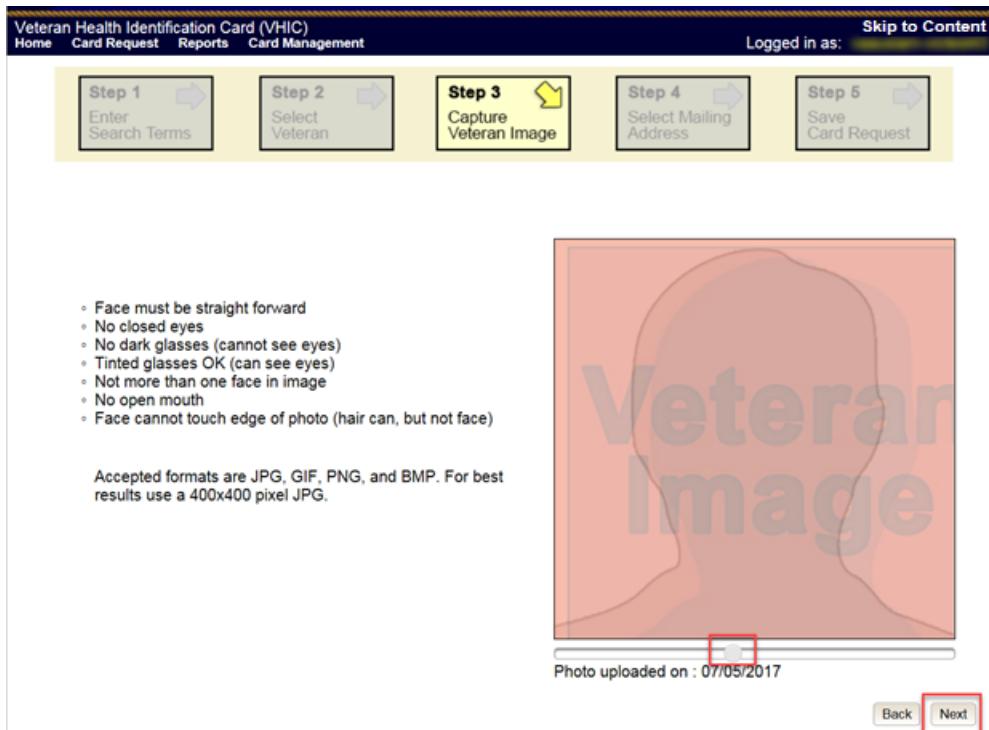


Figure 5-53: Capture Veteran Image screen – Edit photo; click Next

5.4.3.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.

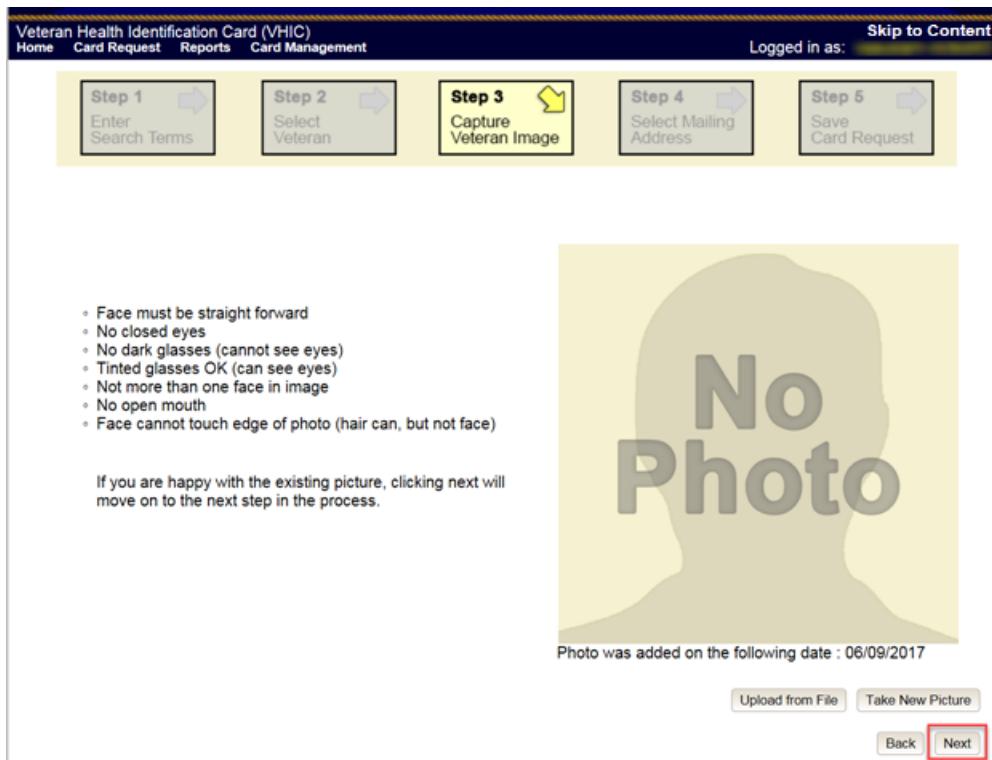


Figure 5-54: Capture Veteran Image screen – Reuse Existing Photo; click Next

The VHIC application will ask the user to confirm that they want to reuse the existing photo for this Veteran. Click the [OK] button to continue to Step 4: Verify Identity Attributes.

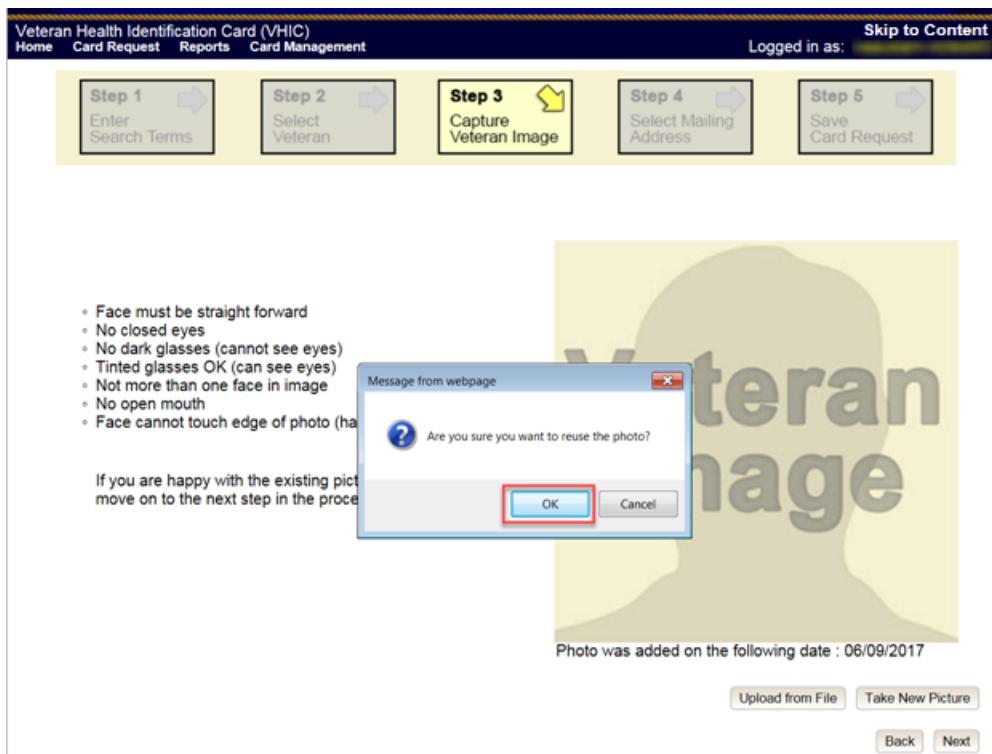


Figure 5-55: Capture Veteran Image screen – Reuse Existing Photo; click OK

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

5.4.4. Step 4: Verify Identity Attributes

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there is a navigation bar with links for 'Home', 'Card Request', 'Reports', and 'Card Management'. On the right, it says 'Logged in as:' followed by a placeholder. Below the navigation, five steps are listed: 'Step 1 Enter Search Terms', 'Step 2 Select Veteran', 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address' (which is highlighted in yellow), and 'Step 5 Save Card Request'. The main content area is titled 'Veteran Identity Confirmation'. It contains sections for 'Status' (Card Request Status: New), 'Veteran Identity Attributes' (First Name: FOUR, Last Name: MVIPATIENT, Date of Birth: 8/22/1985), 'Requesting Facility Address' (Facility Name: ATLANTA VAMC, Facility Address: 1670 CLAIRMONT RD, DECATUR, GA 30033 USA), and 'Address' (Recipient: FOUR ONE MVIPATIENT III, Street 1: 123 SESAME STREET, Street 2, Street 3, City: FRONT ROYAL, State: VA, Zip Code: 22630, Province, Postal Code, Country: USA). A question at the bottom asks if the address is correct, with 'Next' being the highlighted button. Navigation icons for '?', 'Back', and 'Next' are also present.

Figure 5-56: Select Mailing address screen

This step provides several mailing options for the card:

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

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

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

i **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad in the VHIC system, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then the VHIC user would need to request help with correcting the address by contacting the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

5.4.5. Status Section

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

The screenshot shows a user interface for a card request. At the top left, there is a label 'Status'. Below it is a dropdown menu labeled 'Card Request Status' with the option 'Replacement' selected. To the right of the status dropdown is another dropdown menu labeled 'Replacement Reason' with the placeholder text 'NOT SELECTED'.

Figure 5-57: Card Request Status section

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

5.4.5.1. Replacement Options

If the Card Request Status is *Replacement*, a Replacement Reason will have to be provided before the card request process can continue. Based on the primary replacement reason selected, a secondary reason may need to be provided. The options selected here will appear on the final Step 5 screen under *Replacement Reason*.

The following are the available primary replacement reasons:

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

Card Request Status	Replacement
Replacement Reason	NOT SELECTED Damaged Expired Incorrect Information Lost Poor Quality Stolen
Veteran Identity Attribu	
First Name	
Last Name	

Figure 5-58: Replacement Reason drop-down list

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

- Photo
- Text
- Other

Card Request Status	Replacement
Replacement Reason	Poor Quality
Poor Quality	NOT SELECTED Other Photo Text
Veteran Identity Attribu	

Figure 5-59: Poor Quality Replacement Reasons

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

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

Card Request Status	Replacement
Replacement Reason	Damaged
Damaged	NOT SELECTED Barcode not working Magnetic stripe not working Other physical damage
Veteran Identity Attribu	

Figure 5-60: Damaged Replacement Reasons

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

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

Card Request Status Replacement	
Replacement Reason	Incorrect Information <input checked="" type="checkbox"/>
Incorrect Information	<input checked="" type="checkbox"/> NOT SELECTED Branch of Service Date of Birth ICN Member Benefit Plan ID Member ID Name Other Photo Prisoner of War Purple Heart Service Connected
Veteran Identity Attribute	
First Name	
Last Name	
Date of Birth	
Address	

Figure 5-61: Incorrect Information Replacement Reasons

5.4.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

The screenshot shows the VHIC Step 5: Save Card Request review screen. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. To the right, it says "Logged in as: [username]" and "Skip to Content". Below the navigation bar, five steps are listed: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a yellow arrow icon. The main content area is titled "Veteran Card Details". It displays a thumbnail image of a VA Health Identification Card with the text "Veteran Image" and a barcode. To the right of the image, service-connected status is listed as "N". Below this, there is a table with the following data:

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	1607956576
Purple Heart	N	ICN	1012894958V625284
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1952

Below the table, the name "WILSON BROWN" is listed as "Name as it will appear on card". Under "Address card will be mailed to:", the address "WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA" is listed. A "Card Status" field shows "Pending" and a "Card Request Date" field is empty. A "Branch Of Service" section shows "Army" selected. A "Replacement Reason" field contains "Lost" and is highlighted with a red border. A "Reason for Hold" field shows "Bad data" with an unchecked checkbox. At the bottom right, there are "Back" and "Submit" buttons, with "Submit" also highlighted with a red border.

Figure 5-62: Save Card Request review screen

This screen contains the following information for review:

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

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

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

5.4.6.1. Branch of Service

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

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



Figure 5-63: Branch of Service Selection

5.4.6.2. Save Card Request: Replacement

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

The screenshot shows the VHIC system interface. At the top, there are navigation links: Home, Card Request, Reports, Card Management, Skip to Content, and Logged in as: [User]. Below these are five step-by-step navigation boxes: Step 1 Enter Search Terms, Step 2 Select Veteran, Step 3 Capture Veteran Image, Step 4 Select Mailing Address, and Step 5 Save Card Request (which is highlighted with a yellow background). The main area is titled "Veteran Card Details". It displays a placeholder image for a VA card and a "Veteran Image" button. To the right, detailed information is listed:

Service Connected	N	Card Number	6862
Medal of Honor	N	Member ID	1607956576
Purple Heart	N	ICN	1012894958V625284
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1952
		Expiration Date	7/5/2027

Below this, it says "Name as it will appear on card: WILSON BROWN". Under "Address card will be mailed to:", it lists: WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA. A green box at the bottom right shows "Card Status Submitted" and "Card Request Date 07/07/2017". On the left, a red box highlights the "Replacement Reason: Lost" field. To the right, it says "Army" and "Reason for Hold: Not Applicable".

Figure 5-64: Replacement Card Request Submitted

5.5. Placing a Replacement VHIC Request On Hold Manually: Veteran Level 2 Proofed

This section will show how the process flow should go when the VHIC associate enters in a Veteran who is listed in MVI, ES, has a Proofing level of 2 and requesting a new card. During the process the Associate notices some of the Data is not correct.

5.5.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best 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 Identity Management 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 5-65: 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.

Figure 5-66: Enter Search Terms screen

5.5.2. Step 2: Select Veteran

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

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

Figure 5-67: Select Veteran screen

5.5.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.



Figure 5-68: Capture Veteran Image screen – Reuse Existing Photo; click Next

VHIC will then ask the user to confirm that they want to reuse the existing photo and then they would click [OK] to continue on to the next step.

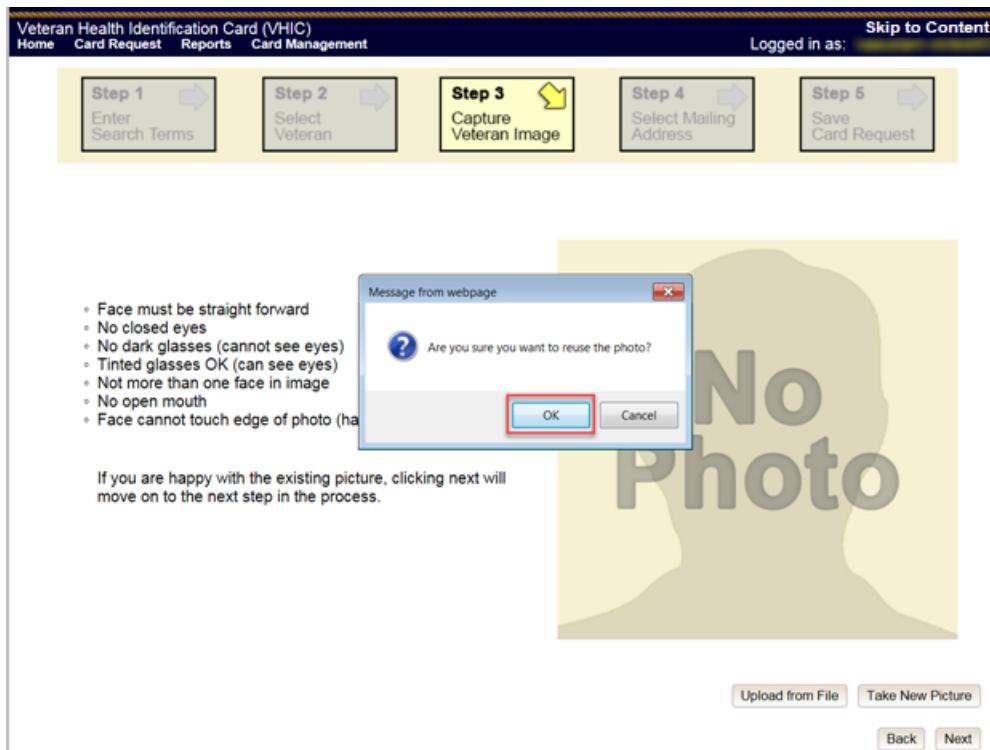


Figure 5-69: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.5.4. Step 4: Select Mailing Address

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. A 'Skip to Content' link is also present. Below the navigation bar, a progress bar indicates five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 4 is highlighted with a yellow background and a yellow arrow icon. The main content area is titled 'Veteran Identity Confirmation'. It contains several input fields and dropdown menus. The 'Status' section includes a dropdown menu for 'Card Request Status' set to 'Replacement' and a dropdown for 'Replacement Reason' set to 'Lost'. The 'Veteran Identity Attributes' section shows 'First Name' as 'FOUR', 'Last Name' as 'MVIPATIENT', and 'Date of Birth' as '8/22/1985'. The 'Requesting Facility Address' section lists 'Facility Name' as 'ATLANTA VAMC', 'Facility Address' as '1670 CLAIRMONT RD', and 'DECATUR, GA 30033 USA'. The 'Address' section provides options for mailing the card to different facilities. The 'Recipient' field contains 'FOUR ONE MVIPATIENT III'. Below it are fields for Street 1 ('123 SESAME STREET'), Street 2, Street 3, City ('FRONT ROYAL'), State ('VA'), Zip Code ('22630'), Province, Postal Code, and Country ('USA'). A question at the bottom asks if the address is correct, with 'Next' being the highlighted button. Navigation buttons for '?', 'Back', and 'Next' are at the bottom right.

Figure 5-70: Select Mailing Address screen

This step provides several mailing options for the card:

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

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

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

i **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then the VHIC user would need to request help with correcting the address by contacting the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the [**Next**] button in the lower right hand to move forward.

5.5.5. Status Section

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

The screenshot shows a user interface for a card request. At the top left is a 'Status' field containing 'Card Request Status'. To its right is a dropdown menu labeled 'Replacement'. Below this, another dropdown menu is labeled 'Replacement Reason' with the value 'NOT SELECTED'.

Figure 5-71: Card Request Status section

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

5.5.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

The screenshot shows a dropdown menu for 'Replacement Reason'. The menu items are: NOT SELECTED, Damaged, Expired, Incorrect Information, Lost, Poor Quality, and Stolen. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-72: Replacement Reason drop-down list

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

- Photo
- Text
- Other

Card Request Status	Replacement
Replacement Reason	Poor Quality
Poor Quality	NOT SELECTED Other Photo Text
Veteran Identity Attribu	

Figure 5-73: Poor Quality Replacement Reasons

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

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

Card Request Status	Replacement
Replacement Reason	Damaged
Damaged	NOT SELECTED Barcode not working Magnetic stripe not working Other physical damage
Veteran Identity Attribu	

Figure 5-74: Damaged Replacement Reasons

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

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

Card Request Status Replacement	
Replacement Reason	Incorrect Information <input checked="" type="checkbox"/>
Incorrect Information	<input type="checkbox"/> NOT SELECTED <input type="checkbox"/> Branch of Service <input type="checkbox"/> Date of Birth <input type="checkbox"/> ICN <input type="checkbox"/> Member Benefit Plan ID <input type="checkbox"/> Member ID <input type="checkbox"/> Name <input type="checkbox"/> Other <input type="checkbox"/> Photo <input type="checkbox"/> Prisoner of War <input type="checkbox"/> Purple Heart <input type="checkbox"/> Service Connected
Veteran Identity Attribute	
First Name	
Last Name	
Date of Birth	
Address	

Figure 5-75: Incorrect Information Replacement Reasons

5.5.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

The screenshot shows the VHIC Admin interface with the following details:

- Veteran Health Identification Card (VHIC)** menu bar with links: Home, Card Request, Reports, Card Management, Skip to Content, and Logged in as: [User]
- 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 N	Card Number
	Medal of Honor N	Member ID 1607956576
	Purple Heart N	ICN 1012894958V625284
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
		Date of Birth 10/10/1952

Name as it will appear on card:
WILSON BROWN

Address card will be mailed to:
WILSON BROWN
10007 F STREET
HERNDON, VA 20171 USA

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Lost

Reason for Hold:
Bad data
Details: Name spelled wrong.

Buttons: Back, Hold

Figure 5-76: Save Card Request review screen

This screen contains the following information for review:

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

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

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

If a Branch of Service option is available to the Veteran, the VHIC associate will see that on this screen and will need to ask the Veteran's preference for which, if any, BoS they would like to appear on the card.

If, after review, the Veteran states that an item is listed incorrectly (i.e., proper Branch of Service is not listed, Medal of Honor status is incorrect, etc.) the VHIC user can check the Bad data checkbox.

When this option is selected, the VHIC user must list the details of the bad data in the provided Details field. This information will be stored in the system and will appear upon submission as well as on Step 4 when this particular request is removed from hold.

The option to Submit is no longer available. Instead the VHIC user will click [**Hold**] to place the card request on hold.

5.5.6.1. Save Card Request: Manually saved On Hold

Upon submission, the colored field will change from yellow to orange indicating the card request was placed on hold. A Card Number will be generated as well as the Card Request Date.

The Expiration Date field will now be visible but will not be populated as the card request is not complete at this time. The Card Status is listed as Saved on Hold.

The screenshot shows the VHIC application interface. At the top, there are navigation links: Home, Card Request, Reports, and Card Management. To the right, it says "Skip to Content" and "Logged in as: [User]". Below these are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a yellow arrow icon. The main section is titled "Veteran Card Details". It displays a placeholder image for the card and lists the following information:

Service Connected	N	Card Number	6865
Medal of Honor	N	Member ID	1607956576
Purple Heart	N	ICN	1012894958V625284
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1952
		Expiration Date	7/5/2027

Below this, it says "Name as it will appear on card: WILSON BROWN". Under "Address card will be mailed to:", it lists: WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA. To the right, under "Card Status", it says "Saved On Hold" and "Card Request Date 07/07/2017". In the bottom left, there's a red box labeled "Replacement Reason: Lost". In the bottom right, there's a red box labeled "Reason for Hold: Bad data: Name spelled wrong." The word "Army" is also visible near the bottom center.

Figure 5-77: Replacement Card Request Saved On Hold

5.6. On Hold Reasons Explained

5.6.1. Veteran Not Proofed

User did NOT complete the proofing process using the Identity Management Toolkit application PRIOR to creating a VHIC request

If the VHIC user started the VHIC card request BEFORE going into the Identity Management Toolkit application and completing the proofing process, the VHIC application will display the Warning message on Step 4 of the card request process indicating that the Veteran has NOT been Identity Proofed. The VHIC user will see Veteran not proofed as the Reason for Hold on Step 5. The VHIC application will allow you to save the card request on hold. The card request will be saved for 30 days.

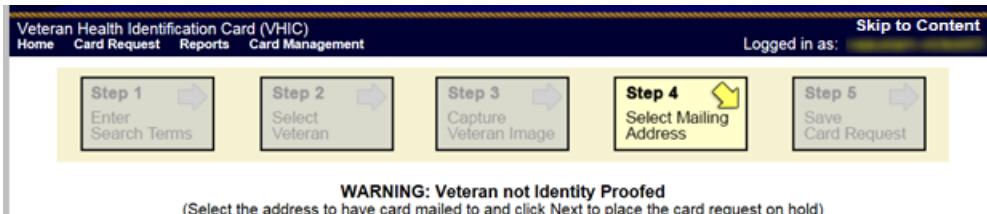


Figure 5-78: Veteran Not Proofed Warning message on Step 4: Select Mailing Address

Reason for Hold:
Veteran not proofed
Bad data <input type="checkbox"/>

Figure 5-79: Reason for Hold: Veteran Not Proofed

Once the VHIC user completes the Identity Proofing in the Identity Management Toolkit application, they can return to the VHIC application to take the card request off hold. The VHIC user will start a card request as they would normally. The VHIC user will see the On Hold Reason – Veteran Not Proofed displayed on Step 4 of the card request process.

Veteran Identity Confirmation

Status
Card Request Status On Hold
Veteran not proofed

Figure 5-80: Card Request Status: On Hold - Veteran Not Proofed

Continue with the card request process and submit the card request as outlined in section [4.3 Resuming an On Hold VHIC Request: Veteran NOT Level 2 Proofed Hold Reason](#)



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

5.6.2. Enrollment Services Unavailable

If you get to Step 6 and see the message “Enrollment Unavailable” displayed under **Reason for Hold**, which means that VHIC is unable to communicate to Enrollment Services at this time,

select the Branch of Service (if available) and click on the [Hold] button. This will save the card request for 30 days.

Reason for Hold:

- Enrollment unavailable
- Bad data

Figure 5-81: Reason for Hold: Enrollment Unavailable

Next, log a ticket by calling the Enterprise Service Desk at 855-673-4357, option #3 (Applications), then option #1 or send an email message to ESD DEV OPS (ESD@va.gov) to log a trouble ticket.

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

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

5.6.3. Eligibility Pending

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

Reason for Hold:

- Eligibility Pending
- Bad data

Figure 5-82: Reason for Hold: Eligibility Pending

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

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

5.6.4. Bad Data – Other

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

The screenshot shows a form field labeled "Reason for Hold". Inside the field, there is a sub-field with the label "Bad data" followed by a checked checkbox. Below this, a "Details" input field contains the text "Name Spelled Wrong". The entire "Reason for Hold" field is highlighted with a red border.

Figure 5-83: Reason for Hold: Bad Data – Name Spelled Wrong

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

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

The screenshot shows a "Veteran Identity Confirmation" page. It displays a "Status" section with "Card Request Status" set to "Replacement On Hold". Below this, a message "Bad Data: Name spelled wrong" is shown, also enclosed in a red box. The entire status section is highlighted with a red border.

Figure 5-84: Card Request Status: Replacement on Hold - Bad Data: Name Spelled Wrong

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

The screenshot shows a form field labeled "Reason for Hold". Inside the field, there is a sub-field with the label "Bad data" followed by an unchecked checkbox. The entire "Reason for Hold" field is highlighted with a red border.

Figure 5-85: Reason for Hold: Bad Data Unchecked

5.7. Resuming an On Hold Replacement VHIC Request: Veteran Level 2 Proofed

When the Associate resumes a card request that has been placed On Hold, they will still be taken through the same steps as though it was a New Card or a Replacement. The Associate won't be shown that this is an On Hold Request until they get to Step 4.

5.7.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure a best 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 Identity Management 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 5-86: 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 Management](#) [Skip to Content](#)

Logged in as:

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

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
[\(Click here to open Identity Management Toolkit in another window\)](#)

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	Person
Last Name <input type="text"/>	Date of Birth <input type="text"/> (DOB format: YYYYMMDD)
First Name <input type="text"/>	Gender <input type="button" value="▼"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text"/> (Format: #####-##-####)
City <input type="text"/>	EDIP / Member ID <input type="text"/>
State <input type="text"/>	ICN <input type="text" value="12661460V1474 X"/>
Zip Code <input type="text"/>	

Figure 5-87: Enter Search Terms screen

5.7.2. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Management](#) [Skip to Content](#)

Logged in as:

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
	KENNETH FERGUSON	XXX-XX-1254	3/21/1963	MALE

Figure 5-88: Select Veteran screen

5.7.3. Reuse Existing Image

In the event the Veteran has an existing photo in the system that is less than ten years old, this will appear in the image capture area upon entry to Step 3. If this image meets the required guidelines, it may be reused for the current card request process. Simply click [Next] to continue on to Step 4.



Figure 5-89: Capture Veteran Image screen – Reuse Existing Photo; click Next

VHIC will then ask the user to confirm that they want to reuse the existing photo and then they would click [OK] to continue on to the next step.

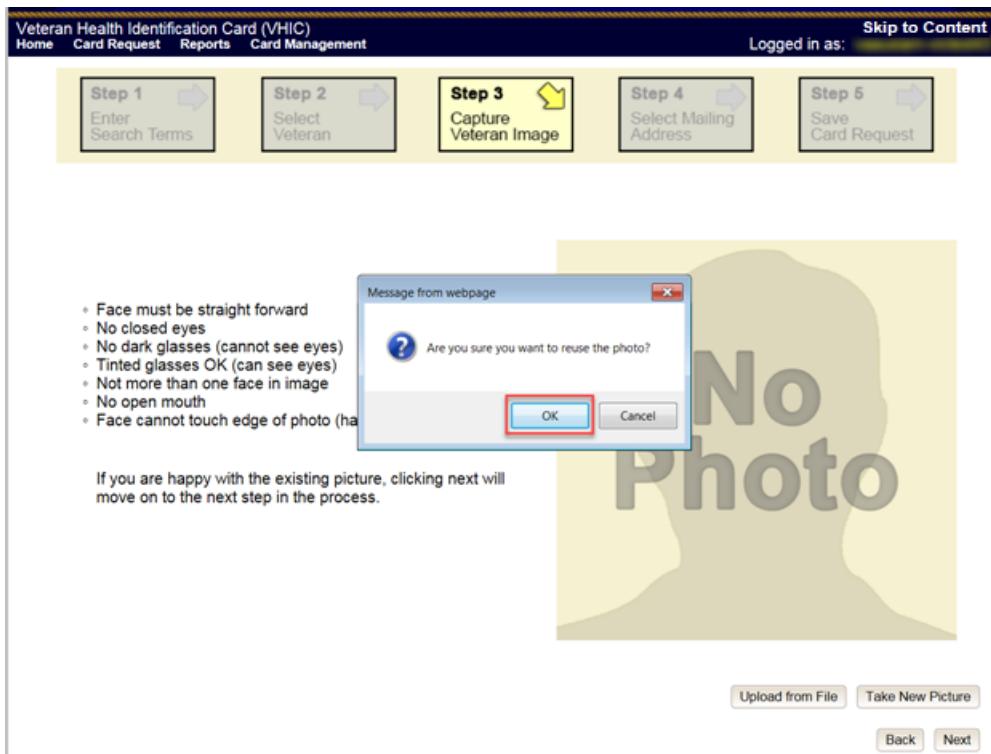


Figure 5-90: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.7.4. Step 4: Select Mailing Address

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

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold, the status of *Replacement On Hold* will be listed along with the On Hold reason. There is also a drop-down list for selecting a *Replacement Reason*.

Figure 5-91: Select Mailing Address screen

This step provides several mailing options for the card:

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



NOTE: If Enrollment has flagged the Veteran's address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the

screen. At this point, if the Veteran opts to not update their information with ES, the Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

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

i **NOTE:** If no preferred facility information has been received from ES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate MUST choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the address for the Requesting Facility is not correct, then VHIC user would need to request help with correcting the address by calling the Enterprise Service Desk at 855-673-4357, option 3 (Applications), then option 1. Alternately, send an email message to ESD DEV OPS (ESD@va.gov) with correction details.

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

5.7.5. Status Section

At the top of the Step 4 screen is the Status section. Since this card request for the Veteran was placed on hold, the status of *Replacement On Hold* will be listed along with the On Hold reason. There is also a drop-down list for selecting a *Replacement Reason*.

The screenshot shows a user interface for a card request. At the top, it says "Status" followed by "Card Request Status: Replacement On Hold". Below this, there is an error message: "Bad Data: Name spelled wrong." Underneath, there is a dropdown menu labeled "Replacement Reason" with the option "Lost" selected.

Figure 5-92: Card Request Status section

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

5.7.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

Card Request Status Replacement

Replacement Reason NOT SELECTED

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

Veteran Identity Attribu

First Name

Last Name

Figure 5-93: Replacement Reason drop-down list

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

- Photo
- Text
- Other

Card Request Status Replacement

Replacement Reason Poor Quality

- Poor Quality NOT SELECTED
- Other
- Photo
- Text

Veteran Identity Attribu

Figure 5-94: Poor Quality Replacement Reasons

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

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

Card Request Status Replacement

Replacement Reason Damaged

- Damaged NOT SELECTED
- Barcode not working
- Magnetic stripe not working
- Other physical damage

Veteran Identity Attribu

Figure 5-95: Damaged Replacement Reasons

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

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

Card Request Status Replacement	
Replacement Reason	Incorrect Information <input checked="" type="checkbox"/>
Incorrect Information	<input checked="" type="checkbox"/> NOT SELECTED Branch of Service Date of Birth ICN Member Benefit Plan ID Member ID Name Other Photo Prisoner of War Purple Heart Service Connected
Veteran Identity Attrib	
First Name	
Last Name	
Date of Birth	
Address	

Figure 5-96: Incorrect Information Replacement Reasons

5.7.6. Step 5: Save Card Request

This brings us to Step 5 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

If a Branch of Service option is available to the Veteran, the VHIC associate will see that on this screen and will need to ask the Veteran's preference for which, if any, BoS they would like to appear on the card.

If, after review, the Veteran states that all items are listed correctly now, the VHIC user can uncheck the *Bad data* checkbox.

When the *Bad data* checkbox is unchecked, the [Hold] button will change to the [Submit] button.

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

Skip to Content
Logged in as:

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	6867
	Medal of Honor Y	Member ID	1606267793
	Purple Heart Y	ICN	1012663658V370100
	Prisoner of War Y	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	7/7/1957

Name as it will appear on card:
WOLFESCHLE X
HAUSENBERGERDORFF

Address card will be mailed to:
WOLFESCHLE X
HAUSENBERGERDORFF
1601 4TH PLAIN BLVD BUILDING 17
4TH FLOOR, SUITE 402
GLASGOW, LANARKSHIRE H2 3RN
GBR

?

Replacement Reason:
Lost

Reason for Hold:

Bad data
Details: Name Spelled Wrong

Back Hold

Figure 5-97: Save Card Request review screen; Uncheck Bad Data checkbox

The VHIC user can now click [Submit] to complete the card request.

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

Skip to Content
Logged in as:

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	6867
	Medal of Honor Y	Member ID	1606267793
	Purple Heart Y	ICN	1012663658V370100
	Prisoner of War Y	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	7/7/1957

Name as it will appear on card:
WOLFESCHLE X
HAUSENBERGERDORFF

Address card will be mailed to:
WOLFESCHLE X
HAUSENBERGERDORFF
1601 4TH PLAIN BLVD BUILDING 17
4TH FLOOR, SUITE 402
GLASGOW, LANARKSHIRE H2 3RN
GBR

Card Status Saved On Hold
Card Request Date 07/12/2017

Branch Of Service
 Coast Guard
 Veteran Declines Branch of Service Logo

Replacement Reason:
Lost

Reason for Hold:
Bad data

Back **Submit**

Figure 5-98: Save Card Request review screen; click Submit

This screen shows that the Card Request was submitted successfully.

If a Branch of Service was selected on the previous screen. The designated choice will appear here, as well as the Expiration Date and the Replacement Reason.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Management

Skip to Content

Logged in as:

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	6867
	Medal of Honor Y	Member ID	1606267793
	Purple Heart Y	ICN	1012663658V370100
	Prisoner of War Y	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	7/7/1957
		Expiration Date	7/12/2027

Name as it will appear on card:
WOLFESCHLE X
HAUSENBERGERDORFF

Address card will be mailed to:
WOLFESCHLE X
HAUSENBERGERDORFF
1601 4TH PLAIN BLVD BUILDING 17
4TH FLOOR, SUITE 402
GLASGOW, LANARKSHIRE H2 3RN
GBR

Card Status Submitted
Card Request Date 07/12/2017

Veteran Declines Branch of Service Logo

Replacement Reason: Lost

Reason for Hold: Not Applicable

Figure 5-99: Replacement Card Request Submitted

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

VHIC Users 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 request interface. At the top, there's a navigation bar with links for Home, Card Request, Reports, Skip to Content, and Logged in as: [User]. Below this is a progress bar with five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 2 is highlighted in yellow. A message box states: "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 the message is a table with columns: Picture, Full Name, SSN, DOB, and Gender. The table row shows a placeholder image for the picture, the name WILLIAM YATES, SSN XXX-XX-0051, DOB 8/8/1960, and Gender MALE. At the bottom right are a help icon (?) and a back button.

Figure 5-100: 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 within 10 days of the previous card request, **ONLY** the VHIC Administrator will be able to submit a new 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 to deactivate the submitted card request. Once the VHIC user is notified that their card request has been deactivated, they can submit a new card request with the corrected information.

Information to include in the request are listed below:

- Veteran's First and Last Name
- Member ID and/or Card Number
- Site Point of Contact
- Reason for needing a new card requested within 10 days of the previous request.



NOTE: If the Member ID and/or Card Number are not available, provide the Date of Birth and SSN instead.

6. Card Deactivations

Card deactivations can **ONLY** be completed by the VHIC Administrator. 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 are listed below:

- Veteran's First and Last Name
- Member ID and/or Card Number
- Site Point of Contact
- One of the following deactivation reasons:
 - Cancelled/Declined (enrollment)
 - Damaged
 - Deceased

- Identity Theft
- Lost
- Stolen
- Other – With detailed explanation

 **NOTE:** If the Member ID and/or Card Number are not available, provide the Date of Birth and SSN instead.

 **NOTE:** Once the VHIC user is notified that their card request has been deactivated, they can submit a new card request with the corrected information.

VHIC Administrators can find detailed information on how to deactivate all of the VHICs for a given Veteran in the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 3 – Admins** document.

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 Identification Card (VHIC 4.9) User Guide - Volume 2 - Reports** document.

8. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 4 - Troubleshooting** document.