

Veteran Health Identification Card (VHIC 4.8)

User Guide



Volume 3 - Card Management and Administrator Only Tasks

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1. Introduction

1.1. Purpose

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

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into eight sections, allowing the user to quickly obtain the information needed.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA

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

The second and third sections will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

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

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

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

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

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

1.2.2. Assumptions

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

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

1.2.3. 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

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

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

1.3. Enterprise Service Desk and Organizational Contacts

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

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

Table 2: 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 which users will access via a web browser. The recommended browser is Internet Explorer (currently version 11). The VHIC URL is <https://vic.iam.va.gov/VIC/faces/index.jsf> and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: <http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-11-win-7>.

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

2.2. Browser

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session. Please do **NOT** use the *Refresh* button at the top of your browser window if you mistype the VHIC URL. The *Refresh* button will redirect you to the VA website. Please re-enter the VHIC URL and try again.

2.2.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View.

Examples of Image Misplacement and Other Misalignments:

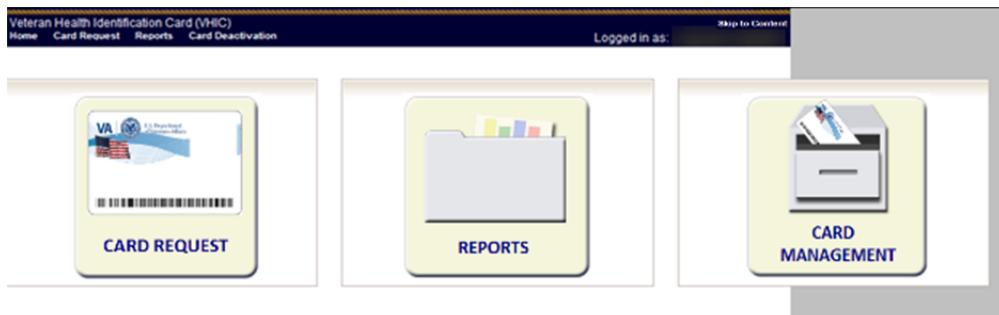


Figure 2-2: Over-sized icon buttons on the Home Screen

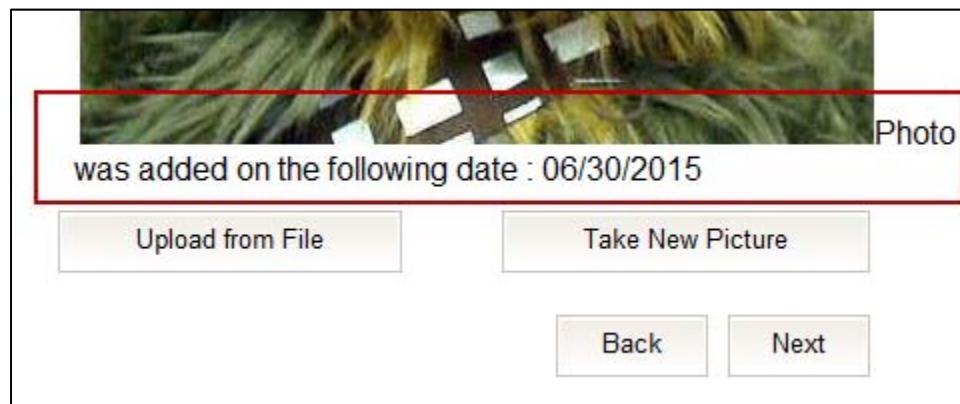


Figure 2-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details



Name as it will appear on card:
ASHLEY WECK

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



Replacement Reason:
Lost

Content on the right is shifted down

Service Connected	Y	Card Number
Medal of Honor	Y	Member ID
Purple Heart	Y	ICN
Prisoner of War	Y	Plan ID

Figure 2-4: Content on the right of the Step 5 screen is shifted down

Card Request Totals Report

Site Selection

National

VISN
 Facility

VISN Facilities

1 - VA New England Health Care System
10 - VA Healthcare System of Ohio
11 - Veterans in Partnership
12 - VA Great Lakes Healthcare Network
15 - VA Heartland Network
16 - South Central VA Health Care System
17 - VA Heart of Texas Health Care System
18 - VA Southwest Healthcare Network
101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
112 - OFFICE OF ENTERPRISE DEVLPMT
116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

End Date

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

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

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

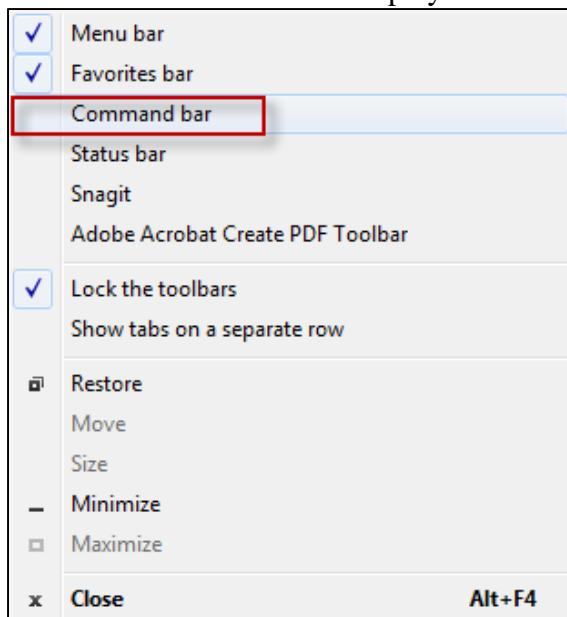


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

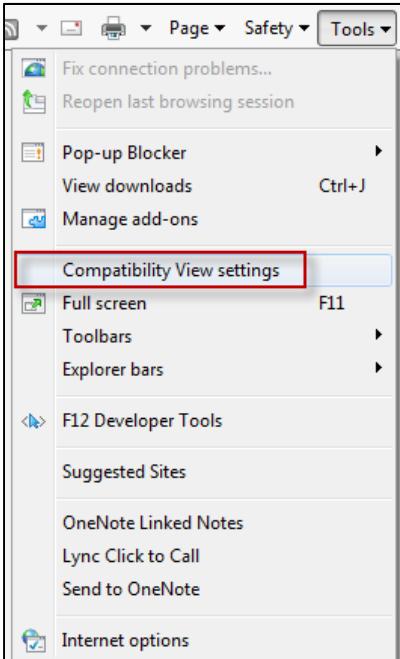


Figure 2-8: Tools drop-down menu

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

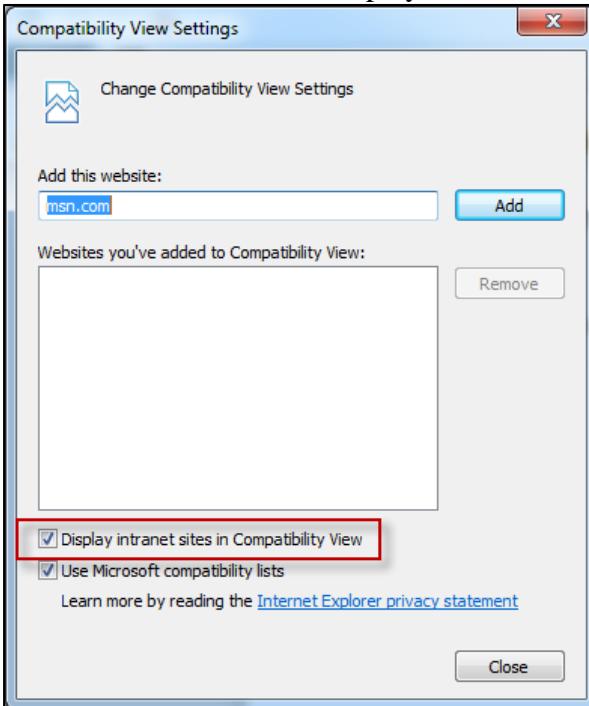


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

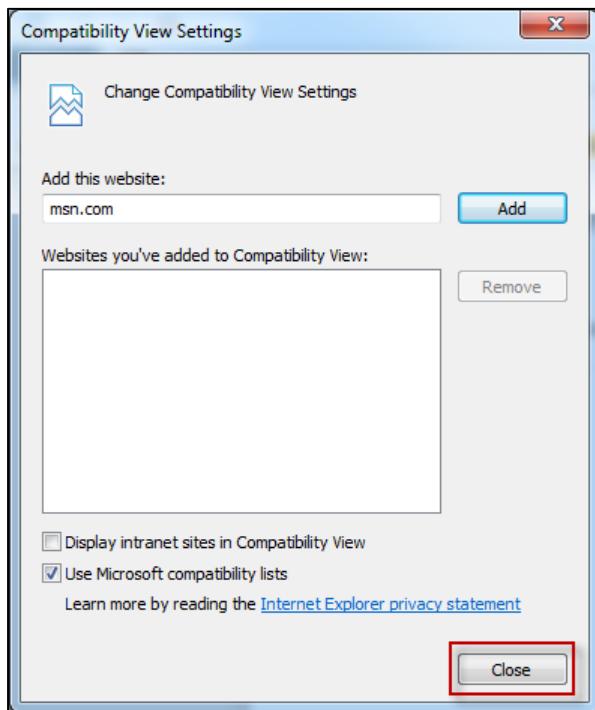


Figure 2-10: Compatibility View Settings Screen - Close



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

2.3. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the 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.

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 [3.3 System Menu section](#).

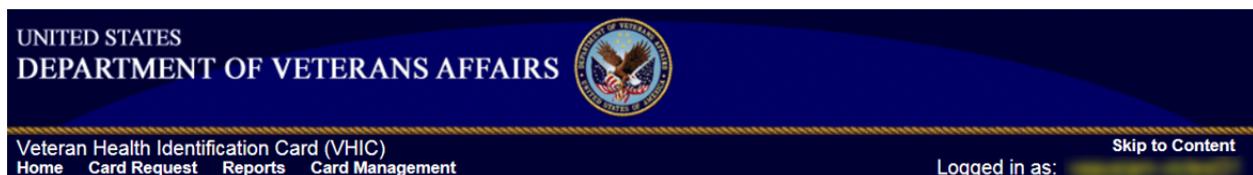


Figure 2-11: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu

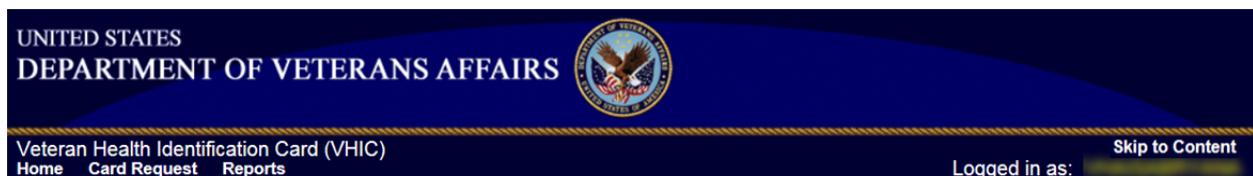


Figure 2-12: VHIC Associate and VHIC Supervisor menu



Figure 2-13: VHIC Auditor and VHIC Read-Only User menu

NOTE: The “Skip To Content” link is a Section 508 compliance feature that skips repetitive navigation links so that page content can be quickly accessed.

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 card requests and resolving card request issues. Associates have the ability to create card requests and have access to a limited number of reports.

2.4.2. VHIC Supervisor

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. VHIC Supervisors have the ability to create card requests and have access to 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 card requests, deactivate cards, and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

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

2.4.5. VHIC Auditor

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

2.4.6. VHIC Read-Only User

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System. The VHIC Read-Only user does not have the ability to create card requests, but does have access to a limited number of reports.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

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

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

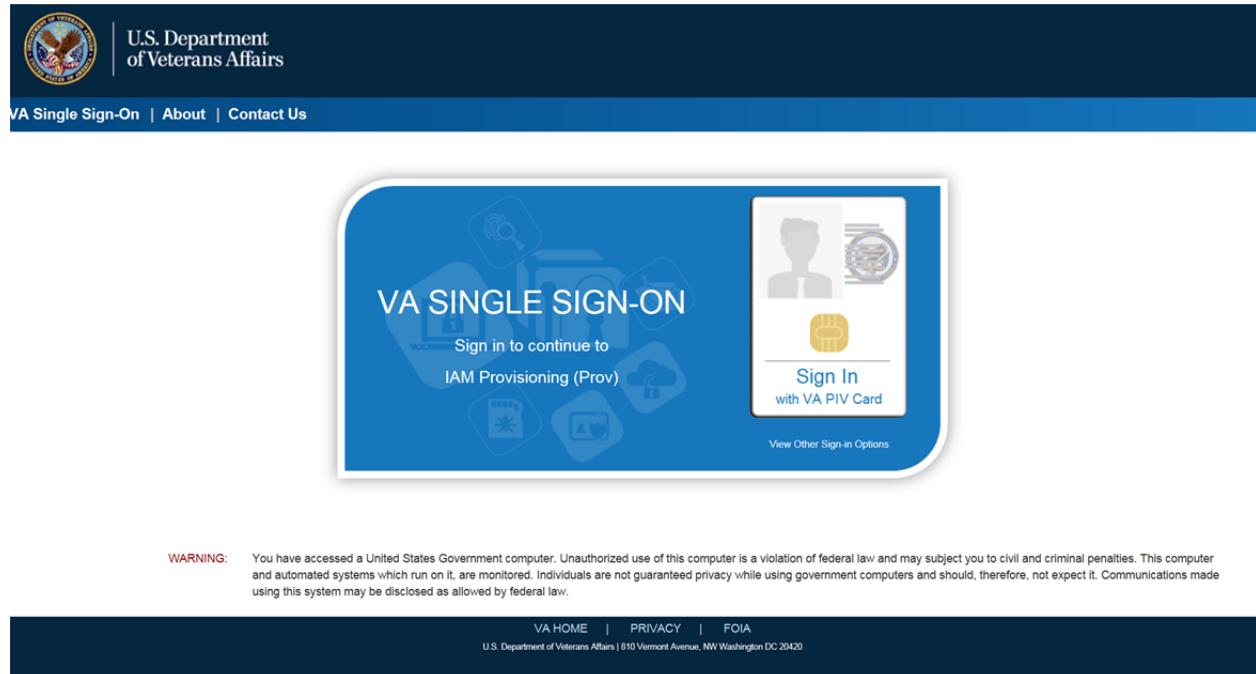


Figure 3-1: SSOi Login Screen

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 [section 2.4.](#)

- VHIC Associate
- VHIC Supervisor
- VHIC Administrator
- VHIC Technical Administrator (Tier 3)
- VHIC Auditor
- VHIC Read-Only User

3.3. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging to 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 Requests, 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 Requests and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.

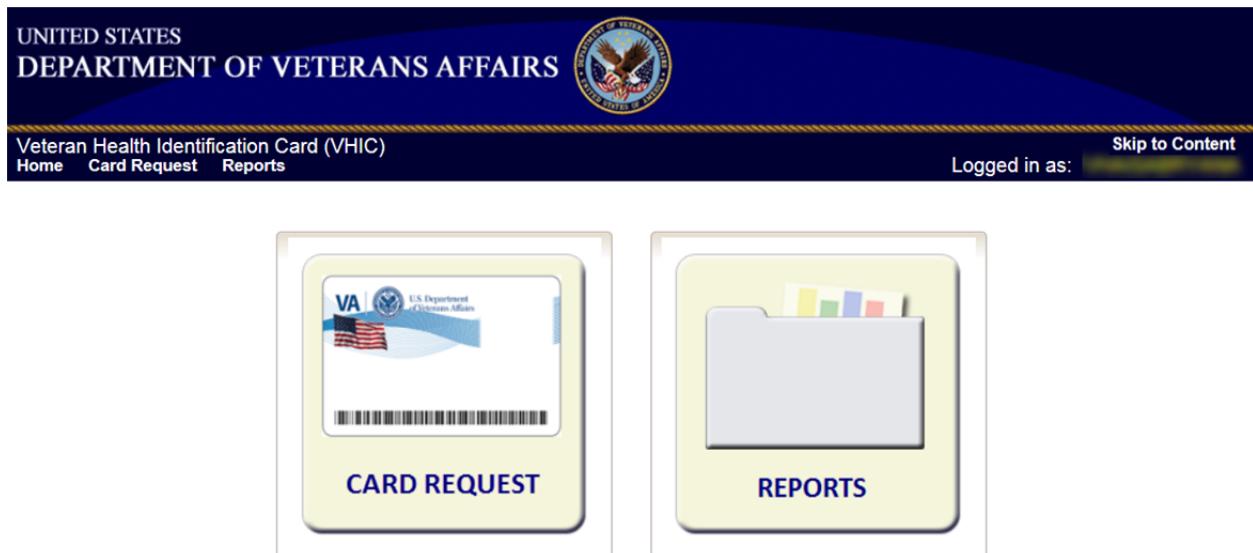


Figure 3-3: VHIC Associate and VHIC Supervisor Home screen

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. Changing User ID and Password

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

4. Before Requesting a VHIC Card

For detailed step-by-step process of how to access and complete the Identity Proofing Verification task in the Identity Management Toolkit application, please refer to section 4 in the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 1 - Card Requests – All Users** document.

5. Creating a VHIC Card – The Card Request Process

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 5 in the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 1 - Card Requests – All Users** document.

5.1. Requesting a VHIC for a Veteran Within Ten (10) Days of a Previous VHIC Request

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

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

The screenshot shows the VHIC Card Request interface. At the top, there's a navigation bar with 'Home', 'Card Request', and 'Reports' links, and a 'Skip to Content' link. Below that is a 'Logged in as:' field. The main area has five steps: 'Step 1 Enter Search Terms', 'Step 2 Select Veteran' (which is highlighted in yellow), 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address', and 'Step 5 Save Card Request'. A red box highlights a message: 'This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received within 10 days after the request was submitted.' Below this, there's a table with columns 'Picture', 'Full Name', 'SSN', 'DOB', and 'Gender'. The table row shows a placeholder 'Veteran Image', 'WILLIAM YATES', 'XXX-XX-0051', '8/8/1960', and 'MALE'. At the bottom right are a question mark icon and a 'Back' button.

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

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

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

Information to include in the request is listed below:

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

Using the information provided in the request sent to the **VHA HEC VHIC Program Team**, The **VHIC Administrator** would be able to submit a new card request for the Veteran indicated. The card request will follow the same guidelines and steps as creating a Replacement Card Request that is covered in section *4.4 Replacement VHIC: Veteran Level 2 Proofed through Identity Management Toolkit* of the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 1 - Card Requests – All Users** document.

6. Card Management – The Card Deactivation Process

Table 3: Who can deactivate a card?

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

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

The card deactivation process follows numbered steps shown next.

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

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

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

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



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

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

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

- Damaged
- Lost
- Stolen

6.1. Cancelled/Declined

6.1.1. Accessing Card Deactivation

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

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



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

6.1.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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

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

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



Figure 6-3: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Skip to Content
Logged in as:
Deactivation Receiving Destruction
Card Deactivation
For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:
• The Member ID from the front of the Veteran's VHIC.
• Last Name, First Name, DOB and SSN.
Note: If using LNF/N/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
First Name
Middle Name
Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone
Address
Street Address
City
State
Zip Code
Identification
SSN (Format: ######-####-####)
EDIPI / Member ID
ICN
? Clear Search

Figure 6-4: Card Management Deactivation Home screen. Enter Search Terms screen

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

The screenshot shows the 'Card Deactivation' page of the VHIC system. At the top, there's a navigation bar with links for Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. A 'Skip to Content' link is also present. Below the navigation, the title 'Card Deactivation' is centered. A red message 'There are no matches for the criteria specified.' is displayed. Below this message, instructions advise users to copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field. It also lists search methods: Member ID, Last Name, First Name, DOB, and SSN. A note specifies that using LN/FN/DOB/SSN requires providing at least two of the other three sections (Person, Address, Identification). The search form is divided into four main 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).

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

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

6.1.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

Picture	Full Name	SSN	DOB	Gender
Veteran Image	VGTESTTHIRTYFOU TESTFOURTYFIVE	XXX-XX-0127	11/11/1960	MALE

Figure 6-6: Card Deactivation Select Veteran screen

6.1.4. Select Deactivation Reason

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

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

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

Name VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID 22897
Member ID 1607934238
ICN 1012900254V100174
Plan ID 7346-243-588
Date of Birth 11/11/1960

Deactivation Reason

Figure 6-7: Select Deactivation Reason screen

6.1.5. Confirm Deactivation Request

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

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

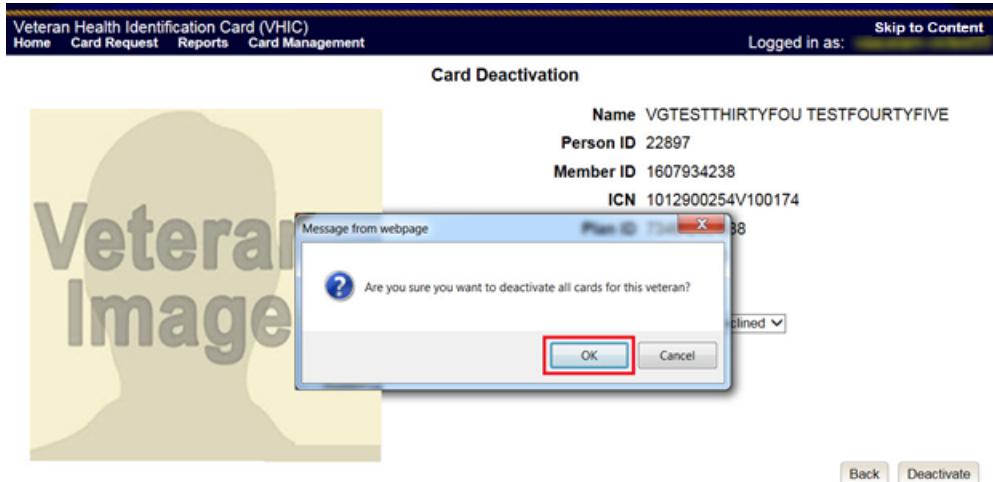


Figure 6-8: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

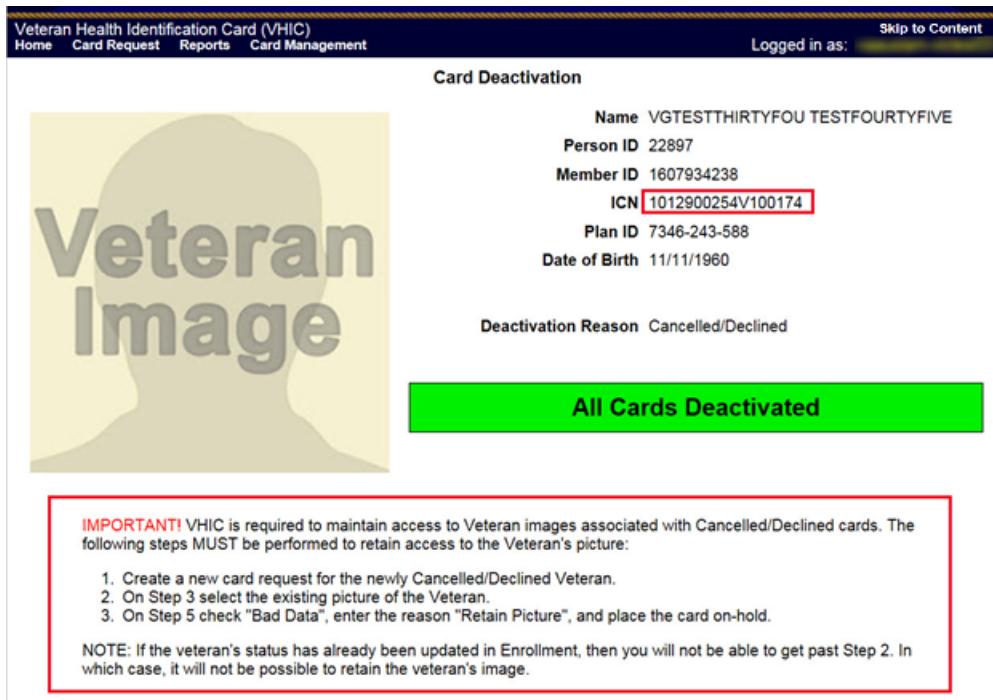


Figure 6-9: All Cards Deactivated - Cancelled/Declined

6.1.6. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [REDACTED]

Home Card Request Reports Card Management

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897

Clear Report Create PDF

Figure 6-10: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																									
Veteran ID: 22897 Card ID: ANY																																									
Veteran: VGTESTTHIRTYFOU TESTFOURTYFIVE			Person ID: 22897																																						
Gender		Date of Birth	Service		Card Count																																				
MALE		11/11/1960	NO		3																																				
Purple Heart		Medal of Honor	Enrollment Status		Prisoner of War																																				
UNKNOWN		NO	ELIGIBLE		NO																																				
Card ID: 6847																																									
	Card Issuer		Last Changed Date	Last Changed By	Card Type																																				
	VAAUSIAM-VICTEST43		08/10/2017	VAAUSIAM-VICTEST31	VHIC																																				
	Date Card Requested																																								
	06/08/2017		06/14/2017	06/08/2027																																					
Picture Comment		Current Card Status	Current MVI Status	Current Print Status																																					
		Deactivated	Unlinked	Mailed																																					
Picture Effective Date		Branch of Service	VISN	Facility																																					
04/19/2017		DECLINE	7	ATLANTA VAMC - 508																																					
Mailed to Address			Address Selected By Veteran																																						
10062 D STREET RESTON VA, 20191			10062 D STREET RESTON VA, 20191																																						
<table border="1"> <thead> <tr> <th>Status</th> <th>MVI</th> <th>Print</th> <th>Message</th> <th>Status Change</th> <th>Changed By</th> </tr> </thead> <tbody> <tr> <td>Status</td> <td>MVI</td> <td>Print</td> <td>Message</td> <td>Status Change</td> <td>Changed By</td> </tr> <tr> <td>Deactivated</td> <td>Active</td> <td></td> <td>DEACTIVATED</td> <td>06/08/2017 11:21:05</td> <td></td> </tr> <tr> <td colspan="2">Replacement Reason</td> <td colspan="2">Hold Reason(s)</td> <td colspan="2">Print Error Reason</td> </tr> <tr> <td colspan="2">Poor Quality</td> <td colspan="2"></td> <td colspan="2">Deactivation Reason</td> </tr> <tr> <td colspan="2">Other</td> <td colspan="2"></td> <td colspan="2">Cancelled/Declined</td> </tr> </tbody> </table>						Status	MVI	Print	Message	Status Change	Changed By	Status	MVI	Print	Message	Status Change	Changed By	Deactivated	Active		DEACTIVATED	06/08/2017 11:21:05		Replacement Reason		Hold Reason(s)		Print Error Reason		Poor Quality				Deactivation Reason		Other				Cancelled/Declined	
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Replacement Reason		Hold Reason(s)		Print Error Reason																																					
Poor Quality				Deactivation Reason																																					
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Replacement Reason		Hold Reason(s)		Print Error Reason																																					
Poor Quality				Deactivation Reason																																					
Other				Cancelled/Declined																																					

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

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

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

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

The screenshot shows the VHIC Card Request interface. 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: [username]" and "Skip to Content". Below the navigation bar, there is a horizontal row of five boxes labeled "Step 1" through "Step 5", each with a small icon and a brief description: 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).

The main content area contains the following text:
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 LNF/N/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).

The search form itself has several fields:

- Name**: Last Name, First Name, Middle Name (each with its own input field).
- Person**: Date of Birth (format: YYYYMMDD), Gender (dropdown menu), Home Phone (input field).
- Address**: Street Address, City, State, Zip Code (each with its own input field).
- Identification**: SSN (format: #####-##-####), EDIPI / Member ID, ICN (input field containing "1012900254V10017").

At the bottom of the form are three buttons: a question mark icon, a "Clear" button, and a "Search" button, which is highlighted with a red box.

Figure 6-12: Step 1: Enter Search Terms

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

The screenshot shows the 'Step 2: Select Veteran' page. At the top, there are five step icons: Step 1 (Enter Search Terms), Step 2 (Select Veteran, highlighted in yellow), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Below the icons is a table with columns: Picture, Full Name, SSN, DOB, and Gender. The 'Picture' column shows a thumbnail of a veteran's photo labeled 'Veteran Image'. The 'Full Name' column contains 'VGTESTTHIRTYFOU TESTFOURTYFIVE'. The 'SSN' column shows 'XXX-XX-0127', 'DOB' shows '11/11/1960', and 'Gender' shows 'MALE'. A red box highlights the full name 'VGTESTTHIRTYFOU TESTFOURTYFIVE'. At the bottom right are 'Back' and 'Next' buttons.

Figure 6-13: Step 2: Select Veteran

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

The screenshot shows the 'Step 3: Capture Veteran Image' page. At the top, there are five step icons: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image, highlighted in yellow), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Below the icons is a large placeholder image of a person's head with the text 'Veteran Image' overlaid. To the left of the image, instructions state: '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', and 'Face cannot touch edge of photo (hair can, but not face)'. Below these instructions is a note: 'If you are happy with the existing picture, clicking next will move on to the next step in the process.' At the bottom are 'Upload from File' and 'Take New Picture' buttons, and 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red box.

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

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

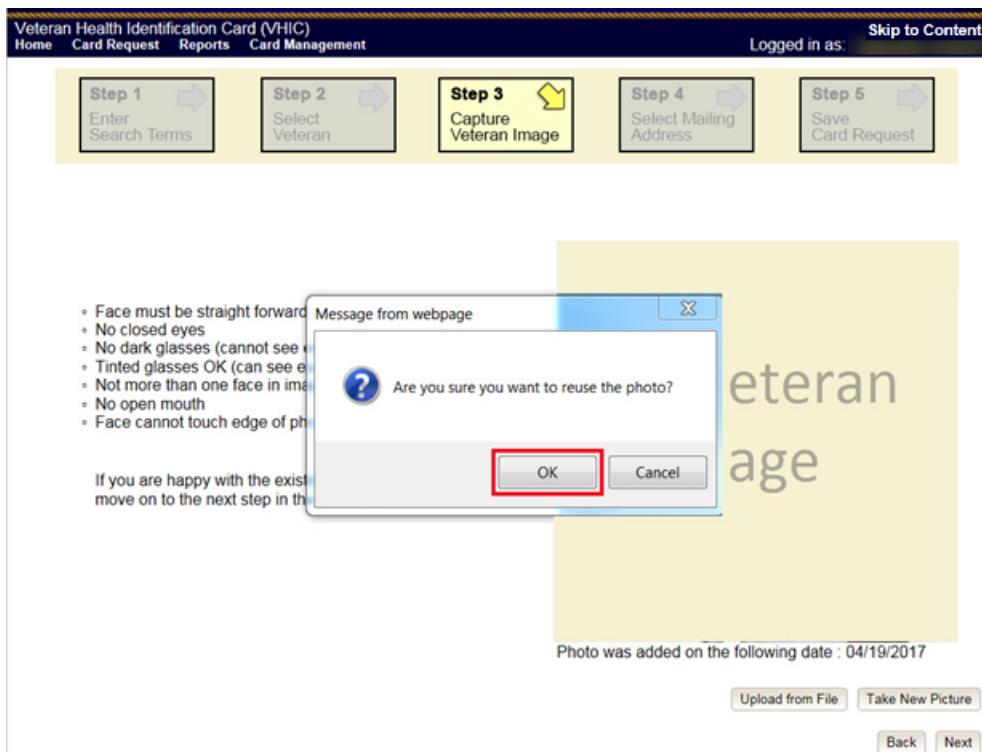


Figure 6-15: Step 3: Confirm Reuse of Photo by clicking the OK button

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

Veteran Identity Confirmation

Status
Card Request Status Replacement
Replacement Reason **Incorrect Information** ▾
Incorrect Information Other ▾

Veteran Identity Attributes
First Name **VGTESTTHIRTYFOU**
Last Name **TESTFOURTYFIVE**
Date of Birth **11/11/1960**

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 **VGTESTTHIRTYFOU TESTFOURTYFIVE**
Street 1 **10062 D STREET**
Street 2
Street 3
City **RESTON**
State **VA**
Zip Code **20191**
Province
Postal Code
Country **USA**

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

? Back **Next**

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card 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
Veteran Image	Medal of Honor N	Member ID 1607934238
	Purple Heart N	ICN 1012900254V100174
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
		Date of Birth 11/11/1960

Name as it will appear on card:
VGTESTTHIRTYFOU
TESTFOURTYFIVE

Address card will be mailed to:
VGTESTTHIRTYFOU
TESTFOURTYFIVE
10062 D STREET
RESTON, VA 20191 USA

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
 Incorrect Information
 Other

Reason for Hold:
 Bad data
 Details: Retain Picture

Back Hold

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

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

Veteran Card Details

	Service Connected N	Card Number 6854
Veteran Image	Medal of Honor N	Member ID 1606250068
	Purple Heart N	ICN 1012662873V556352
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
		Date of Birth 4/22/1953
		Expiration Date

Name as it will appear on card:
JAMES SPANKOWSKI

Address card will be mailed to:
JAMES SPANKOWSKI
241 ALLISON CT
BAHAMIA, NC 27503 USA

Replacement Reason:
Lost

No Branch of Service is available

Card Status Saved On Hold
Card Request Date 07/03/2017

Reason for Hold:
Bad data: Retain picture

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

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

Veteran Health Identification Card (VHIC)

Card History Report

Search Criteria

Card ID	22897
Person ID	

Clear Report Create PDF

Figure 6-19: Card History Report Query Screen

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

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

VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

Veteran:	VGTESTTHIRTYFOU TESTFOURTYFIVE			Person ID:	22897
Gender	Date of Birth	Service	Card Count		
MALE	11/11/1960	NO	3		
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War		
UNKNOWN	NO	ELIGIBLE	NO		

Card ID:	6847				
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC	
Date Card Requested					
06/08/2017	06/14/2017		06/08/2027		
Picture Comment	Current Card Status	Current MVI Status	Current Print Status		
	On Hold	Active	Not Started		

Picture Effective Date	Branch of Service	VISN	Facility
04/19/2017	DECLINE	7	ATLANTA VAMC - 508
Mailed to Address	Address Selected By Veteran		
10062 D STREET RESTON VA, 20191	10062 D STREET RESTON VA, 20191		

Status	MVI	Print	Message	Status Change	Changed By
On Hold	Not Correlated	Not Started	PLACED ON HOLD-NOT CORRELATED	06/08/2017 11:21:05	
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Incorrect Information	BAD DATA- Retain Picture Other				
Status	MVI	Print	Message	Status Change	Changed By
				06/08/2017 11:21:05	
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	

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

6.2. Damaged

6.2.1. Accessing Card Deactivation

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

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



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

6.2.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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



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

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



Figure 6-22: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

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

Card Deactivation

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

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.
Note: If using LNFN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name Last Name <input type="text" value="VGTESTTHIRYFOU"/> First Name <input type="text" value="TESTFOURTYFIVE"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text" value="19601111"/> (DOB format: YYYYMMDD) Gender <input type="button" value="▼"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text" value="734624358"/> (Format: ######-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/>

?

Clear

Search

Figure 6-23: Card Deactivation Enter Search Terms screen

6.2.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

Picture	Full Name	SSN	DOB	Gender
	VGTESTTHIRTYFOU TESTFOURTYFIVE	XXX-XX-0127	11/11/1960	MALE

Card Deactivation

Skip to Content

Logged in as:

?

Back

Figure 6-24: Card Deactivation Select Veteran screen

6.2.4. Select Deactivation Reason

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

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Management

Skip to Content

Logged in as:

Card Deactivation

Name VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID 22897
Member ID 1607934238
ICN 1012900254V100174
Plan ID 7346-243-588
Date of Birth 11/11/1960

Deactivation Reason

?

Back

Figure 6-25: Select Deactivation Reason screen

6.2.5. Confirm Deactivation Request

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

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

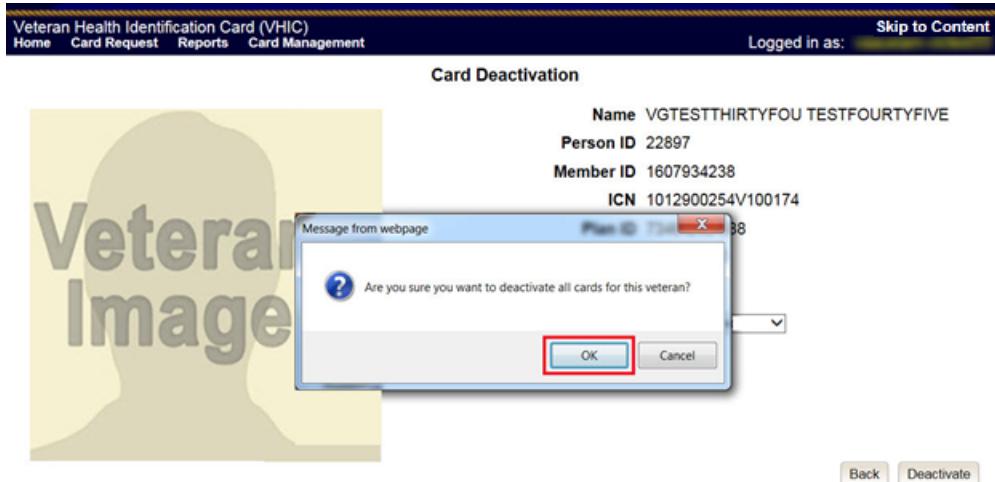


Figure 6-26: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

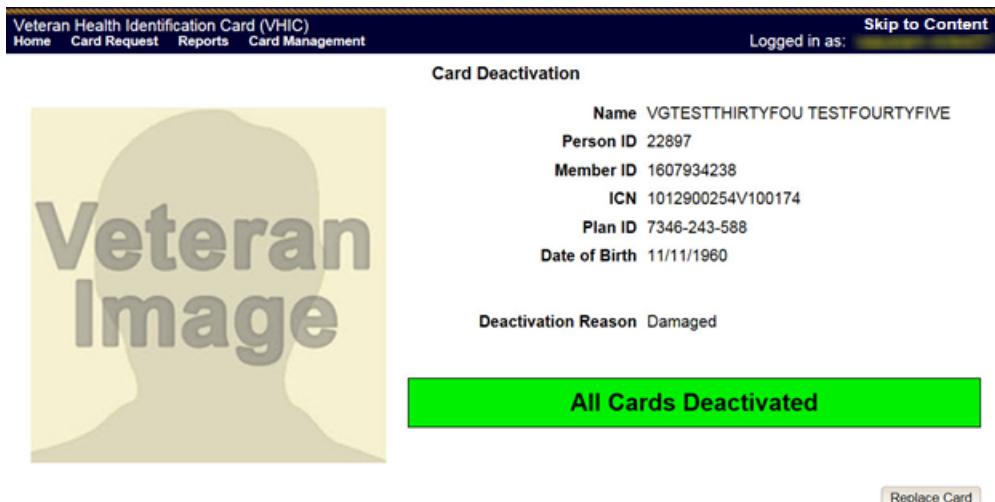


Figure 6-27: All Cards Deactivated - Damaged

6.2.6. Request a Replacement Card

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

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

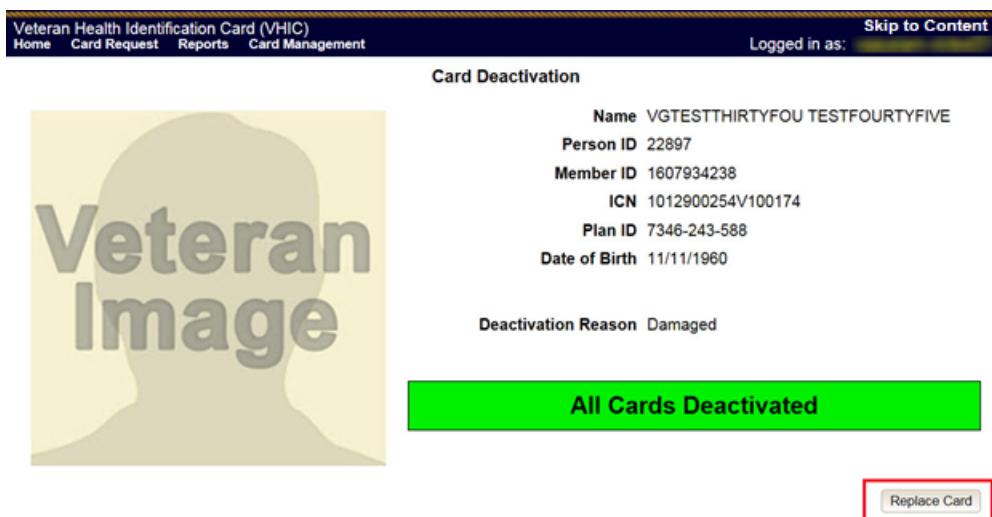


Figure 6-28: Replace Card

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

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



Figure 6-29: Step 3 Capture Veteran Image screen

6.2.7. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [REDACTED]

Home Card Request Reports Card Management

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897 [REDACTED]

Clear Report Create PDF

Figure 6-30: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																								
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Figure 6-31: Card History Report – Damaged

6.3. Deceased

6.3.1. Accessing Card Deactivation

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

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



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

6.3.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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



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

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



Figure 6-33: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Deactivation Receiving Destruction
Skip to Content
Logged in as:
Card Deactivation
For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

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

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).
Name
Last Name VGTESTTHIRYFOU
First Name TESTFOURTYFIVE
Middle Name
Person
Date of Birth 19601111 (DOB format: YYYYMMDD)
Gender
Home Phone
Address
Street Address
City
State
Zip Code
Identification
SSN 734624358 Format: #####-##-####
EDIPI / Member ID
ICN
?

Figure 6-34: Card Deactivation Enter Search Terms screen

6.3.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

Picture	Full Name	SSN	DOB	Gender
Veteran Image	VGTESTTHIRTYFOU TESTFOURTYFIVE	XXX-XX-0127	11/11/1960	MALE

Figure 6-35: Card Deactivation Select Veteran screen

6.3.4. Select Deactivation Reason

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

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

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

Name VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID 22897
Member ID 1607934238
ICN 1012900254V100174
Plan ID 7346-243-588
Date of Birth 11/11/1960

Deactivation Reason

Figure 6-36: Select Deactivation Reason screen

6.3.5. Confirm Deactivation Request

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

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

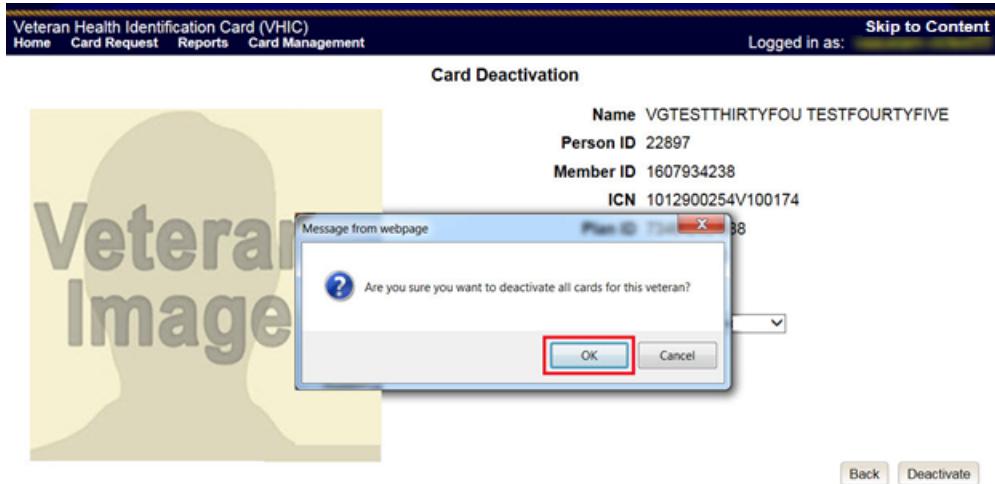


Figure 6-37: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

The screenshot shows the VHIC Card Management interface. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. On the right side of the header, it says "Logged in as: [redacted]" and "Skip to Content". Below the header, the main content area is titled "Card Deactivation". To the left of the content is a large graphic of a person's head with the text "Veteran Image" overlaid. The central content area displays the following information:

Name	VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID	22897
Member ID	1607934238
ICN	1012900254V100174
Plan ID	7346-243-588
Date of Birth	11/11/1960

Below this, it says "Deactivation Reason Deceased". At the bottom of the content area is a green button with the text "All Cards Deactivated".

Figure 6-38: All Cards Deactivated - Deceased

6.3.6. Verifying Card Deactivation

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

The screenshot shows the VHIC Card History Report query screen. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. On the right side of the header, it says "Logged in as: [redacted]" and "Skip to Content". Below the header, the main content area has tabs for Veteran, Card, Print Services, Auditing, Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, Swipe/Scan, On Hold, and Destruction. The "Card" tab is currently selected. The main content area is titled "Card History Report". It contains a "Search Criteria" section with fields for "Card ID" and "Person ID". The "Person ID" field contains the value "22897", which is highlighted with a red box. There are also "Clear", "Report", and "Create PDF" buttons.

Figure 6-39: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																
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Replacement Reason	Hold Reason(s)			Print Error Reason	Deactivation Reason																																																																																																											
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Figure 6-40: Card History Report - Deceased

6.4. Identity Theft

6.4.1. Accessing Card Management

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

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



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

6.4.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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



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

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



Figure 6-42: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

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

Card Deactivation

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

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

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

Name	Person
Last Name <input type="text" value="VGTESTTHIRYFOU"/>	Date of Birth <input type="text" value="19601111"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="TESTFOURTYFIVE"/>	Gender <input type="text"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>

Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="734624358"/> Format: #####-##-####
City <input type="text"/>	EDIPI / Member ID <input type="text"/>
State <input type="text"/>	ICN <input type="text"/>
Zip Code <input type="text"/>	

?

Clear

Search

Figure 6-43: Card Management Enter Search Terms screen

6.4.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card 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
Veteran Image VGTESTTHIRTYFOU TESTFOURTYFIVE XXX-XX-0127 11/11/1960 MALE
?

Figure 6-44: Card Deactivation Select Veteran screen

6.4.4. Select Deactivation Reason

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

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

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

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS Skip to Content
Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Logged in as:
Card Deactivation
Name VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID 22897
Member ID 1607934238
ICN 1012900254V100174
Plan ID 7346-243-588
Date of Birth 11/11/1960
Deactivation Reason Identity Theft
Back
VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General
U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
VHIC 4.8.0.3
Card Deactivation Screen

Figure 6-45: Select Deactivation Reason screen

6.4.5. Confirm Deactivation Request

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

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

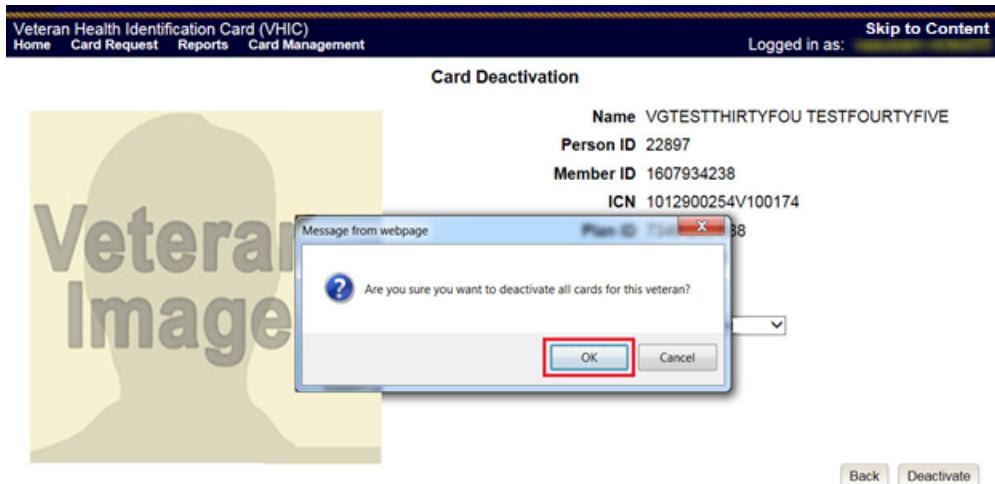


Figure 6-46: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

The screenshot shows the VHIC Card Deactivation page. 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 "Skip to Content" and "Logged in as: [redacted]". Below the navigation bar is a large graphic of a person's head and shoulders with the text "Veteran Image". The main content area is titled "Card Deactivation". It displays the following information:

Name	VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID	22897
Member ID	1607934238
ICN	1012900254V100174
Plan ID	7346-243-588
Date of Birth	11/11/1960

Below this, it says "Deactivation Reason Identity Theft". A large green button at the bottom center says "All Cards Deactivated". At the very bottom right, there is a small "Replace Card" link.

Figure 6-47: All Cards Deactivated - Identity Theft

6.4.6. Verifying Card Deactivation

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

The screenshot shows the VHIC Card History Report Query 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 "Skip to Content" and "Logged in as: [redacted]". Below the navigation bar is a menu bar with tabs: Veteran, Card, Print Services, Auditing, Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, Swipe/Scan, On Hold, and Destruction. The "History" tab is currently selected. The main content area is titled "Card History Report". It has a "Search Criteria" section with fields for "Card ID" and "Person ID". The "Person ID" field contains the value "22897", which is highlighted with a red box. Below the search criteria are buttons for "Clear", "Report" (which is also highlighted with a red box), and "Create PDF".

Figure 6-48: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

Veteran: VGTESTTHIRTYFOU TESTFOURTYFIVE		Person ID: 22897			
Gender	Date of Birth	Service	Card Count		
MALE	11/11/1960	NO	3		
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War		
UNKNOWN	NO	ELIGIBLE	NO		
<hr/>					
Card ID: 6847					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC	
	Date Card Requested				
	06/08/2017		06/14/2017	06/08/2027	
	Picture Comment		Current Card Status	Current MVI Status	Current Print Status
		Deactivated	Unlinked		
Picture Effective Date		Branch of Service	VISN	Facility	
04/19/2017		DECLINE	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran			
10062 D STREET RESTON VA, 20191		10062 D STREET RESTON VA, 20191			
<hr/>					
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active		DEACTIVATED	06/08/2017 11:21:05	
Replacement Reason		Hold Reason(s)		Print Error Reason	Deactivation Reason
Lost				Identity Theft	
<hr/>					
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked		MVI CORRELATION UNLINKED	06/08/2017 11:21:05	
Replacement Reason		Hold Reason(s)		Print Error Reason	Deactivation Reason
Lost				Identity Theft	

Figure 6-49: Identity Theft

6.5. Lost

6.5.1. Accessing Card Deactivation

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

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



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

6.5.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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



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

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



Figure 6-51: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Deactivation Receiving Destruction
Skip to Content
Logged in as:
Card Deactivation
For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

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

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).
Name
Last Name VGTESTTHIRYFOU
First Name TESTFOURTYFIVE
Middle Name
Person
Date of Birth 19601111 (DOB format: YYYYMMDD)
Gender
Home Phone
Address
Street Address
City
State
Zip Code
Identification
SSN 734624358 Format: #####-##-####
EDIPI / Member ID
ICN
?

Figure 6-52: Card Deactivation Enter Search Terms screen

6.5.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

Picture	Full Name	SSN	DOB	Gender
	VGTESTTHIRTYFOU TESTFOURTYFIVE	XXX-XX-0127	11/11/1960	MALE

Figure 6-53: Card Deactivation Select Veteran screen

6.5.4. Select Deactivation Reason

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

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

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

Name	VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID	22897
Member ID	1607934238
ICN	1012900254V100174
Plan ID	7346-243-588
Date of Birth	11/11/1960

Figure 6-54: Select Deactivation Reason screen

6.5.5. Confirm Deactivation Request

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

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

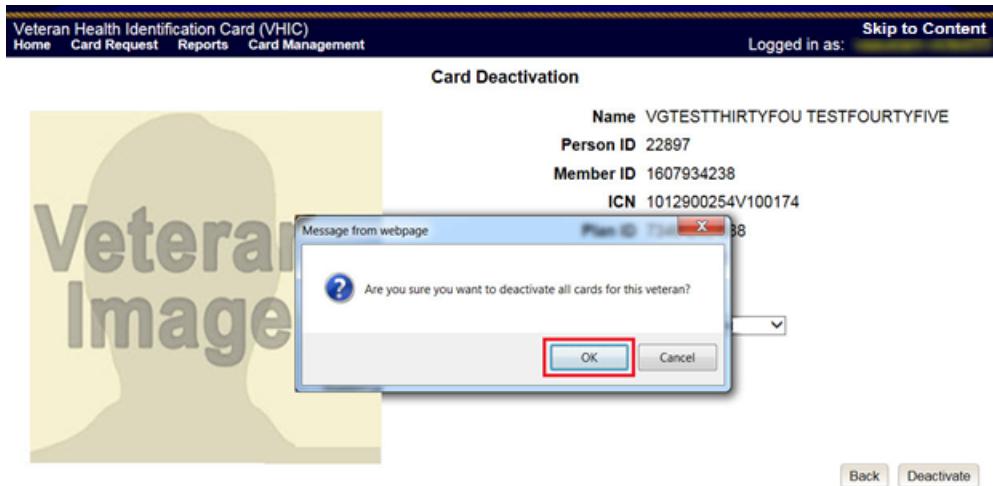


Figure 6-55: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

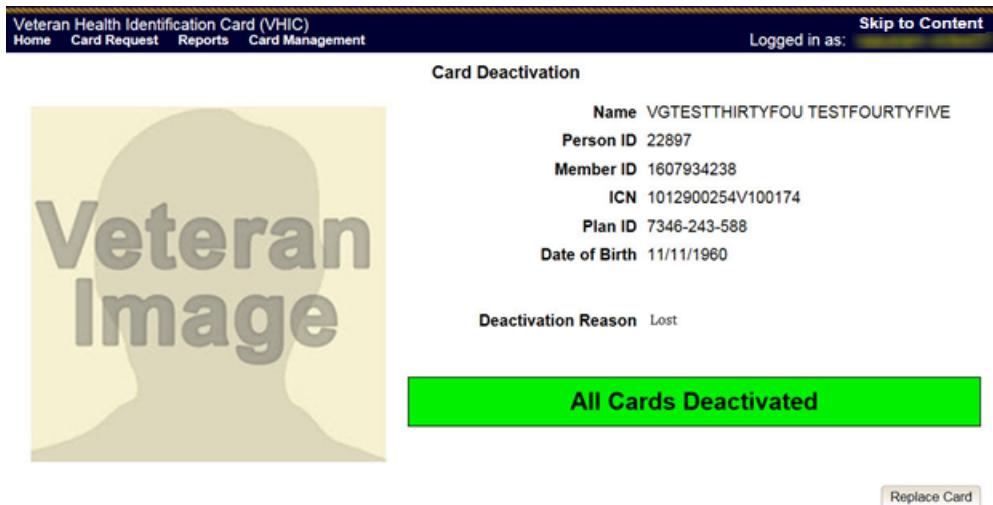


Figure 6-56: All Cards Deactivated - Lost

6.5.6. Request a Replacement Card

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

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

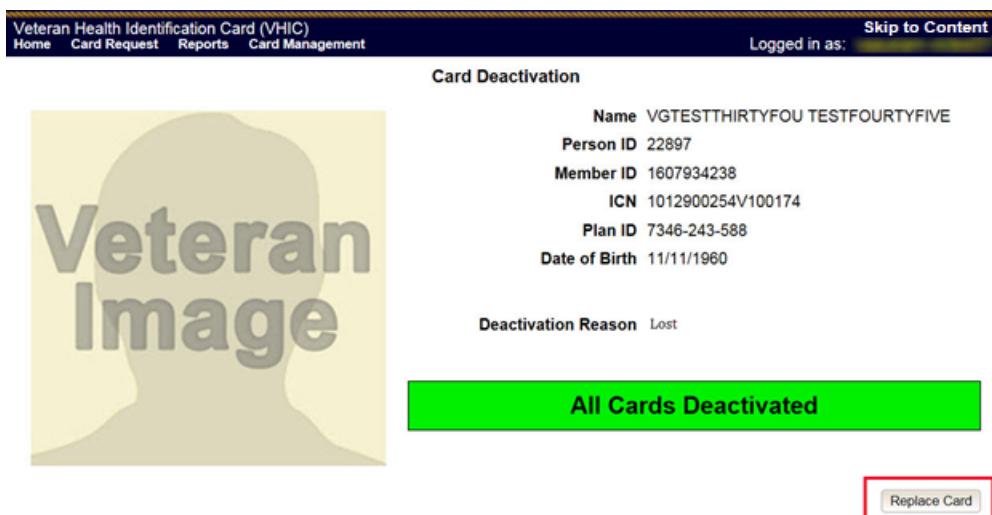


Figure 6-57: Replace Card

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

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



Figure 6-58: Step 3 Capture Veteran Image screen

6.5.7. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [REDACTED]

Home Card Request Reports Card Management

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897 [REDACTED]

Clear Report Create PDF

Figure 6-59: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																																				
Veteran ID: 22897 Card ID: ANY																																																																																																																																																				
<table border="1"> <tr> <td>Veteran:</td> <td colspan="2">VGTESTTHIRTYFOU TESTFOURTYFIVE</td> <td colspan="3">Person ID: 22897</td> </tr> <tr> <td>Gender</td> <td>Date of Birth</td> <td>Service</td> <td colspan="3">Card Count</td> </tr> <tr> <td>MALE</td> <td>11/11/1960</td> <td>NO</td> <td colspan="3">3</td> </tr> <tr> <td>Purple Heart</td> <td>Medal of Honor</td> <td>Enrollment Status</td> <td colspan="3">Prisoner of War</td> </tr> <tr> <td>UNKNOWN</td> <td>NO</td> <td>ELIGIBLE</td> <td colspan="3">NO</td> </tr> </table>						Veteran:	VGTESTTHIRTYFOU TESTFOURTYFIVE		Person ID: 22897			Gender	Date of Birth	Service	Card Count			MALE	11/11/1960	NO	3			Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War			UNKNOWN	NO	ELIGIBLE	NO																																																																																																																			
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Figure 6-60: Card History Report - Lost

6.6. Other

6.6.1. Accessing Card Deactivation

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

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



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

6.6.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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



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

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



Figure 6-62: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Deactivation Receiving Destruction
Skip to Content
Logged in as:
Card Deactivation
For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:
• The Member ID from the front of the Veteran's VHIC.
• Last Name, First Name, DOB and SSN.
Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).
Name
Last Name VGTESTTHIRYFOU
First Name TESTFOURTYFIVE
Middle Name
Person
Date of Birth 19601111 (DOB format: YYYYMMDD)
Gender
Home Phone
Address
Street Address
City
State
Zip Code
Identification
SSN 734624358 Format: #####-##-####
EDIPI / Member ID
ICN
? Clear Search

Figure 6-63: Card Deactivation Enter Search Terms screen

6.6.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

Picture	Full Name	SSN	DOB	Gender
Veteran Image	VGTESTTHIRTYFOU TESTFOURTYFIVE	XXX-XX-0127	11/11/1960	MALE

Figure 6-64: Card Deactivation Select Veteran screen

6.6.4. Select Deactivation Reason

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

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

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

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

Skip to Content
Logged in as:

Card Deactivation

Name VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID 22897
Member ID 1607934238
ICN 1012900254V100174
Plan ID 7346-243-588
Date of Birth 11/11/1960

Deactivation Reason

Details

Back

Figure 6-65: Select Deactivation Reason screen

6.6.5. Confirm Deactivation Request

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

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

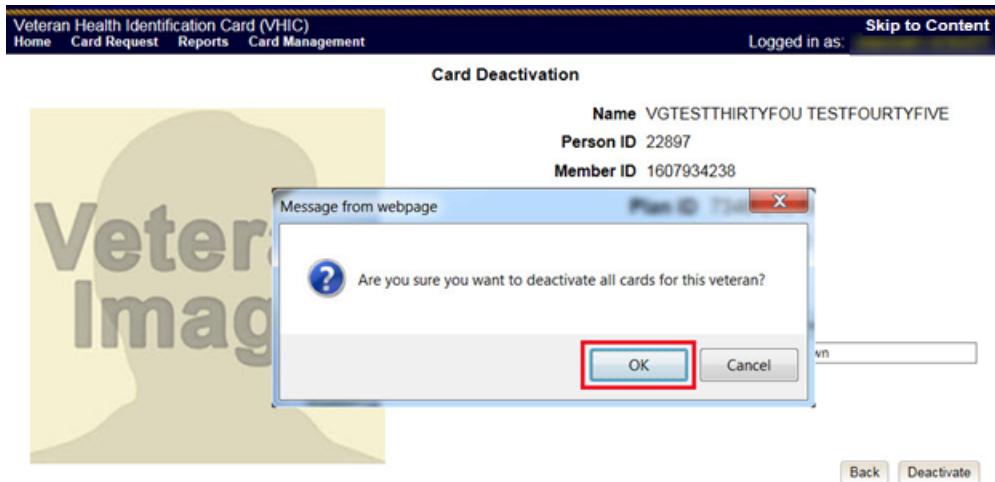


Figure 6-66: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

The screenshot shows the VHIC interface after a card has been deactivated. At the top, there's a navigation bar with 'Skip to Content' and 'Logged in as:'. Below it, a large 'Veteran Image' logo is visible. The main content area is titled 'Card Deactivation' and displays the following information:

Name	VGTESTTHIRTYFOU TESTFOURTYFIVE
Person ID	22897
Member ID	1607934238
ICN	1012900254V100174
Plan ID	7346-243-588
Date of Birth	11/11/1960

Below this, it says 'Deactivation Reason Other' and 'Details: Reason not listed in dropdown'. A prominent green button at the bottom center says 'All Cards Deactivated'.

Figure 6-67: All Cards Deactivated - Other

6.6.6. Verifying Card Deactivation

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

The screenshot shows the 'Card History Report' query screen. The top navigation bar includes 'Skip to Content' and 'Logged in as:'. Below the navigation, there's a menu bar with 'Home', 'Card Request', 'Reports', and 'Card Management'. Under 'Reports', there are several tabs: 'Request Totals', 'Status', 'Multiple Requests', 'History' (which is selected), 'Replacement', 'Expiration', 'Request Progress', 'Swipe/Scan', 'On Hold', and 'Destruction'. The main area is titled 'Card History Report' and contains a 'Search Criteria' section. It includes fields for 'Card ID' and 'Person ID' (with value '22897'). There are also 'Clear', 'Report' (button highlighted with a red box), and 'Create PDF' buttons.

Figure 6-68: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

Veteran:	VGTESTTHIRTYFOU TESTFOURTYFIVE			Person ID:	22897
Gender	Date of Birth	Service	Card Count		
MALE	11/11/1960	NO	3		
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War		
UNKNOWN	NO	ELIGIBLE	NO		

Card ID: 6847					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC	
	Date Card Requested				
	06/08/2017		06/14/2017	06/08/2027	
	Picture Comment		Current Card Status	Current MVI Status	Current Print Status
		Deactivated	Unlinked	Cancelled	
Picture Effective Date		Branch of Service	VISN	Facility	
04/19/2017		DECLINE	7	ATLANTA VAMC - 508	
Mailed to Address			Address Selected By Veteran		
10062 D STREET RESTON VA, 20191			10062 D STREET RESTON VA, 20191		

Status	MVI	Print	Message	Status Change	Changed By
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED	06/08/2017 11:21:05	
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Stolen				Stolen	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED	06/08/2017 11:21:05	
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Stolen				Stolen	

Figure 6-69: Card History Report - Other

6.7. Stolen

6.7.1. Accessing Card Deactivation

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

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



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

6.7.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the 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 Toolkit and paste it into the ICN field on this screen.

Other search methods include:

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



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

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



Figure 6-71: Help icon

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

Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

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

Card Deactivation

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

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

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

Name Last Name <input type="text" value="VGTESTTHIRYFOU"/> First Name <input type="text" value="TESTFOURTYFIVE"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text" value="19601111"/> (DOB format: YYYYMMDD) Gender <input type="text"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text" value="734624358"/> Format: #####-##-#### EDIP / Member ID <input type="text"/> ICN <input type="text"/>

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

Figure 6-72: Card Deactivation Enter Search Terms screen

6.7.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

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

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
Veteran Image VGTESTTHIRTYFOU TESTFOURTYFIVE XXX-XX-0127 11/11/1960 MALE
Help (?) Back

Figure 6-73: Card Deactivation Select Veteran screen

6.7.4. Select Deactivation Reason

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

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

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

The screenshot shows the 'Card Deactivation' page of the VHIC system. At the top, there's a navigation bar with links for Home, Card Request, Reports, and Card Management. To the right of the navigation is a 'Logged in as:' section with a 'Skip to Content' link. Below the navigation is a large placeholder image labeled 'Veteran Image'. To the right of the image, personal details are listed: Name (VGTESTTHIRTYFOU TESTFOURTYFIVE), Person ID (22897), Member ID (1607934238), ICN (1012900254V100174), Plan ID (7346-243-588), and Date of Birth (11/11/1980). A red box highlights the 'Deactivation Reason' dropdown menu, which contains the option 'Stolen'. At the bottom right are two buttons: 'Back' and 'Deactivate', with 'Deactivate' also being highlighted by a red box.

Figure 6-74: Select Deactivation Reason screen

6.7.5. Confirm Deactivation Request

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

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

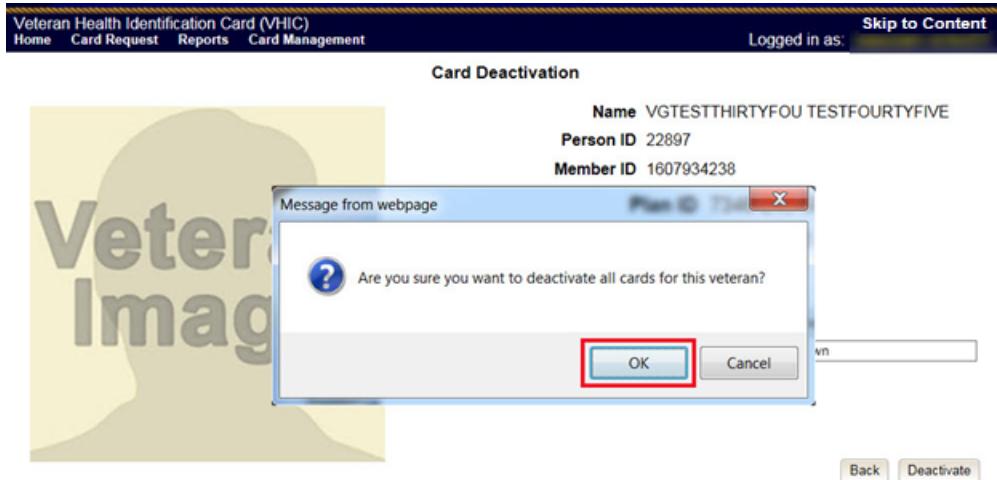


Figure 6-75: Confirm Deactivation pop-up window

This screen shows that the Card Management was completed successfully.

The selected deactivation reason will be displayed on this screen.

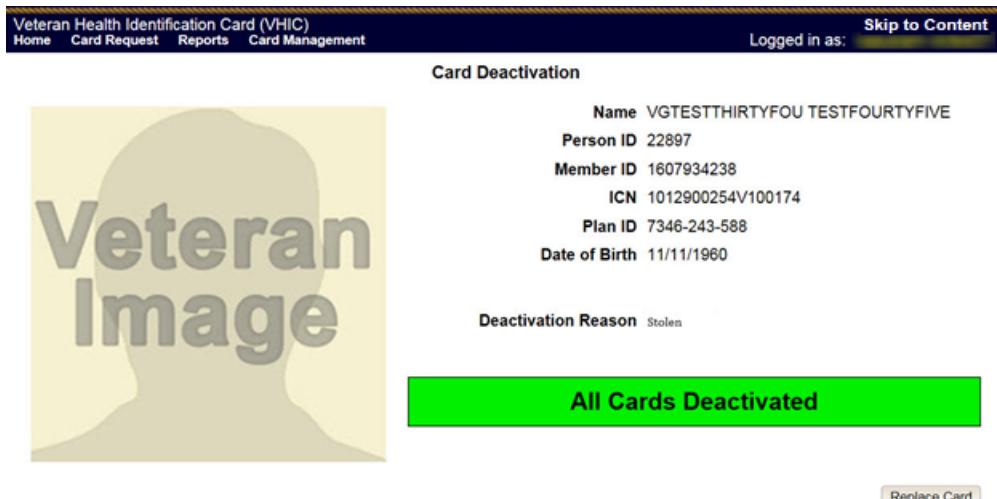


Figure 6-76: All Cards Deactivated - Stolen

6.7.6. Request a Replacement Card

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

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

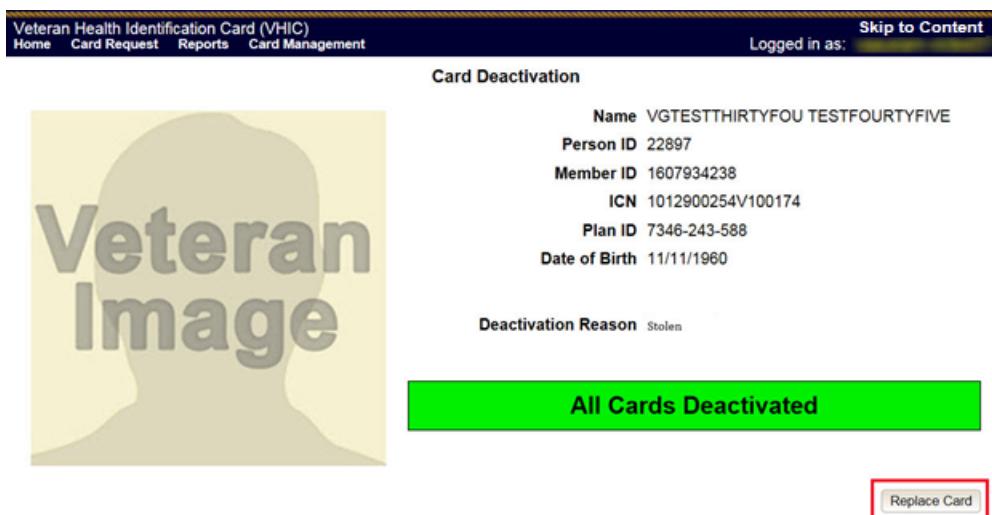


Figure 6-77: Replace Card

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

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



Figure 6-78: Step 3 Capture Veteran Image screen

6.7.7. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [REDACTED]

Home Card Request Reports Card Management

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897 [REDACTED]

Clear Report Create PDF

Figure 6-79: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																																				
Veteran ID: 22897 Card ID: ANY																																																																																																																																																				
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Figure 6-80: Card History Report - Stolen

7. Card Receiving

Table 4: Who can receive a card?

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

Per SOP, the proper disposal of undelivered Veteran Health Identification Cards (VHICs) , Veteran Identification Cards (VICs), Personal Identity Verification (PIV) cards, and other personal items that are returned to the Health Eligibility Center (HEC) require both receiving and destructions logs which will be maintained for six years from the date of document creation, or last effective date, whichever is later.

This section will walk the VHIC Administrator through the process of logging VHIC cards received at the HEC.

7.1. Cards Received

7.1.1. Accessing Cards Received Screen

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

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



Figure 7-1: VHIC Administrator Home screen; click Card Management

The Card Management button will automatically take you to the Card Deactivation Tab. You will need to select Card Receiving by clicking on the Receiving Tab at the top of the page.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Deactivation Receiving **Destruction**

Card Deactivation

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

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

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

Name	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"/>	

? Clear Search

Figure 7-2: Select Card Receiving Tab

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Management
Deactivation Receiving **Destruction**

Cards Received

Enter the Date the card was received.

For optimal results, scan the card to get either Card ID or Veteran's SSN.

Other search methods include:

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

Once Veteran Data has been entered, click the Search button.

Date Date Received <input type="text" value="8/16/2017"/> <input type="button" value="Format: MM/DD/YYYY"/>	Identification Member ID <input type="text"/>
Card Information Capture(Swipe/Scan) <input type="text"/> <input type="button" value="Scan"/> Card ID <input type="text"/> SSN <input type="text"/>	Name *Last Name <input type="text"/> First Name <input type="text"/> Middle Name <input type="text"/>

? Clear Search

Figure 7-3: Card Received Screen

7.1.2. Step 1: Enter Search Terms

The first step in the process is to find the VHIC Card in the system. For optimal results, this is accomplished by scanning the barcode into the system. Once the barcode is captured, click the Scan button, and the Card ID will populate.

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there's a navigation bar with links for Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. A 'Skip to Content' link and a 'Logged in as:' message are also present. Below the navigation, the title 'Cards Received' is centered. A note says 'Enter the Date the card was received.' Another note says 'For optimal results, scan the card to get either Card ID or Veteran's SSN.' A section titled 'Other search methods include:' lists 'The Member ID from the front of the Veteran's VHIC.' and 'SSN, Last Name, First Name.' A note at the bottom says 'Once Veteran Data has been entered, click the Search button.'

The main search area has two sections: 'Date' and 'Identification'. The 'Date' section includes a date input field set to '8/16/2017' with a calendar icon and a note '(Format: MM/DD/YYYY)'. The 'Identification' section has a 'Member ID' input field. Below these are sections for 'Card Information Capture(Swipe/Scan)' and 'Name'. The 'Card Information Capture' section contains a barcode labeled '%11RVQ1HQ00076RC' and a red box around a 'Scan' button. The 'Name' section has fields for 'Last Name', 'First Name', and 'Middle Name', each with a red box around it. At the bottom right are 'Clear' and 'Search' buttons, along with a help icon.

Figure 7-4: Card Scanned into system, Card ID populates

Other search methods include:

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

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' search interface. At the top, there are navigation links: Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. The 'Skip to Content' link is also present. The user is logged in as 'Logged in as:'. Below this, the title 'Cards Received' is displayed. A note says 'Enter the Date the card was received.' Another note says 'For optimal results, scan the card to get the either Card ID or Veteran's SSN.' A section titled 'Other search methods include:' lists: 'The Member ID from the front of the Veteran's VHIC.' and 'SSN, Last Name, First Name.' A note below says 'Once Veteran Data has been entered, click the Search button.' The search form includes fields for 'Date Received' (set to 8/14/2017), 'Identification' (Member ID: 1607934238), 'Card Information Capture(Swipe/Scan)' (with a 'Scan' button), 'Name' (Last Name, First Name, Middle Name fields), and buttons for '?', 'Clear', and 'Search'. The 'Identification' field is highlighted with a red box.

Figure 7-5: Search by Member ID

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

Skip to Content
 Logged in as:

Deactivation Receiving Destruction

Cards Received

Enter the Date the card was received.

For optimal results, scan the card to get the either Card ID or Veteran's SSN.

Other search methods include:

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

Once Veteran Data has been entered, click the Search button.

Date Date Received <input type="text" value="8/14/2017"/> <input type="button" value="Format: MM/DD/YYYY"/>	Identification Member ID <input type="text"/>
Card Information Capture(Swipe/Scan) <input type="text"/> <input type="button" value="Scan"/> <input type="text" value="Card ID"/> <input type="text" value="SSN 666123456"/>	
Name *Last Name <input type="text" value="VETERANLNAME"/> First Name <input type="text" value="VETERANFNAME"/> Middle Name <input type="text"/>	
? <input type="button" value="Clear"/> <input type="button" value="Search"/>	

Figure 7-6: Search by Veteran Name/SSN

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



Figure 7-7: 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.

7.1.3. Step 2: Card Verification

After search is completed, the system will display the details of the VHIC card scanned. Verify that all information displayed is correct prior to clicking submit.

Veteran Health Identification Card (VHIC)

Skip to Content

Home Card Request Reports Card Management

Logged in as: [REDACTED]

Cards Received

Name SONNY DAY V
Member ID 1005094001
ICN 1012660968V958548
Card ID 5681
Card Status Deactivated
Card Type VHIC
Date Received 1/12/2018

Submit Back

Figure 7-8: VHIC Card details displayed

Submitting the card information will update the status of the VHIC card and log it into the system as having been received.

Veteran Health Identification Card (VHIC)

Skip to Content

Home Card Request Reports Card Management

Logged in as: [REDACTED]

Card Received

Name SONNY DAY V
Member ID 1005094001
ICN 1012660968V958548
Card ID 5681
Card Status Deactivated
Card Type VHIC
Date Received 1/12/2018

Card Destruction Status	Pending Destruction
Card Received Date	1/12/2018

Swipe/Scan Another

Figure 7-9: Card status updated - Pending Destruction

Selecting the Swipe/Scan Another button at the bottom of the screen will bring you back to the Receiving search page.

The screenshot shows the 'Cards Received' search interface. At the top, there's a navigation bar with links for Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. The 'Receiving' link is highlighted. To the right of the navigation is a 'Logged in as:' section with a 'Skip to Content' link. Below the navigation, the title 'Cards Received' is centered. A note says 'Enter the Date the card was received.' Another note says 'For optimal results, scan the card to get the either Card ID or Veteran's SSN.' A list of 'Other search methods include:' follows, with two items: 'The Member ID from the front of the Veteran's VHIC.' and 'SSN, Last Name, First Name'. A note below says 'Once Veteran Data has been entered, click the Search button.' The main search area contains several input fields: 'Date Received' (set to 8/16/2017), 'Identification Member ID' (empty), 'Card Information Capture(Swipe/Scan)' (with a placeholder field and a 'Scan' button), 'Name' (with fields for Last Name, First Name, and Middle Name, all empty), and a footer with a question mark icon, a 'Clear' button, and a 'Search' button.

Figure 7-10: Receiving Search Page

8. Card Destruction

Table 5. Who can destroy a card?

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

Per SOP, the proper disposal of undelivered Veteran Health Identification Cards (VHICs) , Veteran Identification Cards (VICs), Personal Identity Verification (PIV) cards, and other personal items that are returned to the Health Eligibility Center (HEC) require both receiving and destructions logs which will be maintained for six years from the date of document creation, or last effective date, whichever is later.

This section will walk the VHIC Administrator through the process of destroying VHIC cards received at the HEC. The system will track all VHIC cards received and destroyed, and the logs can be viewed by running the appropriate [reports](#).

8.1. Card Destruction

8.1.1. Accessing Card Destruction Screen

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

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



Figure 8-1: VHIC Administrator Home screen; click Card Management

The Card Management button will automatically take you to the Card Deactivation Tab. You will need to select Card Destruction by clicking on the Destruction Tab at the top of the page.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management

Deactivation Receiving **Destruction**

Card Deactivation

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

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

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

Name Last Name <input type="text"/> 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"/>
--	--

Figure 8-2: Select Card Destruction Tab

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management

Deactivation Receiving **Destruction**

Card Destruction

Received Date	Number of Cards Received
7/5/2017	4
7/6/2017	3
7/12/2017	3
7/13/2017	6
7/25/2017	2
8/14/2017	3
8/15/2017	4
8/17/2017	1
10/1/2017	1
10/2/2017	1
10/3/2017	1
10/4/2017	1
10/6/2017	1
10/7/2017	1
10/8/2017	1
10/9/2017	1
10/10/2017	1
10/11/2017	1
10/12/2017	1
10/21/2017	1
11/1/2017	2
11/2/2017	1
11/3/2017	1
11/4/2017	1
11/5/2017	1

Figure 8-3: Card Destruction Screen

8.1.2. Step 1: Select Cards for Destruction

The Card Destruction screen shows a table of cards received, logged, and ready for destruction. The table indicates the Received Date and Number of Cards Received, allowing for batch destruction as needed. **Note:** To view details of cards received, you will need to run the Card Destruction Report see **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 2 – Reports**. Select cards for destruction by clicking on the appropriate link found under Received Date.

The screenshot shows the 'Card Destruction' page of the VHIC system. At the top, there's a navigation bar with links for Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. The 'Destruction' link is currently selected. On the right side, there's a 'Skip to Content' link and a 'Logged in as:' message. The main content area is titled 'Card Destruction' and contains a table with two columns: 'Received Date' and 'Number of Cards Received'. The table lists 36 rows of data. The row for 8/17/2017 is highlighted with a red box around the entire row. The data is as follows:

Received Date	Number of Cards Received
7/5/2017	4
7/6/2017	3
7/12/2017	3
7/13/2017	6
7/25/2017	2
8/14/2017	3
8/15/2017	4
8/17/2017	1
10/1/2017	1
10/2/2017	1
10/3/2017	1
10/4/2017	1
10/6/2017	1
10/7/2017	1
10/8/2017	1
10/9/2017	1
10/10/2017	1
10/11/2017	1
10/12/2017	1
10/21/2017	1
11/1/2017	2
11/2/2017	1
11/3/2017	1
11/4/2017	1
11/5/2017	1

Figure 8-4: Select Cards by Received Date for Destruction

8.1.3. Select Date of Destruction

Once the Received Date has been selected, you will be directed to a new screen for entering the date of destruction. The Date Destroyed will be populated with the current date by default. To provide a different date, you may enter it manually, or select it from the calendar dropdown. You will then click the Submit button.

The screenshot shows the official seal of the United States Department of Veterans Affairs at the top. Below it, the text "Veteran Health Identification Card (VHIC)" is displayed. A navigation bar includes links for "Home", "Card Request", "Reports", and "Card Management". On the right, it says "Logged in as: vaauuaam-victor31" and "Skip to Content". The main content area is titled "Card Destruction". It shows "Date Received 8/17/2017" and "Number of Cards 1". A form field labeled "Date Destroyed" contains the value "12/2/2017" with a calendar icon to its right. A red arrow points to this calendar icon. Below the form are buttons for "?", "Clear", "Back", and "Submit", with "Submit" being highlighted with a red border.

Figure 8-5: Select Date of Destruction

After Clicking submit, a pop up message will appear to confirm destruction of the selected cards.

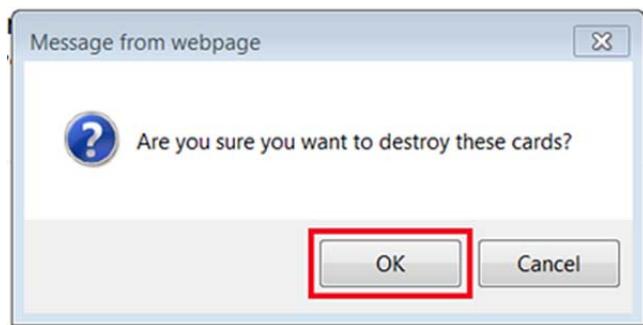


Figure 8-6: Card Destruction Confirmation Message

8.1.4. Card Destruction Status Displayed

Submitting the Card Destruction Date will update the status of the VHIC card(s) and log it into the system as having been destroyed. You will have the options of either exiting the Status Screen , or clicking the Destroy Another button to return to the main Card Destruction screen.



Figure 8-7: Card Destruction Status

9. 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 4.8) User Guide - Volume 2 - Reports** document.

10. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 4 - Troubleshooting** document.

Appendix A: VHIC Roles

Function/Report Title	Navigation	Selected Status from Drop Down Menu	VHIC Role					
			Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
CARD REQUESTS								
Request Cards	(Card Requests icon on Home Screen/ Card Requests link in top Navigation Bar)	N/A	X	X	X	X		
Deactivate Cards	(Card Management icon on Home Screen/ Card Management link in top Navigation Bar)	N/A	X	X				
REPORTS								
Veteran (Direct Search)	(Reports icon on Home Screen/ Reports link in top Navigation Bar)							
<i>Basic (no national option)</i>								
Veteran Detail Report	Default view for Reports	N/A	X	X	X	X	X	X
Card Request Totals	(Card menu tab - Request Totals sub-menu tab)							
<i>National</i>								
VHIC Card Request Totals	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Request Totals	Click VISN radio button	N/A	X	X			X	X
<i>Facility</i>								

VHIC Card Request Totals	Click Facility ration button	N/A	X	X	X	X	X	X
Card Status - MVI Status Report	(Card menu tab - Status sub-menu tab - MVI Status radio button)							
<i>National</i>								
VHIC MVI Status National Report	Click National Checkbox	Active	X	X			X	
		Not Correlated	X	X			X	
		Rejected	X	X			X	
		Unlinked	X	X			X	
<i>VISN</i>								
VHIC MVI Status Summary Report	Click VISN radio button	Active	X	X			X	
		Not Correlated	X	X			X	
		Rejected	X	X			X	
		Unlinked	X	X			X	
<i>Facility</i>								
VHIC MVI Status Summary Report	Click Facility ration button	Active	X	X	X	X	X	
		Not Correlated	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Unlinked	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC MVI Status Detail Report	Click on the Facility Number	Active	X	X	X	X	X	
		Not Correlated	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Unlinked	X	X	X	X	X	

Card Status - Card Status Report	(Card menu tab - Status sub-menu tab - Card Status radio button)							
<i>National</i>								
VHIC Card Status National Report	Click National Checkbox	Replaced	X	X			X	
		Deactivated	X	X			X	
		Expired	X	X			X	
		On Hold	X	X			X	
		Pending	X	X			X	
		Requested	X	X			X	
		Defunct	X	X			X	
		Pending Destruction	X	X			X	
		Destroyed	X	X			X	
<i>VISN</i>								
VHIC Card Status Summary Report	Click VISN radio button	Replaced	X	X			X	
		Deactivated	X	X			X	
		Expired	X	X			X	
		On Hold	X	X			X	
		Pending	X	X			X	
		Requested	X	X			X	
		Defunct	X	X			X	
		Pending Destruction	X	X			X	
		Destroyed	X	X			X	
<i>Facility</i>								
VHIC Card Status Summary Report	Click Facility ration button	Replaced	X	X	X	X	X	
		Deactivated	X	X	X	X	X	
		Expired	X	X	X	X	X	

		On Hold	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Requested	X	X	X	X	X	
		Defunct	X	X	X	X	X	
		Pending Destruction	X	X	X	X	X	
		Destroyed	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Card Status Detail Report	Click on the Facility Number	Replaced	X	X	X	X	X	
		Deactivated	X	X	X	X	X	
		Expired	X	X	X	X	X	
		On Hold	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Requested	X	X	X	X	X	
		Defunct	X	X	X	X	X	
		Pending Destruction	X	X	X	X	X	
		Destroyed	X	X	X	X	X	
Card Status - Print Release Status Report	(Card menu tab - Status sub-menu tab - Print Status radio button)							
<i>National</i>								
VHIC Print Status National Report	Click National Checkbox	Cancelled	X	X			X	
		Error	X	X			X	
		Mailed	X	X			X	
		Not Started	X	X			X	
		Pending	X	X			X	
		Received	X	X			X	
		Rejected	X	X			X	

	Sent	X	X			X	
VISN							
VHIC Print Status Detail Report	Click VISN radio button	Cancelled	X	X		X	
		Error	X	X		X	
		Mailed	X	X		X	
		Not Started	X	X		X	
		Pending	X	X		X	
		Received	X	X		X	
		Rejected	X	X		X	
		Sent	X	X		X	
Facility							
VHIC Print Status Detail Report	Click Facility ration button	Cancelled	X	X	X	X	X
		Error	X	X	X	X	X
		Mailed	X	X	X	X	X
		Not Started	X	X	X	X	X
		Pending	X	X	X	X	X
		Received	X	X	X	X	X
		Rejected	X	X	X	X	X
		Sent	X	X	X	X	X
Facility Detail							
VHIC Print Status Detail Report	Click on the Facility Number	Cancelled	X	X	X	X	X
		Error	X	X	X	X	X
		Mailed	X	X	X	X	X
		Not Started	X	X	X	X	X
		Pending	X	X	X	X	X
		Received	X	X	X	X	X
		Rejected	X	X	X	X	X

		Sent	X	X	X	X	X	X
Card Request Progress	(Card menu tab - Request Progress submenu tab)							
<i>National</i>								
VHIC Card Request Progress National Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Request Progress VISN Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card Request Progress Facility Summary Report	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Card Request Progress Facility Detail Report	Click on the Facility Number	N/A	X	X	X	X	X	
Multiple Requests	(Card menu tab - Multiple Requests submenu tab)							
Cards Requested	(Cards Requested radio button)							
<i>National</i>								
VHIC Summary Report for Number of Cards Requested	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Summary Report for Number of Cards Requested	Click VISN radio button	N/A	X	X			X	

<i>Facility</i>									
VHIC Detailed Report for Number of Cards Requested	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC Facility Detail Report for Number of Cards Requested	Click on the Facility Number	N/A	X	X	X	X	X	X	
Cards Mailed (Cards Mailed radio button)									
<i>National</i>									
VHIC Summary Report for Number of Cards Requested	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Summary Report for Number of Cards Requested	Click VISN radio button	N/A	X	X				X	
<i>Facility</i>									
VHIC Detailed Report for Number of Cards Mailed	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC Facility Detail Report for Number of Cards Mailed	Click on the Facility Number	N/A	X	X	X	X	X	X	
Card History (Card menu tab - History sub-menu tab)									
<i>Card ID</i>									
VHIC Card History	Enter Veteran's Card ID in the Card ID field	N/A	X	X	X	X	X	X	X
<i>Person ID</i>									

VHIC Card History	Enter Veteran's Person ID in the Person ID field	N/A	X	X	X	X	X	X
Expiration	(Card menu tab - Expiration sub-menu tab)							
<i>National</i>								
VHIC Card Expiration Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Expiration Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card Expiration Site Report	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Card Expiration Detail Report	Click on the Facility Number	N/A	X	X	X	X	X	
Replacement	(Card menu tab - Replacement sub-menu tab)							
<i>National</i>								
VHIC Card Replacement Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Replacement Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								

VHIC Card Replacement Facility Report	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Sub-Reason Summary</i>								
VHIC Card Replacement Facility Subreason Report	Click # of Cards Replaced	N/A	X	X	X	X	X	
<i>Facility Sub-Reason Detail</i>								
VHIC Card Replacement Facility Subreason Detail	Click # of Cards Replaced	N/A	X	X	X	X	X	
On Hold	(Card menu tab - On-Hold sub-menu tab)							
<i>National</i>								
VHIC On Hold Card Status National Summary Report	Click National Checkbox	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	
		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>VISN</i>								
VHIC On Hold Card Status VISN Summary Report	Click VISN radio button	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	

		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
Facility								
VHIC On Hold Card Status Facility Summary Report	Click Facility ration button	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	
		Bad Data	X	X	X	X	X	
		All	X	X	X	X	X	
Facility Detail								
VHIC On Hold Card Status Facility Detail Report	Click on Facility #	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	
		Bad Data	X	X	X	X	X	
		All	X	X	X	X	X	
Card Destruction	(Card menu tab – Destruction sub-menu tab)							
Pending Destruction	(Pending Destruction radio button)							
Basic (no national								

option)								
VHIC Card Destruction Report – Pending Destruction	Select Status and Date Range	All	X	X			X	
		Legacy	X	X			X	
		Mass Reissuance	X	X			X	
		VHIC	X	X			X	
Destroyed	(Destroyed radio button)							
Basic (no national option)								
VHIC Card Destruction Report – Destroyed	Select Status and Date Range	All	X	X			X	
		Legacy	X	X			X	
		Mass Reissuance	X	X			X	
		VHIC	X	X			X	
Print Services Processing	(Print Services menu tab - Processing sub-menu tab)							
<i>National</i>								
VHIC Batch File Processing Status National Report	Click National Checkbox	N/A	X	X			X	
<i>VI\$N</i>								
VHIC Batch File Processing Status Summary Report	Click VI\$N radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Status Summary Report	Click Facility ration button	N/A	X	X	X	X	X	

<i>Facility Detail</i>								
VHIC Batch File Processing Status Detail Report	Click on the Facility Code	N/A	X	X	X	X	X	
Print Error	(Print Services menu tab - Error sub-menu tab)							
Pending Not Sent	(Pending Not Sent radio button)							
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Pending Not Sent	Click on the Facility Number	N/A	X	X	X		X	
Sent Not Acknowledged	(Sent Not Acknowledged radio button)							
<i>National</i>								

VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Not Acknowledged	Click on the Facility Number	N/A	X	X	X		X	
Acknowledged Not Confirmed	(Acknowledged Not Confirmed radio button)							
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								

VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Acknowledged Not Confirmed	Click on the Facility Number	N/A	X	X	X		X	
Cards printed without Member ID	(Print Services menu tab - No Member ID sub-menu tab)							
<i>National</i>								
VHIC Cards Printed Without Member ID Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Cards Printed Without Member ID Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Cards Printed Without Member ID Report	Click Facility ration button	N/A	X	X	X	X	X	
Auditing	(Auditing menu tab)							
<i>Basic (no national option)</i>								
VHIC Auditing Report	Default view for Auditing menu tab	N/A	X	X	X	X	X	
Card Requests by User	(Auditing menu tab – Card Requests sub-menu tab)							
Card Requests by								

User									
<i>National</i>									
VHIC Card Requests by User National Summary Report	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Card Requests by User VISN Summary Report	Click VISN radio button	N/A	X	X				X	
<i>Facility</i>									
VHIC Card Requests by User Facility Summary Report	Click Facility ration button	N/A	X	X	X			X	
<i>User Detail</i>									
VHIC Card Requests by User Detail Report	Click on the User ID	N/A	X	X	X			X	

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Date	Version	Description	Author
December 2015	1.6	Updated to align with current OI&T Documentation Standards, edited to conform with latest Section 508 guidelines, and remediated with Common Look Office tool	Process Management
June 2015	1.5	Edited to conform with Section 508 guidelines and remediated with Common Look Office tool	Process Management
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