

Veteran Health Identification Card (VHIC 4.5)

User Guide



Volume 1 - Card Requests and Card Deactivations

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

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1. Introduction

1.1. Purpose

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

1.1.1. Organization of the Manual

This User Guide is divided into four sections to allow you to quickly obtain the information you need.

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

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

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

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

The third section explains the process involved with creating a VHIC for a Veteran. A step-by-step process will navigate the VHIC Associate through the screens in the VHIC application. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

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



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 fourth section will provide information for the VHIC Administrator on how to deactivate the VHICs for a specific Veteran. A step-by-step process will navigate the VHIC Administrator through the card deactivation screens in the VHIC application. Once all of the required

information has been provided, the final step in the card deactivation process will confirm that the deactivation of all VHICs associated with a Veteran have been deactivated.

1.1.2. Assumptions

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

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

1.1.3. Disclaimers

1.1.3.1. Software Disclaimer

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

1.1.3.2. Documentation Disclaimer

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

1.1.4. Documentation Conventions

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

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

Table 1 Documentation Symbols and Descriptions

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

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

1.2. National Service Desk Contact Information

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

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

Table 2: National Service Desk Contact Information

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

2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC Associates use to issue VHICs to enrolled Veterans.



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

2.1. Accessing the VHIC Application

VHIC is a web based application which users will access via a web browser. The recommended browser is Internet Explorer (currently version 9). The VHIC URL is <https://vic.iam.va.gov/VIC/faces/index.jsf> and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: <http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-11-win-7>.

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

2.2. Browser

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

2.2.1. Browser Incompatibility Issue

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

Examples of Image Misplacement and Other Misalignments:

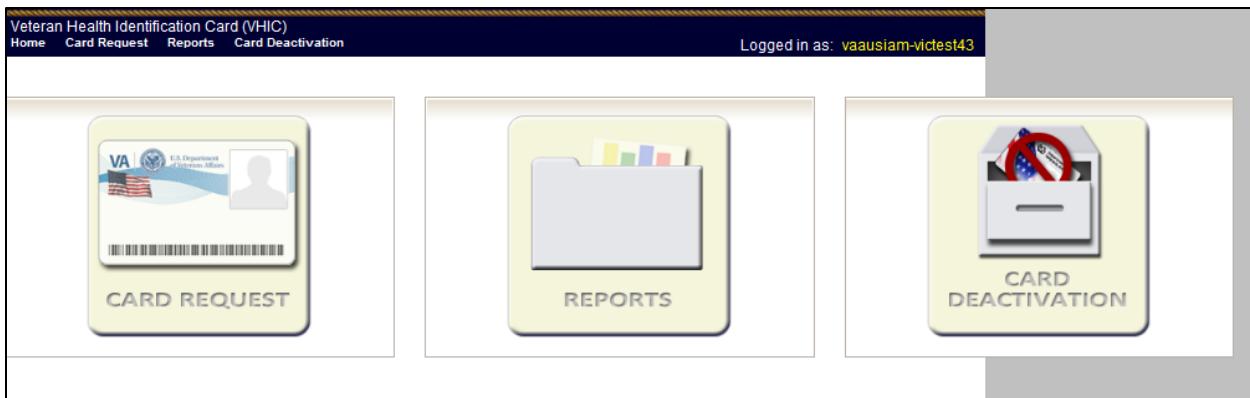


Figure 2-2: Oversized icon buttons on the Home Screen

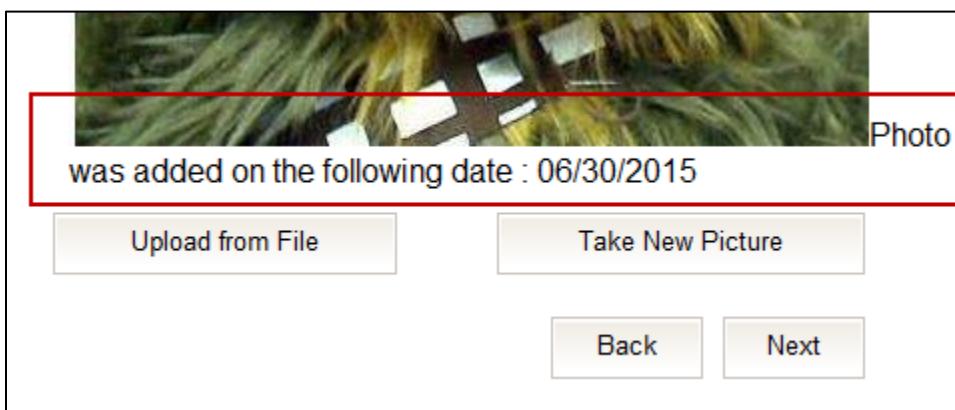


Figure 2-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details



Name as it will appear on card:
ASHLEY WECK

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

Replacement Reason:
Lost

Content on the right is shifted down

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

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

Card Request Totals Report

Site Selection

National

VISN
 Facility

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

Date Range

Start Date

End Date

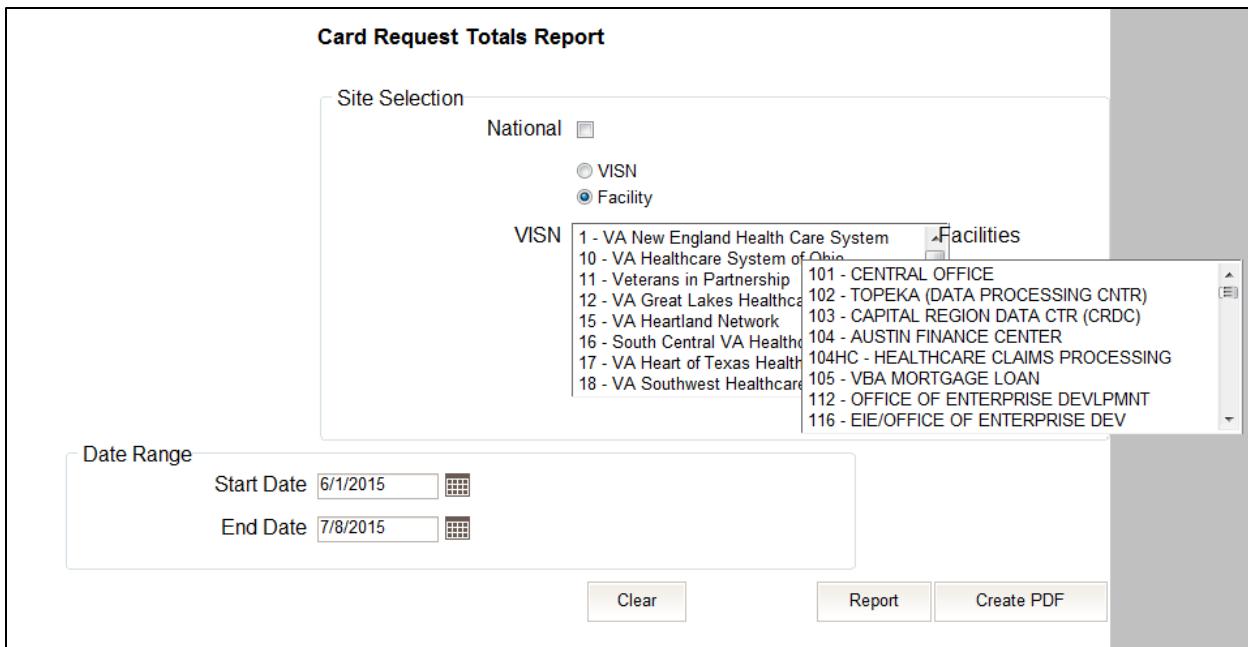


Figure 2-5: Both the VISN and Facility selection lists are displayed and shifted to the right

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

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

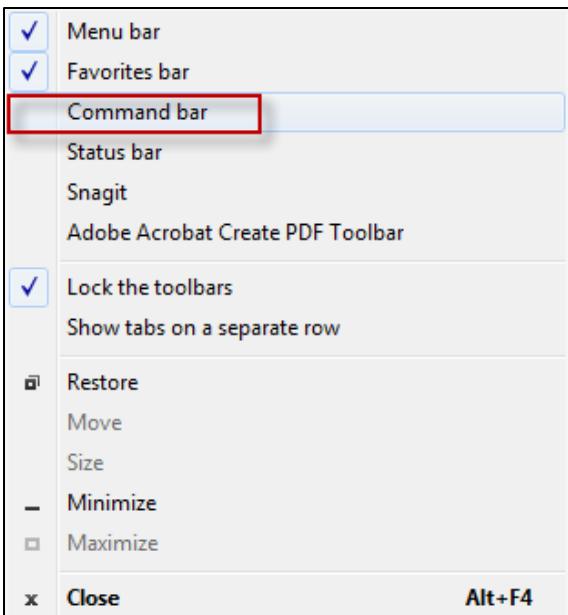


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

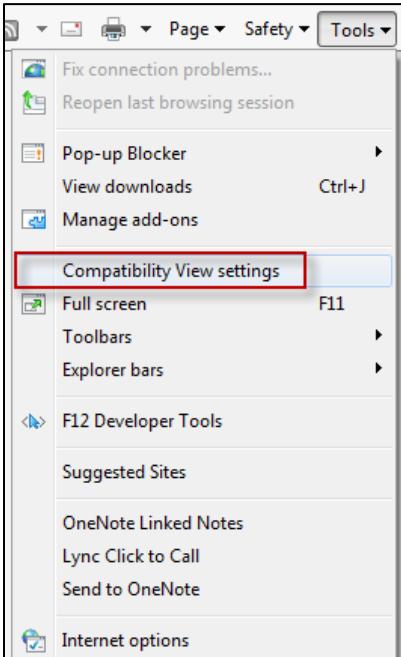


Figure 2-8: Tools drop-down menu

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

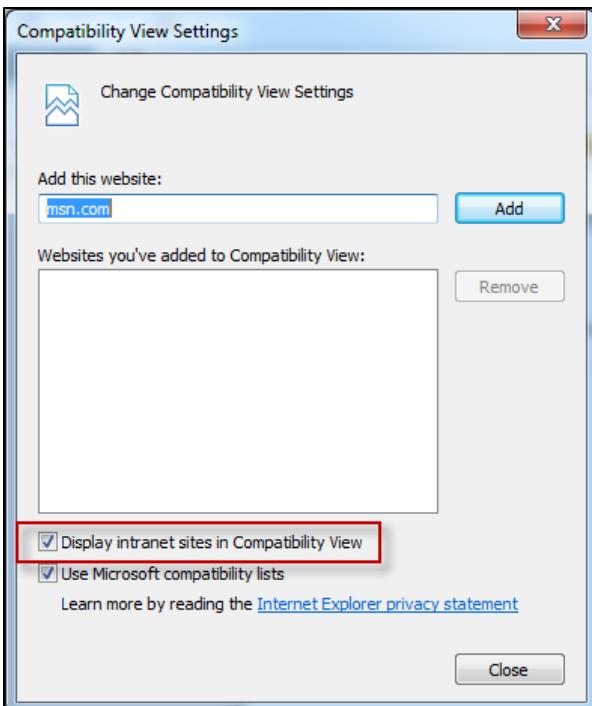


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

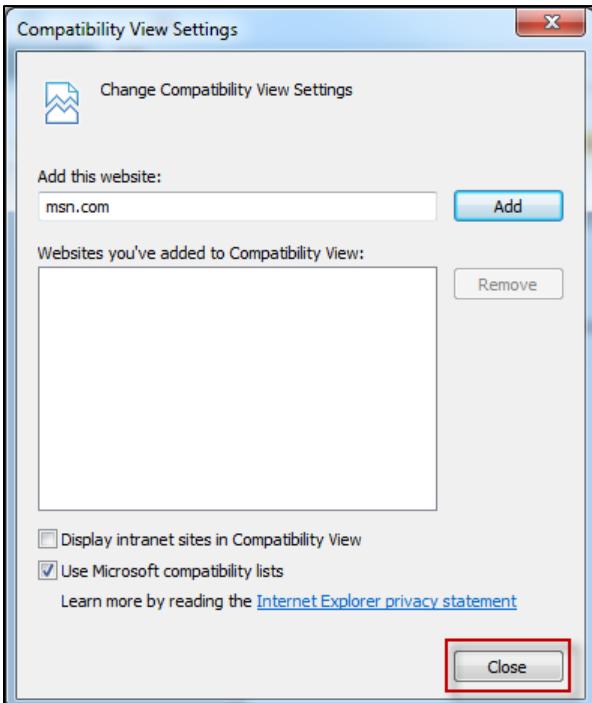


Figure 2-10: Compatibility View Settings Screen - Close

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

2.3. Proper Navigation of the VHIC Application

The best way to navigate through the VHIC application is to use the *Back* and *Next* buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do not use the *Back* button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.



Figure 2-11: VHIC Navigation Buttons

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



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



Figure 2-13: VHIC Associate and VHIC Supervisor menu



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

2.4. Roles within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor who, in turn, should verify that the proper role has been assigned.

2.4.1. VHIC Associate

The VHIC Associate role shall be assigned to individuals responsible for processing card requests and resolving card request issues. Associates have the ability to create card requests and have access to a limited number of reports.

2.4.2. VHIC Supervisor

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

2.4.3. VHIC Administrator

The VHIC Administrator role shall be assigned to individuals responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC Administrator shall automatically inherit privileges given to the VHIC Supervisor. Administrators have the ability to create card requests and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

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

2.4.5. VHIC Auditor

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create card requests, but does have access to all available reports (excluding national versions unless otherwise noted).

2.4.6. VHIC Read-Only User

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

3. Getting Started

3.1. Single Sign-On – Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session.

Users will be presented with the Single Sign-On – Internal (SSOi) login screen (*shown below*).

The user will have three different options for logging in to VHIC.

1. VA User ID and Password
2. PIV card
3. Windows Authentication

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VA Identity and Access Management System (IAM)

Select Log In Method to Access: <https://vic.iam.va.gov/VIC/faces/index.jsf>

VA Network User ID and Password Enter your VA Active Directory (AD) user ID (i.e. vha1swsmith) and password below, then click Login. User ID <input type="text"/> Password <input type="password"/> <input type="button" value="Login"/>	PIV Card Insert your PIV card into your card reader and click Login. Please enter your PIN when prompted.  <input type="button" value="Login"/>	Windows Authentication This option allows you to login using your current Windows session. This option is only available for users logged onto a VA issued computer. Click Login to authenticate. <input type="button" value="Login"/>
---	--	---

If authentication failed using your VA Network ID and Password, your PIV card, or for general questions regarding the IAM authentication service, please contact the National Service Desk Support, VBA Philadelphia, at 855-673-4357 (Option 3) or email at ITSC@va.gov.

WARNING You have accessed a United States Government computer. Unauthorized use of this computer is a violation of federal law and may subject you to civil and criminal penalties. This computer and the automated systems, which run on it, are monitored. Individuals are not guaranteed privacy while using government computers and should, therefore, not expect it. Communications made using this system may be disclosed as allowed by federal law.

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

Figure 3-1: SSOi Login Screen

3.2. System Menu

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

3.2.1. VHIC Administrator and Technical Administrator Tier 3

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



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

3.2.2. VHIC Associate and Supervisor

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



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

3.2.3. VHIC Auditor and Read-Only User

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



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

3.3. Changing User ID and Password

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

4. Creating a VHIC Card – The Card Request Process

Table 3: Who can process a card request?

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

This section will walk the VHIC user through the process of creating a card for a Veteran. During the card request process, issues may arise that will require the card to be put on hold. These cases will be covered in section 4.4 On-Hold Reasons Explained.

The card issuance process follows numbered steps shown next.

1. Enter Search Terms
2. Select Veteran
3. Capture Veteran Image
4. Verify Identity Attributes
5. Proof Veteran
6. Save Card Request



Figure 4-1: Card Request Navigation Bar



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

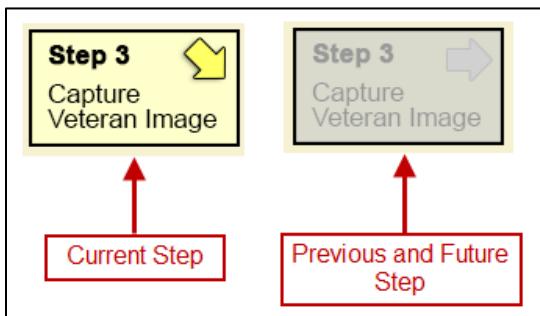


Figure 4-2: Navigation Bar Step appearance by state

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

4.1. New VHIC: Veteran Not Level 2 Proofed

4.1.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or 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 4-3: 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](#) Logged in as: **vaausiam-victest35**

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please 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="WALKER"/> First Name <input type="text" value="SAUL"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text" value="19281202"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text" value="019234339"/> (format: #####-##)

Figure 4-4: Enter Search Terms screen

4.1.2. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) Logged in as: **vaausiam-victest35**

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Picture	Full Name	SSN	DOB	Gender
	SAUL W WALKER	XXX-XX-4339	12/2/1928	MALE

Figure 4-5: Select Veteran screen

4.1.3. Step 3: Capture Veteran Image

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

4.1.3.1. Take New Picture

Upon arriving to the Capture Veteran Image page, if there is no useable image for the Veteran already on file, a “No Photo” image will appear in the image capture area. Click [Take New Picture] to capture the Veteran’s image. The camera should become active and the Veteran should be visible in the image capture window. (If the Veteran and background is not visible, refer to section 7.4.3. Adobe Flash Permissions of the VHIC User Guide - Volume 3 - Troubleshooting to ensure your camera settings are correct.)

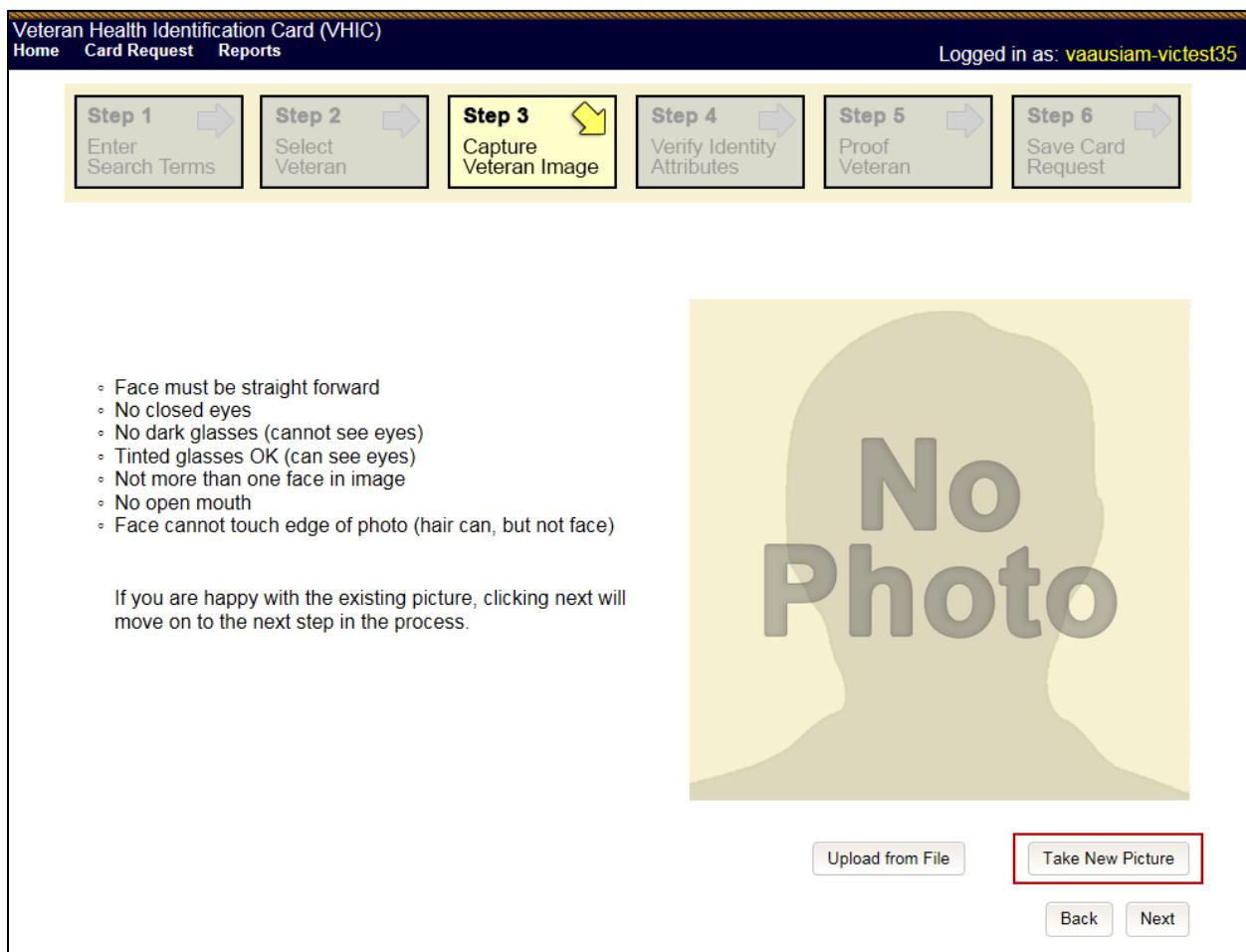


Figure 4-6: Capture Veteran Image screen – Take New Picture

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

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)

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

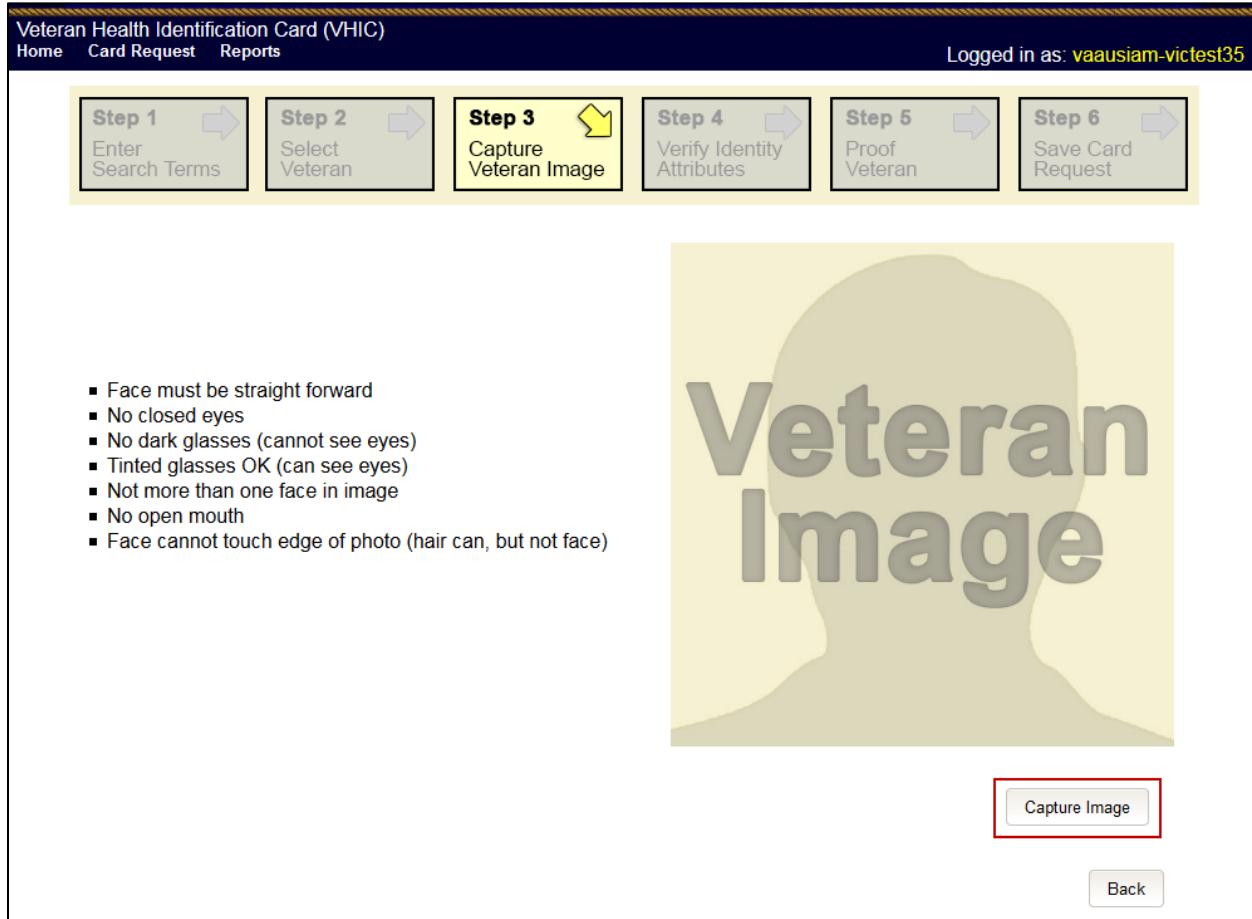


Figure 4-7: Capture Veteran Image screen – Capture Image

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports

Logged in as: vaausiam-victest35

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Verify Identity Attributes Step 5 Proof Veteran Step 6 Save Card Request

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

Photo taken on : 06/25/2015

?

Back

Next

Figure 4-8: Capture Veteran Image screen – Accept new photo; click Next



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

4.1.3.2. Upload from File

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



Figure 4-9: Capture Veteran Image screen – Upload from File

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

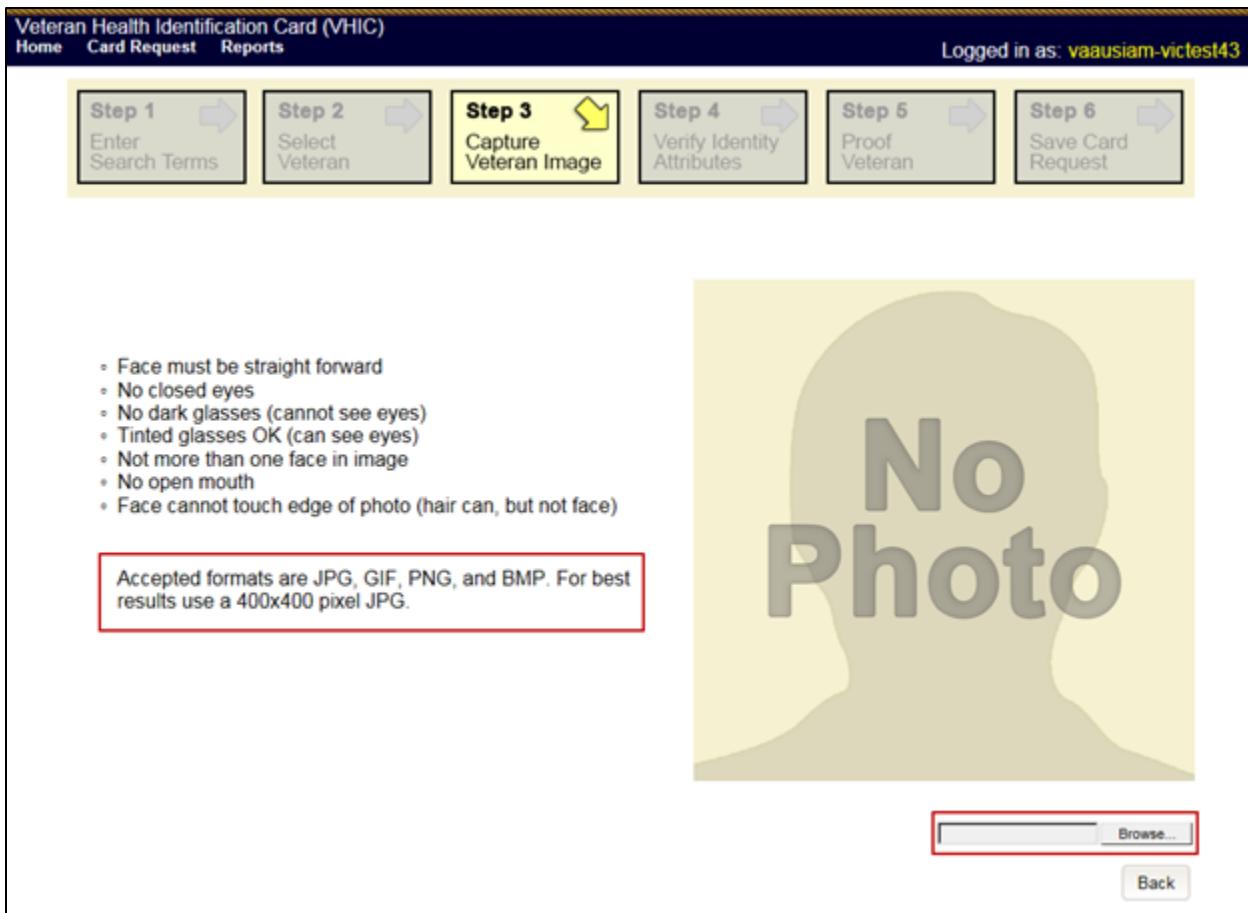


Figure 4-10: Capture Veteran Image screen – Upload photo; click Browse

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

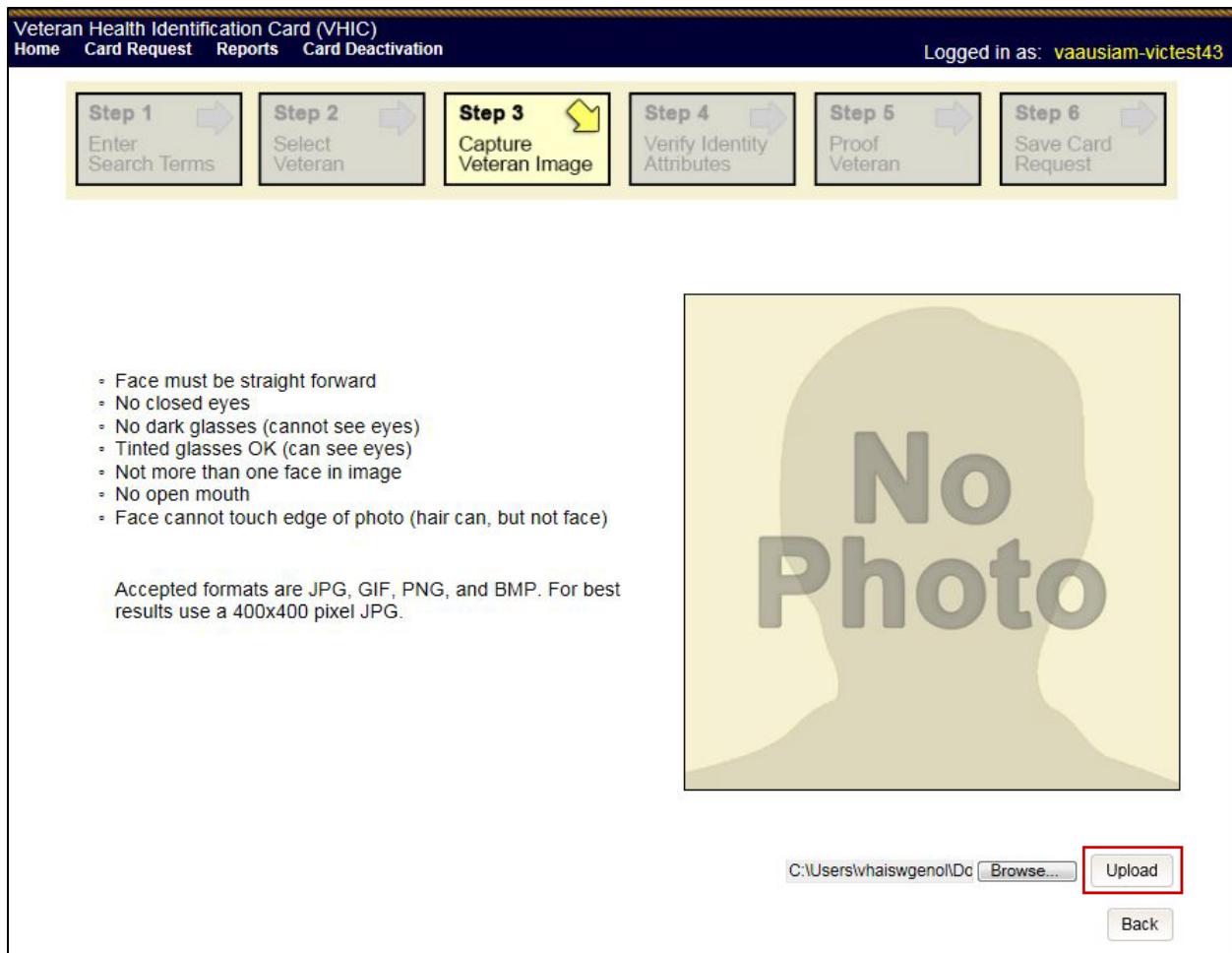


Figure 4-11: Capture Veteran Image screen – Upload photo; click Upload

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

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

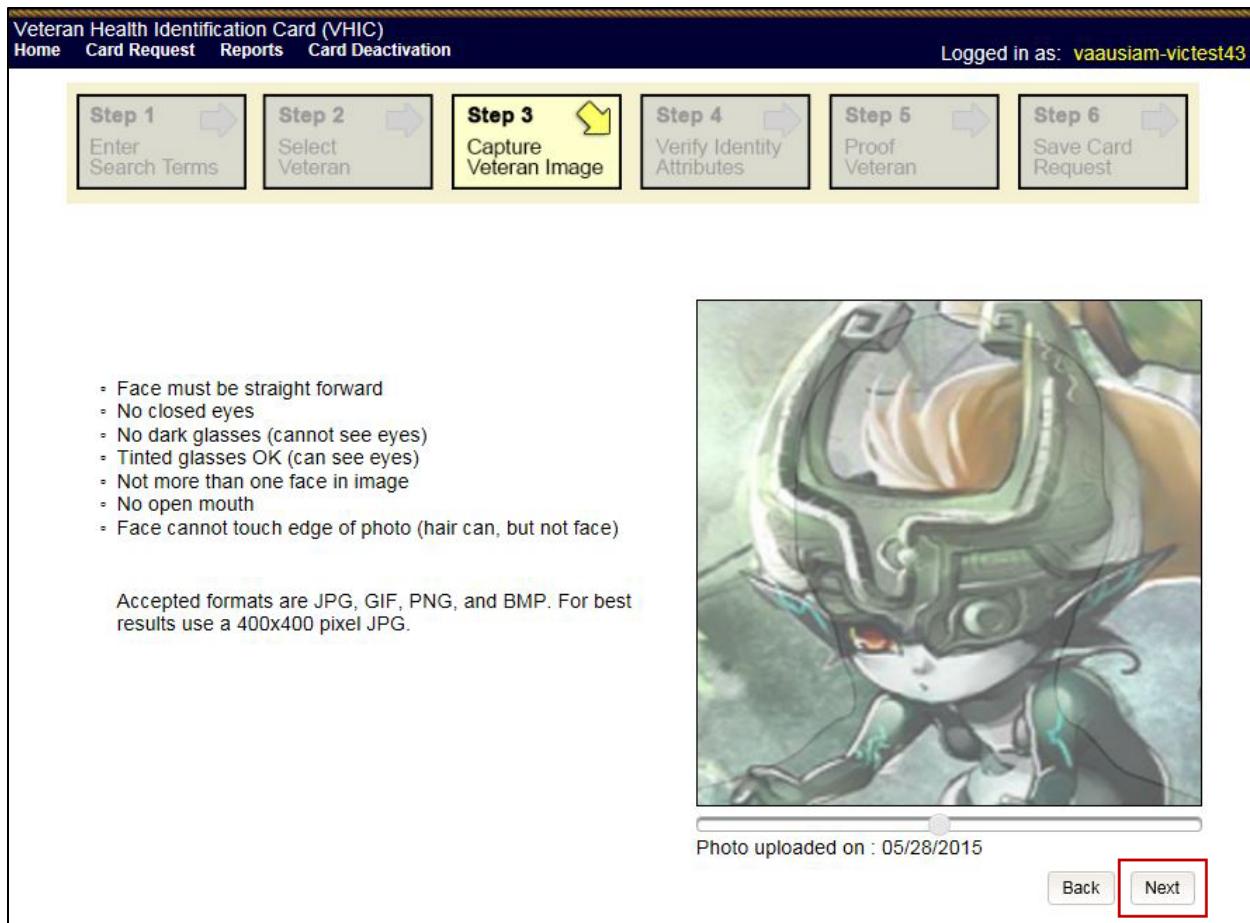


Figure 4-12: Capture Veteran Image screen – Edit photo; click Next

4.1.4. Reuse Existing Image

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



Figure 4-13: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

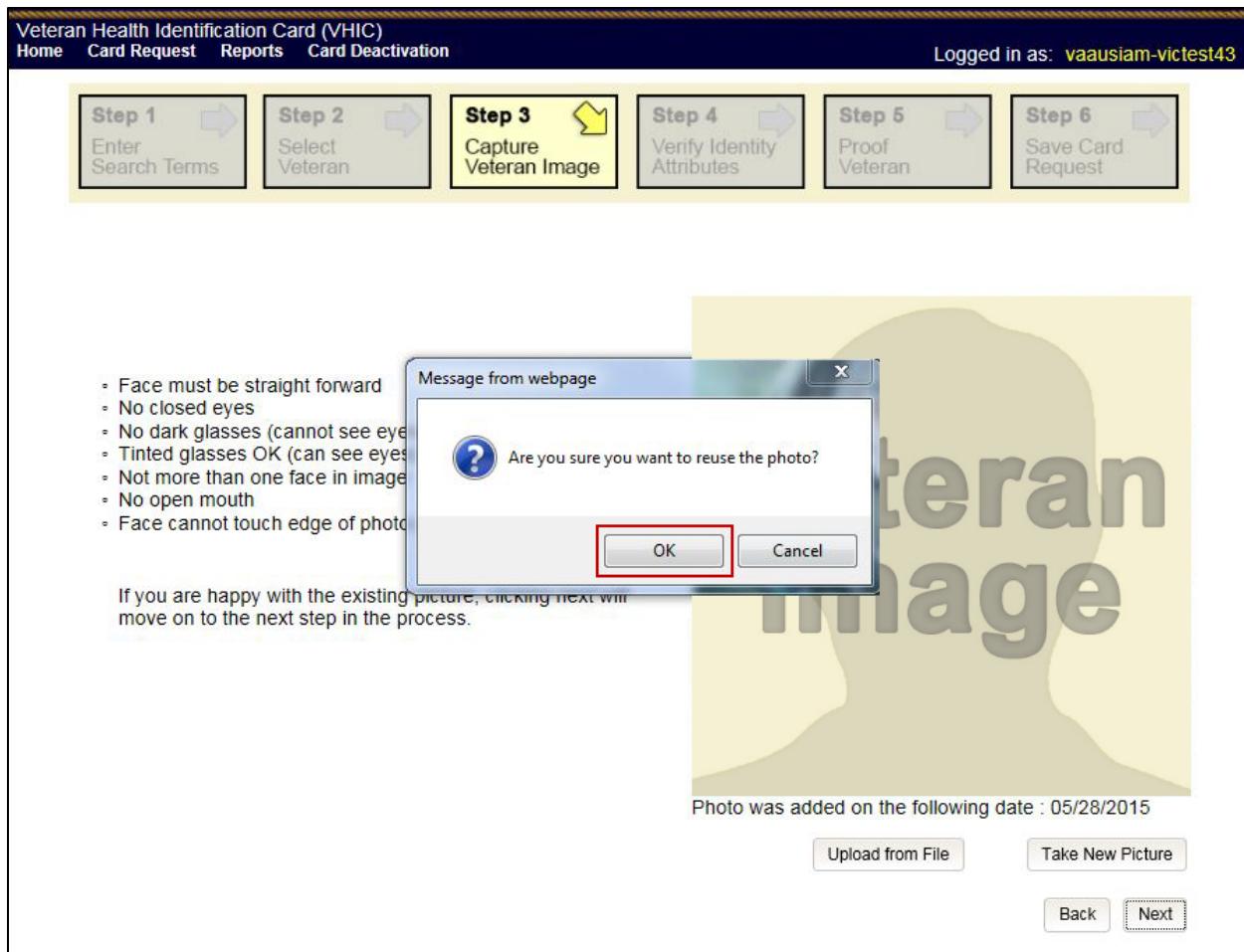


Figure 4-14: Capture Veteran Image screen – Reuse Existing Photo; click OK

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

4.1.5. Step 4: Verify Identity Attributes

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Logged in as: vaausiam-victest35

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Identity Confirmation

Status
Card Request Status New

Veteran Identity Attributes
 First Name
 Last Name
 Date of Birth

Address
Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility (667GB - MONROE)

Recipient
 Street 1
 Street 2
 Street 3
 City
 State
 Zip Code
 Province
 Postal Code
 Country

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?
 If you haven't done so already, take this opportunity to make sure the Veteran has the identification documents in his or her possession that are required for the proofing process.
 If the Veteran does not have the documents needed to complete the proofing process, he or she will need to return with the required documentation before a card can be issued.

Figure 4-15: Verify Identity Attributes screen

This step provides several mailing options for the card:

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



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



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



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

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

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

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

4.1.6. Status Section

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

4.1.7. Step 5: Proof Veteran

When ready to move on to Step 5: Proof Veteran, two scenarios are possible. The system will check to see if the Veteran already has at least a Level 2 Proof in the system.

If so, the Proofing process will not need to be completed and the system will bypass this step and the VHIC user will be redirected to Step 6: Save Card Request to finalize the card request process.

If the Veteran has a Level 1 or no Proofing record at all, the VHIC application will allow the VHIC user to verify that the Veteran has all of the proper documentation on hand before beginning the proofing process.

If the Veteran has all of the documents that they need, then they will click the [Proof Veteran] button to proceed with the proofing process.

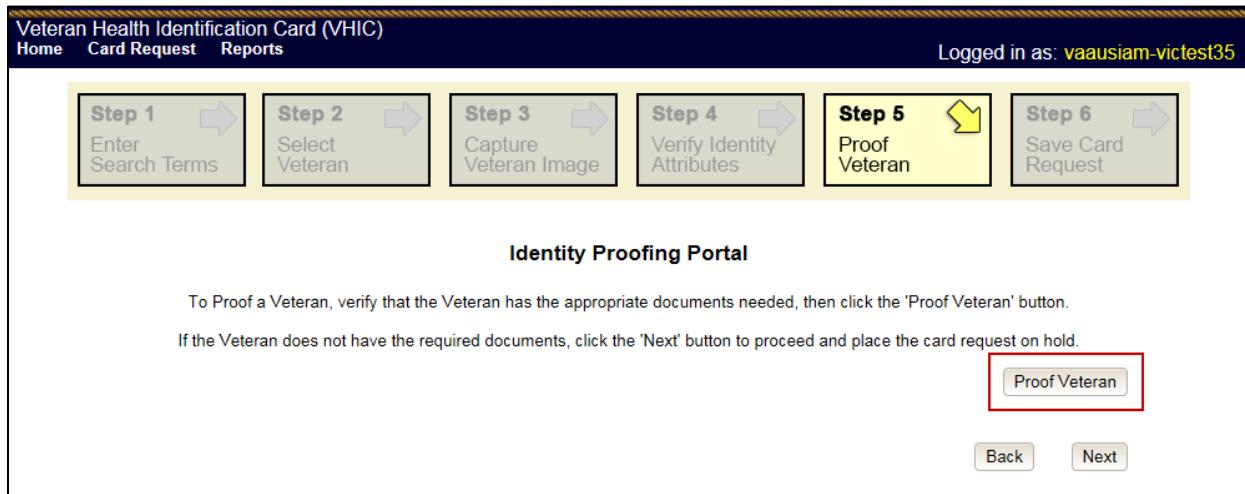


Figure 4-16: Proof Veteran Screen

If the Veteran does not have the documents needed, the VHIC user can click the [Next] button to skip proofing and place the card request on hold. VHIC will ask the user to confirm that they want to skip proofing and place the card request on hold before proceeding. To continue and save the card request on hold, click the [OK] button.

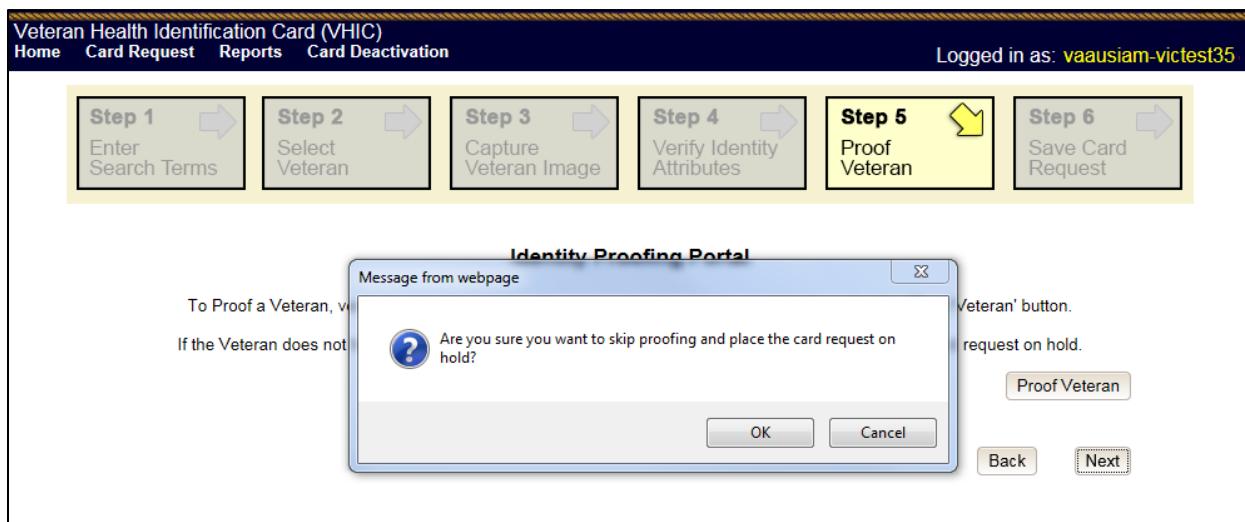


Figure 4-17: Proof Veteran Screen - Verify to skip proofing

NOTE: If the VHIC user enters proofing before discovering that the Veteran does not have the proper documentation with them, they can still save the card request on hold to be completed after the Veteran returns with the proper documents. Once they are in proofing, click the Cancel button and that will return you to the VHIC application, allowing the user to save the card request.

4.1.7.1. Identity Proofing Step 1: User Profile

If the Veteran requires Identity Proofing, the first screen within this portion of the process will be the Identity Proofing User Profile. The point of the screen is to verify that the information shown is still correct and matches what has been presented throughout the card request process.

If the information is not correct, click [Cancel] to return to the VHIC application and proceed to Step 6 of the card request process where the card request can then be placed On-Hold for up to 30 days, allowing time for the information to be corrected in the Identity Proofing application.

If the information is correct, click [Next] to continue.

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VA Home IP Home About ID Proofing Contact Us Help Logged in as: vaauisiam-vtest0 Logout

Step 1 User Profile Step 2 Address Verification Step 3 Primary Identification Step 4 Secondary Identification Step 5 Submit Proof

* - Required

** - Enter the first few characters of a proofing station number in the proofing station filter to shorten the number of proofing stations listed. Please note that special characters and regular expressions are not supported by the filter.

* First Name DESTINEE

* Last Name WEBB

* Date of Birth Month 8 Day 8 Year 1950

Phone Number

* Street Address 2024 CORPORATE CENTRE DR

* City MYRTLE BEACH

* State SC

* Country USA

* Postal Code 29577

* Affiliation VETERAN

** Proofing Station # Filter (Not Required)

* Proofing Location SOB: ATLANTA VAMC

Identity Proofing: DESTINEE WEBB

Back Next Cancel

Figure 4-18: Identity Proofing - User Profile

4.1.7.2. Identity Proofing Step 2: Address Verification

The purpose of this screen is to verify the Veteran's current address shown on screen matches the provided Address Verification documents provided by the Veteran. The type of document used to validate this information should be selected from the drop down menu which is available by clicking on the arrow to the right of the *Address Validation Type* field. The Veteran is allowed to use any of the available documents types listed. If a Postmark Date is required, it must be within 30 days of the time the Identity Proofing is occurring.

If the Veteran does not have the proper documentation with them at this time, click [Cancel] to return to the VHIC application and proceed to Step 6 of the card request process where the card request can then be placed On-Hold for up to 30 days, allowing time for the Veteran to return with the proper documentation.

Otherwise, click [Next] to continue.

The screenshot shows the 'Step 2 Address Verification' page of the VA Identity Proofing process. At the top, there are five steps: Step 1 User Profile, Step 2 Address Verification (which is active), Step 3 Primary Identification, Step 4 Secondary Identification, and Step 5 Submit Proof. The user is logged in as 'vausiam-vtest0'. The form fields include:

- * Address Validation Type:** A dropdown menu titled 'Choose One:' with options: Primary Identification, Secondary Identification, Phone bill from local phone service provider, Electric bill from a local electrical service provider, Fossil fuel (oil, gas, propane) bill from a local service provider, Credit card statement, Checking or savings account statement, Local personal property tax bill, Mortgage or rent payment voucher, and Veterans Benefits Administration (VBA) corporate data. The 'Primary Identification' option is selected.
- Postmark Date:** A field showing '2015-07-23'.
- Street Address:** A field showing '123 Main Street'.
- City:** A field showing 'Anytown'.
- State:** A field showing 'CA'.
- Country:** A field showing 'USA'.
- Postal Code:** A field showing '29577'.

At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

Figure 4-19: Identity Proofing - Address Verification

4.1.7.3. Identity Proofing Step 3: Primary Identification

The next two steps are very similar and are intended to capture the information from the two types of documentation provided by the Veteran to verify their identity. The document type being presented as the Veteran's Primary Identification must be listed in the ID Type drop-down list. All fields on this screen are required. Click [Next] to continue.

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VA Home IP Home About ID Profiling Contact Us Help

Logged in as: vaausiam-vtest0 Logout

Step 1 User Profile Step 2 Address Verification Step 3 Primary Identification Step 4 Secondary Identification Step 5 Submit Proof

* - Required Identity Profiling: DESTINEE WEBB

* ID Type Choose One:

* Country of Issuance Choose One:

* State of Issuance Choose One:

* Identification Number

* Expiration Date Month Day Year N/A

* Information Provided/Verified By Choose One:

Back Next Cancel



Figure 4-20: Identity Profiling - Primary Identification

4.1.7.4. Identity Profiling Step 4: Secondary Identification

Following the same procedure as the Primary Identification step, the document type being presented as the Veteran's Secondary Identification must be listed in the ID Type drop-down list. All fields on this screen are required. Click [Next] to continue.

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VA Home IP Home About ID Profiling Contact Us Help

Logged in as: vaausiam-vtest0 Logout

Step 1 User Profile **Step 2 Address Verification** **Step 3 Primary Identification** **Step 4 Secondary Identification** **Step 5 Submit Proof**

* - Required

* ID Type Military ID Card

* Country of Issuance UNITED STATES

* State of Issuance VA

* Identification Number M7854236

Expiration Date Month 03 Day 03 Year 2033 N/A

* Information Provided/Verified By All

Back Next Cancel

Figure 4-21: Identity Proofing - Secondary Identification

4.1.7.5. Identity Proofing Step 5: Submit Proof

The final step of the Identity Proofing portion is to submit the Proofing information. The [Back] button is available if any updates/changes need to be made. If the information has been entered correctly and completely, click on the [Submit] button to proceed.

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VA Home IP Home About ID Profiling Contact Us Help

Logged in as: vaausiam-vtest0 Logout

Step 1 User Profile **Step 2 Address Verification** **Step 3 Primary Identification** **Step 4 Secondary Identification** **Step 5 Submit Proof**

* - Required

Identity Proofing: DESTINEE WEBB

Click 'Submit' to complete this identity proof.

Back Submit Cancel

Figure 4-22: Identity Proofing - Submit Proof

If the Identity Proofing completed successfully, the IP application will present a screen stating that proofing is complete.



Figure 4-23: Identity Proofing - Proofing Complete message

The above screen will only be shown momentarily, after which the proofing application redirects the user back to VHIC application which will display its own message that Proofing was completed successfully.

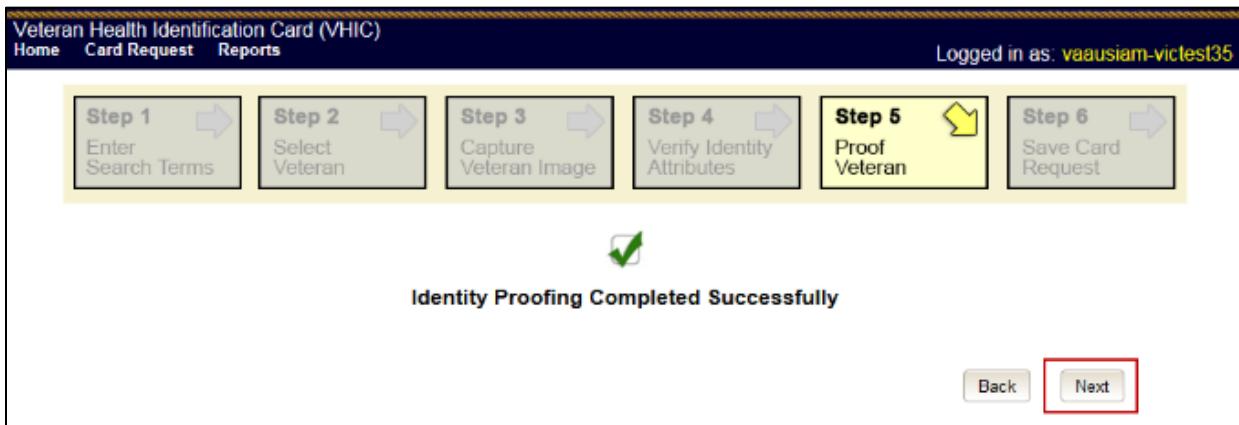


Figure 4-24: VHIC - Identity Proofing Completed Successfully message

Click [Next] to move on to the final step.

4.1.8. Step 6: Save Card Request

Step 6 – Save Card Request – gives the VHIC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

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

Logged in as: **vauusiam-victest35**

Step 1 → **Step 2** → **Step 3** → **Step 4** → **Step 5** → **Step 6** ←

Veteran Card Details

	Service Connected Y	Card Number EDIPI
Veteran Image	Medal of Honor Y	ICN 1008692298V876234
	Purple Heart Y	Member Benefit Plan ID 7346-243-588
	Prisoner Of War Y	VISN 7
		Facility 508
		Date of Birth 8/1/1937

Name as it will appear on card:
DALE G SYLVESTER

Address card will be mailed to:
MR DALE GRAHAM SYLVESTER
3071 COMMERCE BLVD
APT 201
BLDG 2
NORFOLK, NE 68701 USA

Card Status Pending
Card Request Date

Branch Of Service
 Marine Corps
 Veteran Declines Branch of Service Logo

?

?

Reason for Hold:
Bad data

?

Replacement Reason:
Not a replacement card

Back **Submit**

Figure 4-25: Save Card Request screen

This screen contains the following information for review:

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

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

- Card Number (*populates upon final submission*)
- Member ID
- ICN
- Member Benefit Plan ID

- VISN and Facility where request is being processed

4.1.8.1. Branch of Service

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

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

Branch Of Service

Army

Veteran Declines Branch of Service Logo

?

Figure 4-26: Branch of Service Selection

4.1.8.2. Save Card Request: New

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

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

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



Veteran Health Identification Card (VHIC)
Home Card Request Reports

Logged in as: vaausiam-victest35

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Verify Identity Attributes Step 5 Proof Veteran Step 6 Save Card Request

Veteran Card Details

	Service Connected N Medal of Honor Y Purple Heart Y Prisoner Of War Y	Card Number 5894 EDIPI ICN 1008692298V876234 Member Benefit Plan ID 7346-243-588 VISN 7 Facility 508 Date of Birth 8/1/1937 Expiration Date 12/8/2024
---	--	--

Name as it will appear on card:
DALE G SYLVESTER

Address card will be mailed to:
MR DALE GRAHAM SYLVESTER
3071 COMMERCE BLVD
APT 201
BLDG 2
NORFOLK, NE 68701 USA

Card Status Submitted	Card Request Date 05/04/2015
-----------------------	------------------------------

Marine Corps

Reason for Hold:
Not Applicable

Replacement Reason:
Not a replacement card

Figure 4-27: New Card Request Submitted

4.2. Replacement VHIC: Veteran Level 2 Proofed

4.2.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or 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 4-28: Help icon

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

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there are navigation links: Home, Card Request, Reports, and Card Deactivation. To the right, it says 'Logged in as: vaausiam-victest43'. Below these are six steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Verify Identity Attributes), Step 5 (Proof Veteran), and Step 6 (Save Card Request). Step 1 is highlighted with a yellow background and a yellow arrow icon. A note below the steps says: 'Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).'
Name
* Last Name: CHOCREK
First Name: HARRISON
Middle Name:
Person
Date of Birth: 19250726 (DOB format: YYYYMMDD)
Gender: Male
Home Phone:
Address
Street Address:
City:
State:
Zip Code:
Identification
SSN: 037199507 (format: #####-##-####)
At the bottom are three buttons: a question mark icon, a 'Clear' button, and a 'Search' button, which is highlighted with a red border.

Figure 4-29: Enter Search Terms screen

4.2.2. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Verify Identity Attributes	Step 5 Proof Veteran	Step 6 Save Card Request
Picture	Full Name	SSN	DOB	Gender	
	HARRISON J CHOCHREK JR	XXX-XX-9507	7/26/1925	MALE	

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

Figure 4-30: Select Veteran screen

4.2.3. Reuse Existing Image

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Verify Identity Attributes	Step 5 Proof Veteran	Step 6 Save Card Request

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

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

Photo was added on the following date : 05/28/2015

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

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

Figure 4-31: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

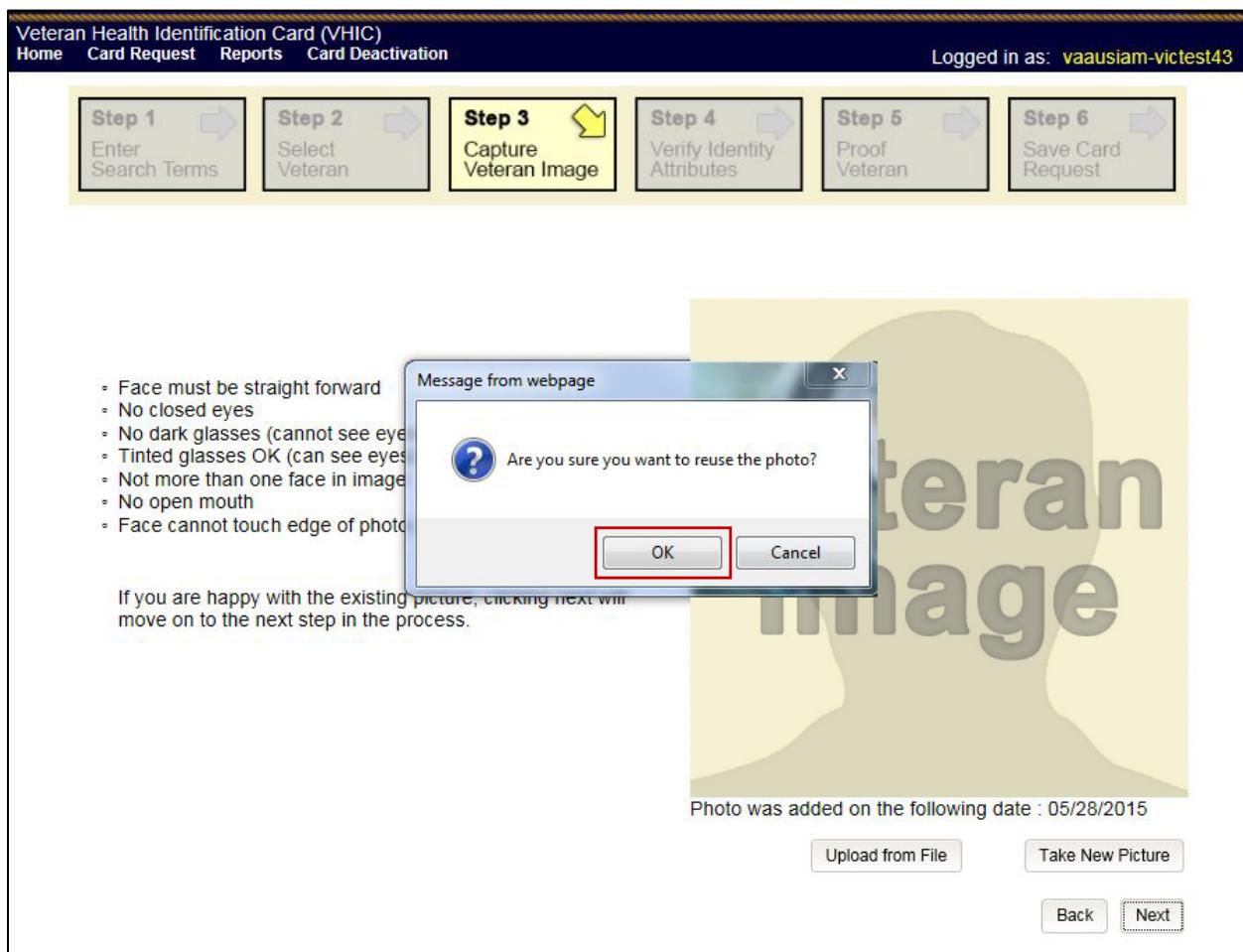


Figure 4-32: Capture Veteran Image screen – Reuse Existing Photo; click OK

4.2.4. Step 4: Verify Identity Attributes

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

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



Veteran Health Identification Card (VHIC)

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

Logged in as: vausiam-victest43

Step 1
Enter
Search Terms

Step 2
Select
Veteran

Step 3
Capture
Veteran Image

Step 4
Verify Identity
Attributes

Step 5
Proof
Veteran

Step 6
Save Card
Request

Veteran Identity Confirmation

Status

Card Request Status Replacement

Replacement Reason

Veteran Identity Attributes

First Name

Last Name

Date of Birth

Address

Mail card to: Address received from Enrollment Services

Address received from MVI

Requesting facility

Preferred facility (632 - NORTHPORT VAMC)

Recipient

Street 1

Street 2

Street 3

City

State

Zip Code

Province

Postal Code

Country

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

If you haven't done so already, take this opportunity to make sure the Veteran has the identification documents in his or her possession that are required for the proofing process.

If the Veteran does not have the documents needed to complete the proofing process, he or she will need to return with the required documentation before a card can be issued.



Back

Next

Figure 4-33: Verify Identity Attributes screen

This step provides several mailing options for the card:

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

- Mail to the Preferred Facility



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



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



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

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

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

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

4.2.5. Status Section

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

Status	
Card Request Status	Replacement
Replacement Reason	<input style="width: 100px; height: 20px; border: 1px solid black; padding: 2px;" type="button" value="NOT SELECTED"/>

Figure 4-34: Card Request Status section

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

4.2.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

Card Request Status	Replacement
Replacement Reason	<input style="width: 100px; height: 20px; border: 1px solid black; padding: 2px;" type="button" value="NOT SELECTED"/> Damaged Expired Incorrect Information Lost Poor Quality Stolen
Veteran Identity Attribu	
First Name	
Last Name	

Figure 4-35: Replacement Reason drop-down list

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

- Photo
- Text
- Other

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

Figure 4-36: Poor Quality Replacement Reasons

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

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

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

Figure 4-37: Damaged Replacement Reasons

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

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

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▾
Incorrect Information	NOT SELECTED Branch of Service Date of Birth ICN Member Benefit Plan ID Member ID Name Other Photo Prisoner of War Purple Heart Service Connected
Veteran Identity Attribu	
First Name	
Last Name	
Date of Birth	
Address	

Figure 4-38: Incorrect Information Replacement Reasons

4.2.6. Step 6: Save Card Request

This brings us to Step 6 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.



NOTE: Due to the fact that this case is testing a Veteran who is already proofed to Level 2, Step 5 (Proof Veteran) was bypassed.

Veteran Health Identification Card (VHIC)
[Home](#) [Card Request](#) [Reports](#) [Card Deactivation](#) Logged in as: vausiam-victest43

Step 1 Enter Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Verify Identity Attributes	Step 5 Proof Veteran	Step 6 Save Card Request
------------------------------	--------------------------	---------------------------------	--------------------------------------	-------------------------	-----------------------------

Veteran Card Details

 Name as it will appear on card: HARRISON J CHOCHREK JR	Service Connected Y Card Number Medal of Honor N Member ID 2013070901 Purple Heart N ICN 1008532446V876394 Prisoner Of Wart N Plan ID 7346-243-588 VISN 7 Facility 508 Date of Birth 7/26/1925
---	--

Address card will be mailed to: HARRISON J CHOCHREK JR 1003 GOTHAM DRIVE SAINT JAMES, NY 11780 USA	Card Status Pending Card Request Date
--	--

Replacement Reason: Lost	Branch Of Service <input checked="" type="radio"/> Army <input type="radio"/> Veteran Declines Branch of Service
------------------------------------	---

Reason for Hold: Bad data <input type="checkbox"/>	
--	--

Back Submit

Figure 4-39: Save Card Request screen

This screen contains the following information for review:

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

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

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

4.2.6.1. Branch of Service

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

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

The screenshot shows a user interface for selecting a Branch of Service. At the top, it says "Branch Of Service". Below that are two radio buttons: one for "Army" (which is selected) and one for "Veteran Declines Branch of Service Logo". At the bottom left of the interface is a blue circular icon containing a white question mark.

Figure 4-40: Branch of Service Selection

4.2.6.2. Save Card Request: Replacement

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Card Details

	Service Connected Y	Card Number	5997
Name as it will appear on card:	Medal of Honor N	Member ID	2013070901
HARRISON J CHOCHREK JR	Purple Heart N	ICN	1008532446V876394
	Prisoner Of Wart N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	7/26/1925
		Expiration Date	5/26/2025

Address card will be mailed to:
HARRISON J CHOCHREK JR
1003 GOTHAM DRIVE
SAINT JAMES, NY 11780 USA

Card Status Submitted
Card Request Date 05/28/2015

Replacement Reason:
Lost

Army

Reason for Hold:
Not Applicable

Figure 4-41: Replacement Card Request Submitted

4.3. Placing a Replacement VHIC Request On-Hold Manually: Veteran Level 2 Prooferd

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

4.3.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or 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 4-42: Help icon

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

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

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

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Verify Identity Attributes Step 5 Proof Veteran Step 6 Save Card Request

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name * Last Name WECK First Name ASHLEY Middle Name	Person Date of Birth 19480325 (DOB format: YYYYMMDD) Gender Male Home Phone
Address Street Address City State Zip Code	Identification SSN 037314148 (format: #####-##)

?

Clear

Search

Figure 4-43: Enter Search Terms screen

4.3.2. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Verify Identity Attributes	Step 5 Proof Veteran	Step 6 Save Card Request
-------------------------------------	---------------------------------	--	---	--------------------------------	------------------------------------

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

Figure 4-44: Select Veteran screen

4.3.3. Reuse Existing Image

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



Figure 4-45: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

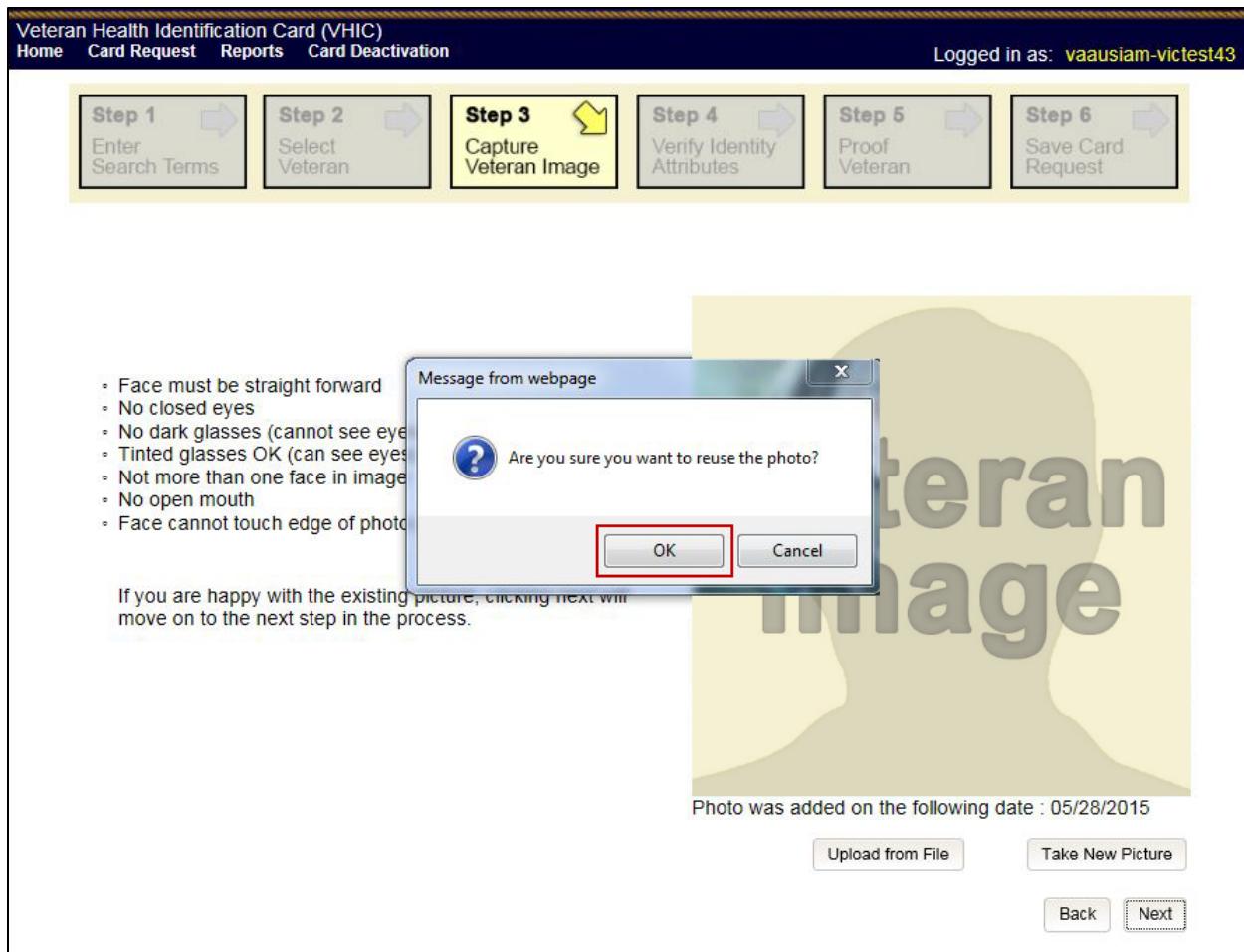


Figure 4-46: Capture Veteran Image screen – Reuse Existing Photo; click OK

4.3.4. Step 4: Verify Identity Attributes

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Identity Confirmation

Status
Card Request Status Replacement
Replacement Reason Lost

Veteran Identity Attributes
First Name ASHLEY
Last Name WECK
Date of Birth 3/25/1948

Address
Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility (600GB - SANTA ANA, CA CBOC)

Recipient ASHLEY WECK
Street 1 23551 AVENIDA LA CAZA UNIT 132
Street 2
Street 3
City COTO DE CAZA
State CA
Zip Code 92679-3955
Province
Postal Code
Country USA

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

If you haven't done so already, take this opportunity to make sure the Veteran has the identification documents in his or her possession that are required for the proofing process.

If the Veteran does not have the documents needed to complete the proofing process, he or she will need to return with the required documentation before a card can be issued.

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

Figure 4-47: Verify Identity Attributes screen

This step provides several mailing options for the card:

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

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

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

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

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

4.3.5. Status Section

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

The screenshot shows a user interface for a card request status. At the top left, it says "Status". Below that, "Card Request Status" is set to "Replacement". Under "Replacement Reason", a dropdown menu is open, showing the option "NOT SELECTED" at the top, followed by a list of reasons: Damaged, Expired, Incorrect Information, Lost, Poor Quality, and Stolen.

Figure 4-48: Card Request Status section

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

4.3.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

The screenshot shows a dropdown menu for "Replacement Reason" with the following options listed: Damaged, Expired, Incorrect Information, Lost, Poor Quality, and Stolen. The menu is displayed over a form field for "Veteran Identity Attribution" which includes fields for "First Name" and "Last Name".

Figure 4-49: Replacement Reason drop-down list

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

- Photo
- Text
- Other

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

Figure 4-50: Poor Quality Replacement Reasons

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

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

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

Figure 4-51: Damaged Replacement Reasons

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

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

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▾
Incorrect Information	NOT SELECTED Branch of Service Date of Birth ICN Member Benefit Plan ID Member ID Name Other Photo Prisoner of War Purple Heart Service Connected
Veteran Identity Attribu	
First Name	
Last Name	
Date of Birth	
Address	

Figure 4-52: Incorrect Information Replacement Reasons

4.3.6. Step 6: Save Card Request

This brings us to Step 6 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.



NOTE: Due to the fact that this case is testing a Veteran who is already proofed to Level 2, Step 5 (Proof Veteran) was bypassed.

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

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Card Details

	Service Connected Y	Card Number
Name as it will appear on card:	Medal of Honor Y	Member ID 2013070902
ASHLEY WECK	Purple Heart Y	ICN 1008532456V343881
	Prisoner Of War Y	Plan ID 7346-243-588
		VISN 7
		Facility 508
		Date of Birth 3/25/1948

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

Card Status Pending **Card Request Date**

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
 Lost

Reason for Hold:
 Bad data
 Details: Wrong Branch of Service

Back **Hold**

Figure 4-53: Save Card Request screen

This screen contains the following information for review:

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

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

- Card Number (*populates upon final submission*)

- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

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

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

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

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

4.3.6.1. Save Card Request: Manually Saved On-Hold

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Card Details

	Service Connected Y	Card Number	6132
	Medal of Honor Y	Member ID	2013070902
	Purple Heart Y	ICN	1008532456V343881
	Prisoner Of War Y	Plan ID	7346-243-588
		VISN	7
		Facility	508
Name as it will appear on card: ASHLEY WECK		Date of Birth	3/25/1948
		Expiration Date	

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

Card Status	Saved On Hold
Card Request Date	06/29/2015

Replacement Reason:
Lost

Veteran Declines Branch of Service Logo

Reason for Hold:
Bad data: Wrong Branch of Service

Figure 4-54: Replacement Card Request Saved On Hold

4.4. On Hold Reasons Explained

4.4.1. Veteran Not Prooferd

4.4.1.1. Successfully completed proofing and still seeing Veteran Not Prooferd message on Step 6

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

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

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

Figure 4-55: Reason for Hold: Veteran Not Proofed

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

4.4.1.2. User cancelled the proofing process due to wrong documentation

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

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

Figure 4-56: Reason for Hold: Veteran Not Proofed

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

Veteran Identity Confirmation
Card Request Status On Hold
Veteran not proofed

Figure 4-57: Card Request Status: On Hold - Veteran Not Proofed

Continue with the proofing process and complete the card request.

4.4.2. Proofing Unavailable

4.4.2.1. New Card Request

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

Reason for Hold:
Proofing unavailable
Bad data <input type="checkbox"/>

Figure 4-58: Reason for Hold: Proofing Unavailable

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

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

4.4.2.2. Replacement Card Request

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

Reason for Hold:
Proofing unavailable
Bad data <input type="checkbox"/>

Figure 4-59: Reason for Hold: Proofing Unavailable

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



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

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

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

Figure 4-60: Card History Report Message section

4.4.3. Enrollment Services Unavailable

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

Reason for Hold:

Enrollment unavailable

Bad data

Figure 4-61: Reason for Hold: Enrollment Unavailable

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



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

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

4.4.4. Eligibility Pending

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

Reason for Hold:
Eligibility Pending
Bad data <input type="checkbox"/>

Figure 4-62: Reason for Hold: Eligibility Pending



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

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

4.4.5. Bad Data – Other

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

Reason for Hold:
Bad data <input checked="" type="checkbox"/>
Details: Name Spelled Wrong

Figure 4-63: Reason for Hold: Bad Data – Name Spelled Wrong

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

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

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

Figure 4-64: Card Request Status: Replacement on Hold - Bad Data: Name Spelled Wrong

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

Reason for Hold:
Bad data <input type="checkbox"/>

Figure 4-65: Reason for Hold: Bad Data Unchecked

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

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

4.5.1. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or 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 4-66: Help icon

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name * Last Name <input type="text" value="WECK"/> First Name <input type="text" value="ASHLEY"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text" value="19480325"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD) Gender <input checked="" type="radio" value="Male"/> Male <input type="radio" value="Female"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text" value="037314148"/> (format: #####-##)

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

Figure 4-67: Enter Search Terms screen

4.5.2. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: **vaausiam-victest43**

Step 1 Enter Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Verify Identity Attributes	Step 5 Proof Veteran	Step 6 Save Card Request
-------------------------------------	---------------------------------	--	---	--------------------------------	------------------------------------

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

Figure 4-68: Select Veteran screen

4.5.3. Reuse Existing Image

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



Figure 4-69: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

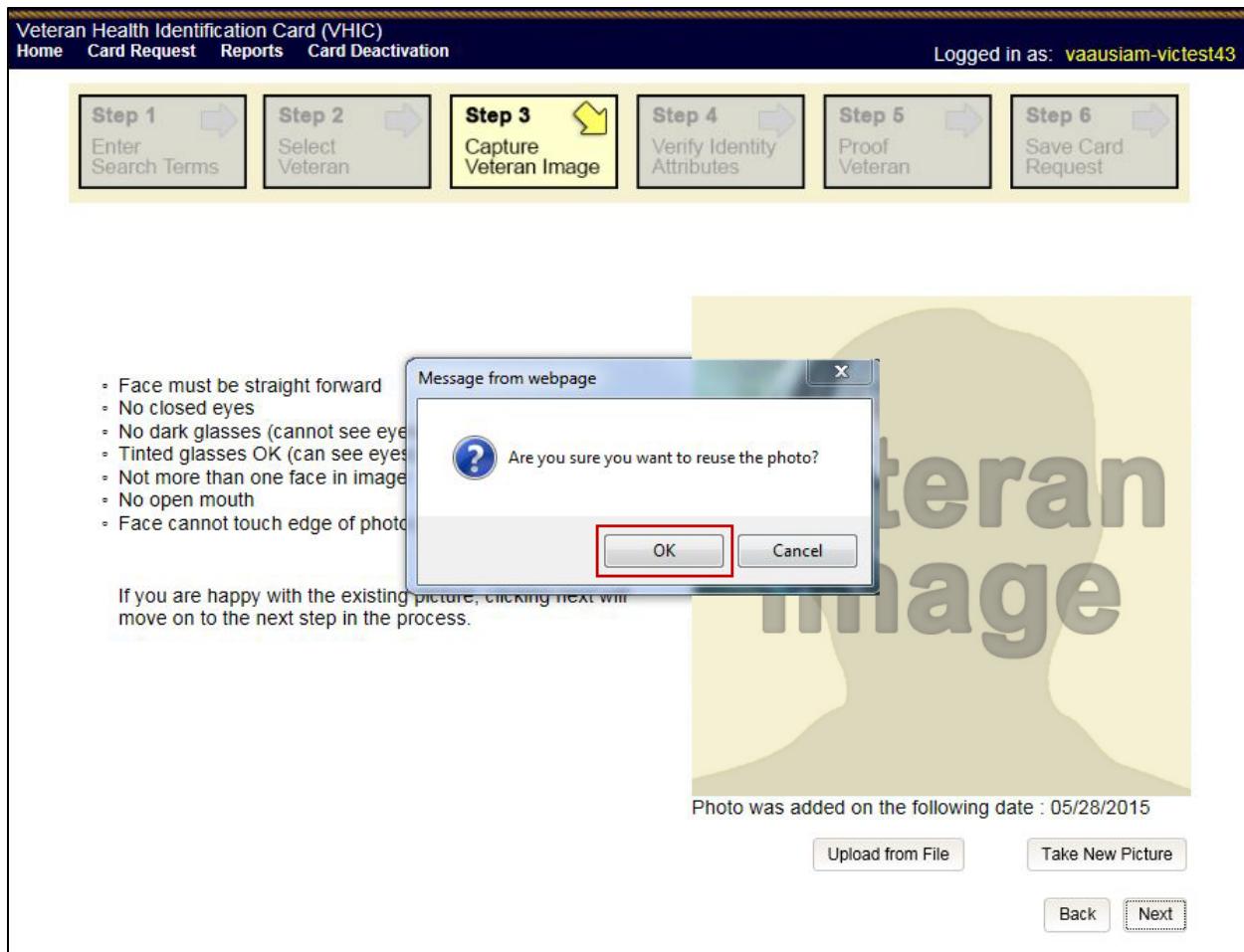


Figure 4-70: Capture Veteran Image screen – Reuse Existing Photo; click OK

4.5.4. Step 4: Verify Identity Attributes

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Identity Confirmation

Status
Card Request Status Replacement On Hold
Bad Data: Wrong Branch of Service
Replacement Reason Lost

Veteran Identity Attributes
First Name ASHLEY
Last Name WECK
Date of Birth 3/25/1948

Address
Mail card to: Address received from Enrollment Services
 Address received from MVI
 Requesting facility
 Preferred facility (600GB - SANTA ANA, CA CBOC)

Recipient ASHLEY WECK
Street 1 23551 AVENIDA LA CAZA UNIT 132
Street 2
Street 3
City COTO DE CAZA
State CA
Zip Code 92679-3955
Province
Postal Code
Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?
If you haven't done so already, take this opportunity to make sure the Veteran has the identification documents in his or her possession that are required for the proofing process.
If the Veteran does not have the documents needed to complete the proofing process, he or she will need to return with the required documentation before a card can be issued.

?

Back

Next

Figure 4-71: Verify Identity Attributes screen

This step provides several mailing options for the card:

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

- Mail to the Preferred Facility

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

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

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

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

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

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

4.5.5. Status Section

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

Status
Card Request Status Replacement On Hold
Bad Data: Wrong Branch of Service
Replacement Reason Lost

Figure 4-72: Card Request Status section

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

4.5.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

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

Figure 4-73: Replacement Reason drop-down list

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

- Photo
- Text
- Other

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

Figure 4-74: Poor Quality Replacement Reasons

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

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

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

Figure 4-75: Damaged Replacement Reasons

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

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

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▾
Incorrect Information	NOT SELECTED Branch of Service Date of Birth ICN Member Benefit Plan ID Member ID Name Other Photo Prisoner of War Purple Heart Service Connected
Veteran Identity Attribu	
First Name	
Last Name	
Date of Birth	
Address	

Figure 4-76: Incorrect Information Replacement Reasons

4.5.6. Step 6: Save Card Request

This brings us to Step 6 – Save Card Request. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.



NOTE: Due to the fact that this case is testing a Veteran who is already proofed to Level 2, Step 5 (Proof Veteran) was bypassed.

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

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Verify Identity Attributes Step 5 Proof Veteran Step 6 Save Card Request

Veteran Card Details

	Service Connected Y	Card Number
	Medal of Honor Y	Member ID 2013070902
	Purple Heart Y	ICN 1008532456V343881
	Prisoner Of War Y	Plan ID 7346-243-588
		VISN 7
		Facility 508
Name as it will appear on card:	Date of Birth 3/25/1948	
ASHLEY WECK		
Address card will be mailed to: ASHLEY WECK 23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA, CA 92679-3955 USA	Card Status	Saved On Hold
	Card Request Date	06/29/2015
?	Branch Of Service	
Replacement Reason: Lost	<input type="radio"/> Army <input checked="" type="radio"/> Veteran Declines Branch of Service Logo	
?		
Reason for Hold: Bad data <input checked="" type="checkbox"/> Details: Wrong Branch of Service		
Back Hold		

Figure 4-77: Save Card Request screen; Uncheck Bad Data checkbox

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

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

Logged in as: [vausiam-victest43](#)

Step 1 Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Verify Identity Attributes **Step 5** Proof Veteran **Step 6** Save Card Request

Veteran Card Details

 Veteran Image Barcode	Service Connected Y Card Number Medal of Honor Y Member ID 2013070902 Purple Heart Y ICN 1008532456V343881 Prisoner Of War Y Plan ID 7346-243-588 VISN 7 Facility 508 Date of Birth 3/25/1948
---	---

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

Card Status Saved On Hold
Card Request Date 06/29/2015

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
Lost

Reason for Hold:
Bad data

[Back](#) [Submit](#)

Figure 4-78: Save Card Request screen; click Submit

This screen shows that the Card Request was submitted successfully.

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest43

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Verify Identity Attributes Step 5 Proof Veteran Step 6 Save Card Request

Veteran Card Details

	Service Connected Y Card Number 6132 Medal of Honor Y Member ID 2013070902 Purple Heart Y ICN 1008532456V343881 Prisoner Of War Y Plan ID 7346-243-588 VISN 7 Facility 508 Date of Birth 3/25/1948 Expiration Date 6/29/2025
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	Card Status Submitted Card Request Date 06/29/2015
Replacement Reason: Lost	Army Reason for Hold: Not Applicable

Figure 4-79: Replacement Card Request Submitted

5. Deactivating Cards – The Card Deactivation Process

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

Table 4: Who can deactivate a card?

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

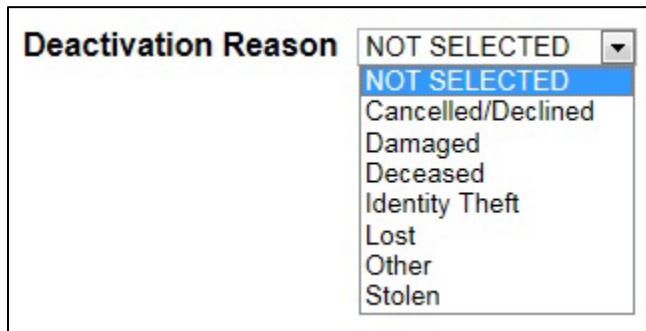


Figure 5-1: Card Deactivation Reasons drop-down menu

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

5.1. Cancelled/Declined

5.1.1. Accessing Card Deactivation

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

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



Figure 5-2: VHIC Administrator Home screen; click Card Deactivation

5.1.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-3: 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.

UNITED STATES
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Veteran Health Identification Card (VHIC)

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

Logged in as: **vaausiam-victest31**

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please 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: #####-##-####)



[Clear](#)

[Search](#)

Figure 5-4: Card Deactivation Enter Search Terms screen

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

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Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

There are no matches for the criteria specified.

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name * Last Name <input type="text" value="CHOCHREK"/> First Name <input type="text" value="HARRISON"/> Middle Name <input type="text" value=""/> Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Person Date of Birth <input type="text" value="19480325"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Female"/> <input type="button" value="Down"/> Home Phone <input type="text"/>
<input style="border: none; border-radius: 50%; width: 20px; height: 20px; vertical-align: middle;" type="button" value="?"/> <input style="margin-left: 10px;" type="button" value="Clear"/> <input style="margin-left: 10px;" type="button" value="Search"/>	

Figure 5-5: 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.

5.1.3. 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.

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

Logged in as: **vaausiam-victest31**

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

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

Figure 5-6: Card Deactivation Select Veteran screen

5.1.4. 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. VHIC provides several deactivation reasons to choose from.

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

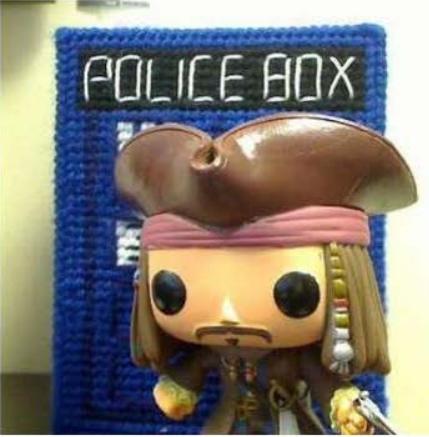
Click on the **[Deactivate]** button to continue to the next step.

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

Logged in as: **vaausiam-victest31**

Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID 2013070901
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason

Figure 5-7: Select Deactivation Reason screen

5.1.5. 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 5-8: 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.

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

Logged in as: vaausiam-victest31

Card Deactivation



Name: HARRISON J CHOCHREK JR
Person ID: 22357
Member ID: 2013070901
ICN: 1008532446V876394
Plan ID: 7346-243-588
Date of Birth: 7/26/1925

Deactivation Reason: Cancelled/Declined

All Cards Deactivated

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

Figure 5-9: All Cards Deactivated - Cancelled/Declined

5.1.6. 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.

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

Logged in as: vaausiam-victest31

Veteran	Card	Print Services	Auditing	
Request Totals	Status	Multiple Requests	History	Replacement
Expiration				

Card History Report

Card ID
 Person ID

Figure 5-10: Card History Report Query Screen

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

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

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

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK

Person ID: 22357

Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	53
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 6119



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested		Date of Mailing	Expiration Date
06/18/2015			06/02/2025
Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

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

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 13:54:23	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Poor Quality				Cancelled/Declined	
Other					
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 13:54:27	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Poor Quality				Cancelled/Declined	
Other					

Figure 5-11: Card History Report - Cancelled/Declined

5.2. Damaged

5.2.1. Accessing Card Deactivation

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

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



Figure 5-12: VHIC Administrator Home screen; click Card Deactivation

5.2.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-13: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section. Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name * Last Name <input type="text" value="CHOCHREK"/> First Name <input type="text" value="HARRISON"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text" value="19250726"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> <input type="button" value="Down"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	
Identification SSN <input type="text" value="037199507"/> (format: #####-##-####)	
<input style="border: 1px solid black; border-radius: 50%; padding: 2px; margin-right: 5px;" type="button" value="?"/> <input type="button" value="Clear"/> <input style="border: 2px solid red; border-radius: 5px; padding: 2px;" type="button" value="Search"/>	

Figure 5-14: Card Deactivation Enter Search Terms screen

5.2.3. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

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

Figure 5-15: Card Deactivation Select Veteran screen

5.2.4. 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. VHIC provides several deactivation reasons to choose from.

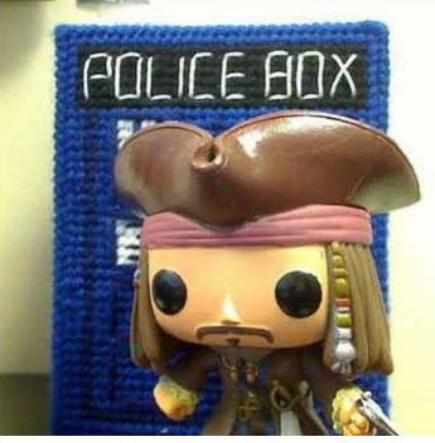
Select *Damaged* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

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

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

Logged in as: **vaausiam-victest31**

Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID 2013070901
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason

Figure 5-16: Select Deactivation Reason screen

5.2.5. 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.

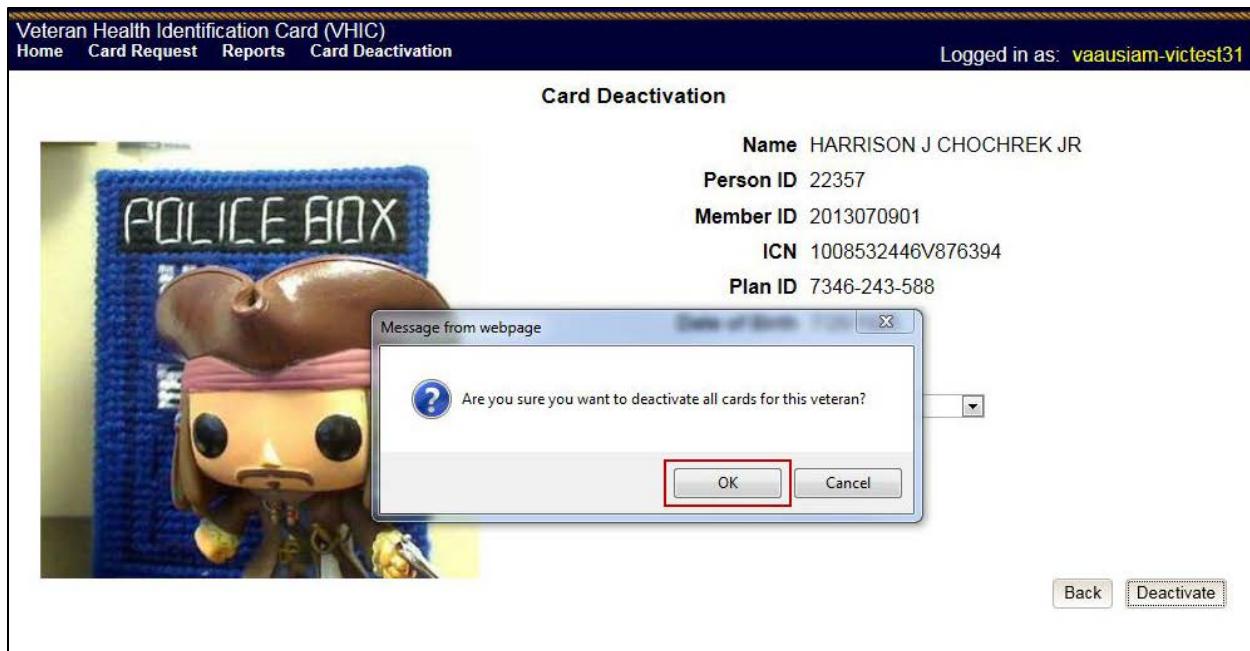


Figure 5-17: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

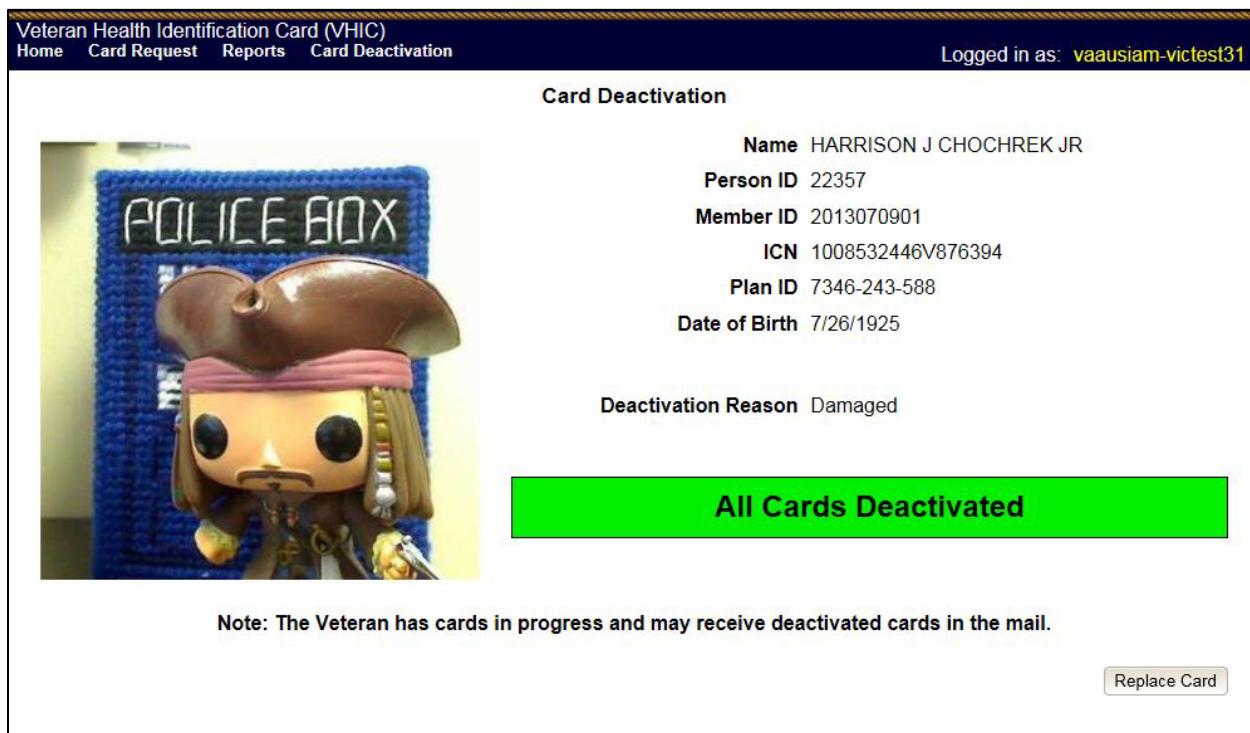


Figure 5-18: All Cards Deactivated - Damaged

5.2.6. 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 5-19: 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.

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

Logged in as: **vaausiam-victest31**

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Verify Identity Attributes

Step 5 Proof Veteran

Step 6 Save Card Request

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

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

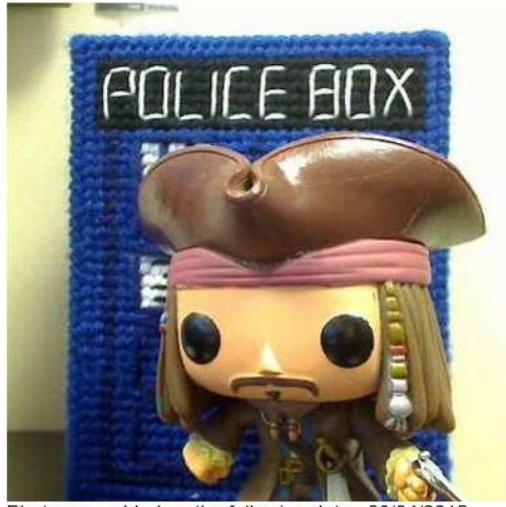


Photo was added on the following date : 06/04/2015

Figure 5-20: Step 3 Capture Veteran Image screen

5.2.7. 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.

Figure 5-21: Card History Report Query Screen

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

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

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

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK

Person ID: 22357

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

Card ID: 6121



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

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

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

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

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

Figure 5-22: Card History Report - Damaged

5.3. Deceased

5.3.1. Accessing Card Deactivation

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

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



Figure 5-23: VHIC Administrator Home screen; click Card Deactivation

5.3.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-24: 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.

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Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please 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="CHOCHREK"/>	Date of Birth <input type="text" value="19250726"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="HARRISON"/>	Gender <input type="button" value="Male"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="037199507"/> (format: #####-##-####)
City <input type="text"/>	
State <input type="text"/>	
Zip Code <input type="text"/>	

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

Figure 5-25: Card Deactivation Enter Search Terms screen

5.3.3. 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.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

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

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

Figure 5-26: Card Deactivation Select Veteran screen

5.3.4. 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. VHIC provides several deactivation reasons to choose from.

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.

The screenshot shows the 'Card Deactivation' page of the VHIC application. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Deactivation. To the right, it says 'Logged in as: vaausiam-victest31'. Below the navigation, the title 'Card Deactivation' is centered. To the left of the main content area is a large, colorful illustration of a cartoon rabbit's head and upper body, facing forward. On the right side, there is a form field labeled 'Deactivation Reason' with a dropdown menu. The dropdown menu is open, and the option 'Deceased' is selected. Below the dropdown are several other fields: Name (HARRISON J CHOCHREK JR), Person ID (22357), Member ID (2013070901), ICN (1008532446V876394), Plan ID (7346-243-588), and Date of Birth (7/26/1925). At the bottom right of the page are two buttons: 'Back' and 'Deactivate', with 'Deactivate' being highlighted by a red border.

Figure 5-27: Select Deactivation Reason screen

5.3.5. 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.

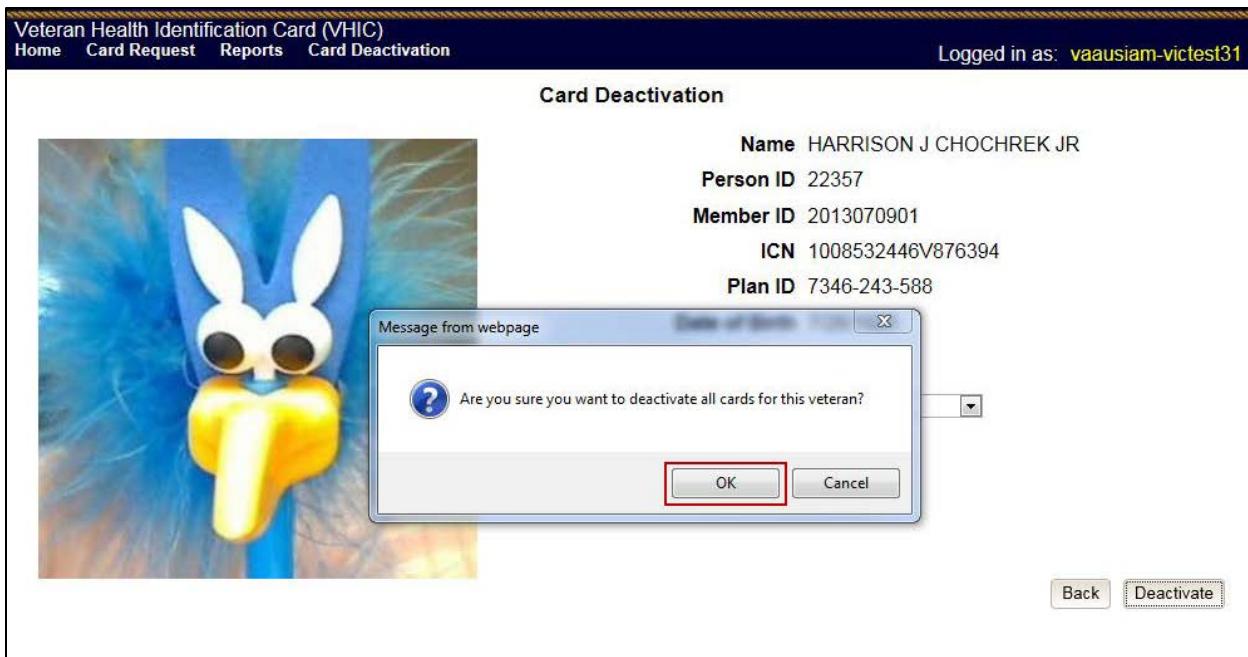


Figure 5-28: Confirm Deactivation pop-up window

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.

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

Logged in as: **vaausiam-victest31**

Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID 2013070901
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason Deceased

All Cards Deactivated

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

Figure 5-29: All Cards Deactivated - Deceased

5.3.6. 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.

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

Logged in as: **vaausiam-victest31**

Veteran	Card	Print Services	Auditing				
Request Totals	Status	Multiple Requests	History	Replacement	Expiration		

Card History Report

Card ID	
Person ID	22357
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>	

Figure 5-30: Card History Report Query Screen

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

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

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

VHIC Card History					
Veteran ID: 22357 Card ID: ANY					
Veteran: HARRISON J CHOCHREK			Person ID: 22357		
Gender	Date of Birth	Service	Card Count		
MALE	07/26/1925	YES	55		
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War		
UNKNOWN	NO	ELIGIBLE	UNKNOWN		
Card ID: 6123					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vaausiam-victest31	06/19/2015	vaausiam-victest31	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	06/19/2015		06/19/2025		
Picture Comment	Current Card Status	Current MVI Status	Current Print Status		
	Deactivated	Unlinked	Cancelled		
Picture Effective Date	Branch of Service	VISN	Facility		
06/19/2015	ARMY	7	ATLANTA VAMC - 508		
Mailed to Address	Address Selected By Veteran				
	1003 GOTHAM DRIVE SAINT JAMES NY, 11780				
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING	06/19/2015 09:27:42	vaausiam-victest31
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/19/2015 09:39:19	vaausiam-victest31
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Lost				Deceased	
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/19/2015 09:39:23	vaausiam-victest31
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Lost				Deceased	

Figure 5-31: Card History Report - Deceased

5.4. Identity Theft

5.4.1. Accessing Card Deactivation

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

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



Figure 5-32: VHIC Administrator Home screen; click Card Deactivation

5.4.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-33: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section. Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

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

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

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

? **Clear** **Search**

Figure 5-34: Card Deactivation Enter Search Terms screen

5.4.3. Step 2: Select Veteran

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

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

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

Card Deactivation

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

? **Back**

Figure 5-35: Card Deactivation Select Veteran screen

5.4.4. 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. VHIC provides several deactivation reasons to choose from.

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.

The screenshot shows the 'Card Deactivation' page of the VHIC application. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Deactivation. To the right, it says 'Logged in as: vaausiam-victest31'. Below the navigation, there is a large image of a cartoon character with orange curly hair and blue eyes. To the right of the character, there are several fields displaying personal information: Name (ASHLEY WECK), Person ID (22355), Member ID (2013070902), ICN (1008532456V343881), Plan ID (7346-243-588), and Date of Birth (3/25/1948). Below these fields is a 'Deactivation Reason' dropdown menu, which is set to 'Identity Theft'. At the bottom right of the page are two buttons: 'Back' and 'Deactivate', with 'Deactivate' being highlighted by a red border.

Figure 5-36: Select Deactivation Reason screen

5.4.5. 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 5-37: 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 *Identity Theft* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation



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

Deactivation Reason: Identity Theft

All Cards Deactivated

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

Figure 5-38: All Cards Deactivated - Identity Theft

5.4.6. 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.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Veteran	Card	Print Services	Auditing		
Request Totals	Status	Multiple Requests	History	Replacement	Expiration

Card History Report

Card ID
Person ID

Figure 5-39: Card History Report Query Screen

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

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

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

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

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

Card ID: 6122



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

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

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Not Active	Not Printed	REF ID: 06/18/2015 18:16:03	06/18/2015 18:16:03	vaausiam-victest31
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 18:16:01	vaausiam-victest31
Replacement Reason		Hold Reason(s)		Print Error Reason	
Lost				Deactivation Reason	
				Identity Theft	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 18:16:03	vaausiam-victest31
Replacement Reason		Hold Reason(s)		Print Error Reason	
Lost				Deactivation Reason	
				Identity Theft	

Figure 5-40: Identity Theft

5.5. Lost

5.5.1. Accessing Card Deactivation

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

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



Figure 5-41: VHIC Administrator Home screen; click Card Deactivation

5.5.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-42: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section. Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please 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="WECK"/>	Date of Birth <input type="text" value="19480325"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="ASHLEY"/>	Gender <input type="text" value="Male"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="037314148"/> (format: #####-#####)
City <input type="text"/>	
State <input type="text"/>	
Zip Code <input type="text"/>	

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

Figure 5-43: Card Deactivation Enter Search Terms screen

5.5.3. Step 2: Select Veteran

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Card Deactivation

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

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

Figure 5-44: Card Deactivation Select Veteran screen

5.5.4. 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. VHIC provides several deactivation reasons to choose from.

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

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

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

Logged in as: vaausiam-victest31

Card Deactivation



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

Deactivation Reason

Back

Figure 5-45: Select Deactivation Reason screen

5.5.5. 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 5-46: 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.

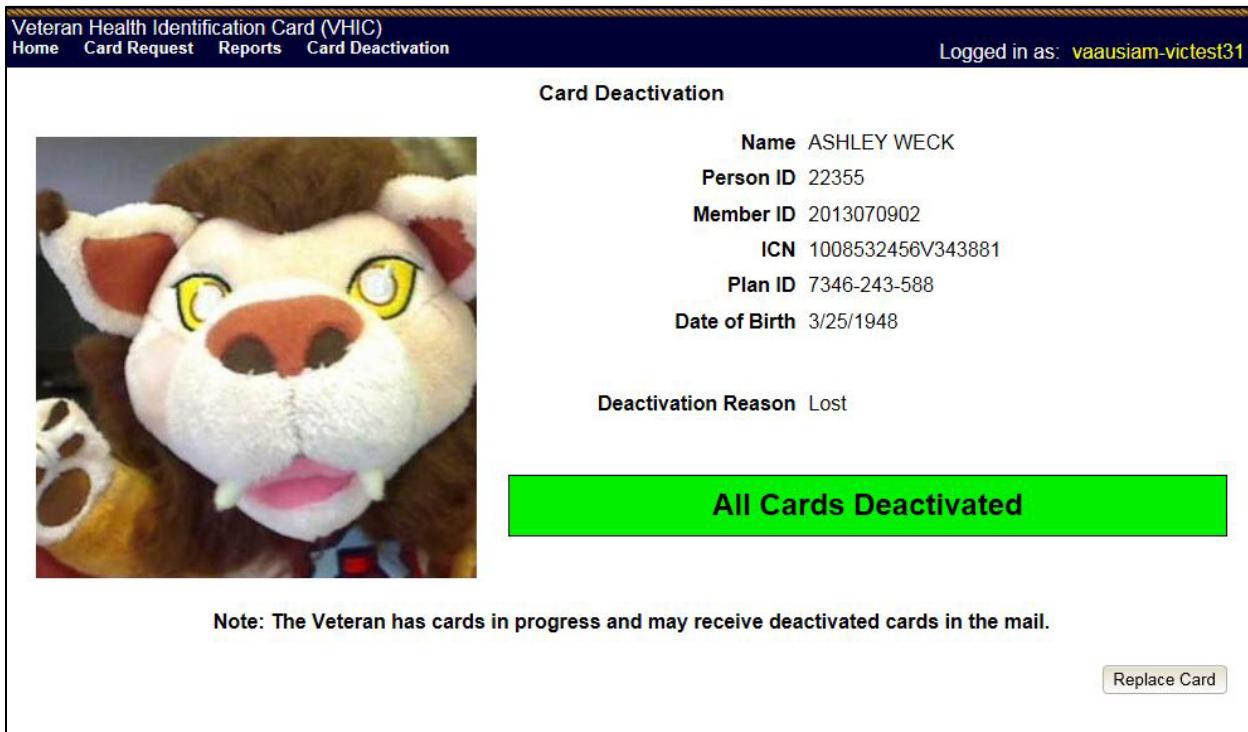


Figure 5-47: All Cards Deactivated - Lost

5.5.6. Request a Replacement Card

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

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

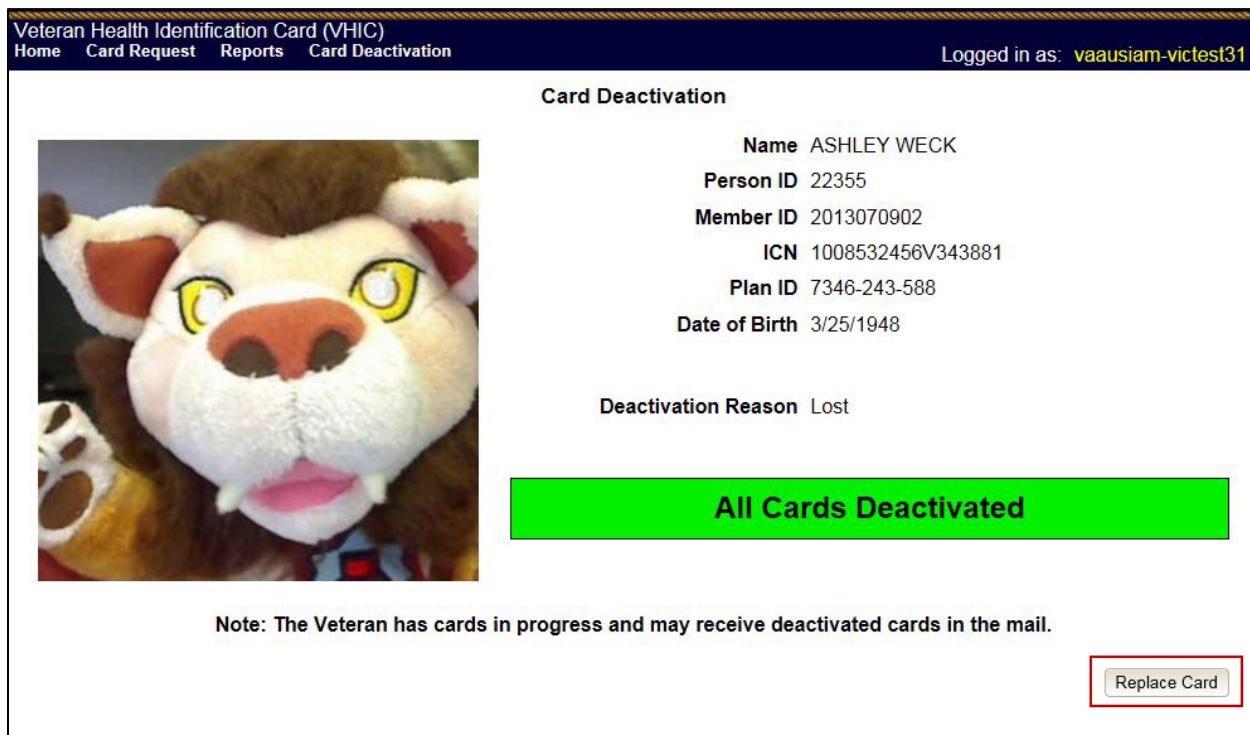


Figure 5-48: Replace Card

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Verify Identity Attributes Step 5 Proof Veteran Step 6 Save Card Request

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

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



Photo was added on the following date : 06/18/2015

Figure 5-49: Step 3 Capture Veteran Image screen

5.5.7. 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)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration

Card History Report

Card ID
Person ID

Figure 5-50: Card History Report Query Screen

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

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

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

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

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

Card ID: 6118



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

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

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated*	Not Started	REQUEST PENDING.	06/18/2015 12:19:41	vaausiam-victest31

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

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

Figure 5-51: Card History Report - Lost

5.6. Other

5.6.1. Accessing Card Deactivation

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

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



Figure 5-52: VHIC Administrator Home screen; click Card Deactivation

5.6.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-53: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section. Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

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

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please 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="WECK"/>	Date of Birth <input type="text" value="19480325"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="ASHLEY"/>	Gender <input type="text" value="Male"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>

Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="037314148"/> (format: #####-#####)
City <input type="text"/>	
State <input type="text"/>	
Zip Code <input type="text"/>	

? Clear Search

Figure 5-54: Card Deactivation Enter Search Terms screen

5.6.3. 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.

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

Card Deactivation

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

? Back

Figure 5-55: Card Deactivation Select Veteran screen

5.6.4. 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. VHIC provides several deactivation reasons to choose from.

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 Deactivation
Logged in as: vaausiam-victest31

Card Deactivation

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

Deactivation Reason
Details

Figure 5-56: Select Deactivation Reason screen

5.6.5. 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.

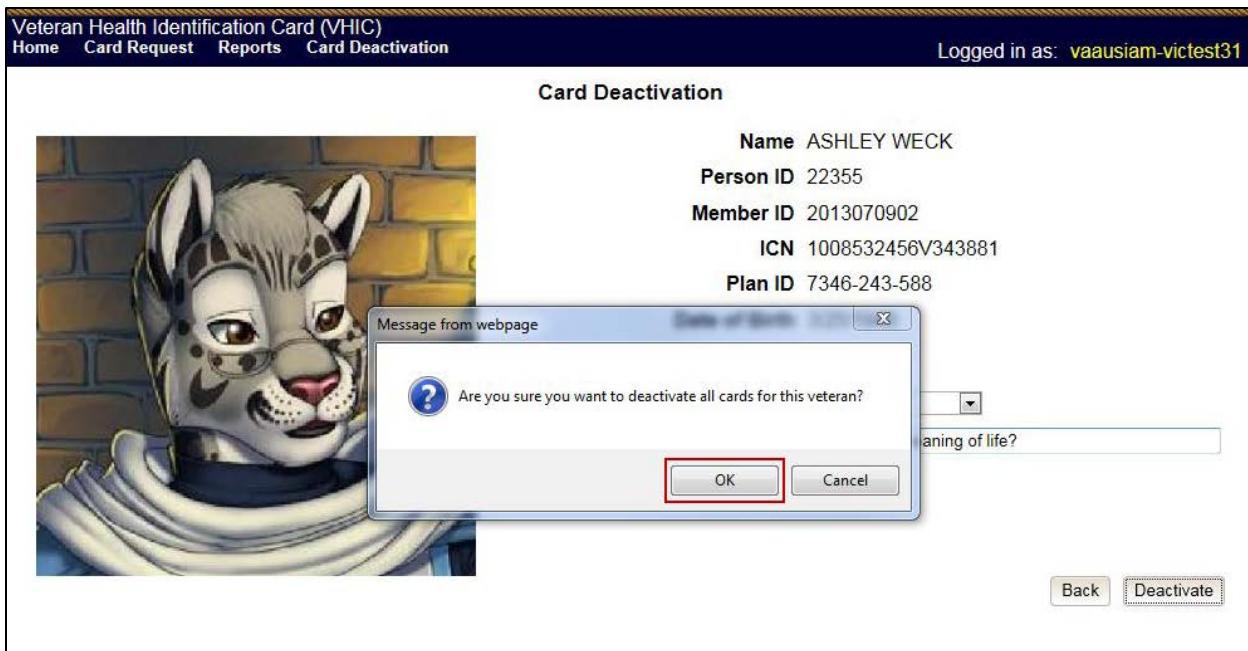


Figure 5-57: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

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

Logged in as: **vaausiam-victest31**

Card Deactivation



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

Deactivation Reason Other
Details What is the meaning of life?

All Cards Deactivated

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

Figure 5-58: All Cards Deactivated - Other

5.6.6. Verifying Card Deactivation

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

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

Logged in as: **vaausiam-victest31**

Veteran	Card	Print Services	Auditing				
Request Totals	Status	Multiple Requests	History	Replacement	Expiration		

Card History Report

Card ID	
Person ID	
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>	

Figure 5-59: Card History Report Query Screen

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

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

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

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

Gender	Date of Birth	Service	Card Count
MALE	03/25/1948	YES	28
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
CONFIRMED	YES	ELIGIBLE	YES

Card ID: 6124



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/19/2015	vaausiam-victest31	VHIC
Date Card Requested		Date of Mailing	Expiration Date
06/19/2015			06/19/2025
Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled
Picture Effective Date	Branch of Service	VISN	Facility
06/19/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address	Address Selected By Veteran		
	23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955		

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Not Correlated	Not Started	RECORDED TEST PRINTED	06/19/2015 11:08:34	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/19/2015 11:08:50	vaausiam-victest31
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Lost				Other What is the meaning of life?	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/19/2015 11:08:52	vaausiam-victest31
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Lost				Other What is the meaning of life?	

Figure 5-60: Card History Report - Other

5.7. Stolen

5.7.1. Accessing Card Deactivation

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

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



Figure 5-61: VHIC Administrator Home screen; click Card Deactivation

5.7.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to best ensure a match is found. These are guidelines and not necessarily the required set of traits that must be entered. However, at a minimum, the Veteran's last name must be entered plus values from at least two of the other three sections (*Person, Address, and/or Identification*).

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



Figure 5-62: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section. Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

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

Card Deactivation

Suggested fields for best results are: Veteran Last Name, Veteran First Name, DOB and SSN. At a minimum, please 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="WECK"/>	Date of Birth <input type="text" value="19480325"/> <input type="button" value="Calendar"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="ASHLEY"/>	Gender <input type="button" value="Male"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="037314148"/> (format: #####-##-####)
City <input type="text"/>	
State <input type="text"/>	
Zip Code <input type="text"/>	

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

Figure 5-63: Card Deactivation Enter Search Terms screen

5.7.3. 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 Deactivation
Logged in as: vaausiam-victest31

Card Deactivation

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

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

Figure 5-64: Card Deactivation Select Veteran screen

5.7.4. 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. VHIC provides several deactivation reasons to choose from.

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.



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

Card Deactivation

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

Deactivation Reason

Back

Figure 5-65: Select Deactivation Reason screen

5.7.5. 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 5-66: 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.

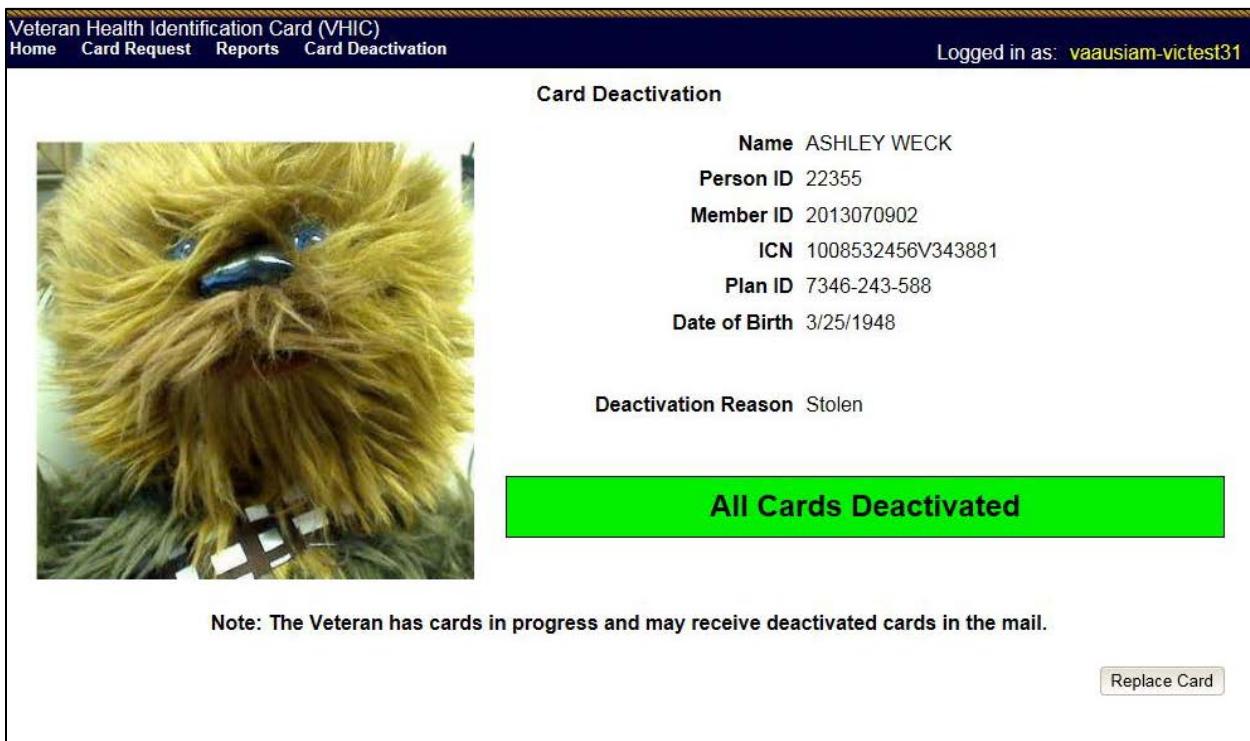


Figure 5-67: All Cards Deactivated - Stolen

5.7.6. 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.

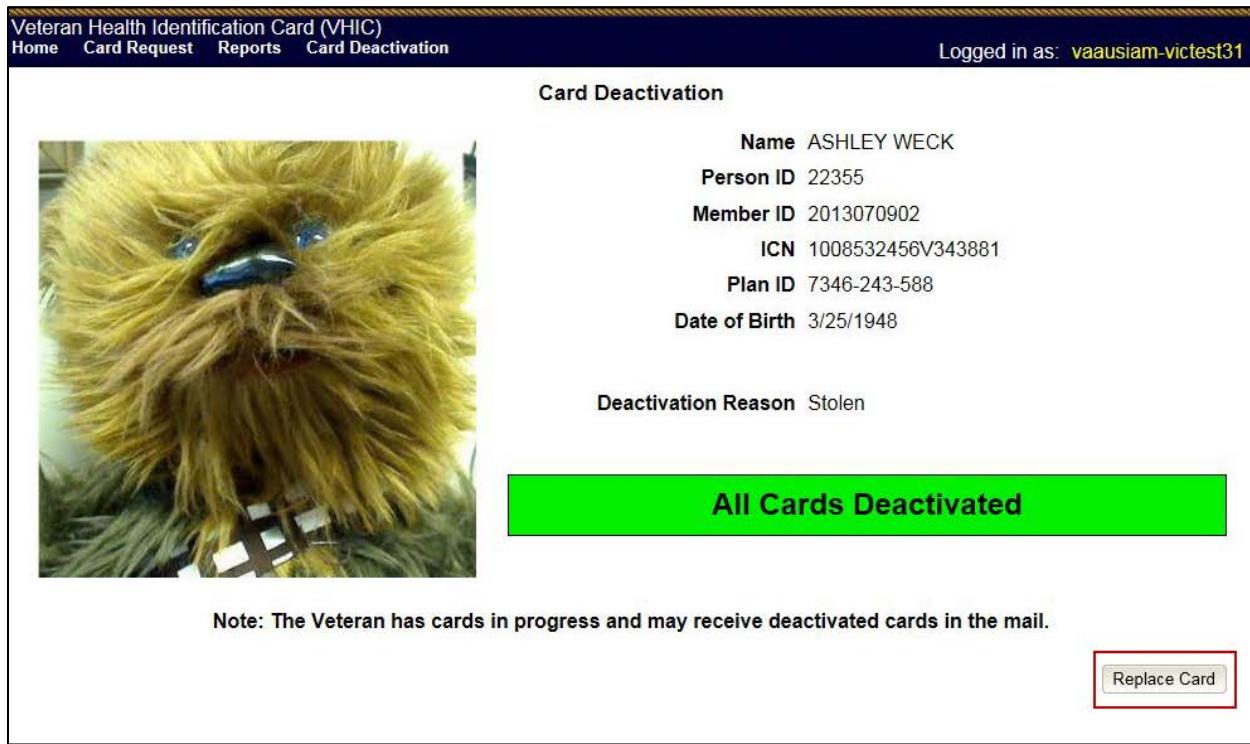


Figure 5-68: Replace Card

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

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

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

Logged in as: **vaausiam-victest31**

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Enter Search Terms	Select Veteran	Capture Veteran Image	Verify Identity Attributes	Proof Veteran	Save Card Request

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

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



Photo was added on the following date : 06/18/2015

Figure 5-69: Step 3 Capture Veteran Image screen

5.7.7. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest31

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration

Card History Report

Card ID
Person ID

Figure 5-70: Card History Report Query Screen

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

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

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

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK

Person ID: 22355

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

Card ID: 6120



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested		Date of Mailing	Expiration Date
06/18/2015			06/18/2025

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled
Picture Effective Date	Branch of Service	VISN	Facility
06/18/2015	ARMY	7	ATLANTA VAMC - 508

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

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 15:09:22	vaausiam-victest31
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason	
Lost				Stolen	

Figure 5-71: Card History Report - Stolen

6. Reports

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

7. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identity Card User Guide - Volume 3 - Troubleshooting** document.

8. Appendix A: VHIC Roles

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

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

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

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

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

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

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Date	Version	Description	Author
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May 2015	1.4	Reviewed and approved by PMAS Process Improvement Lockdown. Updated instructional test.	Process Management
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