

Veteran Health Identification Card (VHIC 4.9)

User Guide



Volume 3 - Card Management and Administrator Only Tasks

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1. Introduction

1.1. Purpose

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

1.2. Document Orientation

1.2.1. Organization of the Manual

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

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

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

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

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

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

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

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

The sixth section will provide information for the VHIC Administrator on how to deactivate the VHICs for a specific Veteran. A step-by-step process will navigate the VHIC Administrator

through the Card Management screens in the VHIC application. Once all of the required information has been provided, the final step in the Card Management process will confirm that the deactivation of all VHICs associated with a Veteran have been deactivated.

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

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

1.2.2. Assumptions

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

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

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

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

1.2.3.2. Documentation Disclaimer

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

1.2.4. Documentation Conventions

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

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

Table 1: Documentation Symbols and Descriptions

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

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

1.3. Enterprise Service Desk and Organizational Contacts

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

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

Table 2: Enterprise Service Desk Contact Information

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

2. Accessing the VHIC Application

2.1. Browser

VHIC is a web-based application which users will access via a web browser. The recommended browser is Internet Explorer (currently version 11).

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

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

2.1.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View. This process is explained in the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 4 - Troubleshooting** document.

2.2. Proper Navigation of the VHIC Application

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



Figure 2-1: VHIC Navigation Buttons

The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to [Section 3.3 System Menu](#).



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



Figure 2-3: VHIC Associate and VHIC Supervisor menu

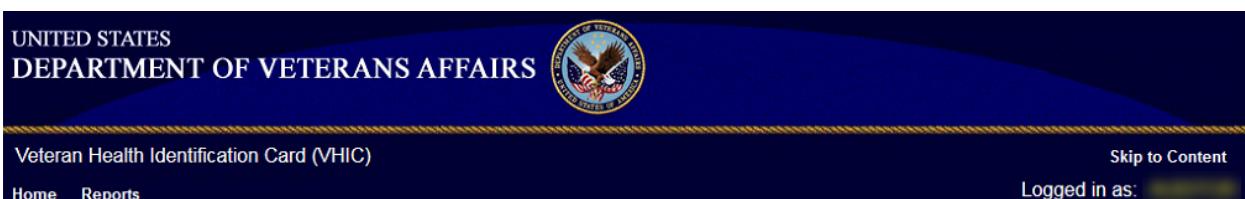


Figure 2-4: VHIC Auditor and VHIC Read-Only User menu

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

2.3. Roles within VHIC

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

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

For a complete list of Roles and Access levels please refer to the **VHIC Roles and Access** document.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

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

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

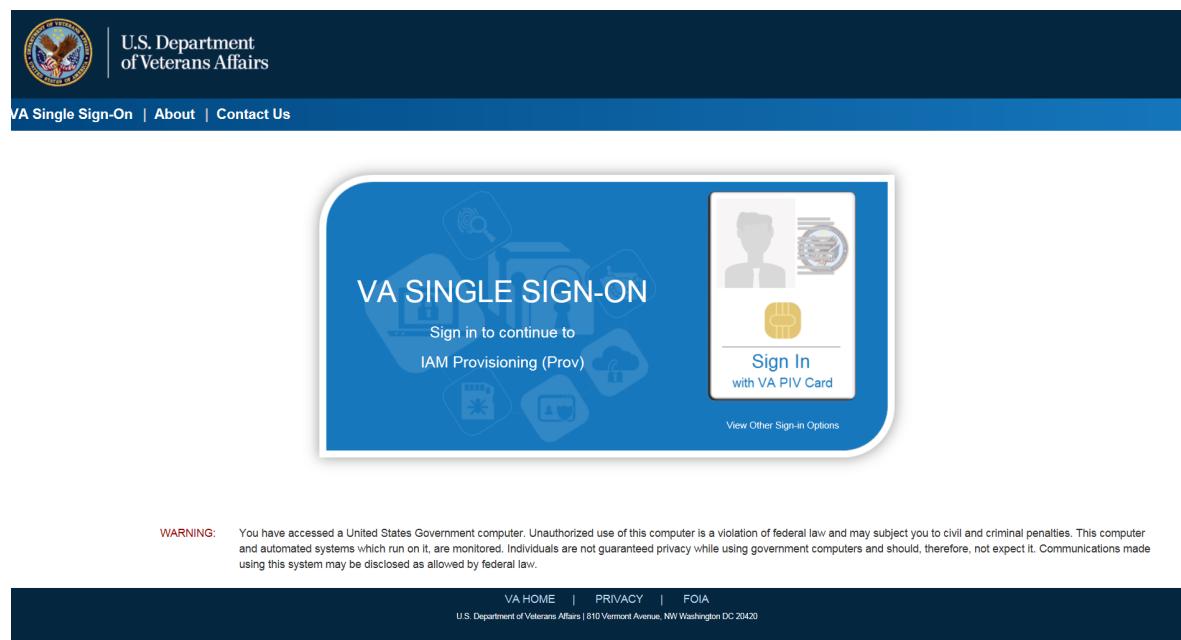


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

3.3. System Menu

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

3.3.1. VHIC Administrator and Technical Administrator Tier 3

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



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

3.4. VHIC System Status Banner

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



Figure 3-3: VHIC System Status Banner

3.5. Changing User ID and Password

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

4. Before Requesting a VHIC Card

For detailed step-by-step process of how to access and complete the Identity Proofing Verification task in the Identity Management Toolkit application, please refer to section 4 in the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 1 - Card Requests – All Users** document.

5. Creating a VHIC Card – The Card Request Process

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 5 in the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 1 - Card Requests – All Users** document.

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

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

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' card request interface. At the top, there are links for 'Home', 'Card Request', and 'Reports'. On the right, it says 'Logged in as:' followed by a placeholder. Below these are five steps: 'Step 1 Enter Search Terms', 'Step 2 Select Veteran' (which is highlighted in yellow), 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address', and 'Step 5 Save Card Request'. A red box contains a message: 'This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received within 10 days after the request was submitted.' Below this is a table with columns 'Picture', 'Full Name', 'SSN', 'DOB', and 'Gender'. The table row shows a placeholder 'Veteran Image', 'WILLIAM YATES', 'XXX-XX-0051', '8/8/1960', and 'MALE'. At the bottom are 'Help' and 'Back' buttons.

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

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

In this instance, the VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message to deactivate the submitted card request. Once the VHIC user is notified that their card request has been deactivated, they can submit a new card request with the corrected information.

Information to include in the request is listed below:

- Veteran's First and Last Name
- Member ID and/or Card Number
- Site Point of Contact

Reason for needing a new card requested within 10 days of the previous request.

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

In virtually all cases, the VHIC user will be able to resubmit their card request with the corrected information. Otherwise, using the information provided in the request sent to the **VHA HEC VHIC Program Team**, The **VHIC Administrator** would be able to submit a new card request for the Veteran indicated. The card request will follow the same guidelines and steps as creating a Replacement Card Request that is covered in section *4.4 Replacement VHIC: Veteran Level 2 Proofer through Identity Management Toolkit* of the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 1 - Card Requests – All Users** document.

6. Card Management – The Card Deactivation Process

Table 3: Who can deactivate a card?

1. At a Glance...	2.
3. Who can deactivate a card?	4. Administrator, Tech Admin (Tier 3)

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

The card deactivation process follows numbered steps shown next.

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

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

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

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

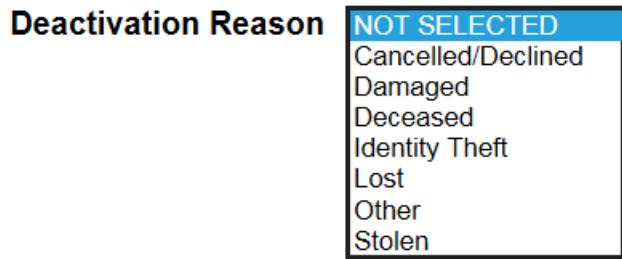


Figure 6-1: Card Deactivation Reasons drop-down menu

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

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

- Damaged
- Lost
- Stolen

6.1. Cancelled/Declined

6.1.1. Accessing Card Deactivation

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

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



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

6.1.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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



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

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



Figure 6-3: Help icon

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

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as:

Home Card Request Reports Card Management Site Management

Deactivation Receiving Destruction

Card Deactivation

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

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

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

- Card ID to deactivate in VHIC and unlink in MVI.

Name	Person
Last Name	Date of Birth (format: YYYYMMDD)
First Name	Gender
Middle Name	Home Phone
Address	Identification
Street Address	SSN (format: ######)
City	EDIPI / Member ID
State	ICN
Zip Code	
Card ID (for specific card)	
Card ID 15041996	

Clear Search

VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General

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

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

The screenshot shows the 'Card Deactivation' section of the VHIC interface. At the top, there's a navigation bar with links for Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. A 'Logged in as:' field is also present. Below the navigation, the title 'Card Deactivation' is centered. A red error message 'There are no matches for the criteria specified.' is displayed. A note below it suggests using the Veteran's ICN from the Identity Management Toolkit or other search methods like Member ID, Last Name, First Name, DOB, and SSN. A note specifies that using LN/FN/DOB/SSN requires at least two additional pieces of information from Person, Address, or Identification sections. The search form is divided into four main sections: Name (Last Name, First Name, Middle Name), Person (Date of Birth, Gender, Home Phone), Address (Street Address, City, State, Zip Code), and Identification (SSN, EDIPI / Member ID, ICN). Each section contains input fields and dropdown menus.

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

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

6.1.3. Step 2: Select Veteran

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

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

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

Figure 6-6: Card Deactivation Select Veteran screen

6.1.4. Select Deactivation Reason

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

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

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

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

Deactivation Reason

Figure 6-7: Select Deactivation Reason screen

6.1.5. Confirm Deactivation Request

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

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

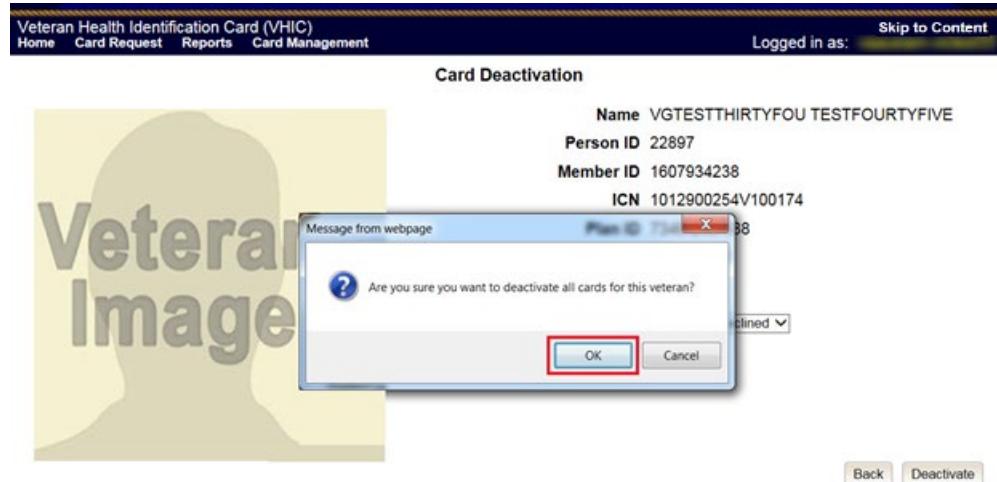


Figure 6-8: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

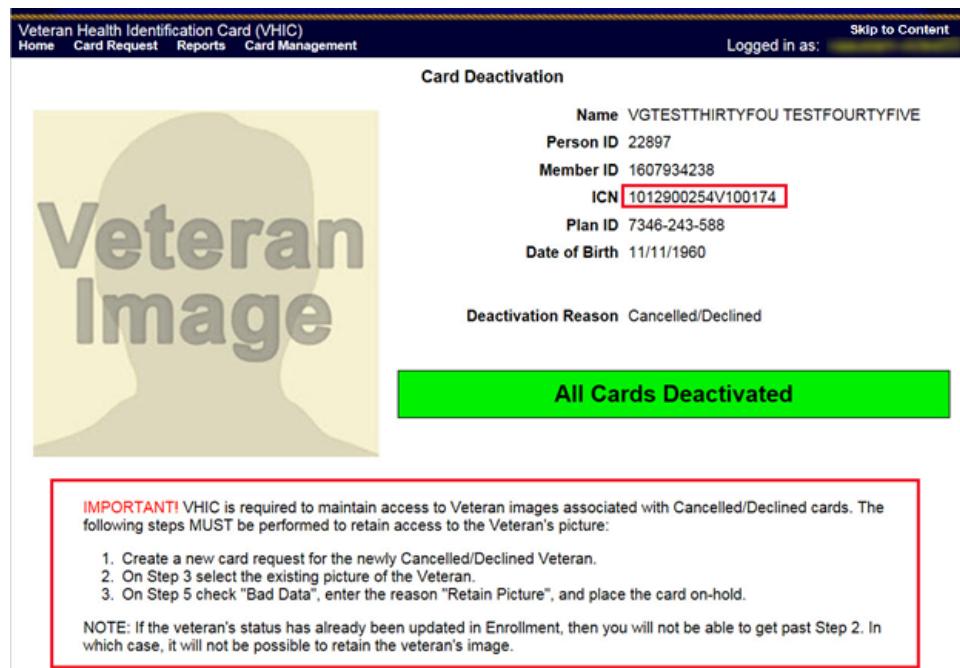


Figure 6-9: All Cards Deactivated - Cancelled/Declined

When deactivating a single card as in *Deactivation by Card ID*, a [Replace Card] button will be appear in the bottom right corner. Clicking on the button will redirect the user to the *Card Replacement* process.



Figure 6-10: Card Deactivated Screen with Replace Card Option

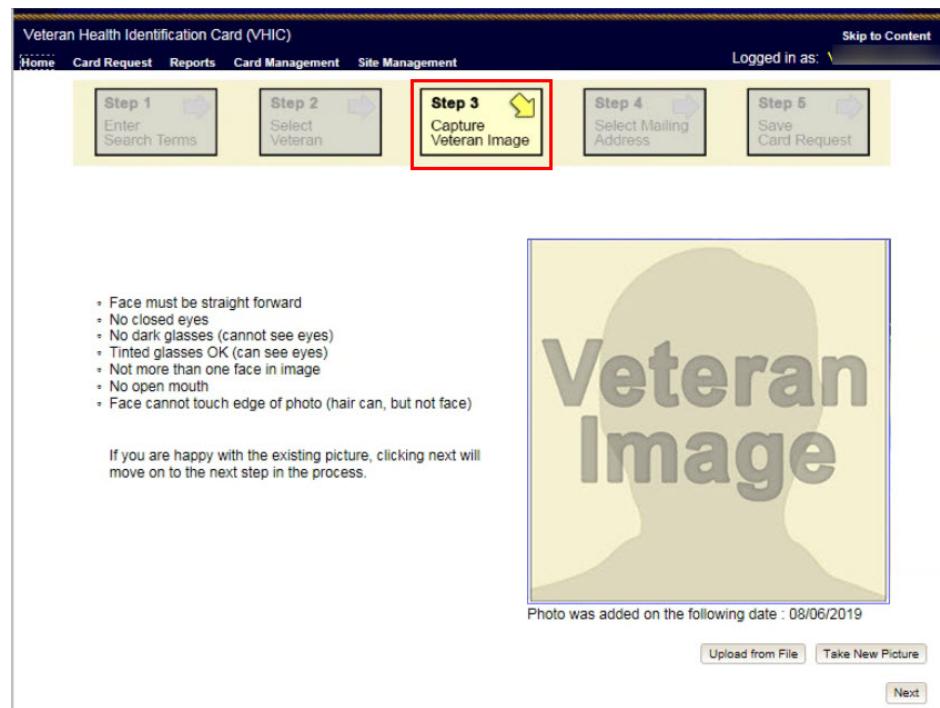


Figure 6-11: Card Replacement Button Selected

6.1.6. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Home Card Request Reports Card Management

Logged in as: [REDACTED]

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897

Clear Report Create PDF

Figure 6-12: Card History Report Query Screen

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

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

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

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

Figure 6-13: Card History Report - Cancelled/Declined

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

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

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

The screenshot shows the VHIC interface. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. To the right of the navigation bar, it says "Logged in as: [username]" and "Skip to Content". Below the navigation bar, there is a horizontal row of five boxes labeled "Step 1" through "Step 5", each with a corresponding icon: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request).

The main content area contains the following text:
IMPORTANT Have you Identity Proofered the Veteran in Identity Management Toolkit?
(Click here to open Identity Management ToolKit in another window)

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

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

The search form itself has several fields:

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

At the bottom of the form are three buttons: a question mark icon, a "Clear" button, and a red-bordered "Search" button.

Figure 6-14: Step 1: Enter Search Terms

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

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

Figure 6-15: Step 2: Select Veteran

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

The screenshot shows the 'Step 3: Capture Veteran Image' page. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image, highlighted in yellow), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Below the steps is a large placeholder area with the text 'Veteran Image' and a note: 'If you are happy with the existing picture, clicking next will move on to the next step in the process.' To the left of the placeholder is a list of requirements:

- 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)

At the bottom, it says 'Photo was added on the following date : 04/19/2017'. There are 'Upload from File' and 'Take New Picture' buttons, and at the very bottom are 'Back' and 'Next' buttons, with 'Next' being highlighted.

Figure 6-16: Step 3: Capture Veteran Image - Reuse Photo, Click Next button

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

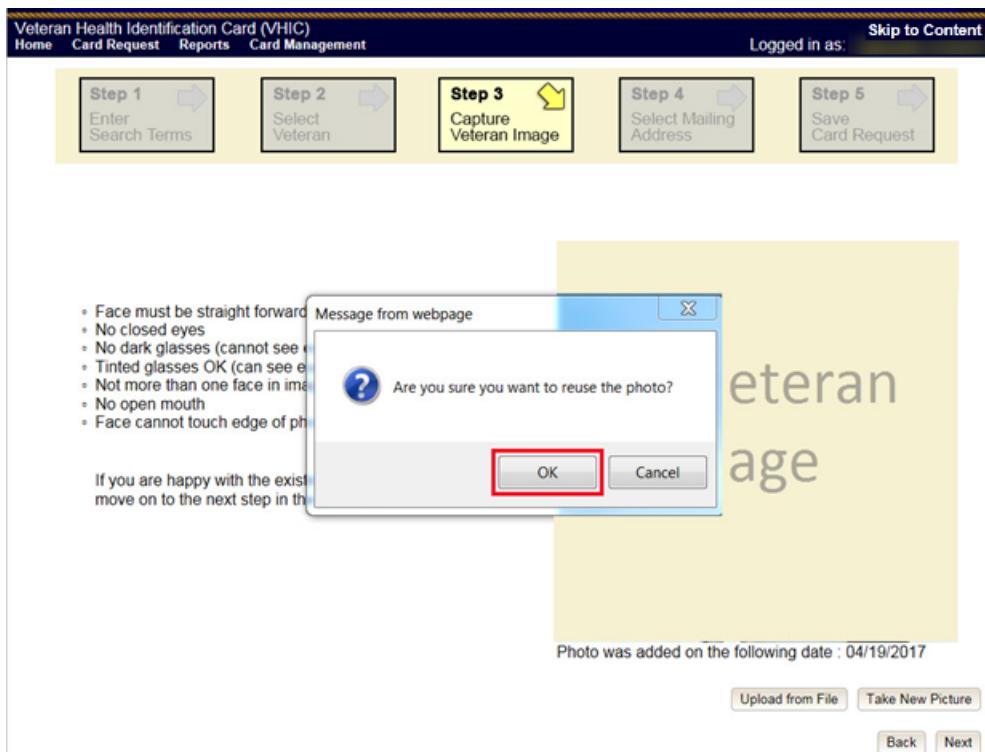


Figure 6-17: Step 3: Confirm Reuse of Photo by clicking the OK button

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

Veteran Identity Confirmation

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

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

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

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

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

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

? Back **Next**

Figure 6-18: Step 4: Select Mailing Address - Replacement Reason: Incorrect Information - Other

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Management Skip to Content

Logged in as:

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

Veteran Card Details

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

Name as it will appear on card:
VGTESTTHIRTYFOU
TESTFOURTYFIVE

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

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Replacement Reason:
 Incorrect Information
 Other

Reason for Hold:
 Bad data
 Details: Retain Picture

Back Hold

Figure 6-19: Step 5: Save Card Request - Select Bad Data - Details: Retain Picture

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

Veteran Card Details

	Service Connected N	Card Number 6854
Veteran Image	Medal of Honor N	Member ID 1606250068
	Purple Heart N	ICN 1012662873V556352
	Prisoner of War N	Plan ID 7346-243-588
		VISN 7
		Facility 508
Name as it will appear on card: JAMES SPANKOWSKI	Date of Birth	Expiration Date

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

Replacement Reason:
Lost

No Branch of Service is available

Reason for Hold:
Bad data: Retain picture

Figure 6-20: Step 5: Save Card Request - Saved on Hold - Reason for Hold - Bad Data: Retain Picture

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

Veteran Health Identification Card (VHIC)

Card History Report

Search Criteria

Card ID <input type="text" value="22897"/>	Person ID <input type="text"/>
--	--------------------------------

Buttons: Clear, Report (highlighted with a red box), Create PDF

Figure 6-21: 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 *On Hold* and the *Current MVI Status* has been updated to *Active*.

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

VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

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

Card ID:	6847																																																																
 <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Card Issuer</td> <td style="width: 25%;">Last Changed Date</td> <td style="width: 25%;">Last Changed By</td> <td style="width: 25%;">Card Type</td> </tr> <tr> <td>VAAUSIAM-VICTEST43</td> <td>08/10/2017</td> <td>VAAUSIAM-VICTEST31</td> <td>VHIC</td> </tr> <tr> <td colspan="2">Date Card Requested</td> <td colspan="2"></td> </tr> <tr> <td colspan="2">06/08/2017</td> <td colspan="2">06/14/2017</td> </tr> <tr> <td colspan="2">06/08/2027</td> <td colspan="2"></td> </tr> <tr> <td colspan="2">Picture Comment</td> <td>Current Card Status</td> <td>Current MVI Status</td> </tr> <tr> <td colspan="2"></td> <td>On Hold</td> <td>Active</td> </tr> <tr> <td colspan="2"></td> <td colspan="2">Not Started</td> </tr> </table>		Card Issuer	Last Changed Date	Last Changed By	Card Type	VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC	Date Card Requested				06/08/2017		06/14/2017		06/08/2027				Picture Comment		Current Card Status	Current MVI Status			On Hold	Active			Not Started																																	
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Replacement Reason		Hold Reason(s)		Print Error Reason																																																													
Deactivation Reason																																																																	

Figure 6-22: Card History Report - Hold Reason: Bad Data - Retain Picture

6.2. Damaged

6.2.1. Accessing Card Deactivation

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

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



Figure 6-23: VHIC Administrator Home screen; click Card Management

6.2.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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

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

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



Figure 6-24: 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.

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

Deactivation Receiving Destruction

Card Deactivation

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

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

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

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

?

Clear

Search

Figure 6-25: Card Deactivation Enter Search Terms screen

6.2.3. Step 2: Select Veteran

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

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

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

Figure 6-26: Card Deactivation Select Veteran screen

6.2.4. Select Deactivation Reason

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

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

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

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

Deactivation Reason

Figure 6-27: Select Deactivation Reason screen

6.2.5. Confirm Deactivation Request

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

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

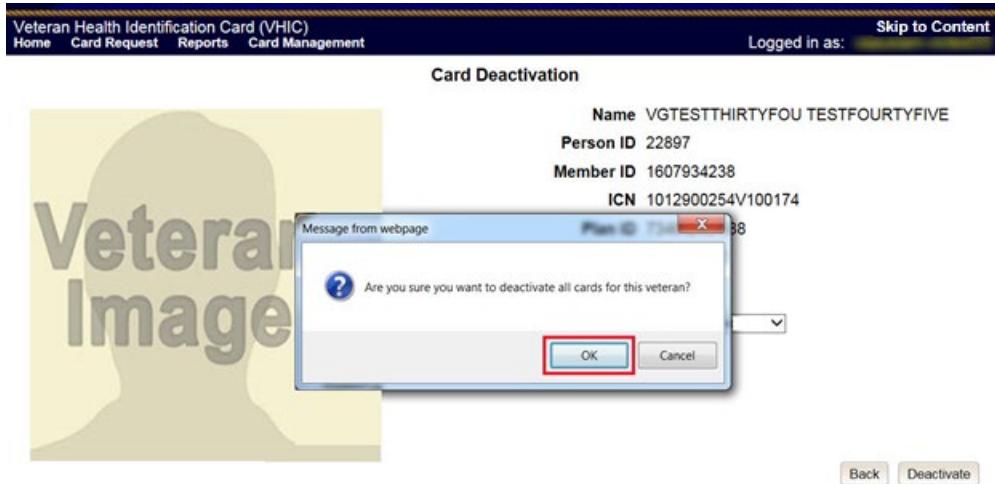


Figure 6-28: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

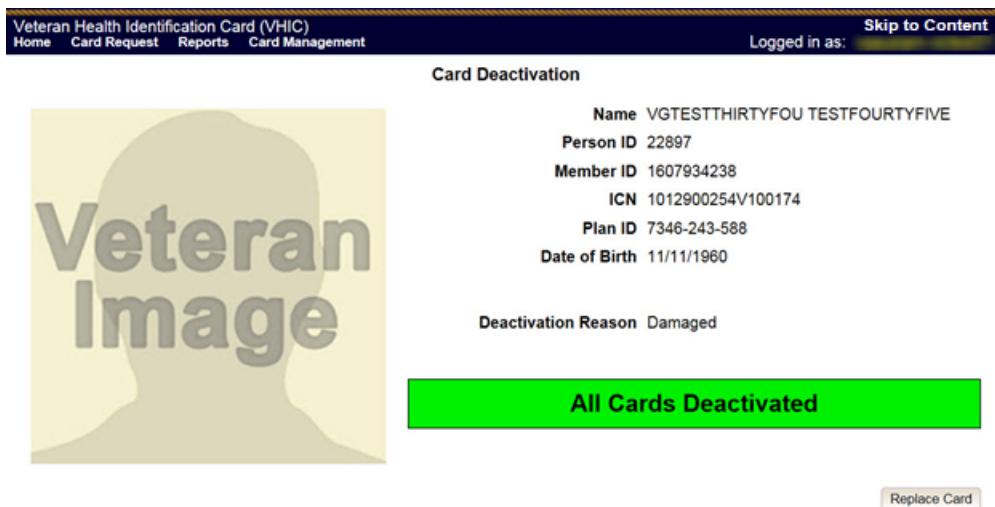


Figure 6-29: All Cards Deactivated – Damaged

6.2.6. Request a Replacement Card

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

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

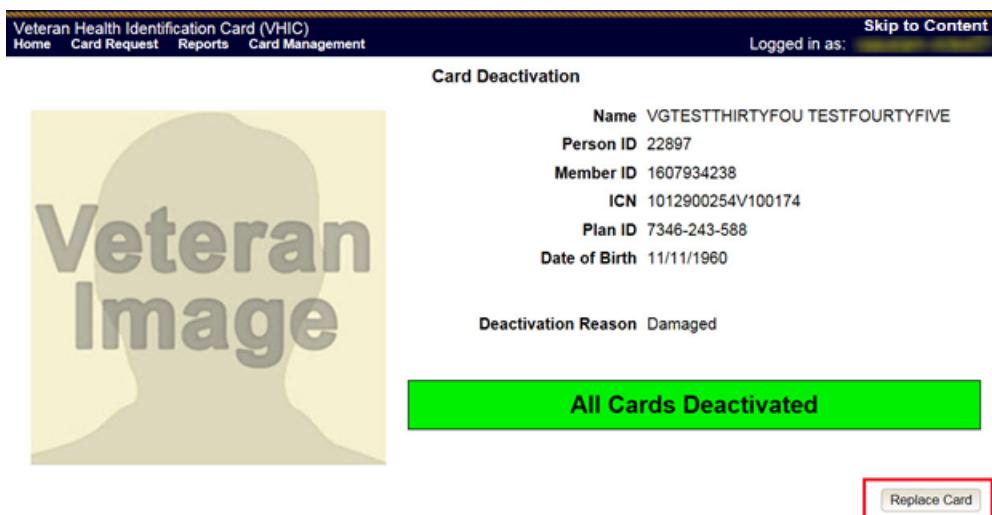


Figure 6-30: Replace Card

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

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



Figure 6-31: Step 3 Capture Veteran Image screen

6.2.7. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [REDACTED]

Home Card Request Reports Card Management

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897

Clear Report Create PDF

Figure 6-32: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																								
Veteran ID: 22897 Card ID: ANY																																																																																																																																								
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Figure 6-33: Card History Report – Damaged

6.3. Deceased

6.3.1. Accessing Card Deactivation

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

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



Figure 6-34: VHIC Administrator Home screen; click Card Management

6.3.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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

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

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



Figure 6-35: 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) [Skip to Content](#)
Home Card Request Reports Card Management
Logged in as:
Deactivation Receiving Destruction

Card Deactivation

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

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

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

Name

Last Name: VGTESTTHIRYFOU
First Name: TESTFOURTYFIVE
Middle Name:

Person

Date of Birth: 196001111 (DOB format: YYYYMMDD)
Gender:
Home Phone:

Address

Street Address:
City:
State:
Zip Code:

Identification

SSN: 734624358 (Format: ######-##)
EDIPI / Member ID:
ICN:

?

Clear

Search

Figure 6-36: Card Deactivation Enter Search Terms screen

6.3.3. Step 2: Select Veteran

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

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

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

Card Deactivation

Skip to Content
Logged in as:

?

Back

Figure 6-37: Card Deactivation Select Veteran screen

6.3.4. Select Deactivation Reason

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

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

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

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

Card Deactivation

Skip to Content
Logged in as:

Veteran Image

Deactivation Reason

Back

Figure 6-38: Select Deactivation Reason screen

6.3.5. Confirm Deactivation Request

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

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

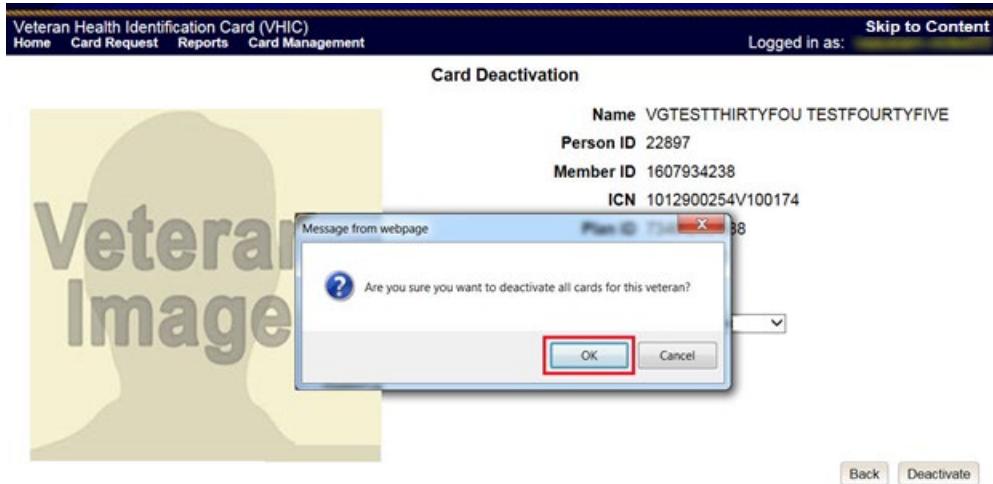


Figure 6-39: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen. Since *Deceased* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

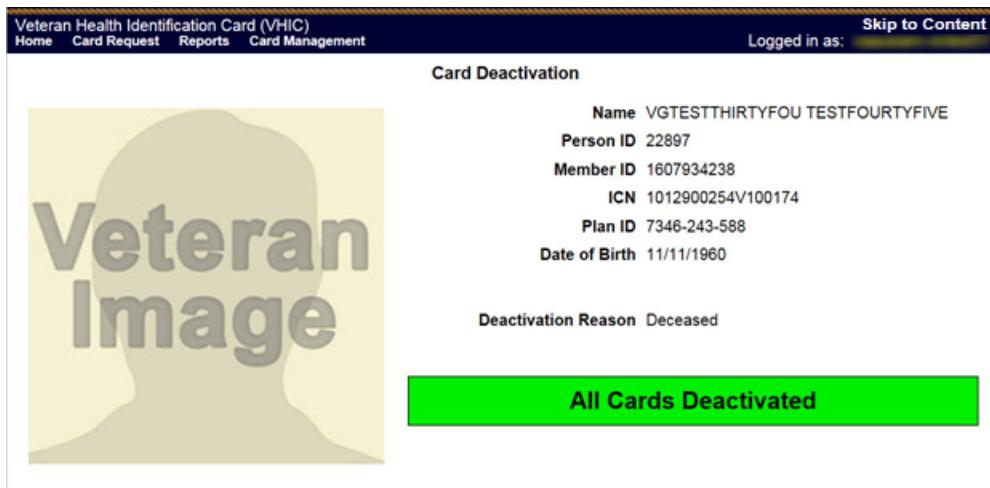


Figure 6-40: All Cards Deactivated – Deceased

6.3.6. Verifying Card Deactivation

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

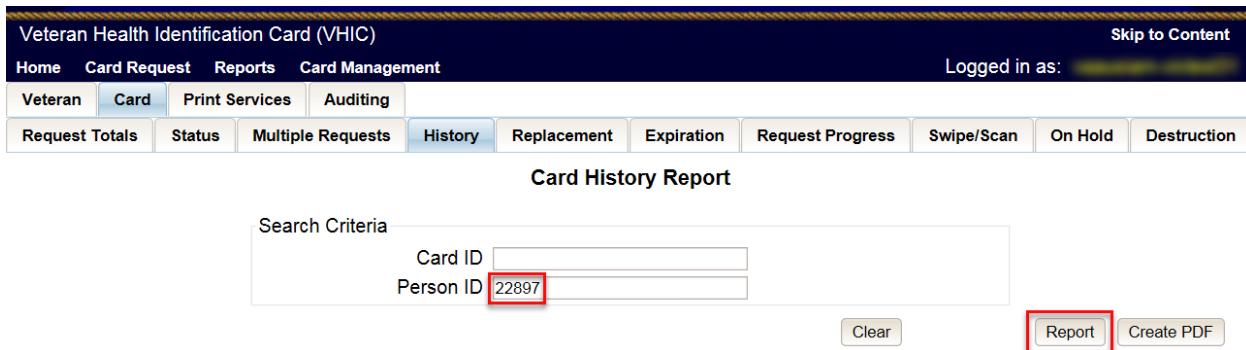


Figure 6-41: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																																																				
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Figure 6-42: Card History Report - Deceased

6.4. Identity Theft

6.4.1. Accessing Card Management

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

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



Figure 6-43: VHIC Administrator Home screen; click Card Management

6.4.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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

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

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



Figure 6-44: 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)

Skip to Content

Logged in as:

Home Card Request Reports Card Management

Deactivation Receiving Destruction

Card Deactivation

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

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

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

Name	Person
Last Name <input type="text" value="VGTESTTHIRYFOU"/>	Date of Birth <input type="text" value="196001111"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="TESTFOURTYFIVE"/>	Gender <input type="button" value="▼"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="734624358"/> Format: ######-##
City <input type="text"/>	EDIPI / Member ID <input type="text"/>
State <input type="text"/>	ICN <input type="text"/>
Zip Code <input type="text"/>	

?

Clear

Search

Figure 6-45: Card Management Enter Search Terms screen

6.4.3. Step 2: Select Veteran

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

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

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

Figure 6-46: Card Deactivation Select Veteran screen

6.4.4. Select Deactivation Reason

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

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

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

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

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

Skip to Content
Logged in as:

Card Deactivation

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

Deactivation Reason

VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General
U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
VHIC 4.0.3
Card Deactivation Screen

Figure 6-47: Select Deactivation Reason screen

6.4.5. Confirm Deactivation Request

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

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

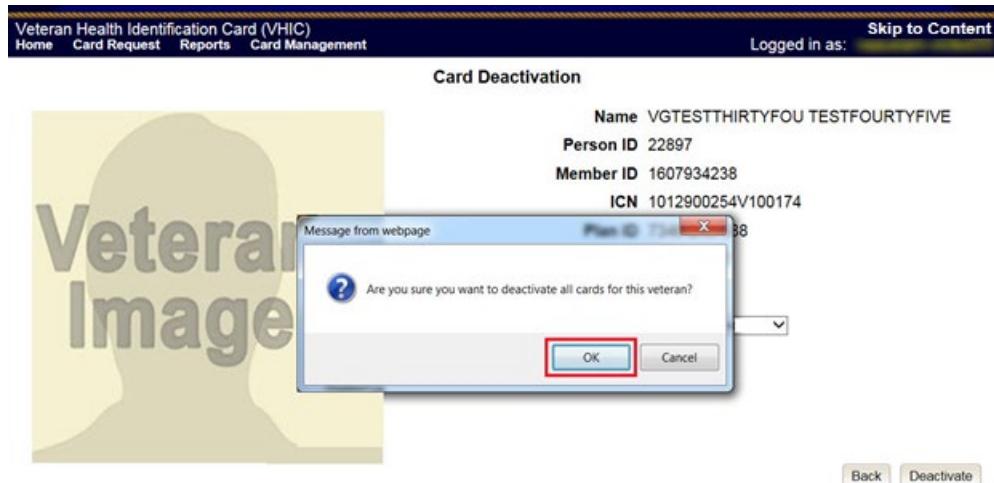


Figure 6-48: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

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

The screenshot shows the VHIC interface after a card has been deactivated. At the top, there's a navigation bar with 'Skip to Content' and 'Logged in as:'. Below it, the 'Card Deactivation' section displays the Veteran's information: Name (VGTESTTHIRTYFOU TESTFOURTYFIVE), Person ID (22897), Member ID (1607934238), ICN (1012900254V100174), Plan ID (7346-243-588), and Date of Birth (11/11/1960). A 'Deactivation Reason' field shows 'Identity Theft'. A large green button at the bottom center says 'All Cards Deactivated'. On the left, there's a graphic of a person's head with the text 'Veteran Image' overlaid.

Figure 6-49: All Cards Deactivated - Identity Theft

6.4.6. Verifying Card Deactivation

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

The screenshot shows the 'Card History Report' search interface. It features a 'Search Criteria' section with fields for 'Card ID' and 'Person ID'. The 'Person ID' field contains '22897' and is highlighted with a red box. Below the search fields are buttons for 'Clear', 'Report' (which is also highlighted with a red box), and 'Create PDF'.

Figure 6-50: 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 by Person ID Report

Veteran ID: 22897 Card ID: ANY

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

Card ID: 6847																																																																	
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Figure 6-51: Identity Theft

6.5. Lost

6.5.1. Accessing Card Deactivation

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

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



Figure 6-52: VHIC Administrator Home screen; click Card Management

6.5.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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

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

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



Figure 6-53: 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)

Skip to Content

Logged in as:

Home Card Request Reports Card Management

Deactivation Receiving Destruction

Card Deactivation

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

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

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

Name	Person
Last Name <input type="text" value="VGTESTTHIRYFOU"/>	Date of Birth <input type="text" value="196001111"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="TESTFOURTYFIVE"/>	Gender <input type="text"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="734624358"/> Format: ######-##
City <input type="text"/>	EDIPI / Member ID <input type="text"/>
State <input type="text"/>	ICN <input type="text"/>
Zip Code <input type="text"/>	

?

Clear

Search

Figure 6-54: Card Deactivation Enter Search Terms screen

6.5.3. Step 2: Select Veteran

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

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

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

Figure 6-55: Card Deactivation Select Veteran screen

6.5.4. Select Deactivation Reason

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

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

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

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

Figure 6-56: Select Deactivation Reason screen

6.5.5. Confirm Deactivation Request

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

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

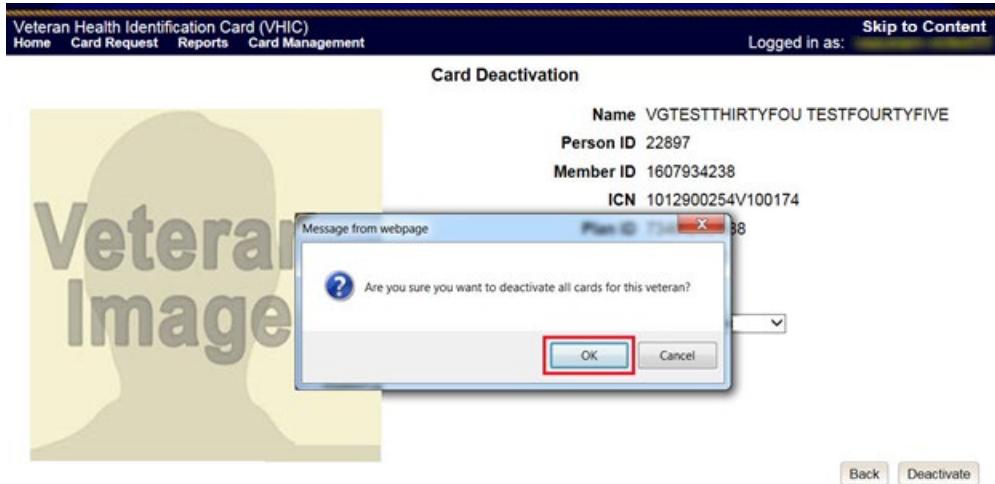


Figure 6-57: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

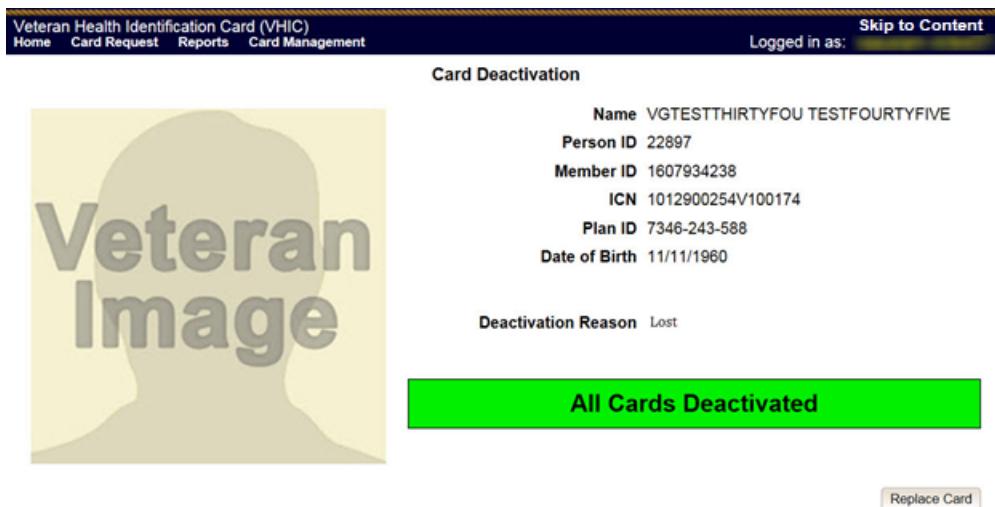


Figure 6-58: All Cards Deactivated – Lost

6.5.6. Request a Replacement Card

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

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

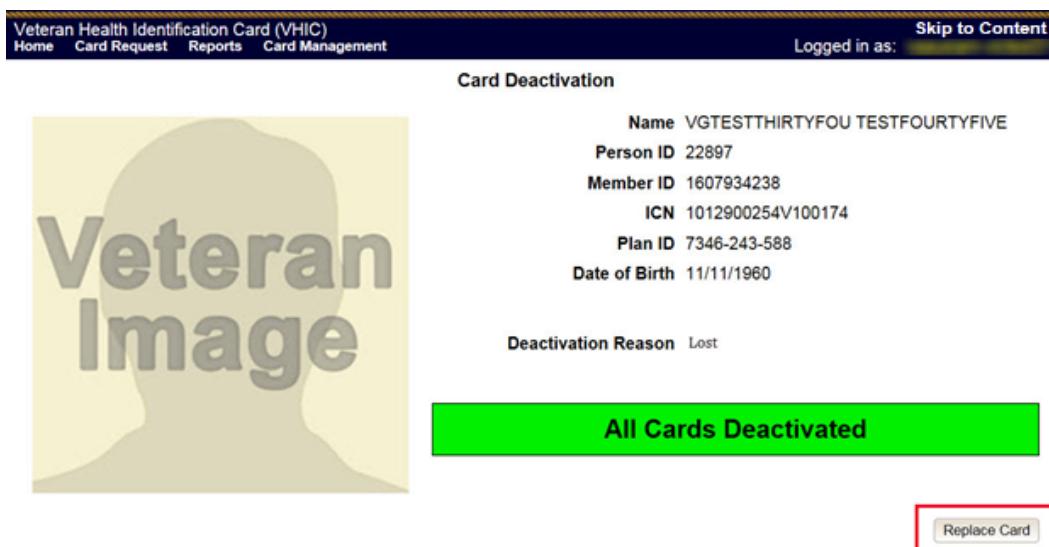


Figure 6-59: Replace Card

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

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



Figure 6-60: Step 3 Capture Veteran Image screen

6.5.7. Verifying Card Deactivation

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

Figure 6-61: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																																				
Veteran ID: 22897 Card ID: ANY																																																																																																																																																				
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Figure 6-62: Card History Report - Lost

6.6. Other

6.6.1. Accessing Card Deactivation

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

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



Figure 6-63: VHIC Administrator Home screen; click Card Management

6.6.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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

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

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



Figure 6-64: Help icon

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

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

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Management Skip to Content

Logged in as:

Deactivation Receiving Destruction

Card Deactivation

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

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

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

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

?

Clear

Search

Figure 6-65: Card Deactivation Enter Search Terms screen

6.6.3. Step 2: Select Veteran

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

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

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

Figure 6-66: Card Deactivation Select Veteran screen

6.6.4. Select Deactivation Reason

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

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

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

Figure 6-67: Select Deactivation Reason screen

6.6.5. Confirm Deactivation Request

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

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

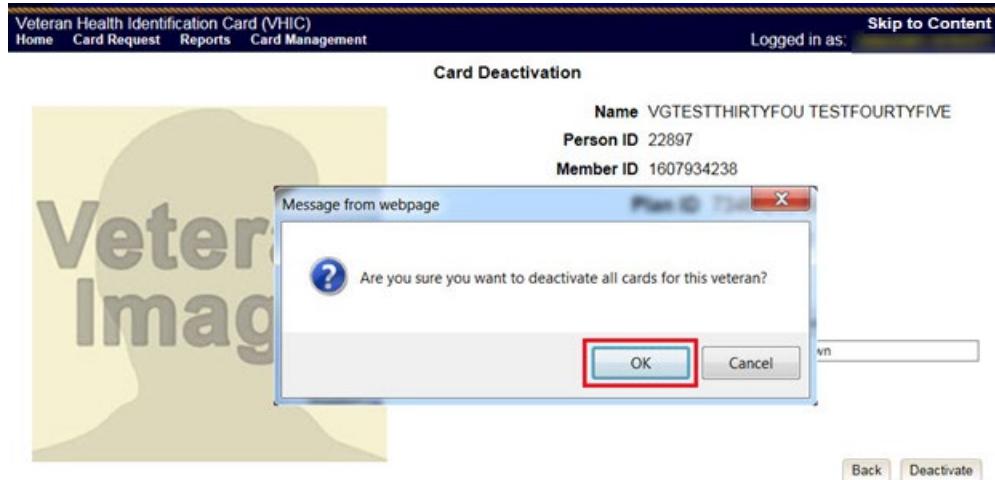


Figure 6-68: Confirm Deactivation pop-up window

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.

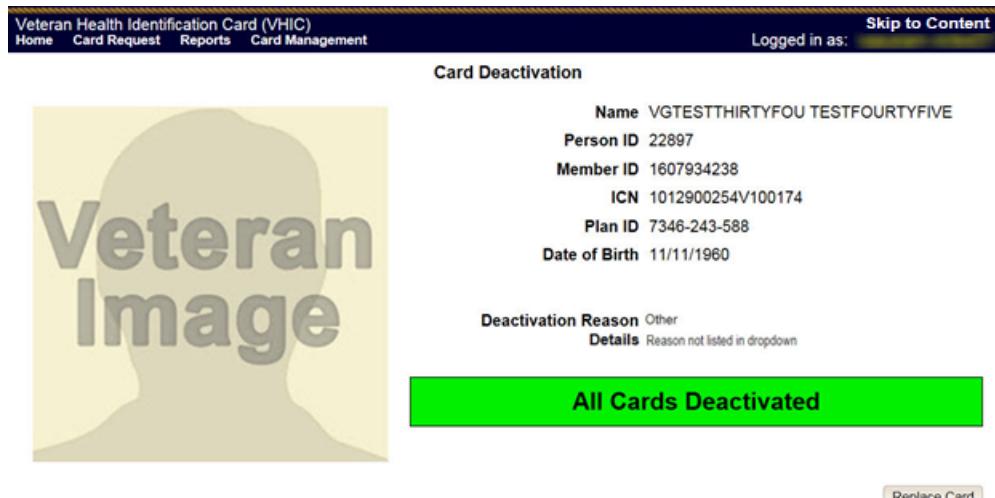


Figure 6-69: All Cards Deactivated – Other

6.6.6. Verifying Card Deactivation

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [REDACTED]

Home Card Request Reports Card Management

Veteran Card Print Services Auditing

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

Card History Report

Search Criteria

Card ID: [REDACTED]

Person ID: 22897 [REDACTED]

Clear Report Create PDF

Figure 6-70: 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 by Person ID Report						
Veteran ID: 22897 Card ID: ANY						
Veteran:	VGTESTTHIRTYFOU TESTFOURTYFIVE		Person ID: 22897			
Gender	Date of Birth	Service	Card Count			
MALE	11/11/1960	NO	3			
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War			
UNKNOWN	NO	ELIGIBLE	NO			
Card ID: 6847						
	Card Issuer	Last Changed Date	Last Changed By	Card Type		
	VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC		
	Date Card Requested					
	06/08/2017		06/14/2017		06/08/2027	
	Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
			Deactivated	Unlinked	Cancelled	
Picture Effective Date		Branch of Service	VISN	Facility		
04/19/2017		DECLINE	7	ATLANTA VAMC - 508		
Mailed to Address			Address Selected By Veteran			
10062 D STREET RESTON VA, 20191			10062 D STREET RESTON VA, 20191			
Status	MVI	Print	Message	Status Change	Changed By	
Deactivated	Active	Cancelled	DEACTIVATED	06/08/2017 11:21:05		
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason		
Stolen				Stolen		
Status	MVI	Print	Message	Status Change	Changed By	
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED	06/08/2017 11:21:05		
Replacement Reason	Hold Reason(s)		Print Error Reason	Deactivation Reason		
Stolen				Stolen		

Figure 6-71: Card History Report - Other

6.7. Stolen

6.7.1. Accessing Card Deactivation

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

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



Figure 6-72: VHIC Administrator Home screen; click Card Deactivation

6.7.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

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

Other search methods include:

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

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

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



Figure 6-73: 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)

Skip to Content

Logged in as:

Home Card Request Reports Card Management

Deactivation Receiving Destruction

Card Deactivation

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

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

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

Name	Person
Last Name <input type="text" value="VGTESTTHIRYFOU"/>	Date of Birth <input type="text" value="196001111"/> (DOB format: YYYYMMDD)
First Name <input type="text" value="TESTFOURTYFIVE"/>	Gender <input type="text"/>
Middle Name <input type="text"/>	Home Phone <input type="text"/>
Address	Identification
Street Address <input type="text"/>	SSN <input type="text" value="734624358"/> Format: ######-##
City <input type="text"/>	EDIPI / Member ID <input type="text"/>
State <input type="text"/>	ICN <input type="text"/>
Zip Code <input type="text"/>	

?

Clear

Search

Figure 6-74: Card Deactivation Enter Search Terms screen

6.7.3. Step 2: Select Veteran

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

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

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

Figure 6-75: Card Deactivation Select Veteran screen

6.7.4. Select Deactivation Reason

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

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

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

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

Figure 6-76: Select Deactivation Reason screen

6.7.5. Confirm Deactivation Request

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

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

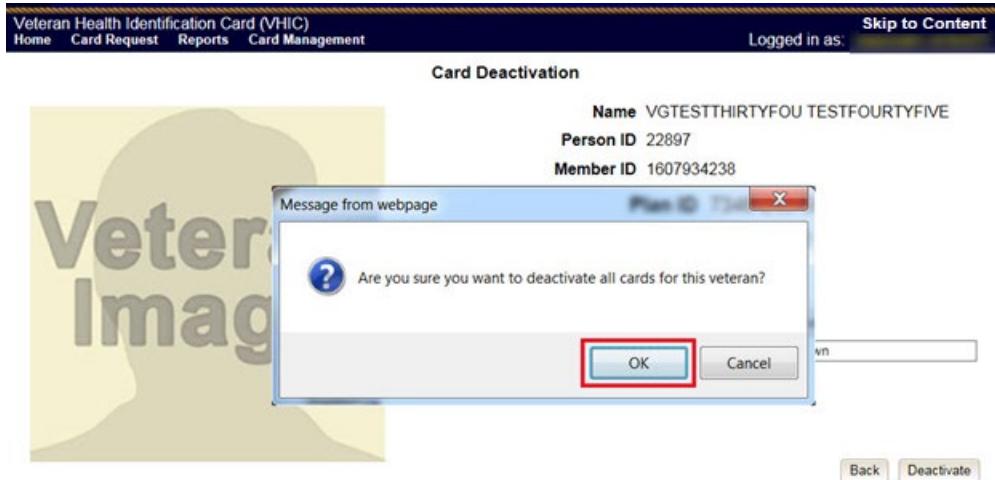


Figure 6-77: Confirm Deactivation pop-up window

This screen shows that the Card Management was completed successfully.

The selected deactivation reason will be displayed on this screen.

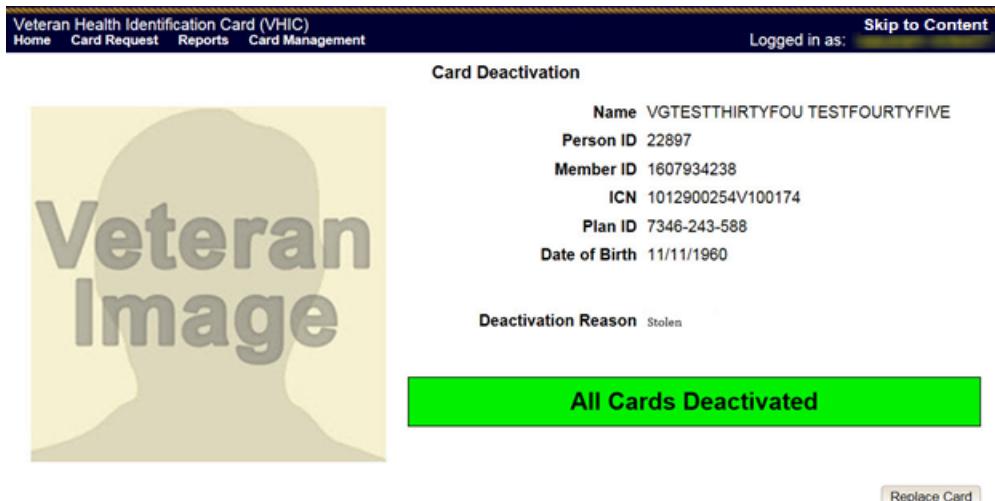


Figure 6-78: All Cards Deactivated - Stolen

6.7.6. Request a Replacement Card

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

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

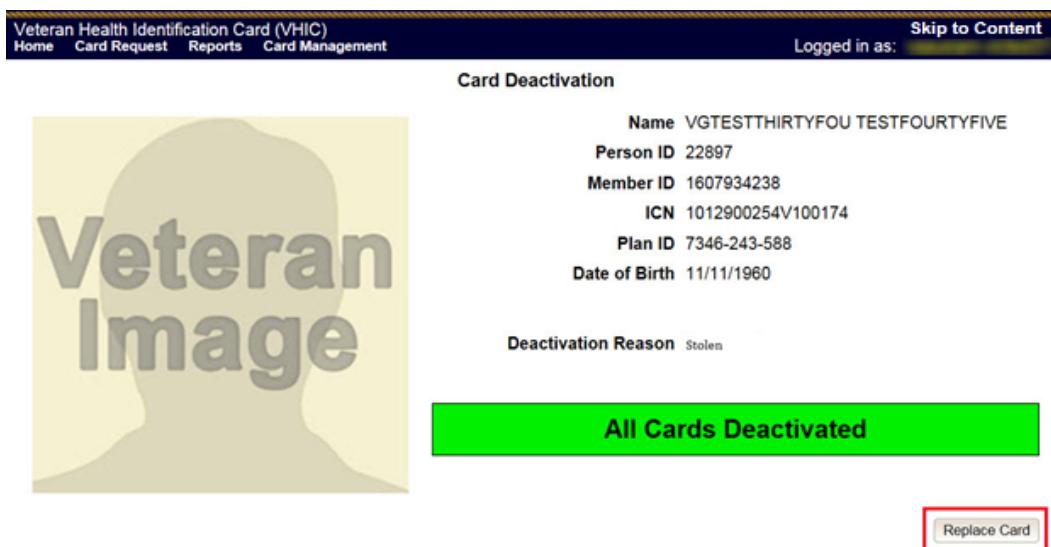


Figure 6-79: Replace Card

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

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



Figure 6-80: Step 3 Capture Veteran Image screen

6.7.7. Verifying Card Deactivation

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

Figure 6-81: Card History Report Query Screen

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

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

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

VHIC Card History by Person ID Report																																																																																																																																																				
Veteran ID: 22897 Card ID: ANY																																																																																																																																																				
<table border="1"> <tr> <td>Veteran:</td> <td colspan="2">VGTESTTHIRTYFOU TESTFOURTYFIVE</td> <td colspan="3">Person ID: 22897</td> </tr> <tr> <td>Gender</td> <td>Date of Birth</td> <td>Service</td> <td colspan="3">Card Count</td> </tr> <tr> <td>MALE</td> <td>11/11/1960</td> <td>NO</td> <td colspan="3">3</td> </tr> <tr> <td>Purple Heart</td> <td>Medal of Honor</td> <td>Enrollment Status</td> <td colspan="3">Prisoner of War</td> </tr> <tr> <td>UNKNOWN</td> <td>NO</td> <td>ELIGIBLE</td> <td colspan="3">NO</td> </tr> </table>						Veteran:	VGTESTTHIRTYFOU TESTFOURTYFIVE		Person ID: 22897			Gender	Date of Birth	Service	Card Count			MALE	11/11/1960	NO	3			Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War			UNKNOWN	NO	ELIGIBLE	NO																																																																																																																			
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Figure 6-82: Card History Report - Stolen

7. Card Receiving

Table 4: Who can receive a card?

- | | |
|----------------------------|---------------------------------------|
| 5. At a Glance... | 6. |
| 7. Who can receive a card? | 8. Administrator, Tech Admin (Tier 3) |

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

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

7.1. Cards Received

7.1.1. Accessing Cards Received Screen

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

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



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

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

This screenshot shows the 'Card Deactivation' section of the VHIC interface. At the top, there are tabs for Home, Card Request, Reports, Card Management, Deactivation, Receiving (which is highlighted with a red box), and Destruction. Below the tabs, the title 'Card Deactivation' is centered. A note instructs users to copy the Veteran's ICN from the Identity Management Toolkit and paste it into the ICN field. It also lists other search methods: Member ID, Last Name, First Name, DOB, and SSN. A note specifies that if using LN/FN/DOB/SSN, the Veteran's Last Name must be supplied along with at least two of the other three sections. The form is divided into four main sections: Name, Person, Address, and Identification. The Name section contains fields for Last Name, First Name, Middle Name, Date of Birth, Gender, and Home Phone. The Address section contains fields for Street Address, City, State, and Zip Code. The Identification section contains fields for SSN, EDIPI / Member ID, and ICN. At the bottom right are buttons for '?', 'Clear', and 'Search'.

Figure 7-2: Select Card Receiving Tab

This screenshot shows the 'Cards Received' section of the VHIC interface. At the top, there are tabs for Home, Card Request, Reports, Card Management, Deactivation, Receiving (which is highlighted with a blue box), and Destruction. Below the tabs, the title 'Cards Received' is centered. A note asks users to enter the date the card was received. Another note says to scan the card to get either Card ID or Veteran's SSN. A note lists other search methods: Member ID and SSN, Last Name, First Name. A note says once Veteran Data has been entered, click the Search button. The form includes fields for Date Received (with a date of 8/16/2017) and Member ID. There are also sections for Card Information Capture (Swipe/Scan) and Name (Last Name, First Name, Middle Name). At the bottom right are buttons for '?', 'Clear', and 'Search'.

Figure 7-3: Card Received Screen

7.1.2. Step 1: Enter Search Terms

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

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

Date
Date Received: 8/16/2017 (Format: MM/DD/YYYY)

Identification
Member ID: [Input Field]

Card Information Capture(Swipe/Scan)
Barcode: %11RVQ1HQ00076RC
Card ID: 7387 (highlighted with a red box)
Scan (button highlighted with a red box)
SSN: [Input Field]

Name
*Last Name: [Input Field]
First Name: [Input Field]
Middle Name: [Input Field]

Buttons: ? (Help), Clear, Search

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

Other search methods include:

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

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

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

Date Received: 8/14/2017 (Format: MM/DD/YYYY)

Identification
Member ID: 1607934238

Card Information Capture(Swipe/Scan)
Card ID: _____
SSN: _____
Scan

Name
*Last Name: _____
First Name: _____
Middle Name: _____

?

Clear Search

Figure 7-5: Search by Member ID

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

Skip to Content
 Logged in as: [User Name]

Deactivation Receiving Destruction

Cards Received

Enter the Date the card was received.

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

Other search methods include:

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

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

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

Figure 7-6: Search by Veteran Name/SSN

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



Figure 7-7: Help icon

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

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

7.1.3. Step 2: Card Verification

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



Veteran Health Identification Card (VHIC)

Skip to Content

Home Card Request Reports Card Management

Logged in as: [REDACTED]

Cards Received

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

Submit Back

Figure 7-8: VHIC Card details displayed

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



Veteran Health Identification Card (VHIC)

Skip to Content

Home Card Request Reports Card Management

Logged in as: [REDACTED]

Card Received

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

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

Swipe/Scan Another

Figure 7-9: Card status updated - Pending Destruction

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

The screenshot shows the 'Cards Received' search interface. At the top, there's a navigation bar with links for Home, Card Request, Reports, Card Management, Deactivation, Receiving, and Destruction. The 'Receiving' link is highlighted. On the right, it says 'Logged in as: [username]'. Below the navigation, the title 'Cards Received' is centered. A note says 'Enter the Date the card was received.' followed by 'For optimal results, scan the card to get the either Card ID or Veteran's SSN.' A section titled 'Other search methods include:' lists 'The Member ID from the front of the Veteran's VHIC.' and 'SSN, Last Name, First Name'. A note below says 'Once Veteran Data has been entered, click the Search button.' The main form area has several input fields: 'Date Received' (set to 8/16/2017), 'Identification Member ID' (empty), 'Card Information Capture(Swipe/Scan)' (with a 'Scan' button), 'Card ID' and 'SSN' (both empty), and 'Name' fields for 'Last Name', 'First Name', and 'Middle Name' (all empty). At the bottom right are 'Clear' and 'Search' buttons, along with a help icon (?).

Figure 7-10: Receiving Search Page

8. Card Destruction

Table 5. Who can destroy a card?

9. At a Glance...	10.
11. Who can destroy a card?	12. Administrator, Tech Admin (Tier 3)

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

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

8.1. Card Destruction

8.1.1. Accessing Card Destruction Screen

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

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



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

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

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: William-Victor31

Deactivation Receiving **Destruction**

Card Deactivation

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

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

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

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

Figure 8-2: Select Card Destruction Tab

Veteran Health Identification Card (VHIC)

Skip to Content

Logged in as: [\[REDACTED\]](#)

Card Destruction

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

Figure 8-3: Card Destruction Screen

8.1.2. Step 1: Select Cards for Destruction

The Card Destruction screen shows a table of cards received, logged, and ready for destruction. The table indicates the Received Date and Number of Cards Received, allowing for batch destruction as needed. **NOTE:** To view details of cards received, you will need to run the Card Destruction Report see ***Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 2 – Reports***. Select cards for destruction by clicking on the appropriate link found under Received Date.



[Deactivation](#) [Receiving](#) [Destruction](#)

Card Destruction

Previous	1-25 of 36	Next 11
Received Date	Number of Cards Received	
7/5/2017	4	
7/6/2017	3	
7/12/2017	3	
7/13/2017	6	
7/25/2017	2	
8/14/2017	3	
8/15/2017	4	
8/17/2017	1	
10/1/2017	1	
10/2/2017	1	
10/3/2017	1	
10/4/2017	1	
10/6/2017	1	
10/7/2017	1	
10/8/2017	1	
10/9/2017	1	
10/10/2017	1	
10/11/2017	1	
10/12/2017	1	
10/21/2017	1	
11/1/2017	2	
11/2/2017	1	
11/3/2017	1	
11/4/2017	1	
11/5/2017	1	



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

8.1.3. Select Date of Destruction

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

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

Figure 8-5: Select Date of Destruction

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

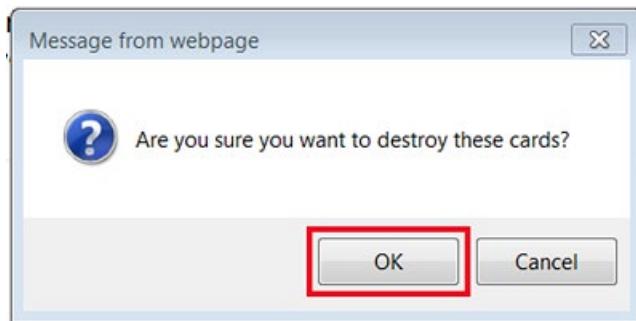


Figure 8-6: Card Destruction Confirmation Message

8.1.4. Card Destruction Status Displayed

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



Figure 8-7: Card Destruction Status

9. Reports

A comprehensive walkthrough of all of the different reports that are available to VHIC users and the types of metrics that can be obtained, as well as an explanation of the user role permissions for accessing the reports are included in the **Veteran Health Identification Card (VHIC 4.9) User Guide - Volume 2 - Reports** document.

10. Troubleshooting

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