

Veteran Health Identification Card (VHIC 4.8)

User Guide



Volume 1 - Card Request – All Users

January 2018

**Department of Veterans Affairs
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Revision History

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

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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 a Veteran Health Identification Card request using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.2. Document Orientation

1.2.1. Organization of the Manual

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

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

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

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



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

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

The fourth section will give the user step-by-step details of how to complete the Identity Proofing process before starting a card request for a Veteran. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

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

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are

received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the correct address is used and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

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

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

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

1.2.2. Assumptions

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

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

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

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

1.2.3.2. Documentation Disclaimer

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

1.2.4. Documentation Conventions

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

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

Table 1: Documentation Symbols and Descriptions

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

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

1.3. Enterprise Service Desk and Organizational Contacts

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

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

Table 2: Enterprise Service Desk Contact Information

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

2. Veteran Health Identification Card – What is it?

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



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

2.1. Accessing the VHIC Application

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

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

2.2. Browser

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

2.2.1. Browser Incompatibility Issue

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

Examples of Image Misplacement and Other Misalignments:

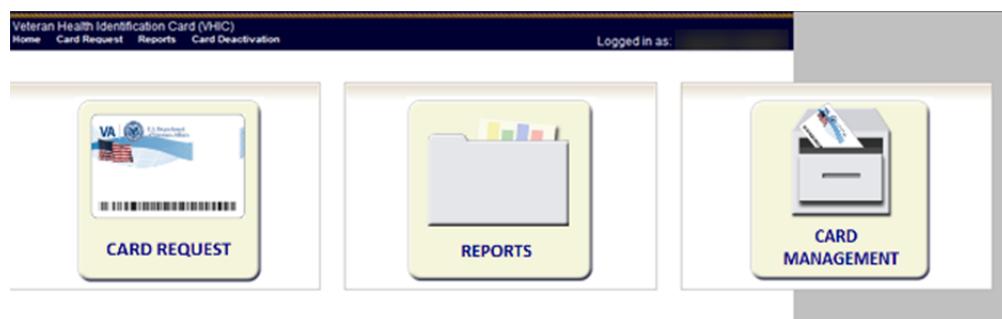


Figure 2-2: Over-sized icon buttons on the Home Screen

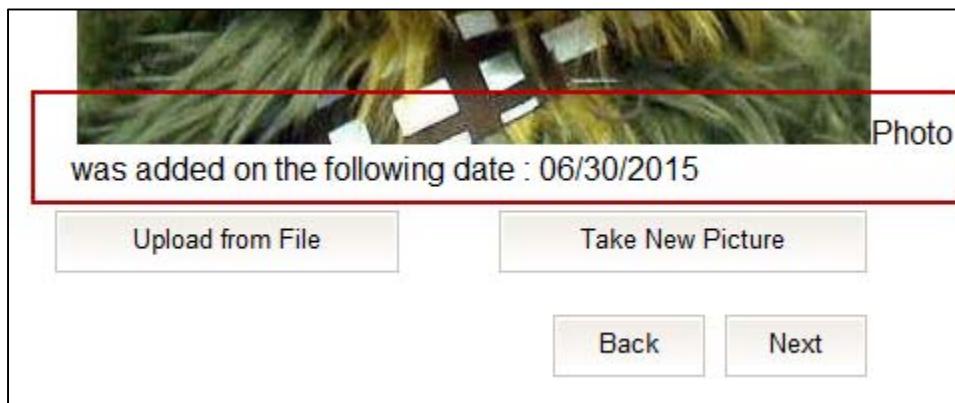


Figure 2-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details



Name as it will appear on card:
ASHLEY WECK

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



Replacement Reason:
Lost

Service Connected	Y	Card Number
Medal of Honor	Y	Member ID 2013070902
Purple Heart	Y	ICN 1008532456V343881
Prisoner of War	Y	Plan ID 7346-243-588

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

Card Request Totals Report

Site Selection

National

VISN
 Facility

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

Date Range

Start Date 6/1/2015

End Date 7/8/2015

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

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

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

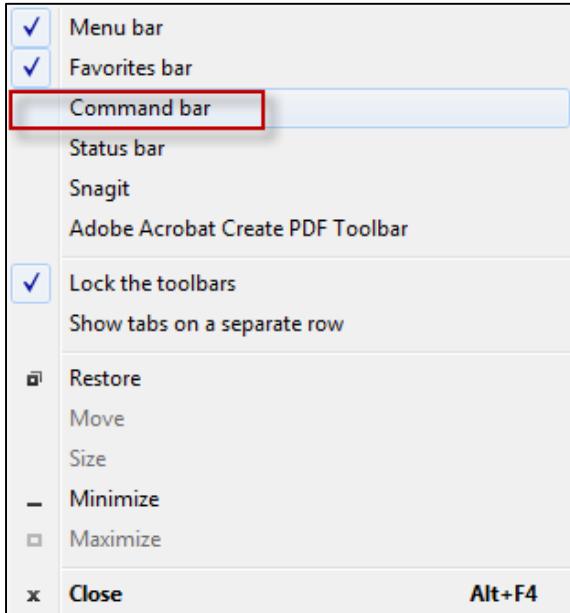


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

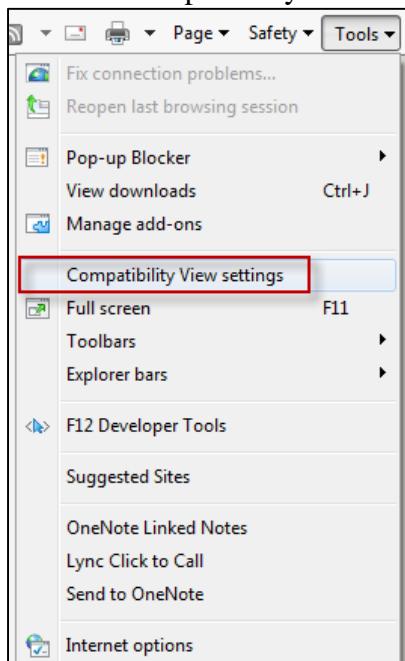


Figure 2-8: Tools drop-down menu

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

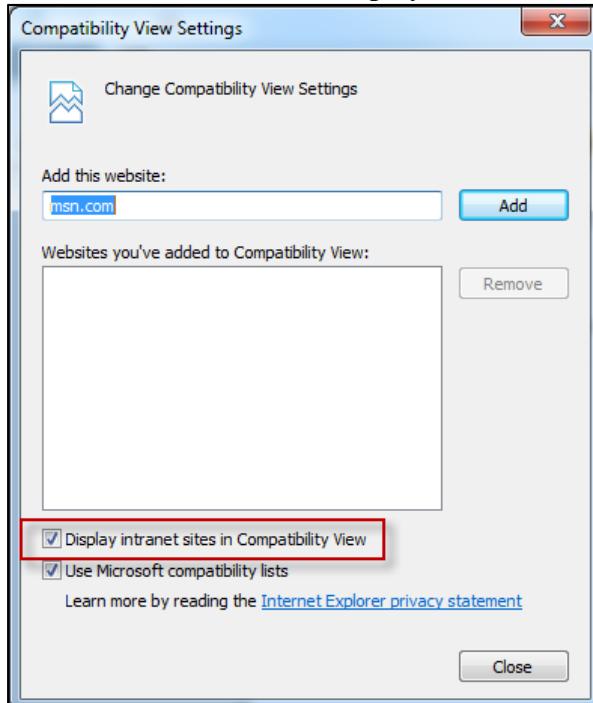


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

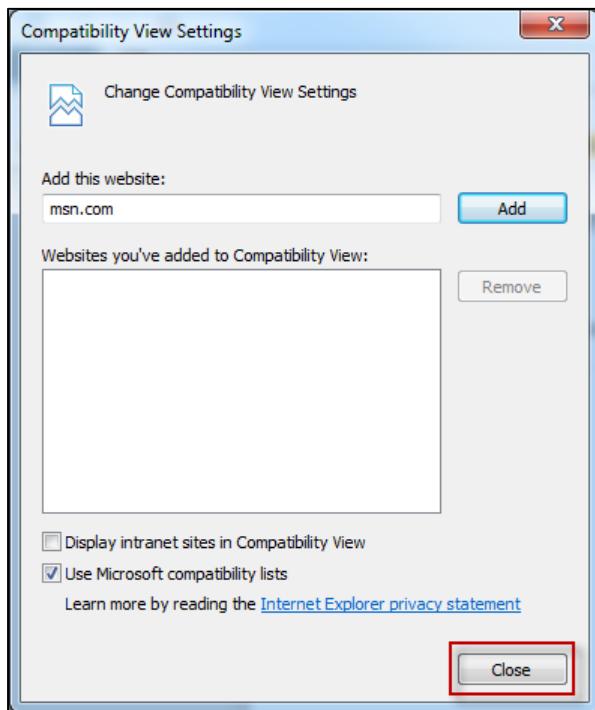


Figure 2-10: Compatibility View Settings Screen - Close



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

2.3. Proper Navigation of the VHIC Application

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

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

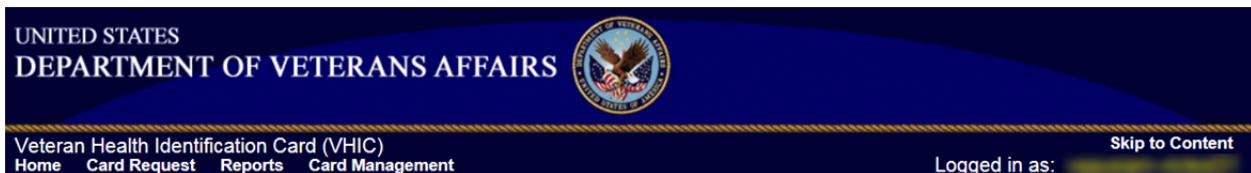


Figure 2-11: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu

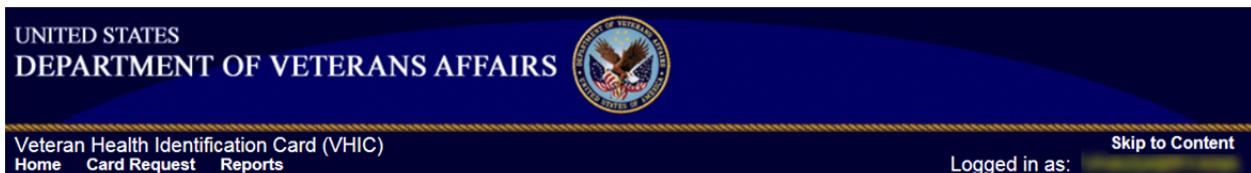


Figure 2-12: VHIC Associate and VHIC Supervisor menu



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

2.4. Roles within VHIC

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

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the

definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

2.4.1. VHIC Associate

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

2.4.2. VHIC Supervisor

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

2.4.3. VHIC Administrator

The VHIC Administrator role is reserved for the VHIC Business (HEC) team members responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC Administrator shall automatically inherit privileges given to the VHIC Supervisor. Administrators have the ability to create a card request, manage cards, and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

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

2.4.5. VHIC Auditor

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

2.4.6. VHIC Read-Only User

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

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

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

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

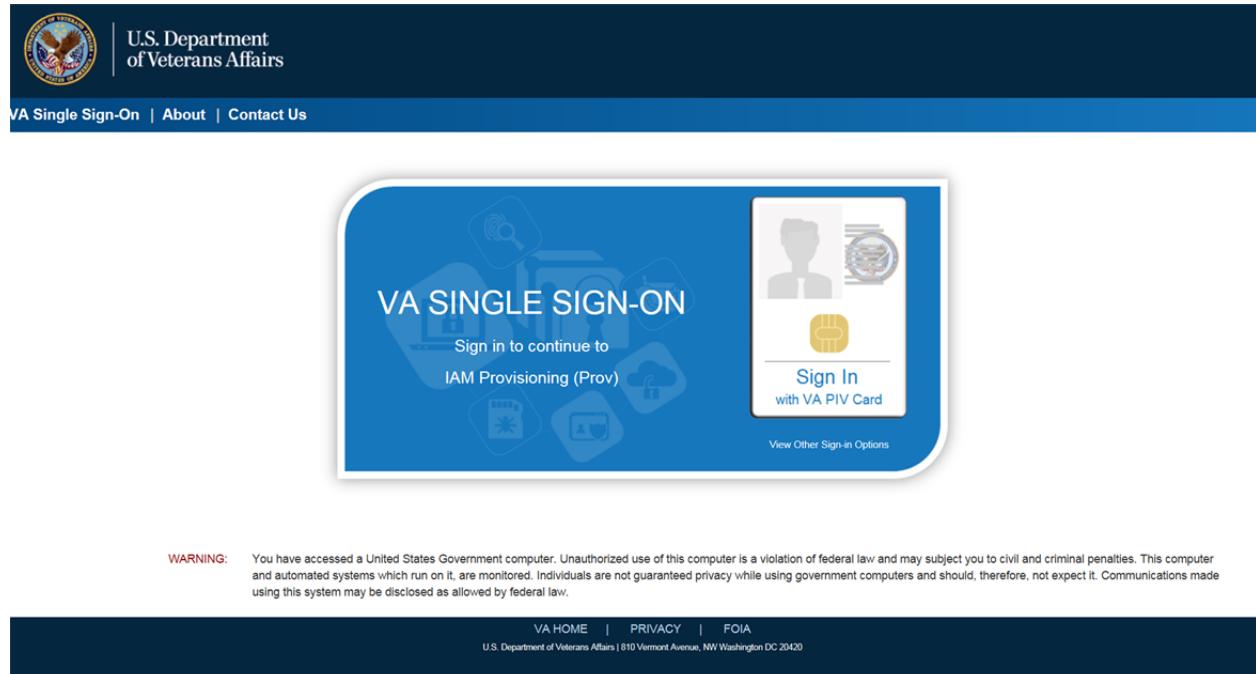


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to [section 2.4](#).

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

3.3. System Menu

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

3.3.1. VHIC Administrator and Technical Administrator Tier 3

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



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

3.3.2. VHIC Associate and Supervisor

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



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

3.3.3. VHIC Auditor and Read-Only User

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



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

3.4. Changing User ID and Password

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

4. Proofing Veteran before Requesting a VHIC Card

4.1. Accessing the Identity Management Toolkit

4.1.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using the URL in the next section entitled “SSOi.”

4.1.1.1. SSOi

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

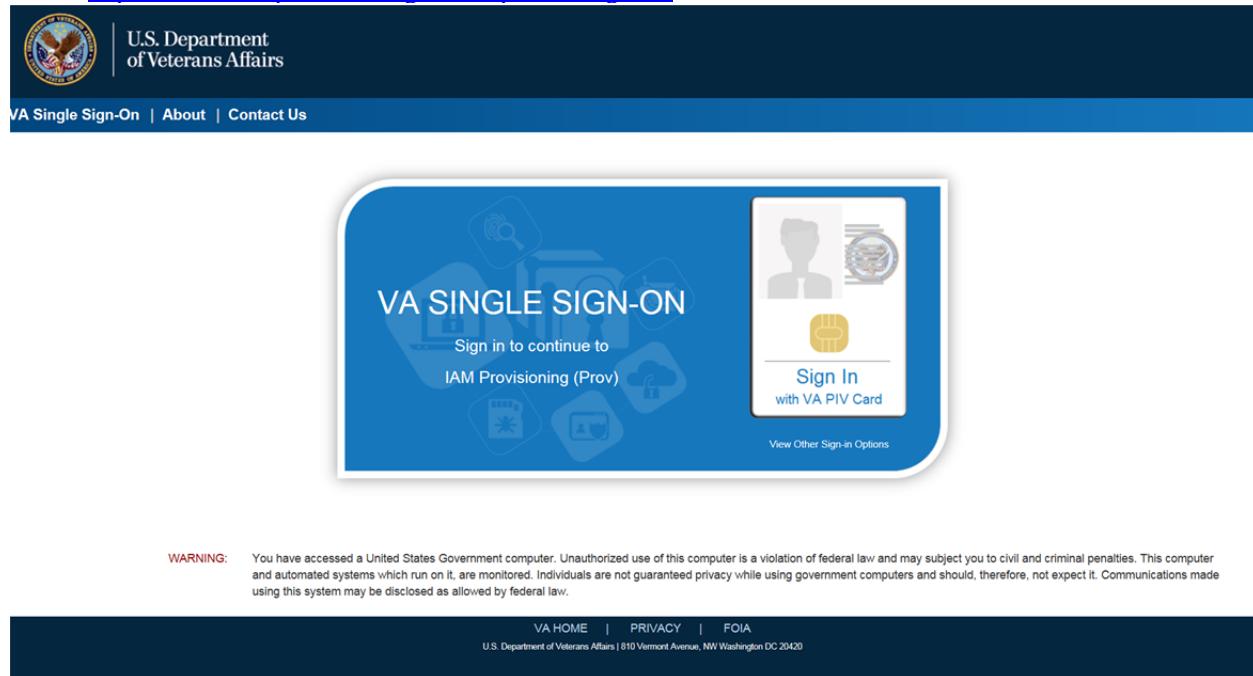


Figure 4-1: Identity Management Toolkit SSOi Logon Screen

The URLs are **case sensitive** – they must be entered exactly as shown. After successfully logging into the Identity Management Toolkit application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here:

[http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-11-win-7.](http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-11-win-7)

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

4.1.2. Accessing Identity Management Toolkit from within the VHIC Application

4.1.2.1. Step 1 of the VHIC Application

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

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

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

Skip to Content
Logged in as:

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

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

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

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

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

Name	Person
Last Name	Date of Birth (DOB format: YYYYMMDD)
First Name	Gender
Middle Name	Home Phone
Address	Identification
Street Address	SSN (Format: #####-##-####)
City	EDIPI / Member ID
State	ICN
Zip Code	

?

Clear Search

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

4.1.2.2. Step 5 of the VHIC Application

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

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

Follow the steps below:

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

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

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

Logged in as: [User Name]

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

Veteran Card Details

	Service Connected N	Card Number	6855
	Medal of Honor N	Member ID	
	Purple Heart N	ICN	1012894961V780816
	Prisoner of War N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1951
		Expiration Date	

Name as it will appear on card:
JIM BENSON

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

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

Replacement Reason:
Not a replacement card

Reason for Hold:
Veteran not proofed

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

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

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

4.1.3. Logging out of Identity Management Toolkit

To Log Off:

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



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

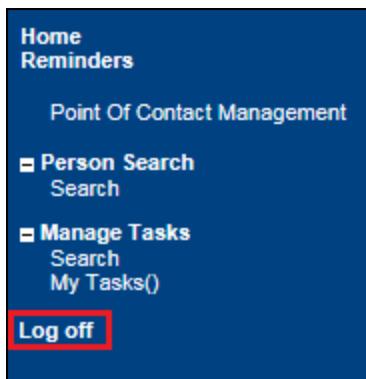


Figure 4-5: Log Off link located in the Navigation pane

2. IdM TK has a built-in idle feature. After 60 minutes of inactivity, the idle warning message is displayed as seen in *Figure 4-6: Identity Management Toolkit Idle message*. Enter your password and click **Submit**. After you log back on, you are returned to the screen you were previously working on.

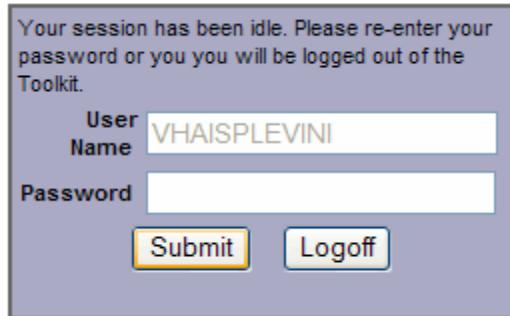


Figure 4-6: Identity Management Toolkit Idle message

4.2. Proofing Process and Steps

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

4.2.1. Looking up the Veteran

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

Figure 4-7: Identity Management Toolkit Search Screen

4.2.1.1. Quick Search

4.2.1.1.1. Quick Search with Identity Traits

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

The screenshot shows the Identity Management Toolkit interface. On the left, there's a sidebar with links like Home, Reminders, Point Of Contact Management, Person Search, Manage Tasks, and Log off. The main area has a title bar "Identity Management Toolkit [IAM Development]" and a date "Thursday July 7th, 2016". Below the title bar are "Help", "Log off", and a "Search" button. A "My Tasks | Task Queues" table is shown with columns: Task #, Date Reported, Task Type, ICN, Correlation, SSN, DOB, Name, and Priority. Under "Task Type", it says "ICN". In the center, there's a "Quick Search -" section with fields for "ICN" (containing "VHICTEST") and "GO". Below it is a "TRAITS:" section with fields for "Last" (containing "VHICTEST"), "First" (containing "ARNOLD"), "DOB" (containing "12/25/1956"), "SSN" (containing "109128234"), and a "Search MVI" button (which is highlighted with a red box). At the bottom, there's a "Task Search" section with fields for "ICN" and "TASK NUMBER", and a "Search" button.

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

MVI will display the search results under the Identity Traits fields. Click on the **ICN** of the Veteran that matches the one you want to work on. This will take you the *Primary View* screen for the selected Veteran as shown in the section entitled Primary View.

Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority
408499044	08/05/2016 13:39	PERSON VERIFICATION	1008712953V041440		109-12-8234	12/25/1956	VHICTEST, ARNOLD	

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

4.2.1.1.2. Quick Search with ICN

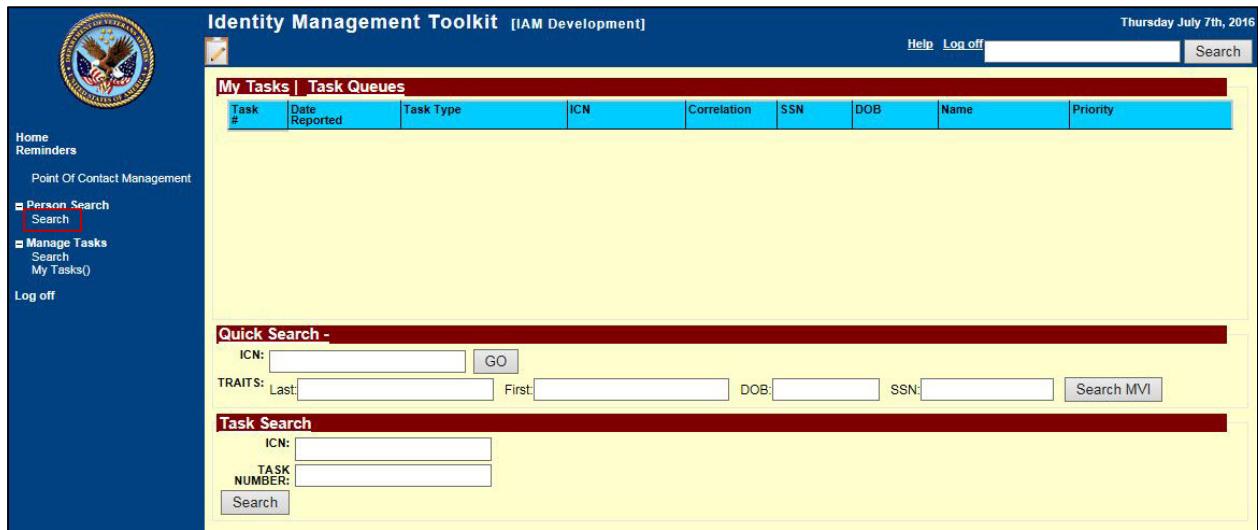
Enter the *Veteran's ICN* in the **ICN** field then click the **[GO]** button. This will take you the *Primary View* screen for the selected Veteran as shown in the section entitled Primary View.

Task #	Date Reported	Task Type	ICN	Correlation	SSN	DOB	Name	Priority
408499044	08/05/2016 13:39	PERSON VERIFICATION	1008712953V041440		109-12-8234	12/25/1956	VHICTEST, ARNOLD	

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

4.2.1.2. Person Search

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



The screenshot shows the Identity Management Toolkit interface. On the left sidebar, under 'Point Of Contact Management', the 'Person Search' link is highlighted with a red box. The main content area displays the 'My Tasks | Task Queues' section, which is currently empty. Below it are two search sections: 'Quick Search -' and 'Task Search'. The 'Quick Search -' section includes fields for ICN, Last Name, First Name, DOB, SSN, and a 'Search MVI' button. The 'Task Search' section includes fields for ICN and Task Number, followed by a 'Search' button. The top right corner shows the date 'Thursday July 7th, 2016' and links for 'Help', 'Log off', and 'Search'.

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

This will take you to the *Search For Person* screen. On this screen you can either enter only the *Veteran's ICN* and click the **[Search]** button, or enter as many of the *Veteran's Identity Traits* that you need in order to find the Veteran record that you are looking for and click the **[Search]** button.

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

The screenshot shows the 'Identity Management Toolkit [IAM Development]' interface. At the top right, it displays 'Thursday July 7th, 2016' and has links for 'Help', 'Log off', and a search bar. On the left, there's a vertical sidebar with icons for Home Reminders, Point Of Contact Management, Person Search (which is selected), Manage Tasks, and Log off. The main area is titled 'Search For Person'. It contains several input fields: 'IEN/Station Number' (with a dropdown arrow), 'ICN' (with a dropdown arrow), 'SSN' (with a dropdown arrow), 'Last Name', 'First Name', and 'Middle Name' (all with dropdown arrows). Below these are date and gender selection fields ('Date of Birth', 'Month', 'Day', 'Year', 'Gender'). There are also fields for 'Mother's Maiden Name', 'POB City', 'POB State', and a large 'Street Address' section with three lines for 'Line 1', 'Line 2', and 'Line 3'. Further down are 'City', 'State' (with a dropdown arrow), 'Zip Code' (with a dropdown arrow), and 'Phone' (with a dropdown arrow). At the bottom of the form is a note: '* At least one of these fields is required. For criteria-based searches, Last Name plus two other fields (not including Middle Name) are required. Providing additional traits will improve your search results.' Below the note are 'Search', 'Clear', and 'Cancel' buttons.

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

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

The screenshot shows the 'Identity Management Toolkit [IAM Development]' application interface. On the left, there's a vertical sidebar with a logo at the top, followed by links: 'Home', 'Reminders', 'Point Of Contact Management', 'Person Search' (with 'Search' under it), 'Manage Tasks' (with 'Search' and 'My Tasks()' under it), and 'Log off'. The main area is titled 'Search For Person'. It contains several input fields: 'IEN/Station Number' (with a separator '/'), 'ICN' (containing '109128234'), 'SSN' (containing '109128234'), 'Last Name' ('VHICTEST'), 'First Name' ('ARNOLD'), 'Middle Name' (empty), 'Date of Birth' (set to December 25, 1956), 'Gender' (empty dropdown), 'Mother's Maiden Name' (empty), 'POB City' (empty), 'POB State' (empty dropdown), 'Street Address' (with three lines for 'Line 1', 'Line 2', and 'Line 3', all empty), 'City' (empty), 'State' (empty dropdown), 'Zip Code' (empty), and 'Phone' (empty). At the bottom of the form, there are three buttons: 'Search' (highlighted with a red box), 'Clear', and 'Cancel'. A note at the bottom states: '* At least one of these fields is required. For criteria-based searches, Last Name plus two other fields (not including Middle Name) are required. Providing additional traits will improve your search results.'

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

4.2.2. Primary View

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

The screenshot shows the Identity Management Toolkit interface with the following details:

- Header:** Wednesday April 12th, 2017, Help, Log off
- Left Sidebar:**
 - MVIPATIENT, SIX
666784562
MALE
02/05/1990
 - Home Reminders
 - Point Of Contact Management
 - Person Search**
 - Last Person Search (1)
ICN: 1012900170V190476
 - Primary View**
 - Tasks(0)/Requests(#)
 - Correlations(#)
 - Manage Tasks**
 - Manage Requests**
 - Search
 - My Requests()
 - Create Request
 - Request Type Management
 - Tools**
 - Remote Data
 - Release Notes
 - Log off
- Primary View Content:**
 - Identity Management Toolkit**
 - Primary View** (selected tab)
 - ICN 1012900170V190476 ID STATE: PERMANENT
 - Name: MVIPATIENT, SIX
SSN: 666-78-4562 SSN Verification Status:
 - Level of Assurance:** 1
 - PRIMARY VIEW DATA - Updated: MAR 06, 2017@09:14:44**

Field Name	Value	Authority Score
ICN	1012900170V190476	
ID State	PERMANENT	
Last Name	MVIPATIENT	
First Name	SIX	
Middle Name		
Suffix		
Preferred Name		
SSN	666-78-4562	
DOB	02/05/1990	
MBI		
Gender	MALE	
Date of Death		
-- Source of Notification		
-- Supporting Document		
-- Date Last Updated		
-- Entered By		
-- Edited By		
-- Status		
MMN		
TIN		
FIN		
File/Claim Number		
POB City	HAMPTON	
POB State	VIRGINIA	
ID Interoperability Type		
Address Line 1	123 FOUR STREET	
Address Line 2		
Address Line 3		
City	NEWPORT NEWS	
State	VIRGINIA	
Zip Code		
Province		
Country	UNITED STATES	
Postal Code		
Phone		
ID Theft		
Self Identified Gender Identity		

 - Alias:** NO ALIASES FOUND
 - ICN Creation Data:**

Entered By:	RPC
Date Entered:	MAR 06, 2017@09:14:44
Facility of Original Creation:	CHYSHR
 - Buttons:** Refresh View

Figure 4-14: Identity Management Toolkit Primary View Screen

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

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

1

click on the **1** or on the **Tasks/Requests** tab at the top of the screen to complete the proofing process.



Figure 4-15: Tasks/Requests tab highlighted

Once you are on the Tasks/Requests screen, click on the **[New Proofing Task]** button.

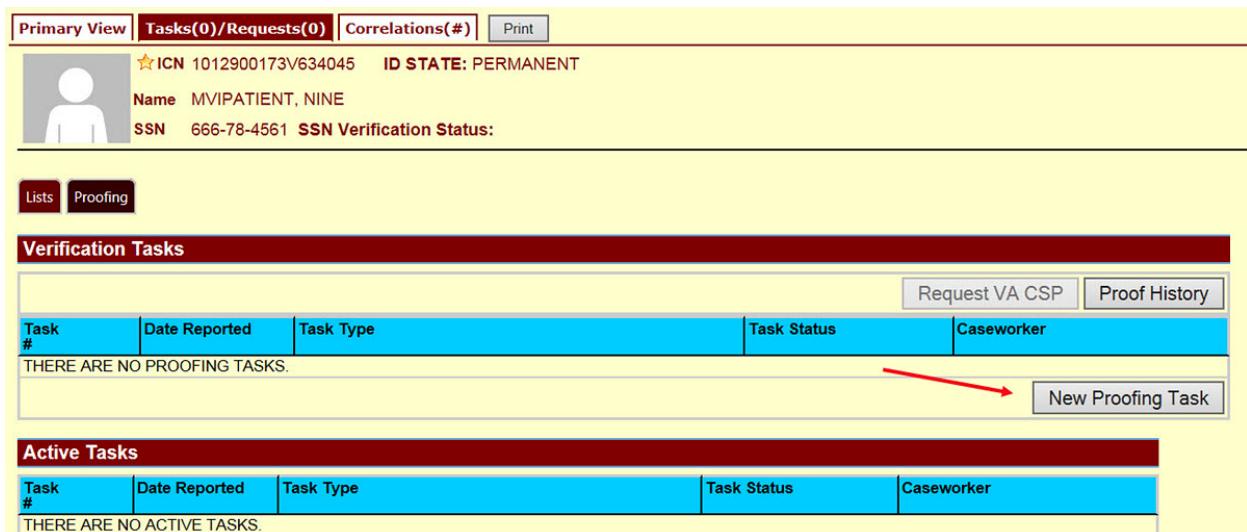


Figure 4-16: Tasks/Requests screen; click New Proofing Task

You will see a pop up reminder to confirm receipt of valid Identification.

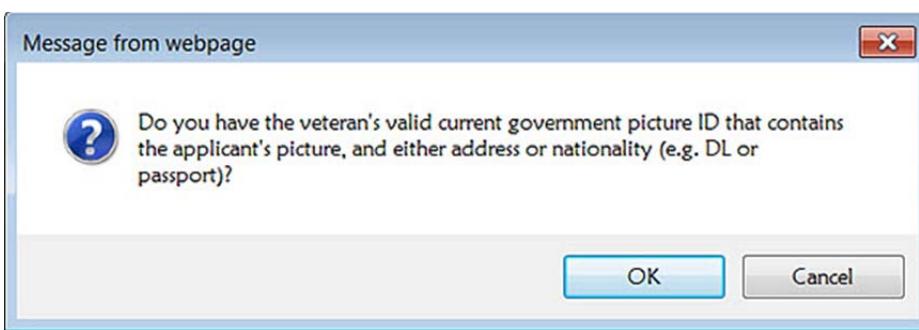


Figure 4-17: Identification Confirmation Message

This takes you to the Task Details screen. Now click on the **Person Verification** tab.

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print												
Task # 295821153 Priority Task Type 1906 - PERSON VERIFICATION Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Task Lock Owner CASEWORKER, ONE	Date Reported 05/19/2017 13:32	Task Status ASSIGNED Data Resolved Caseworker CASEWORKER, ONE Time Spent 0 Days, 0 Hours, 0 Minutes Threshold Score															
<table border="1"> <thead> <tr> <th>ICN</th> <th>Source ID</th> <th>Name</th> <th>SSN</th> <th>DOB</th> <th>Pot Cat Edit</th> </tr> </thead> <tbody> <tr> <td>10129909837V985272 [P]</td> <td>10129909837V985272-NP200MUDYNA</td> <td>MVIPATIENT_TWO.THREE</td> <td>666-11-1115</td> <td>06/04/1980</td> <td></td> </tr> </tbody> </table>						ICN	Source ID	Name	SSN	DOB	Pot Cat Edit	10129909837V985272 [P]	10129909837V985272-NP200MUDYNA	MVIPATIENT_TWO.THREE	666-11-1115	06/04/1980	
ICN	Source ID	Name	SSN	DOB	Pot Cat Edit												
10129909837V985272 [P]	10129909837V985272-NP200MUDYNA	MVIPATIENT_TWO.THREE	666-11-1115	06/04/1980													

Figure 4-18: Task Details screen; Click Person Verification

When you get to the Person Verification screen, you will see the Veteran's information from the Primary View screen populated and the fields on the left side of the form will be marked green.

i **NOTE:** If any changes need to be made to the Veteran's Identity Information other than Address, those changes will need to be updated before the proofing process can be completed.

If you change the address on this screen, the new address that you enter will only be used for this single proofing event. It will **NOT** be updated in any other VA system and will not be available to select as a mailing address in the VHIC application.

Field Name	MVI Value	Verify	Verification Traits	?
ICN	10129909837V224001	<input checked="" type="checkbox"/>	MVIPATIENT	
Last Name	MVIPATIENT	<input checked="" type="checkbox"/>	MVIPATIENT	
First Name	THREE	<input checked="" type="checkbox"/>	THREE	
Middle Name	FOUR	<input checked="" type="checkbox"/>	FOUR	
Suffix		<input checked="" type="checkbox"/>		
DOB	MAY 15, 1978	<input checked="" type="checkbox"/>	Month: May Day: 15 Year: 1978	
Gender	FEMALE	<input type="checkbox"/>	MALE	<input checked="" type="checkbox"/>

Proofing Address: (Note: This is for Proofing Only, and will not update any VA systems.)

Address Line 1	123 SESAME STREET	<input checked="" type="checkbox"/>	123 SESAME STREET	
Address Line 2		<input checked="" type="checkbox"/>		
Address Line 3		<input checked="" type="checkbox"/>		
City	TAMPA	<input checked="" type="checkbox"/>	TAMPA	
State	FL	<input checked="" type="checkbox"/>	Florida (FL)	
Zip	33613	<input checked="" type="checkbox"/>	33613	

Verification Document(s)

Select One IP Proofing Document

Drivers License
Passport
Other Government ID

** All IP Proofing Documents **

The 'Other Government ID card' can be issued by federal, state or local government agencies or entities provided it contains a photograph, name, DOB, address. If address is not on the document, the user can provide a separate document containing address in order to confirm the address information in the Proofing Task. Acceptable address documents include the following:

- Electric bill
- Cable Bill
- Other mailing document
- Voters Registration card

[Submit Verification](#) [Approve Verification](#)

Figure 4-19: Identity Management Toolkit Person Verification screen

Next you will need to enter the information for the type of documents that were submitted for proof of identity.

Select the document from one of the lists on the right side of the form and click on the white arrow to move the selected document type to the box on the right.

The screenshot shows a window titled "Verification Document(s)" with a sub-section titled "Select One IP Proofing Document". It lists three options: "Drivers License", "Passport", and "Other Government ID". To the right of each option is a small green icon with a white arrow pointing right. Below the list is a note: "The 'Other Government ID card' can be issued by federal, state or local government agencies. A mailing address is required if the card does not contain an address. If address is not on the proofing document, the Veteran can provide separate documentation that contains address in order to confirm the address information in the Proofing Task. Acceptable address documents include the following:" followed by a bulleted list: "Electric bill", "Cable Bill", "Other mailing document", and "Voters Registration card".

Figure 4-20: Verification Document Section; Select document type

If you select one of the documents from the top list, you will be asked to enter the details of that document in the fields that will appear under the document list box.

The screenshot shows a larger view of the "Verification Document(s)" section. On the left, there is a table with columns "Field Name", "MvI Value", "Verify", and "Verification Traits". The table contains fields for ICN, Last Name (MVPATIENT), First Name (TWO), Middle Name (THREE), Suffix, DOB (JUNE 04, 1980), and Gender (MALE). Below the table is a section titled "Proofing Address: (Note: This is for Proofing Only, and will not update any VA systems.)" with fields for Address Line 1 (123 SESAME STREET), Address Line 2, Address Line 3, City (MANASSAS), State (VA), and Zip (20111). On the right, a "Passport" dialog box is open, containing fields for "Id Number" (340007237), "Expiration Date" (07/08/2020), "Country of Issuance" (USA), "State of Issuance" (N/A), and "ID Type" (Dept of State). The "Save Document Data" button is highlighted with a red border.

Figure 4-21: Verification Document Section; Enter document details

Enter the required information about the document selected and click the [Save Document Data] button.

Task Details | **Resolved Tasks** | **Task Notes** | **Task Audit** | **Person Verification** | **Print**

Task # 20582153 Date Reported 05/19/2017 13:32 Task status ASSIGNED
Priority Task Type 1990 - PERSON VERIFICATION Date Resolved Caseworker PROOFER, MVI
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time spent 0 Days, 0 Hours, 0 Minutes
Task Lock Owner PROOFER, MVI Threshold Score

ICN	Source ID	Name	SSN	DOB	End Date
10129994997059927272	[P]	MVIPATIENT, TWO THREE	666-11-1111	06/04/1990	

PRIMARY VIEW DATA - Updated: MAY 19, 2017@14:32:54 [Check External Identity Verification Tool](#)

You will be confirming identity traits against a proofing document. If identity traits do not match the proofing document, you cannot In Person VHIC proof the Veteran at this time. Please update this task to Resolved on the Task Notes tab. Resolving the Task Status will close out the Task. If identity traits need updates, see your MVI POC. If the address needs to be updated, see the ES POC.

Field Name	MVI Value	Verify	Verification Traits	Profile
ICN	10129994997059927272	<input checked="" type="checkbox"/>	MVIPATIENT	
Last Name	MVIPATIENT	<input checked="" type="checkbox"/>	TWO	
First Name	TWO	<input checked="" type="checkbox"/>	THREE	
Middle Name	THREE	<input checked="" type="checkbox"/>		
Suffix		<input checked="" type="checkbox"/>		
DOB	JUNE 04,1990	<input checked="" type="checkbox"/>	Month: June Day: 04 Year: 1990	
Gender	MALE	<input checked="" type="checkbox"/>	MALE	
Proofing Address: (Note: This is for Proofing Only, and will not update any VA systems.)				
Address Line 1	123 SESAME STREET	<input checked="" type="checkbox"/>	123 SESAME STREET	
Address Line 2		<input checked="" type="checkbox"/>		
Address Line 3		<input checked="" type="checkbox"/>		
City	MANASSAS	<input checked="" type="checkbox"/>	MANASSAS	
State	VA	<input checked="" type="checkbox"/>	Virginia (VA)	
Zip	20111	<input checked="" type="checkbox"/>	20111	

Verification Document(s)

Select One IP Proofing Document

Drivers License	<input checked="" type="checkbox"/>	Passport	<input checked="" type="checkbox"/>
Other Government ID	<input checked="" type="checkbox"/>		

The 'Other Government ID card' can be issued by federal, state or local government agencies or entities provided it contains a photograph, name, DOB, address. If address is not on the proofing document, VA will accept documentation such as documentation that contains address in order to confirm the address information in the Proofing Task. Acceptable address documents include the following:

- Electric bill
- Cable Bill
- Other mailing document
- Voters Registration card

Passport

* Id Number:	340007237
* Expiration Date:	07/08/2020
* Country of Issuance:	USA
State of Issuance:	N/A
ID Type:	Dept of State
REQUIRED <input type="button" value="Save Document Data"/> <input type="button" value="Cancel"/>	

Figure 4-22: Verification Document Section; Click Save Document Data

Once you have entered all of the information for the documents that were provided and verified the Veteran's identity, click on the **[Submit Verification]** button to complete the proofing task.

Field Name	MVI Value	Verify	Verification Traits	
ICN	10129900033V595272	<input checked="" type="checkbox"/>	MVIPATIENT	<input type="checkbox"/>
Last Name	MVIPATIENT	<input checked="" type="checkbox"/>	TWO	<input type="checkbox"/>
First Name	TWO	<input checked="" type="checkbox"/>	THREE	<input type="checkbox"/>
Middle Name	THREE	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Suffix		<input checked="" type="checkbox"/>		<input type="checkbox"/>
DOB	JUNE 04, 1980	<input checked="" type="checkbox"/>	Month June Day 04 Year 1980	<input type="checkbox"/>
Gender	MALE	<input checked="" type="checkbox"/>	MALE	<input type="checkbox"/>
(Proofing Address: (Note: This is for Proofing Only, and will not update any VA systems.)				
Address Line 1	123 SESAME STREET	<input checked="" type="checkbox"/>	123 SESAME STREET	<input type="checkbox"/>
Address Line 2		<input checked="" type="checkbox"/>		<input type="checkbox"/>
Address Line 3		<input checked="" type="checkbox"/>		<input type="checkbox"/>
City	MANASSAS	<input checked="" type="checkbox"/>	MANASSAS	<input type="checkbox"/>
State	VA	<input checked="" type="checkbox"/>	Virginia (VA)	<input type="checkbox"/>
Zip	20111	<input checked="" type="checkbox"/>	20111	<input type="checkbox"/>

Task Details | **Resolved Tasks** | **Task Notes** | **Task Audit** | **Person Verification** | **Print**

Task # 295821153
Priority
Task Type 1090 - PERSON VERIFICATION
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.
Task Lock Owner PROOFER, MVI

Date Reported 05/19/2017 13:32
Task Status ASSIGNED
Date Resolved
Caserworker PROOFER, MVI
Time Spent 0 Days, 0 Hours, 0 Minutes
Threshold Score

Source ID Name SSN DOB Post Call Log

10129900033V595272 [P] MVIPATIENT TWO, THREE 666-11-1111 05/04/1980

PRIMARY VIEW DATA - Updated: MAY 19, 2017@14:32:54 [Check External Identity Verification Tool](#)

You will be confirming identity traits against a proofing document. If identity traits do not match the proofing document, you cannot In Person VHIC proof the Veteran at this time. Please update this task to Resolved on the Task Notes tab. Resolving the Task Status will close out the Task. If identity traits need updates, see your MVI POC. If the address needs to be updated, see the ES POC.

Verification Document(s)

Select One IP Proofing Document
 Drivers License Passport
 Other Government ID

The 'Other Government ID card' can be issued by federal, state or local government agencies or entities provided it contains a photograph, name, DOB, address. If a card is not in the format of a document, it can provide secondary documentation of address in order to confirm the address information in the Proofing Task. Acceptable address documents include the following:

- Electric bill
- Cable Bill
- Other mailing document
- Voters Registration card

Submit Verification | **Approve Verification**

Figure 4-23: Identity Management Toolkit Person Verification screen; Click Submit Verification

After you click the submit button, you will see a spinning wheel appear in the middle of the screen to let you know that the proofing verification is being processed.

The screenshot shows the 'Person Verification' tab of a task details page. At the top, there are tabs for Task Details, Resolved Tasks, Task Notes, Task Audit, Person Verification (which is selected), and Override. Below the tabs, task information is displayed: Task # 321707229, Date Reported 07/11/2017 14:26, Task Status ASSIGNED, Priority, Task Type 1996 - PERSON VERIFICATION, Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT., Task Lock Owner, and Threshold Score. A table below shows personal information: ICN (1012990984V224001), Source ID (1012990984V224001*NI*200M*USVHA), Name (MVIPATIENT, THREE FOUR), SSN (666-11-1116), DOB (05/15/1978), and Pot Cat Edit. A red arrow points to the 'Check External Identity Verification Tool' link. Below this, a note states: 'You will be confirming identity traits against a proofing document. If identity traits do not match the proofing document, you cannot In Person VHIC proof the Veteran at this time. Please update this task to Resolved on the Task Notes tab. Resolving the Task Status will close out the Task. If identity traits need updates, see your MVI POC. If the address needs to be updated, see the ES POC.' On the right, a 'Verification Document(s)' section allows selecting one IP Proofing Document (Passport, Other Government ID, Drivers License) and provides instructions for acceptable address documents like electric bills or voter registration cards.

Figure 4-24: Proofing verification in progress

Once the proofing task has been completed, you will receive a pop up message.

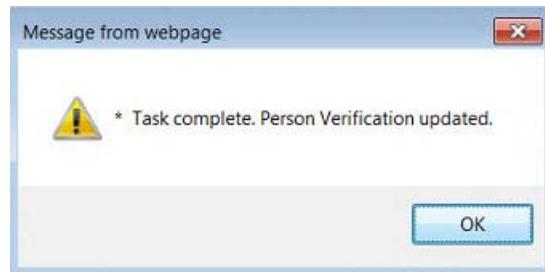


Figure 4-25: Task Complete Pop Up Message

After clicking the OK button, you will be returned to the Primary View screen where you will see a message at the top of the screen saying “Task complete and resolved.”

Figure 4-26: Person Verification Updated Message

You should also see that the *Level of Assurance* is now shown as **Level 2**.

Field Name	Value	Authority Score
ICN	1012900171V322308	
ID State	PERMANENT	
Last Name	MVIPATIENT	774
First Name	EIGHT	774
Middle Name		
Suffix		
Preferred Name		
SSN	666-46-4236	
DOB	08/14/1954	774
MBI		
Gender	FEMALE	774
Date of Death		

Figure 4-27: Identity Management Toolkit Primary View screen - Proofing Complete

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

Figure 4-28: Refresh View button

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

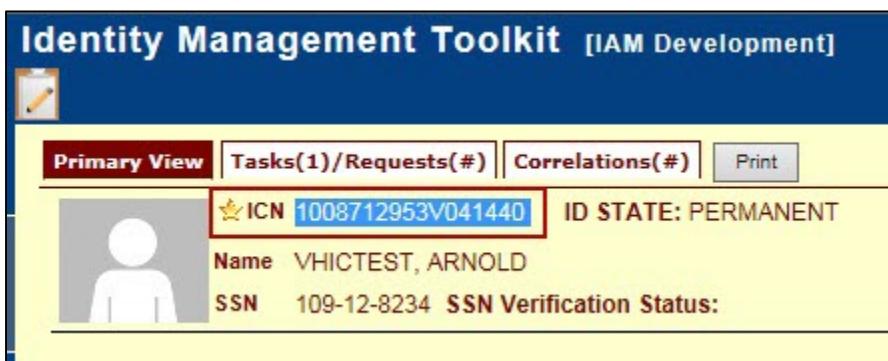


Figure 4-29: The Veteran's ICN is highlighted

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

The screenshot shows the VHIC application 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:" followed by a placeholder for a user name and a "Skip to Content" link. Below the navigation bar, there are five step-by-step icons labeled Step 1 through Step 5, each with a corresponding arrow 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). A yellow banner below the icons contains the text "IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management Toolkit in another window)". Below the banner, there is a note: "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 main search form is divided into four sections: Name (Last Name, First Name, Middle Name), Person (Date of Birth, Gender, Home Phone), Address (Street Address, City, State, Zip Code), and Identification (SSN, EDIPI / Member ID, ICN). The "ICN" field, which contains the value "12661460V1474 x", is highlighted with a red rectangular border. At the bottom right of the search form are three buttons: a question mark icon, a "Clear" button, and a "Search" button.

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

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

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

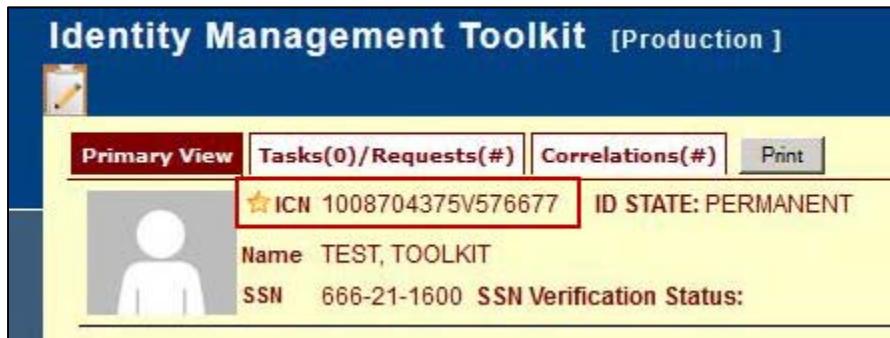


Figure 4-31: The Veteran's ICN is highlighted

A screenshot of the Veteran Health Identification Card (VHIC) Step 1: Enter Search Terms screen. The top navigation bar includes links for Home, Card Request, Reports, and Card Management, along with a "Skip to Content" link and a "Logged in as" dropdown. Below the navigation, five steps are outlined: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). A red box highlights the "ICN" field in the search form. The form fields include Name (Last Name, First Name, Middle Name), Person (Date of Birth, Gender, Home Phone), Address (Street Address, City, State, Zip Code), and Identification (SSN, EDIPI / Member ID, ICN). The ICN field contains the value "102661460V1474 X".

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

5. Creating a VHIC Card – The Card Request Process

Table 3: Who can process a card request?

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

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

The card issuance process follows numbered steps shown next.

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



Figure 5-1: Card Request Navigation Bar



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

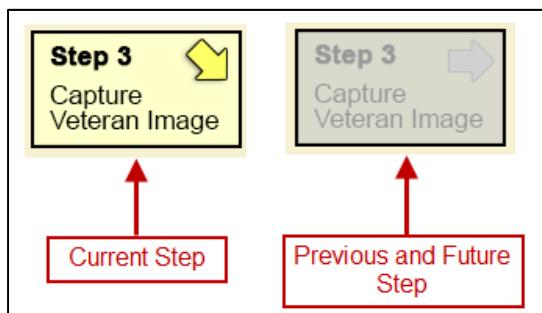


Figure 5-2: Navigation Bar Step appearance by state

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

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

5.1.1. Step 1: Enter Search Terms

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

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

Other search methods include:

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

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.

The screenshot shows the 'Enter Search Terms' screen of the VHIC Identity Management Toolkit. 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 is a 'Skip to Content' link and a 'Logged in as:' placeholder. Below the navigation bar, there is a horizontal row of five boxes labeled 'Step 1' through 'Step 5', each with a yellow arrow icon pointing to the right. The 'Step 1' box contains the text 'Enter Search Terms'. The 'Step 2' box contains 'Select Veteran'. The 'Step 3' box contains 'Capture Veteran Image'. The 'Step 4' box contains 'Select Mailing Address'. The 'Step 5' box contains 'Save Card Request'. Below these steps, a red warning message reads: 'IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below the warning message, there is a note: '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:'. A bulleted list follows: '• The Member ID from the front of the Veteran's VHIC.' and '• Last Name, First Name, DOB and SSN.'. A note below the list states: '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 main form area is divided into four sections: 'Name', 'Address', 'Person', and 'Identification'. The 'Name' section contains fields for Last Name, First Name, Middle Name, Date of Birth (format: YYYYMMDD), Gender, and Home Phone. The 'Address' section contains fields for Street Address, City, State, and Zip Code. The 'Person' section contains fields for SSN (format: #####-##-####), EDIPI / Member ID, and ICN. At the bottom right of the form are three buttons: a question mark icon, a 'Clear' button, and a 'Search' button.

Figure 5-3: Enter Search Terms screen

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



Figure 5-4: Help icon

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

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

The screenshot shows the 'Enter Search Terms' screen of the VHIC application. At the top, there are six steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), Step 5 (Save Card Request), and Step 6 (Skip to Content). Below these steps, a red box highlights the 'Step 2 Select Veteran' button. A message at the top says: 'IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below this, instructions advise copying the Veteran's ICN from the Identity Management Toolkit and pasting it into the ICN field. It also lists other search methods like Member ID or LN/FN/DOB/SSN combinations. The search form includes fields for Name (Last Name, First Name, Middle Name), Person (Date of Birth, Gender, Home Phone), Address (Street Address, City, State, Zip Code), Identification (SSN, EDIPI / Member ID, ICN), and a search button.

Figure 5-5: Enter Search Terms screen

5.1.2. Step 2: Select Veteran

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

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

The screenshot shows the 'Select Veteran' screen of the VHIC application. At the top, there are six steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), Step 5 (Save Card Request), and Step 6 (Skip to Content). Below these steps, a red box highlights the 'Step 2 Select Veteran' button. The main area shows a table of search results with columns for Picture, Full Name, SSN, DOB, and Gender. One row in the table is highlighted with a red box around the 'Full Name' cell, which contains the name 'KENNETH FERGUSON'. The table data is as follows:

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

Figure 5-6: Select Veteran screen

5.1.3. Step 3: Capture Veteran Image

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



Figure 5-7: Capture Veteran Image screen

5.1.3.1. Take New Picture

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



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

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

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

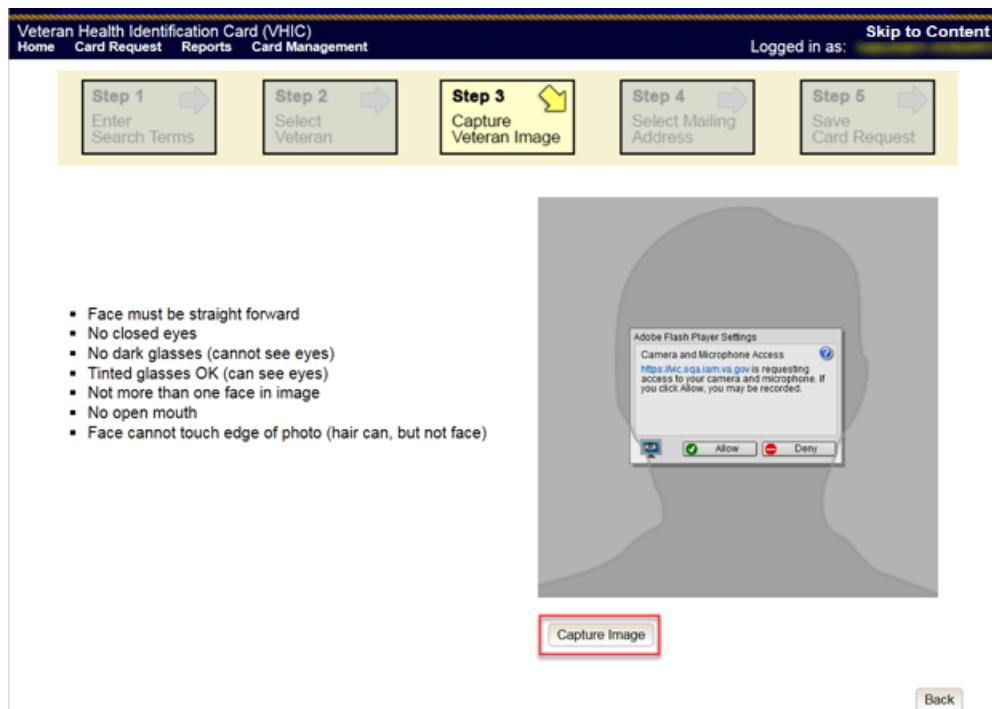


Figure 5-9: Capture Veteran Image screen – Capture Image

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

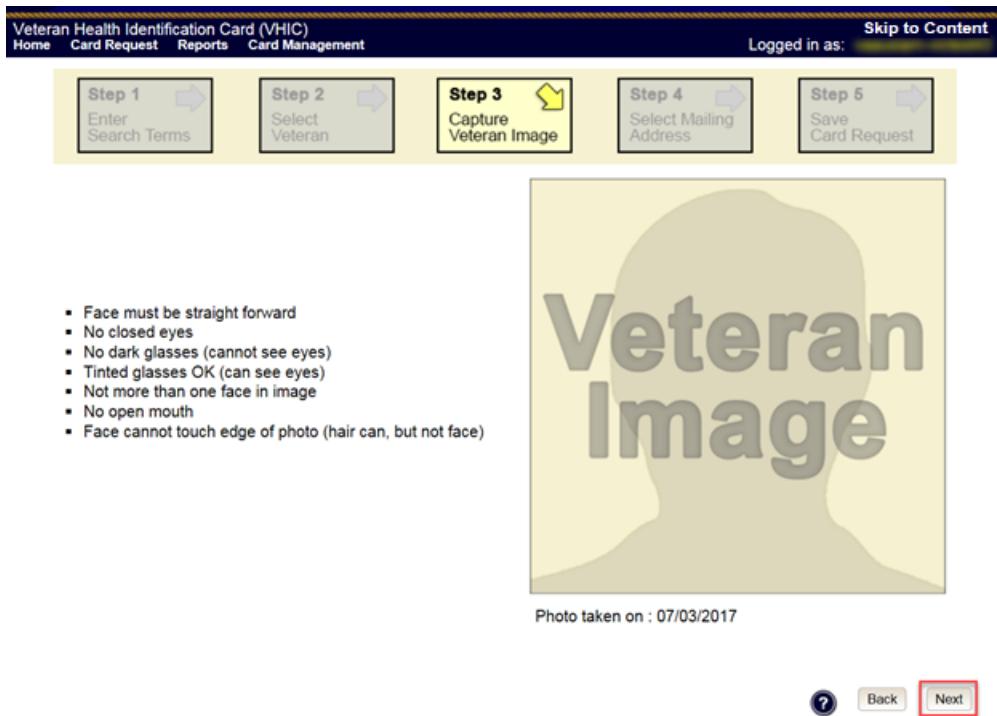


Figure 5-10: Capture Veteran Image screen – Accept new photo; click Next



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

5.1.3.2. Upload from File

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

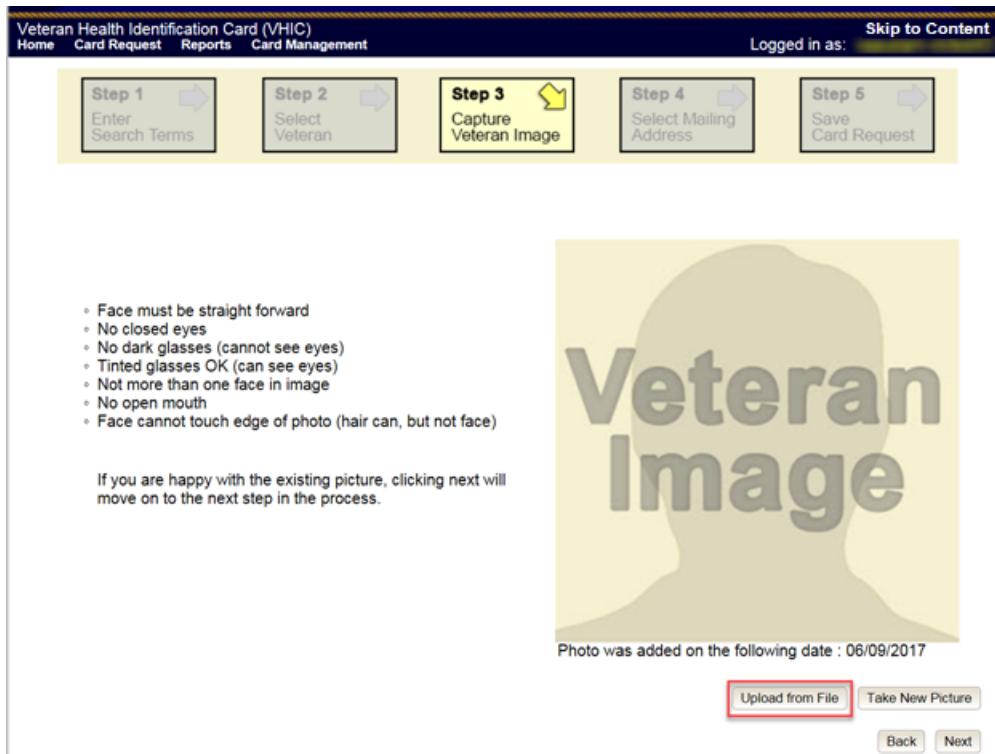


Figure 5-11: Capture Veteran Image screen – Upload from File

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

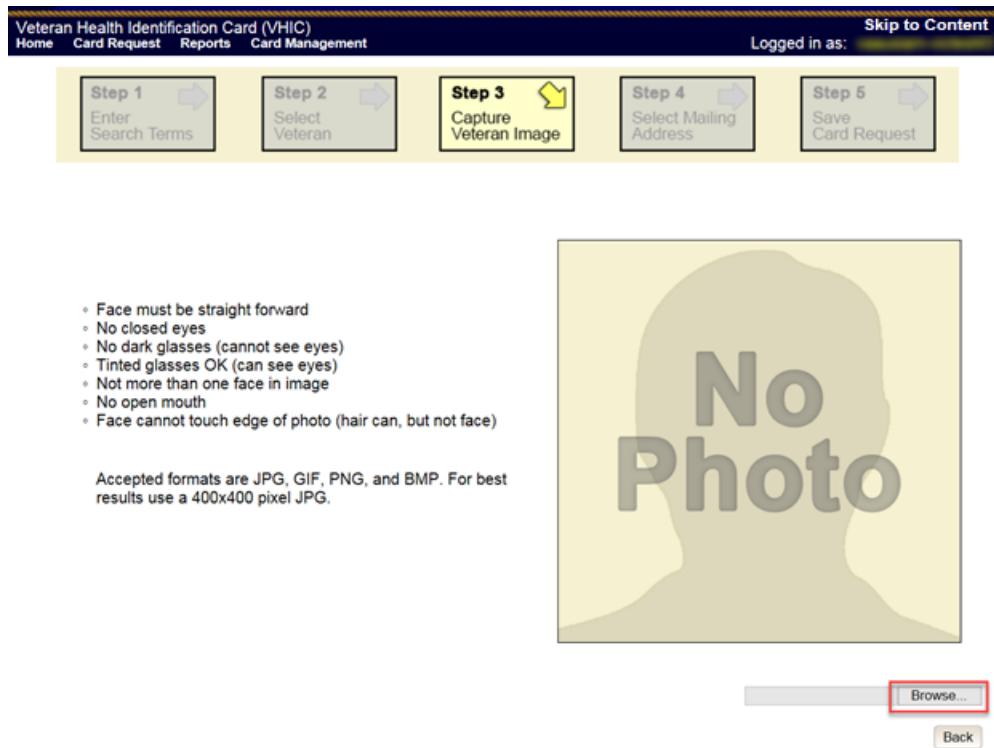


Figure 5-12: Capture Veteran Image screen – Upload photo; click Browse

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

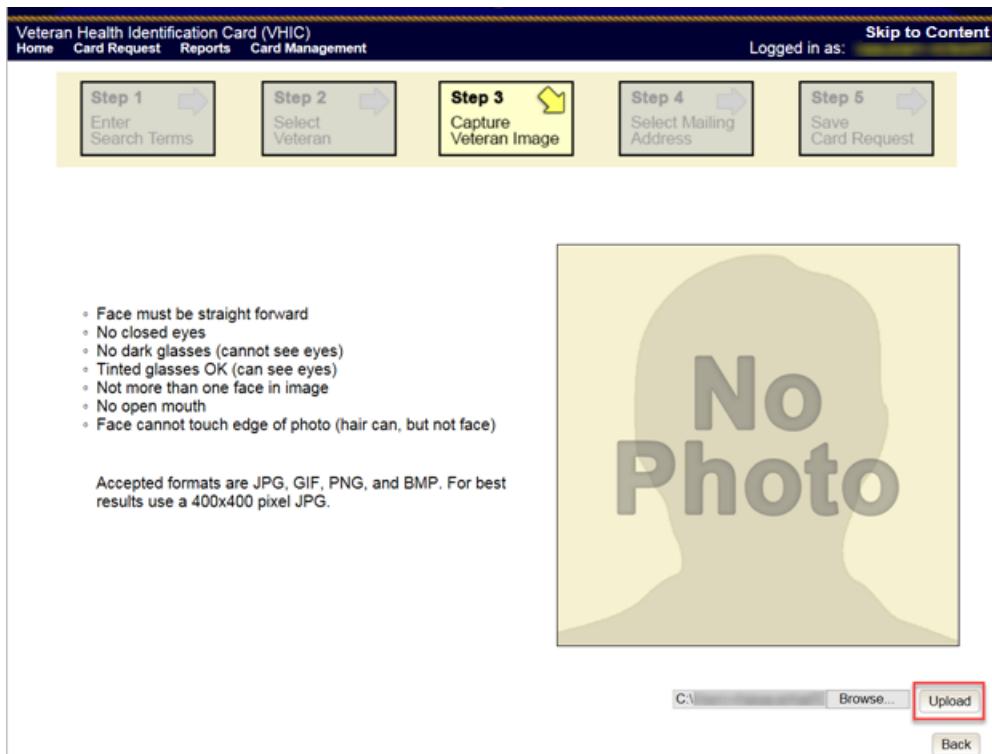


Figure 5-13: Capture Veteran Image screen – Upload photo; click Upload

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

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

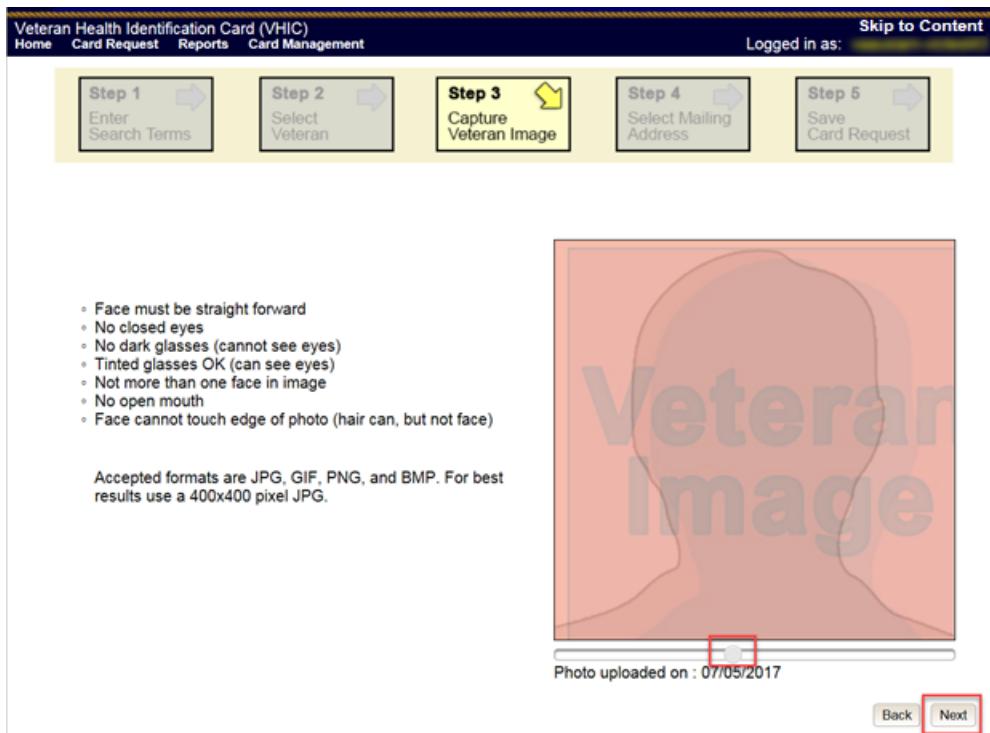


Figure 5-14: Capture Veteran Image screen – Edit photo; click Next

5.1.3.3. Reuse Existing Image

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



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

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

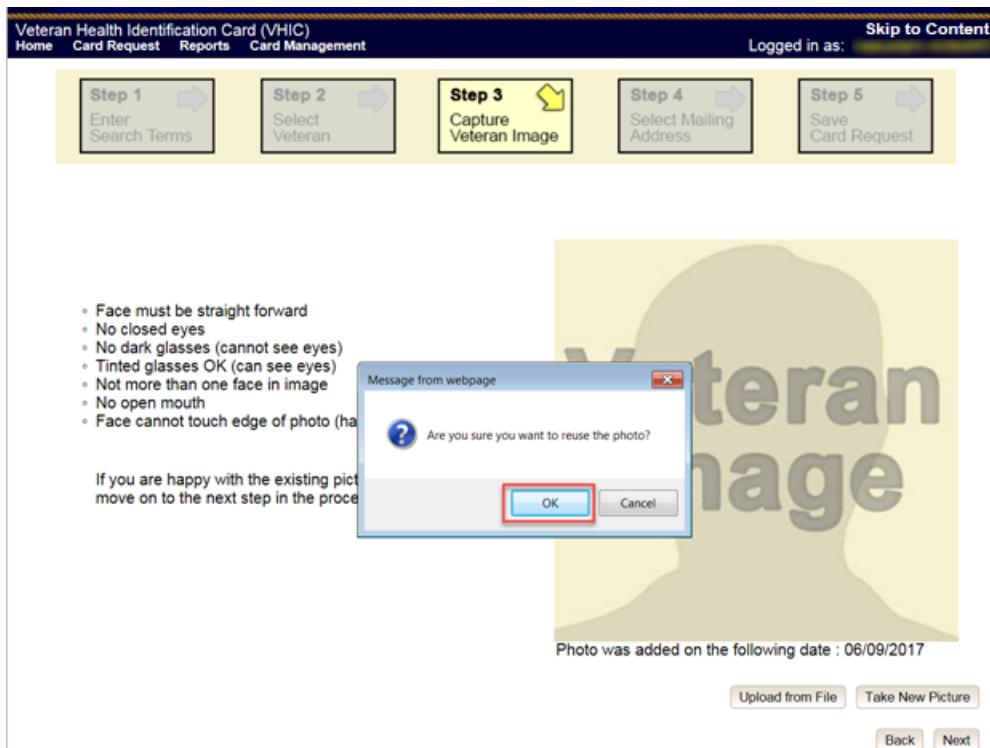


Figure 5-16: Capture Veteran Image screen – Reuse Existing Photo; click OK



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

5.1.4. Step 4: Select Mailing Address

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, the United States Department of Veterans Affairs logo is displayed. Below it, a navigation bar includes links for 'Home', 'Card Request', 'Reports', and 'Card Management'. To the right of these links is a 'Skip to Content' link and a 'Logged in as:' placeholder. A horizontal menu bar at the top of the main content area contains five items: 'Step 1 Enter Search Terms', 'Step 2 Select Veteran', 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address' (which is highlighted with a yellow background), and 'Step 5 Save Card Request'. The main content area is titled 'Veteran Identity Confirmation'. It contains several input fields and sections:

- Status:** Card Request Status: New
- Veteran Identity Attributes:**
 - First Name: FOUR
 - Last Name: MVIPATIENT
 - Date of Birth: 8/22/1985
- Requesting Facility Address:**
 - Facility Name: ATLANTA VAMC
 - Facility Address: 1670 CLAIRMONT RD
DECATUR, GA 30033 USA
- Address:**

Mail card to:

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

Recipient: FOUR ONE MVIPATIENT III

Street 1: 123 SESAME STREET

Street 2:

Street 3:

City: FRONT ROYAL

State: VA

Zip Code: 22630

Province:

Postal Code:

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

?

Back

Next

Figure 5-17: Select Mailing Address screen

This step provides several mailing options for the card:

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

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

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

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

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

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

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

5.1.5. Status Section

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

5.1.6. Step 5: Save Card Request

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

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

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

Name as it will appear on card:
WILSON BROWN

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

Card Status Pending **Card Request Date**

Branch Of Service
 Army Veteran Declines Branch of Service Logo

Replacement Reason:
Not a replacement card

Reason for Hold:
Bad data

Back **Submit**

Figure 5-18: Save Card Request review screen

This screen contains the following information for review:

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

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

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

5.1.6.1. Branch of Service

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

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



Branch Of Service

Army

Veteran Declines Branch of Service Logo

?

Figure 5-19: Branch of Service Selection

5.1.6.2. Save Card Request: New

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

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

The screenshot shows the final step of a five-step process for saving a card request. The top navigation bar includes links for Home, Card Request, Reports, and Card Management, along with a Skip to Content link and a user status message. Below the navigation is a progress bar with five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a checkmark icon. The main content area is titled "Veteran Card Details". It displays a placeholder image for the Veteran Image and lists service-connected information: Service Connected (N), Card Number (6856), Medal of Honor (N), Member ID (1607956576), Purple Heart (N), ICN (1012894958V625284), Prisoner of War (N), Plan ID (7346-243-588), VISN (7), Facility (508), Date of Birth (10/10/1952), and Expiration Date (7/5/2027). To the left, it shows the name as it will appear on the card: WILSON BROWN. Below that, the address for mailing is listed: WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA. A green box at the bottom right of the card details section shows the Card Status as "Submitted" and the Card Request Date as "07/05/2017". In the bottom left corner, a red-bordered box highlights the Replacement Reason: "Not a replacement card". To the right, there is a "Veteran Declines Branch of Service Logo" and a "Reason for Hold" section with "Not Applicable".

Figure 5-20: New Card Request Submitted

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

5.2.1. Step 1: Enter Search Terms

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

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

Other search methods include:

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



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

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



Figure 5-21: Help icon

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

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

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

Skip to Content
Logged in as:

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

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

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

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

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

Name

Last Name	Date of Birth
First Name	Gender
Middle Name	Home Phone

Person

Address	Identification
Street Address	SSN
City	Format: #####-##-####
State	EDIPI / Member ID
Zip Code	ICN

Address

Identification

SSN

EDIPI / Member ID

ICN

?

Clear

Search

Figure 5-22: Enter Search Terms screen

5.2.2. Step 2: Select Veteran

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

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

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

Figure 5-23: Select Veteran screen

5.2.3. Step 3: Capture Veteran Image

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

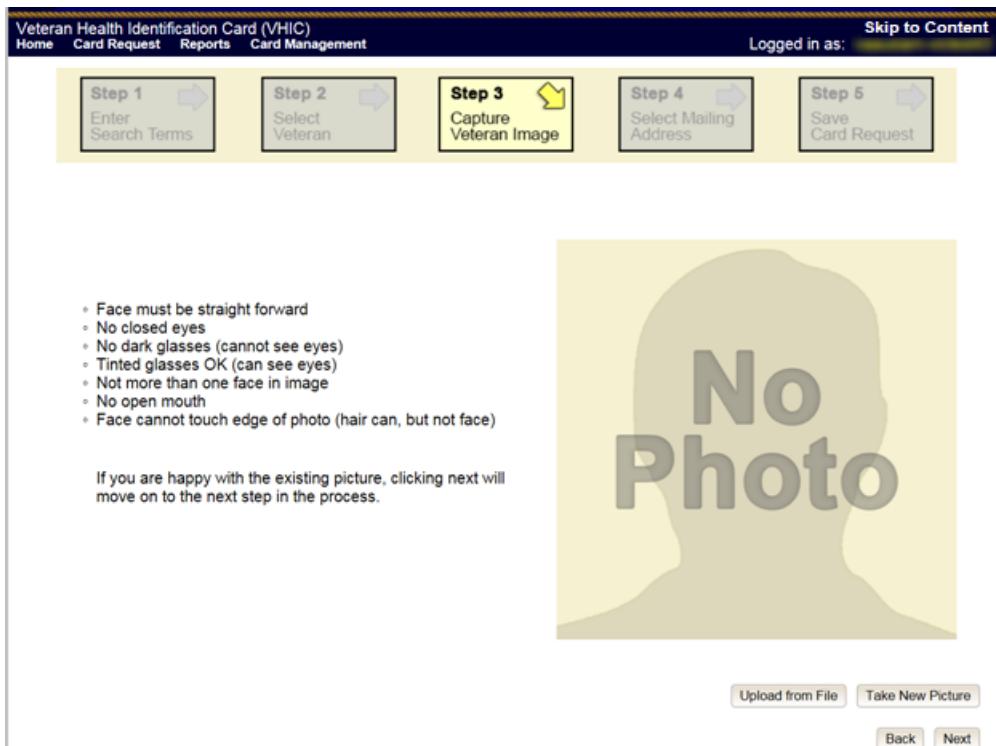


Figure 5-24: Step 3 - Capture Veteran Image screen

5.2.3.1. Take New Picture

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

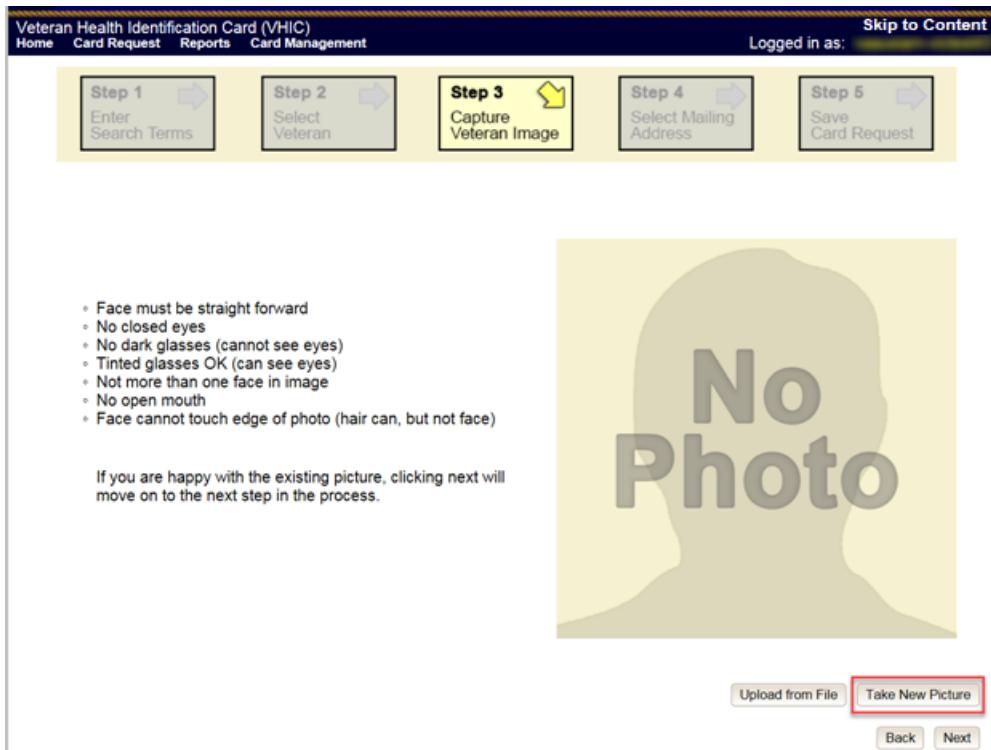


Figure 5-25: Capture Veteran Image screen – Take New Picture

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

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

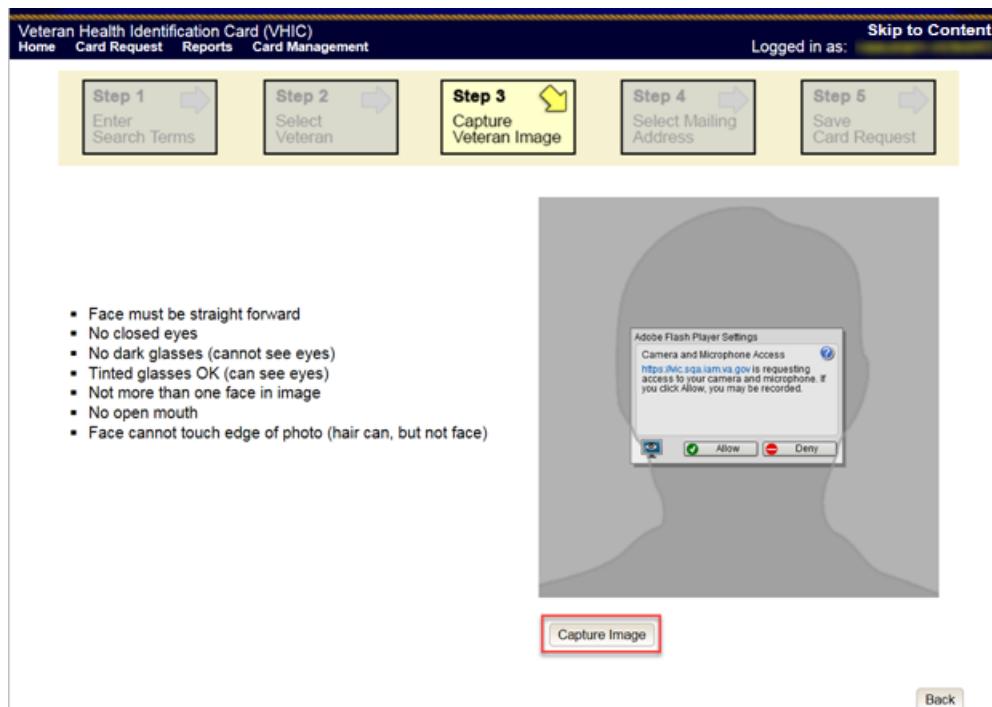


Figure 5-26: Capture Veteran Image screen – Capture Image

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

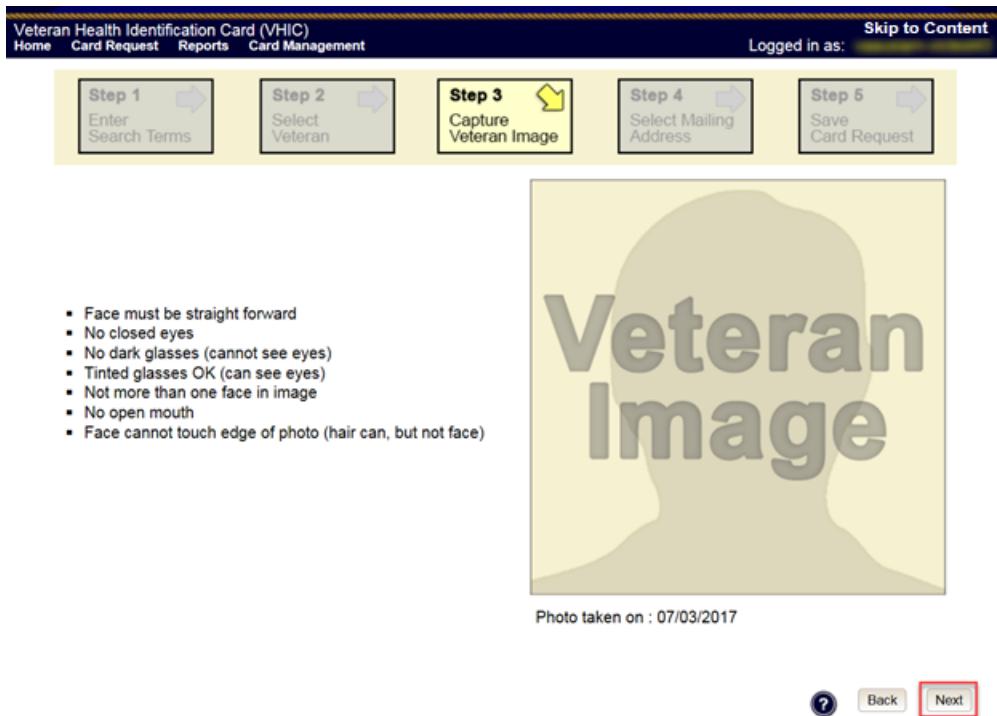


Figure 5-27: Capture Veteran Image screen – Accept new photo; click Next



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

5.2.4. Step 4: Select Mailing Address

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

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

“WARNING: Veteran not Identity Proofed”

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

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

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

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

Skip to Content
Logged in as:

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

Veteran Identity Confirmation

Status
Card Request Status New

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

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

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

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

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

?

Back

Next

Figure 5-28: Select Mailing Address screen

This step provides several mailing options for the card:

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



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



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



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

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

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

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

5.2.5. Status Section

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

5.2.6. Step 5: Save Card Request

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

The screenshot shows the VHIC interface at Step 5: Save Card Request. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a yellow arrow icon. The main area displays "Veteran Card Details" with the following information:

VA U.S. Department of Veterans Affairs	Veteran Image
Name as it will appear on card: MARY ALIX	
Address card will be mailed to: ATLANTA VAMC 1670 CLAIRMONT RD DECATUR, GA 30033 USA	Card Status Pending Card Request Date
Branch Of Service <input type="radio"/> Army <input checked="" type="radio"/> Veteran Declines Branch of Service Logo	Reason for Hold: Veteran not proofed Bad data <input type="checkbox"/>

At the bottom right, there are "Back" and "Hold" buttons, with the "Hold" button being highlighted with a red box.

Figure 5-29: Save Card Request review screen

This screen contains the following information for review:

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

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

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

5.2.6.1. Branch of Service

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

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



Branch Of Service

Army

Veteran Declines Branch of Service Logo

?

Figure 5-30: Branch of Service Selection

5.2.6.2. Save Card Request: New

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

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

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

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

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

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

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

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

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

Veteran Card Details

	Service Connected N Card Number 6855 Medal of Honor N Member ID Purple Heart N ICN 1012894961V780816 Prisoner of War N Plan ID 7346-243-588 VISN 7 Facility 508 Date of Birth 10/10/1951 Expiration Date
Name as it will appear on card: JIM BENSON	
Address card will be mailed to: ATLANTA VAMC 1670 CLAIRMONT RD DECATUR, GA 30033 USA	Card Status Saved On Hold Card Request Date 07/05/2017
Replacement Reason: Not a replacement card	Veteran Declines Branch of Service Logo Reason for Hold: Veteran not proofed

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

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

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

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

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

5.3.1. Step 1: Enter Search Terms

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

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

Other search methods include:

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

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

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



Figure 5-32: Help icon

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

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there are links for 'Home', 'Card Request', 'Reports', and 'Card Management'. On the right, it says 'Logged in as:' followed by a placeholder. Below these are five steps: 'Step 1 Enter Search Terms' (highlighted with a yellow border), 'Step 2 Select Veteran', 'Step 3 Capture Veteran Image', 'Step 4 Select Mailing Address', and 'Step 5 Save Card Request'. A red box highlights the 'Step 1' button. A message in red text reads: 'IMPORTANT Have you Identity Prooferd the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below this, instructions say: '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 main form area has sections for 'Name' (Last Name, First Name, Middle Name), 'Person' (Date of Birth, Gender, Home Phone), 'Address' (Street Address, City, State, Zip Code), and 'Identification' (SSN, EDIPI / Member ID, ICN). The 'ICN' field contains the value '012661460V147440' and is highlighted with a red box. At the bottom right are buttons for '?', 'Clear', and 'Search' (which is also highlighted with a red box).

Figure 5-33: Enter Search Terms screen

5.3.2. Step 2: Select Veteran

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

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

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

Figure 5-34: Select Veteran screen

5.3.3. Reuse Existing Image

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

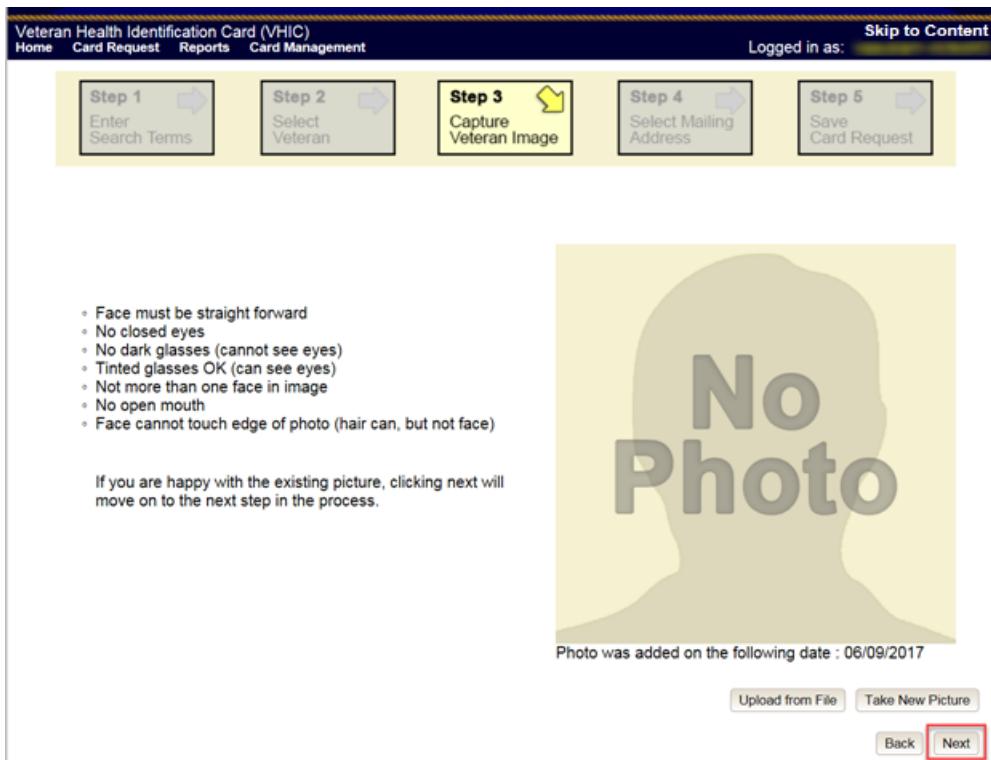


Figure 5-35: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

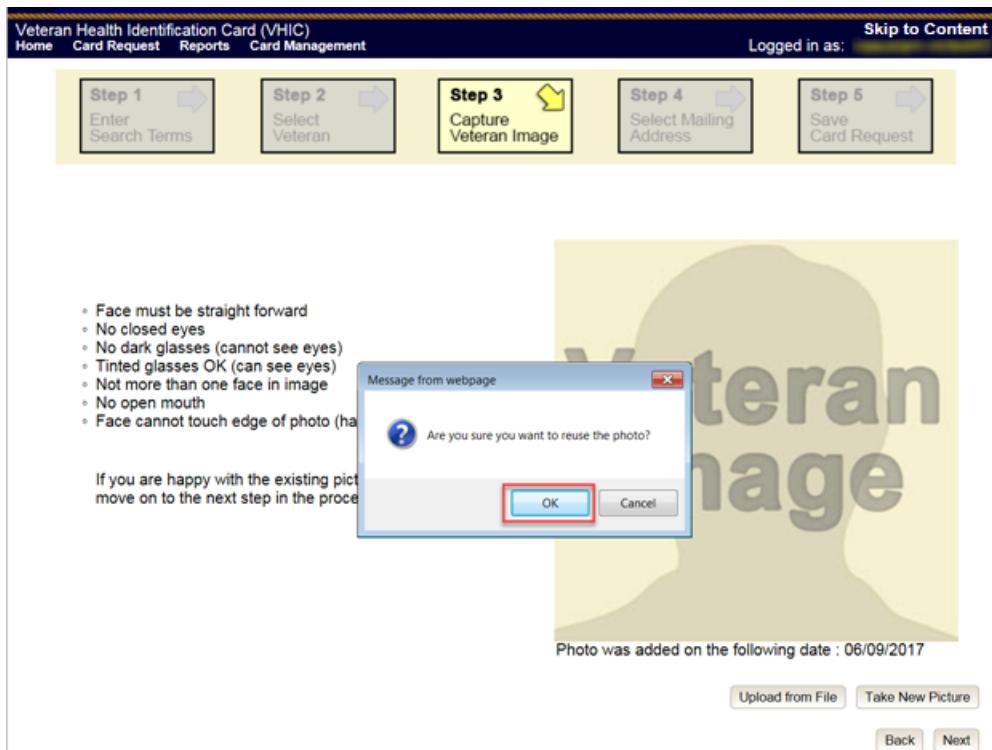


Figure 5-36: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.3.4. Step 4: Select Mailing Address

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

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there are links for Home, Card Request, Reports, and Card Management, along with a 'Skip to Content' link and a 'Logged in as:' indicator. Below these are five step navigation buttons: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address, highlighted in yellow), and Step 5 (Save Card Request). The main content area is titled 'Veteran Identity Confirmation'. It displays the following information:

- Status:** Card Request Status: On Hold (with a red box around it)
Reason: Veteran not proofed
- Veteran Identity Attributes:**
 - First Name: FOUR
 - Last Name: MVIPATIENT
 - Date of Birth: 8/22/1985
- Requesting Facility Address:**
 - Facility Name: ATLANTA VAMC
 - Facility Address: 1670 CLAIRMONT RD
DECATUR, GA 30033 USA
- Address:**

Mail card to:

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

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

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

Buttons at the bottom: ? (Help), Back, Next (highlighted with a red box).

Figure 5-37: Select Mailing Address screen

This step provides several mailing options for the card:

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



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



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



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

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

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

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

5.3.5. Status Section

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

5.3.6. Step 5: Save Card Request

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

This screen contains the following information for review:

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

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

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

5.3.6.1. Branch of Service

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

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



The screenshot shows a user interface for selecting a Branch of Service. It features a title "Branch Of Service" and two radio button options: "Army" and "Veteran Declines Branch of Service Logo". Below the options is a question mark icon inside a circle, likely a help or info button.

Figure 5-38: Branch of Service Selection

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

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

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

Skip to Content
Logged in as:

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

Veteran Card Details

Name as it will appear on card:
MARY ALIX

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

Card Status Saved On Hold
Card Request Date 07/06/2017

Branch Of Service
 Army
 Veteran Declines Branch of Service Logo

Reason for Hold:
Bad data

Back Submit

Figure 5-39: Save Card Request review screen; click Submit

This screen shows that the Card Request was submitted successfully.

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

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

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

Veteran Card Details

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

Name as it will appear on card:
MARY ALIX

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

Card Status Submitted
Card Request Date 07/06/2017

Replacement Reason: Army
Not a replacement card

Reason for Hold:
Not Applicable

Figure 5-40: Card Request Submitted

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

5.4.1. Step 1: Enter Search Terms

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

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

Other search methods include:

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



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

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



Figure 5-41: 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: [User Name]

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 Save Card Request

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

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

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

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

Name Last Name <input type="text"/> First Name <input type="text"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text"/> (DOB format: YYYYMMDD) Gender <input type="select" value="Male"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	
Identification SSN <input type="text"/> (Format: #####-##-####) EDIPI / Member ID <input type="text"/> ICN <input type="text" value="J12661460V147449"/>	

?
Clear
Search

Figure 5-42: Enter Search Terms screen

5.4.2. Step 2: Select Veteran

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

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

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

Figure 5-43: Select Veteran screen

5.4.3. Step 3: Capture Veteran Image

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

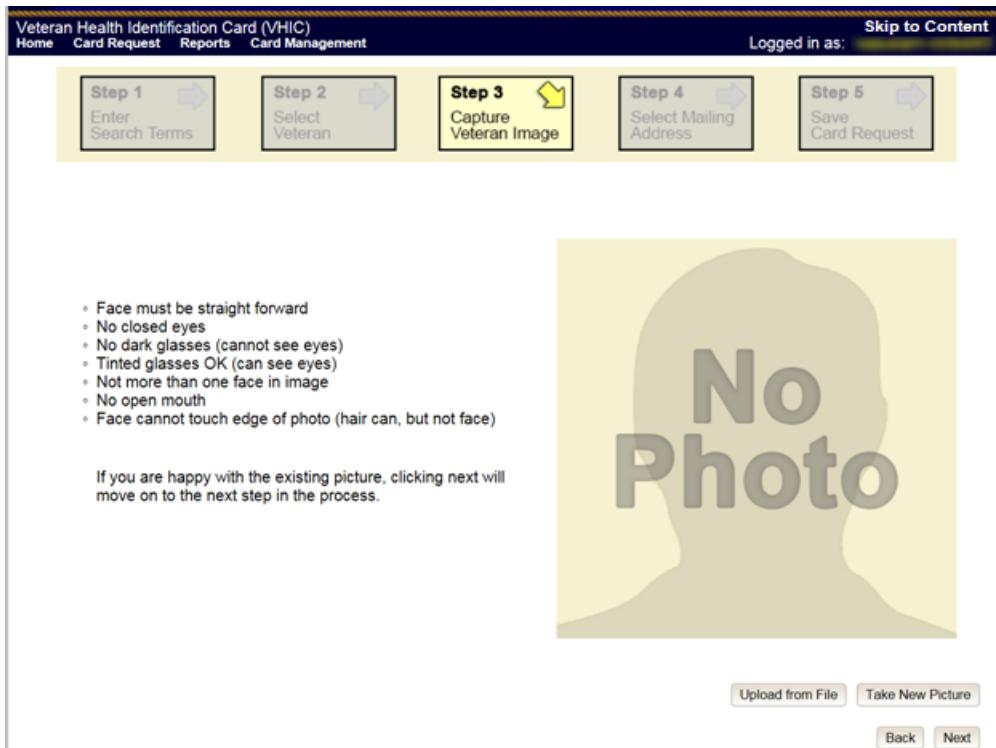


Figure 5-44: Step 3 - Capture Veteran Image screen

5.4.3.1. Take New Picture

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

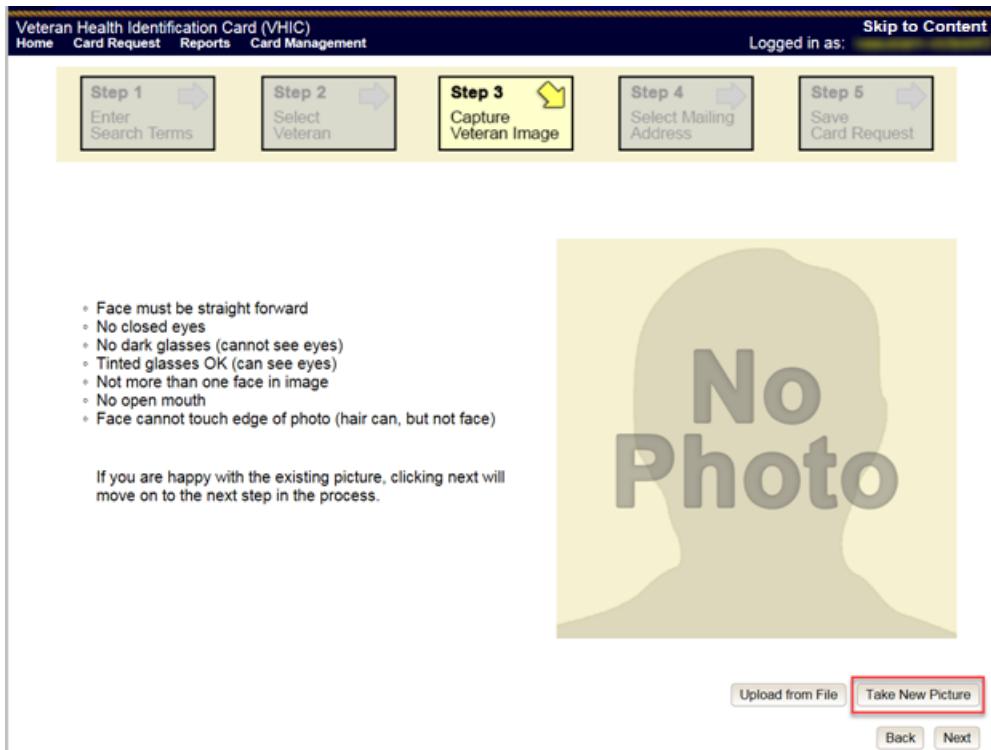


Figure 5-45: Capture Veteran Image screen – Take New Picture

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

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

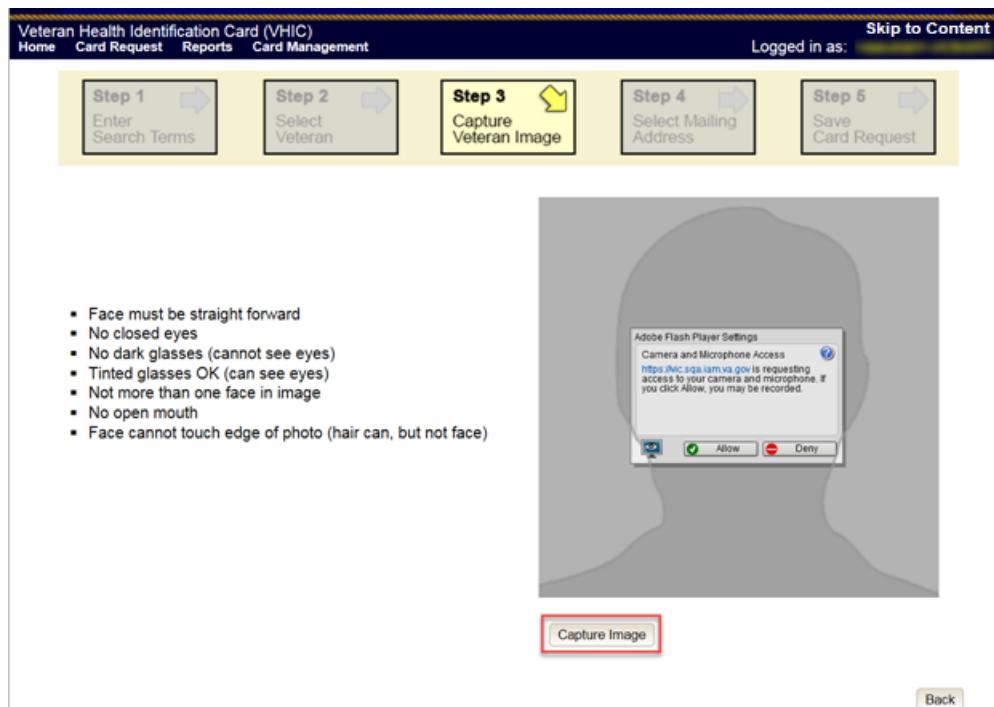


Figure 5-46: Capture Veteran Image screen – Capture Image

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



Figure 5-47: Capture Veteran Image screen – Accept new photo; click Next



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

5.4.3.2. Upload from File

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

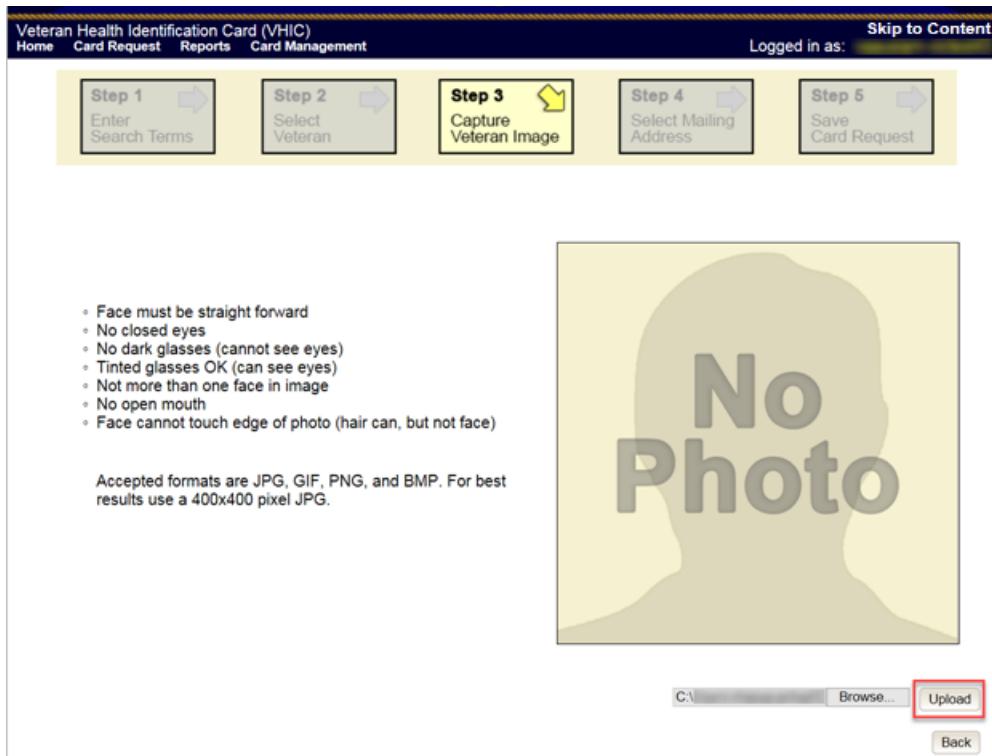


Figure 5-48: Capture Veteran Image screen – Upload from File

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

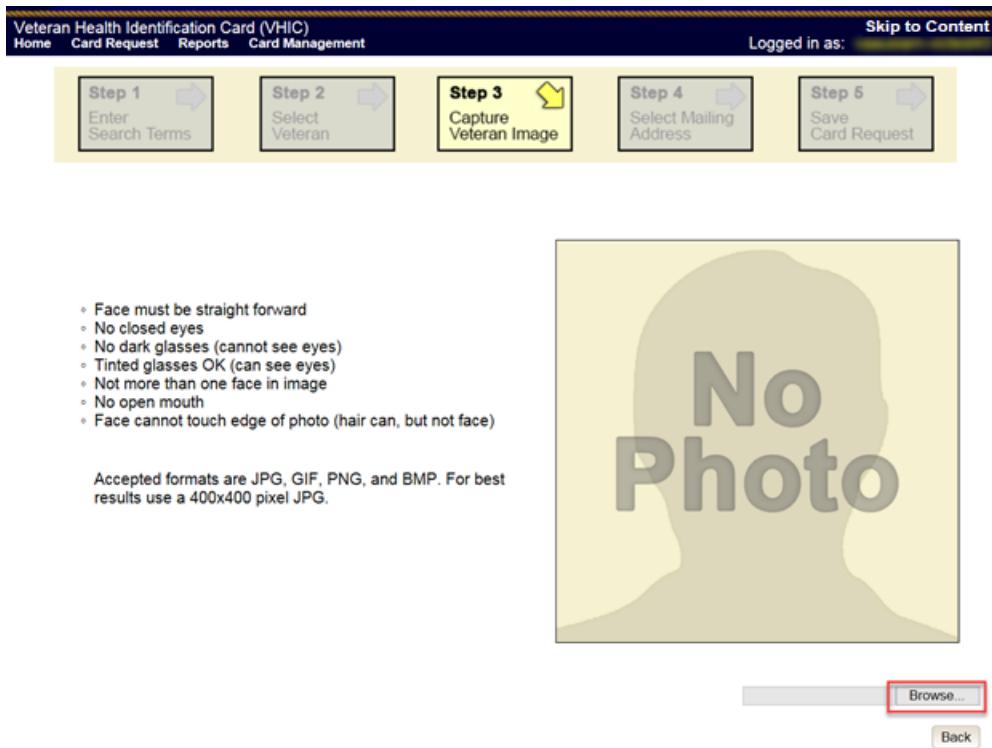


Figure 5-49: Capture Veteran Image screen – Upload photo; click Browse

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

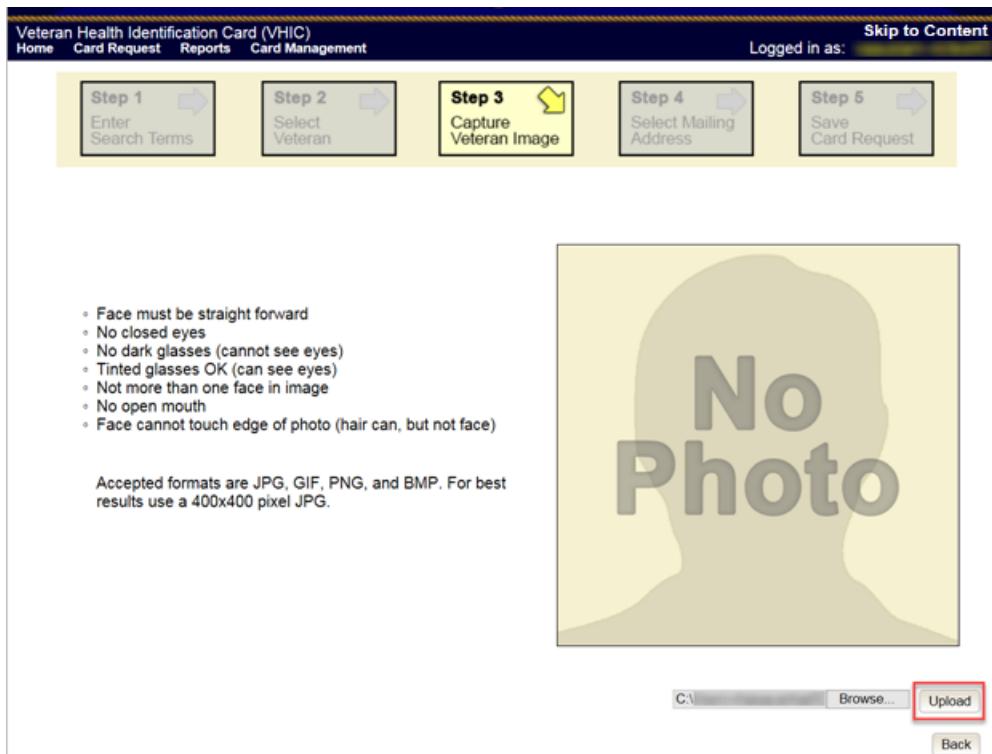


Figure 5-50: Capture Veteran Image screen – Upload photo; click Upload

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

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

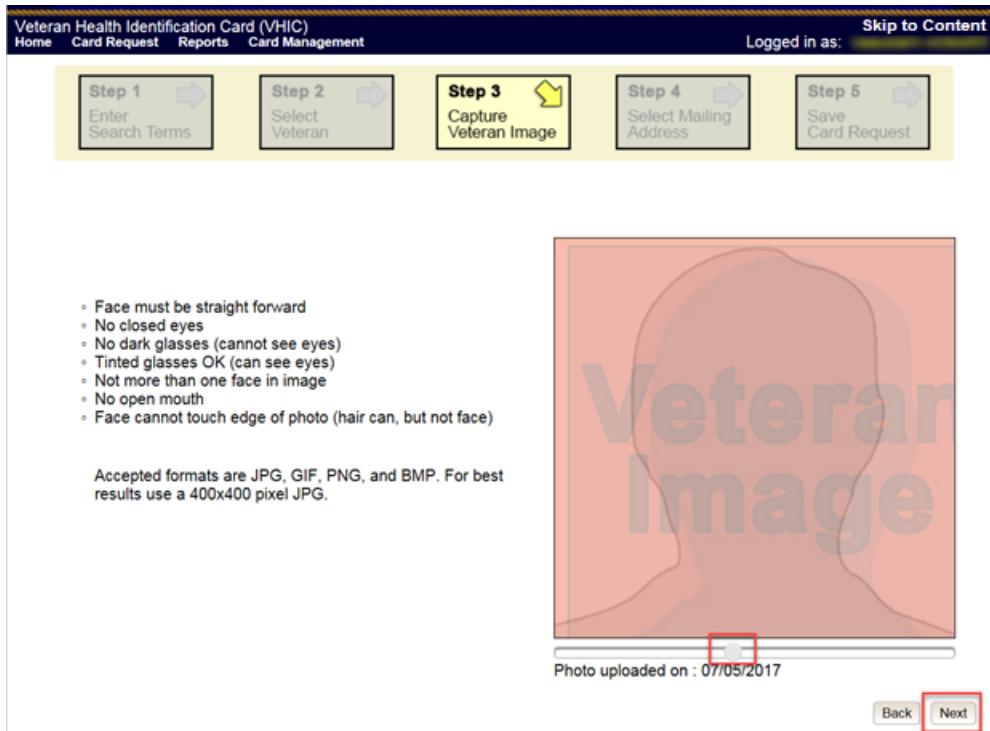


Figure 5-51: Capture Veteran Image screen – Edit photo; click Next

5.4.3.3. Reuse Existing Image

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

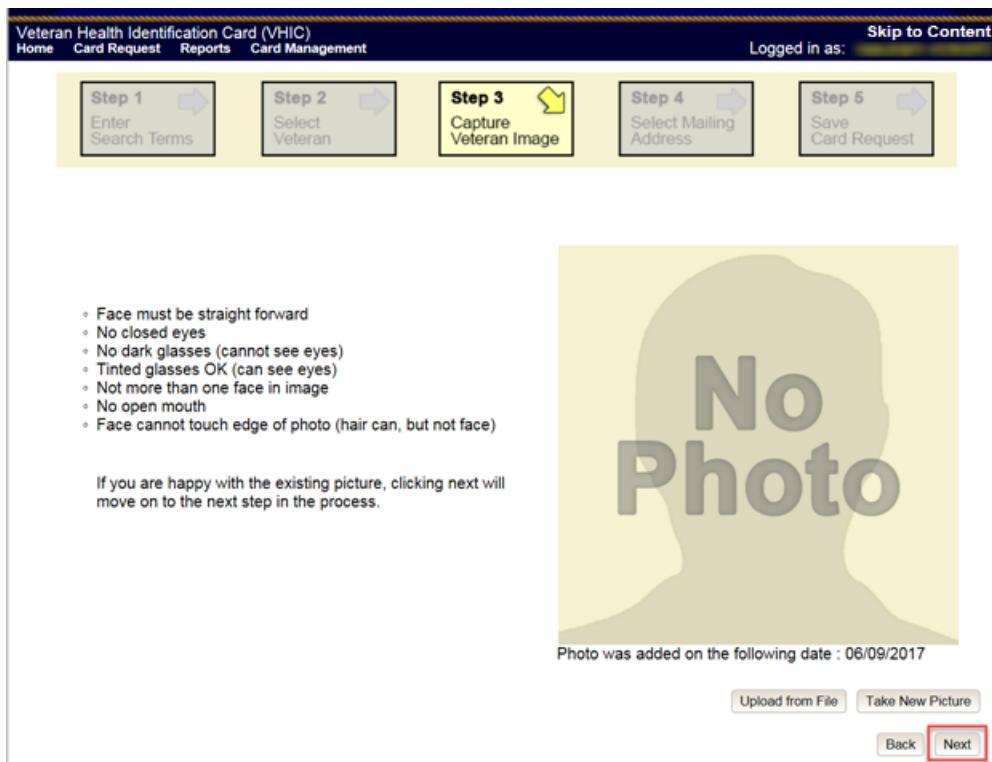


Figure 5-52: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

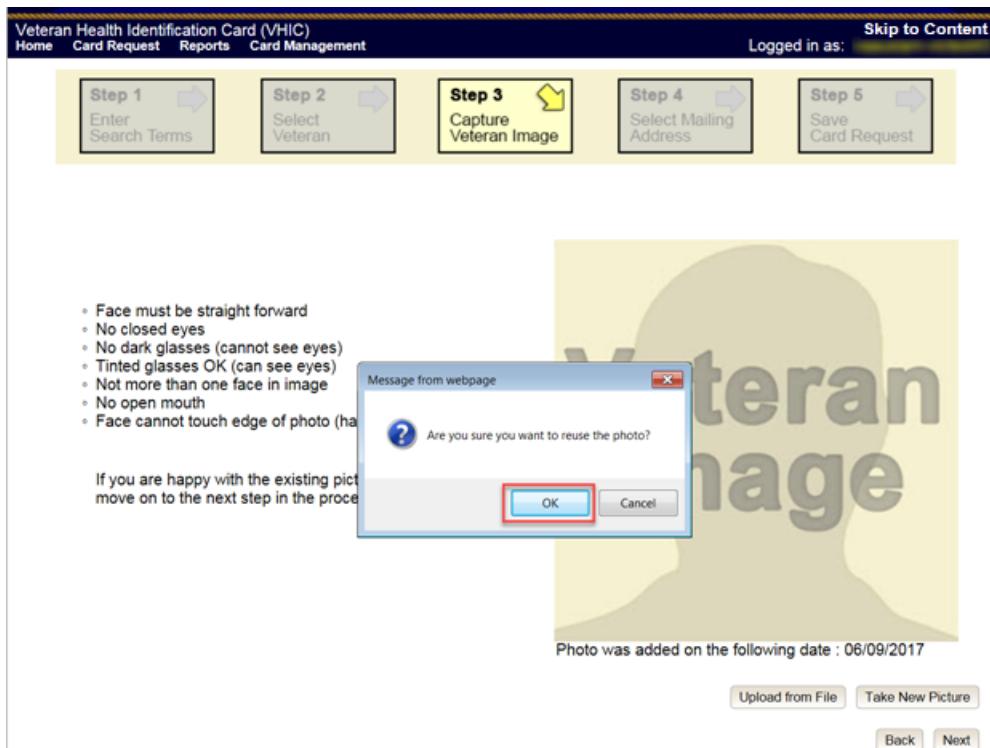


Figure 5-53: Capture Veteran Image screen – Reuse Existing Photo; click OK



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

5.4.4. Step 4: Verify Identity Attributes

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

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Management Skip to Content Logged in as: [User]

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

Veteran Identity Confirmation

Status
Card Request Status: New

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

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

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

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

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

?

Back

Next

Figure 5-54: Select Mailing address screen

This step provides several mailing options for the card:

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

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

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

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

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

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

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

5.4.5. Status Section

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

The screenshot shows a user interface for a card request. At the top left is a label 'Status'. Below it is a section titled 'Card Request Status' with the value 'Replacement'. Underneath this, there is a label 'Replacement Reason' followed by a dropdown menu. The dropdown menu has a blue header bar with the text 'NOT SELECTED' and a white dropdown area containing the following options: 'Damaged', 'Expired', 'Incorrect Information', 'Lost', 'Poor Quality', and 'Stolen'. A small downward-pointing arrow is located at the bottom right of the dropdown menu.

Figure 5-55: Card Request Status section

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

5.4.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

The screenshot shows a user interface for a card request. At the top left is a section titled 'Card Request Status' with the value 'Replacement'. Below it is a section titled 'Replacement Reason' which contains a dropdown menu. The dropdown menu has a blue header bar with the text 'NOT SELECTED' and a white dropdown area containing the following options: 'Damaged', 'Expired', 'Incorrect Information', 'Lost', 'Poor Quality', and 'Stolen'. The dropdown menu is currently open, displaying these options.

Figure 5-56: Replacement Reason drop-down list

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

- Photo
- Text
- Other

The screenshot shows a dropdown menu for 'Replacement Reason' with 'Poor Quality' selected. A secondary dropdown menu is open under 'Poor Quality' with the following options: NOT SELECTED, Other, Photo, and Text. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-57: Poor Quality Replacement Reasons

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

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

The screenshot shows a dropdown menu for 'Replacement Reason' with 'Damaged' selected. A secondary dropdown menu is open under 'Damaged' with the following options: NOT SELECTED, Barcode not working, Magnetic stripe not working, and Other physical damage. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-58: Damaged Replacement Reasons

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

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

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

Figure 5-59: Incorrect Information Replacement Reasons

5.4.6. Step 5: Save Card Request

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

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

- Veteran Health Identification Card (VHIC)** is displayed at the top.
- Logged in as:** [User Name]
- Skip to Content** link.
- 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** are listed sequentially.
- Veteran Card Details** section:
 - Veteran Image:** A placeholder image for the veteran's photo.
 - Name as it will appear on card:** WILSON BROWN
 - Address card will be mailed to:** WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA
 - Card Status:** Pending
 - Card Request Date:** [Placeholder box]
 - Service Connected:** N
 - Medal of Honor:** N
 - Purple Heart:** N
 - Prisoner of War:** N
 - Card Number:** 1607956576
 - Member ID:** 1012894958V625284
 - ICN:** 7346-243-588
 - Plan ID:** 7
 - VISN:** 508
 - Facility:** 10/10/1952
 - Date of Birth:** 10/10/1952
- Branch Of Service:** Army (radio button selected)
- Reason for Hold:** Bad data (checkbox)
- Buttons:** Back, Submit (the Submit button is highlighted with a red border).

Figure 5-60: Save Card Request review screen

This screen contains the following information for review:

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

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

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

5.4.6.1. Branch of Service

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

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



Branch Of Service

Army

Veteran Declines Branch of Service Logo

Figure 5-61: Branch of Service Selection

5.4.6.2. Save Card Request: Replacement

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

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

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

Below this, it says "Address card will be mailed to:" followed by the address: WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA. A green box highlights "Card Status Submitted" and "Card Request Date 07/07/2017". Under "Replacement Reason:", "Lost" is selected. Under "Reason for Hold:", "Not Applicable" is listed. Other fields shown include "Army" and "Reason for Hold: Not Applicable".

Figure 5-62: Replacement Card Request Submitted

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

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

5.5.1. Step 1: Enter Search Terms

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

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

Other search methods include:

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

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

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



Figure 5-63: Help icon

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

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

The screenshot shows the 'Veteran Health Identification Card (VHIC)' interface. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). A message at the top says 'IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)'. Below this, instructions advise copying the Veteran's ICN from the toolkit and pasting it into the ICN field. It also lists search methods: Member ID, Last Name, First Name, DOB, and SSN. A note states that if using LN/FN/DOB/SSN, at least two other sections (Person, Address, Identification) must be supplied. The main form area contains fields for Name (Last Name, First Name, Middle Name), Person (Date of Birth, Gender, Home Phone), Address (Street Address, City, State, Zip Code), and Identification (SSN, EDIPI / Member ID, ICN). The ICN field contains the value '012661460V1474 X' and is highlighted with a red box. Below the form are 'Clear' and 'Search' buttons.

Figure 5-64: Enter Search Terms screen

5.5.2. Step 2: Select Veteran

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

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

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

Figure 5-65: Select Veteran screen

5.5.3. Reuse Existing Image

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



Figure 5-66: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

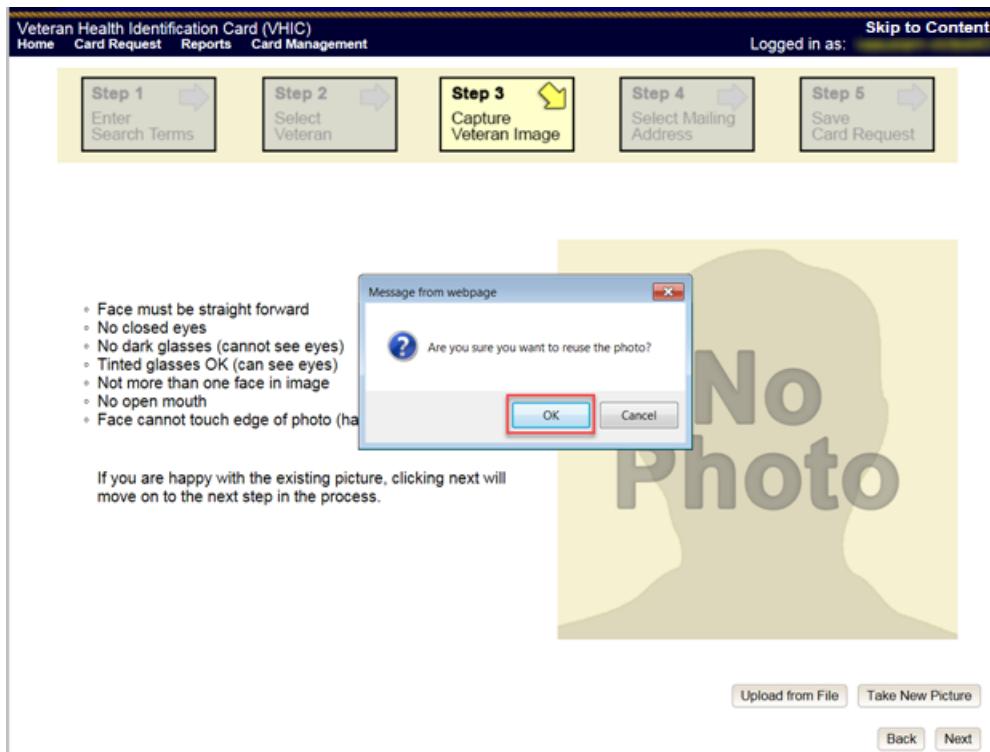


Figure 5-67: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.5.4. Step 4: Select Mailing Address

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

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

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

Veteran Identity Confirmation

Status
Card Request Status: Replacement
Replacement Reason: Lost

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

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

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

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

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

[?] Back Next

Figure 5-68: Select Mailing Address screen

This step provides several mailing options for the card:

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



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



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



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

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

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

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

5.5.5. Status Section

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

The screenshot shows a user interface for a card request. At the top, there is a header labeled "Status". Below it, a section titled "Card Request Status" has the value "Replacement" selected. Underneath this, another section titled "Replacement Reason" has the value "NOT SELECTED" and includes a small dropdown arrow icon.

Figure 5-69: Card Request Status section

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

5.5.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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

The screenshot shows a dropdown menu for "Replacement Reason". The menu items are: Damaged, Expired, Incorrect Information, Lost, Poor Quality, and Stolen. The item "Damaged" is currently highlighted with a blue background.

Figure 5-70: Replacement Reason drop-down list

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

- Photo
- Text
- Other

The screenshot shows a dropdown menu for 'Replacement Reason' with 'Poor Quality' selected. A secondary dropdown menu is open under 'Poor Quality' with the following options: NOT SELECTED, Other, Photo, and Text. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-71: Poor Quality Replacement Reasons

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

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

The screenshot shows a dropdown menu for 'Replacement Reason' with 'Damaged' selected. A secondary dropdown menu is open under 'Damaged' with the following options: NOT SELECTED, Barcode not working, Magnetic stripe not working, and Other physical damage. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-72: Damaged Replacement Reasons

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

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

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

Figure 5-73: Incorrect Information Replacement Reasons

5.5.6. Step 5: Save Card Request

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

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

- Header:** Veteran Health Identification Card (VHIC), Home, Card Request, Reports, Card Management, Skip to Content, Logged in as: [User]
- Step Progress:** Step 1 Enter Search Terms, Step 2 Select Veteran, Step 3 Capture Veteran Image, Step 4 Select Mailing Address, Step 5 Save Card Request (highlighted in yellow).
- Veteran Card Details:** A preview of the card with the VA logo, "Veteran Image", and a barcode. The card details are:

Service Connected	N	Card Number	1607956576
Medal of Honor	N	Member ID	1012894958V625284
Purple Heart	N	ICN	
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	10/10/1952
- Address card will be mailed to:** WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA
- Card Status:** Pending
- Card Request Date:** [Redacted]
- Branch Of Service:** Army, Veteran Declines Branch of Service Logo
- Replacement Reason:** Lost
- Reason for Hold:** Bad data
Details: Name spelled wrong.
- Buttons:** Back, Hold (highlighted in red)

Figure 5-74: Save Card Request review screen

This screen contains the following information for review:

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

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

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

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

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

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

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

5.5.6.1. Save Card Request: Manually saved On-Hold

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

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

The screenshot shows the VHIC application interface. At the top, there are navigation links: Home, Card Request, Reports, and Card Management. To the right, it says "Skip to Content" and "Logged in as: [username]". Below these are five step-by-step boxes: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background and a yellow arrow icon. The main area is titled "Veteran Card Details". It displays a VA logo, a placeholder for a veteran image, and a barcode. It lists service-connected status (N), card number (6865), medal of honor (N), member ID (1607956576), purple heart (N), ICN (1012894958V625284), prisoner of war (N), plan ID (7346-243-588), VISN (7), facility (508), date of birth (10/10/1952), and expiration date (7/5/2027). Below this, it shows the address where the card will be mailed: WILSON BROWN, 10007 F STREET, HERNDON, VA 20171 USA. A yellow box highlights the "Card Status" as "Saved On Hold" and the "Card Request Date" as "07/07/2017". Under "Replacement Reason:", the word "Lost" is listed. Under "Reason for Hold:", it says "Bad data: Name spelled wrong." The military branch is listed as "Army".

Figure 5-75: Replacement Card Request Saved On Hold

5.6. On Hold Reasons Explained

5.6.1. Veteran Not Prooferd

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

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



Figure 5-76: Veteran Not Proofed Warning message on Step 4: Select Mailing Address

Reason for Hold:

Veteran not proofed

Bad data

A screenshot of a form titled "Reason for Hold:". It contains two options: "Veteran not proofed" and "Bad data". The "Veteran not proofed" option is highlighted with a red box. The "Bad data" option is also highlighted with a red box and includes a checkbox for selection.

Figure 5-77: Reason for Hold: Veteran Not Proofed

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

Veteran Identity Confirmation

Status
Card Request Status On Hold
Veteran not proofed

Figure 5-78: Card Request Status: On Hold - Veteran Not Proofed

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

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

5.6.2. Enrollment Services Unavailable

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

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

Figure 5-79: Reason for Hold: Enrollment Unavailable

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

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

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

5.6.3. Eligibility Pending

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

The screenshot shows a form titled "Reason for Hold". Under the "Reason for Hold" section, there is a dropdown menu with two options: "Eligibility Pending" and "Bad data". The "Eligibility Pending" option is highlighted with a red border. Below the dropdown is a checkbox labeled "Bad data" with an unchecked square box next to it.

Figure 5-80: Reason for Hold: Eligibility Pending



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

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

5.6.4. Bad Data – Other

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

The screenshot shows a form titled "Reason for Hold". Under the "Reason for Hold" section, there is a checkbox labeled "Bad data" with a checked square box next to it. Below the checkbox is a text input field labeled "Details" containing the text "Name Spelled Wrong". Both the checkbox and the details field are highlighted with a red border.

Figure 5-81: Reason for Hold: Bad Data – Name Spelled Wrong

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

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

Veteran Identity Confirmation

Status	Card Request Status
	Replacement On Hold
	Bad Data: Name spelled wrong.

Figure 5-82: Card Request Status: Replacement on Hold - Bad Data: Name Spelled Wrong

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

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

Figure 5-83: Reason for Hold: Bad Data Unchecked

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

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

5.7.1. Step 1: Enter Search Terms

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

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

Other search methods include:

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



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

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



Figure 5-84: Help icon

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

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

The screenshot shows the VHIC Card Request interface. At the top, there is a navigation bar with links for Home, Card Request, Reports, and Card Management. On the right, it says "Logged in as: [username]" and "Skip to Content". Below the navigation bar, there is a horizontal bar with five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 1 is highlighted with a yellow background. An important message at the top of the main area reads: "IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open Identity Management ToolKit in another window)". Below this, instructions advise copying the Veteran's ICN from the Identity Management Toolkit and pasting it into the ICN field. It also lists other search methods like Member ID, Last Name, First Name, DOB, and SSN. A note specifies that if using LN/FN/DOB/SSN, at least two other sections (Person, Address, Identification) must be filled. The main form area contains fields for Name (Last Name, First Name, Middle Name), Person (Date of Birth, Gender, Home Phone), Address (Street Address, City, State, Zip Code), and Identification (SSN, EDIPI / Member ID, ICN). The ICN field is highlighted with a red border. At the bottom right are buttons for "Clear" and "Search", with the "Search" button also having a red border.

Figure 5-85: Enter Search Terms screen

5.7.2. Step 2: Select Veteran

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

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

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

Figure 5-86: Select Veteran screen

5.7.3. Reuse Existing Image

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

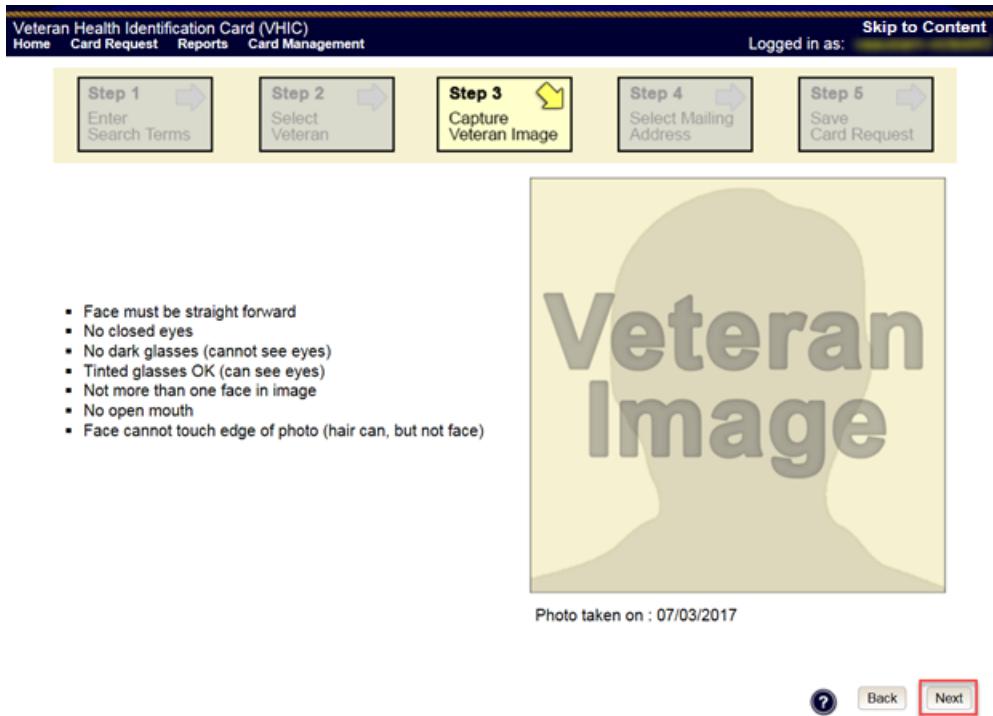


Figure 5-87: Capture Veteran Image screen – Reuse Existing Photo; click Next

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

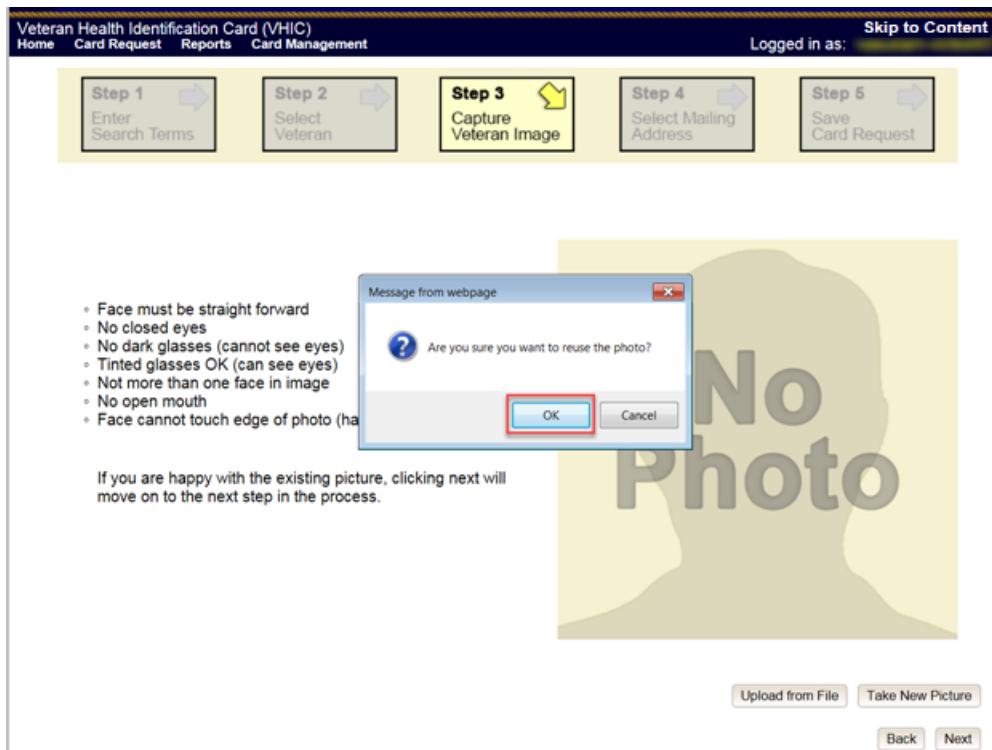


Figure 5-88: Capture Veteran Image screen – Reuse Existing Photo; click OK

5.7.4. Step 4: Select Mailing Address

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

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

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

Bad preferred facility address for Facility ID 984 - no address available

Veteran Identity Confirmation

Status
Card Request Status: Replacement On Hold
Bad Data: Name spelled wrong.
Replacement Reason: Lost

Veteran Identity Attributes
First Name: WILSON
Last Name: BROWN
Date of Birth: 10/10/1952

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

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

Recipient: WILSON BROWN
 Street 1: 10007 F STREET
 Street 2: HERNDON
 Street 3:
 City: VA
 State: USA
 Zip Code: 20171
 Province:
 Postal Code:
 Country: USA

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

?

Back

Next

Figure 5-89: Select Mailing Address screen

This step provides several mailing options for the card:

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

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

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

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

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

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

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

5.7.5. Status Section

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

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

Figure 5-90: Card Request Status section

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

5.7.5.1. Replacement Options

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

The following are the available primary replacement reasons:

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



Figure 5-91: Replacement Reason drop-down list

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

- Photo
- Text
- Other

The screenshot shows a dropdown menu for 'Replacement Reason' with 'Poor Quality' selected. A secondary dropdown menu is open under 'Poor Quality' with the following options: NOT SELECTED, Other, Photo, and Text. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-92: Poor Quality Replacement Reasons

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

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

The screenshot shows a dropdown menu for 'Replacement Reason' with 'Damaged' selected. A secondary dropdown menu is open under 'Damaged' with the following options: NOT SELECTED, Barcode not working, Magnetic stripe not working, and Other physical damage. The 'NOT SELECTED' option is highlighted with a blue background.

Figure 5-93: Damaged Replacement Reasons

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

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

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

Figure 5-94: Incorrect Information Replacement Reasons

5.7.6. Step 5: Save Card Request

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

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

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

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

The screenshot shows the VHIC interface at Step 5: Save Card Request. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 5 is highlighted with a yellow background. The title "Veteran Card Details" is centered above the data entry fields. On the left, there is a placeholder for a "Veteran Image" with the VA logo and "U.S. Department of Veterans Affairs". Below it is a barcode. To the right, a table lists veteran information:

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

Below the table, the "Name as it will appear on card:" field contains "WOLFESCHLE X HAUSENBERGERDORFF". The "Address card will be mailed to:" field contains "WOLFESCHLE X HAUSENBERGERDORFF 1601 4TH PLAIN BLVD BUILDING 17 4TH FLOOR, SUITE 402 GLASGOW, LANARKSHIRE H2 3RN GBR". The "Card Status" is "Saved On Hold" and the "Card Request Date" is "07/12/2017". In the "Branch Of Service" section, the "Veteran Declines Branch of Service Logo" radio button is selected. The "Replacement Reason" is "Lost". The "Reason for Hold" section contains a checked checkbox labeled "Bad data" and a text input field "Details: Name Spelled Wrong".

Figure 5-95: Save Card Request review screen; Uncheck Bad Data checkbox

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

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

Skip to Content
Logged in as:

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

Veteran Card Details

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

Name as it will appear on card:
WOLFESCHLE X
HAUSENBERGERDORFF

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

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

Branch Of Service
 Coast Guard
 Veteran Declines Branch of Service Logo

Replacement Reason:
Lost

Reason for Hold:
Bad data

Back **Submit**

Figure 5-96: Save Card Request review screen; click Submit

This screen shows that the Card Request was submitted successfully.

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

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

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

Veteran Card Details

	Service Connected Y Card Number 6867 Medal of Honor Y Member ID 1606267793 Purple Heart Y ICN 1012663658V370100 Prisoner of War Y Plan ID 7346-243-588 VISN 7 Facility 508 Date of Birth 7/7/1957 Expiration Date 7/12/2027
Name as it will appear on card: WOLFESCHLE X HAUSENBERGERDORFF	
Address card will be mailed to: WOLFESCHLE X HAUSENBERGERDORFF 1601 4TH PLAIN BLVD BUILDING 17 4TH FLOOR, SUITE 402 GLASGOW, LANARKSHIRE H2 3RN GBR	
Card Status Submitted Card Request Date 07/12/2017	
Veteran Declines Branch of Service Logo	
Replacement Reason: Lost	Reason for Hold: Not Applicable

Figure 5-97: Replacement Card Request Submitted

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

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

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

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

Figure 5-98: Replacement Card has been requested within the past 10 days

If for some reason a new VHIC request must be made to include any changes within 10 days of the previous card request, **ONLY** the VHIC Administrator will be able to submit a new card request. In this instance, the VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message.

Information to include in the request are listed below:

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

6. Card Deactivations

Card deactivations can **ONLY** be completed by the VHIC Administrator. The VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message.

Information to include in the request are listed below:

- Veteran's First and Last Name
- Date of Birth
- SSN
- Card ID Number
- Site Point of Contact
- One of the following deactivation reasons:
 - Cancelled/Declined (enrollment)
 - Damaged
 - Deceased
 - Identity Theft
 - Lost
 - Stolen
 - Other – With detailed explanation

 **NOTE:** For Damaged, Lost and Stolen cards, please specify whether a new replacement card should be sent to the Veteran after their current card has been deactivated.

VHIC Administrators can find detailed information on how to deactivate all of the VHICs for a given Veteran in the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 3 – Admins** document.

7. Reports

A comprehensive walkthrough of all of the different reports that are available to VHIC users and the types of metrics that can be obtained, as well as an explanation of the user role permissions for accessing the reports are included in the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 2 - Reports** document.

8. Troubleshooting

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

Appendix A: VHIC Roles

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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