

**My VA**

Last updated: March 2022

My VA Product Guide

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# Product overview

The My VA dashboard on VA.gov provides Veterans easier access to critical information in one place. My VA ([www.va.gov/my-va](http://www.va.gov/my-va)) allows Veterans to view a summary of important information about themselves, including:

* [Disability rating](#3j2qqm3)
* [Claim and appeals](#3as4poj)
* [Health care](#8j0i64qizdm4)
* [Benefit payments and debts](#g1vxzd8bdu9u)
* [Apply for VA benefits](#fjhzxnmwhrwk)

If users are looking for more information in each of these categories, or wish to make edits to information they see, they can dive further into each section using the links provided.

# User access

For a user to view the My VA dashboard, they must meet the following criteria:

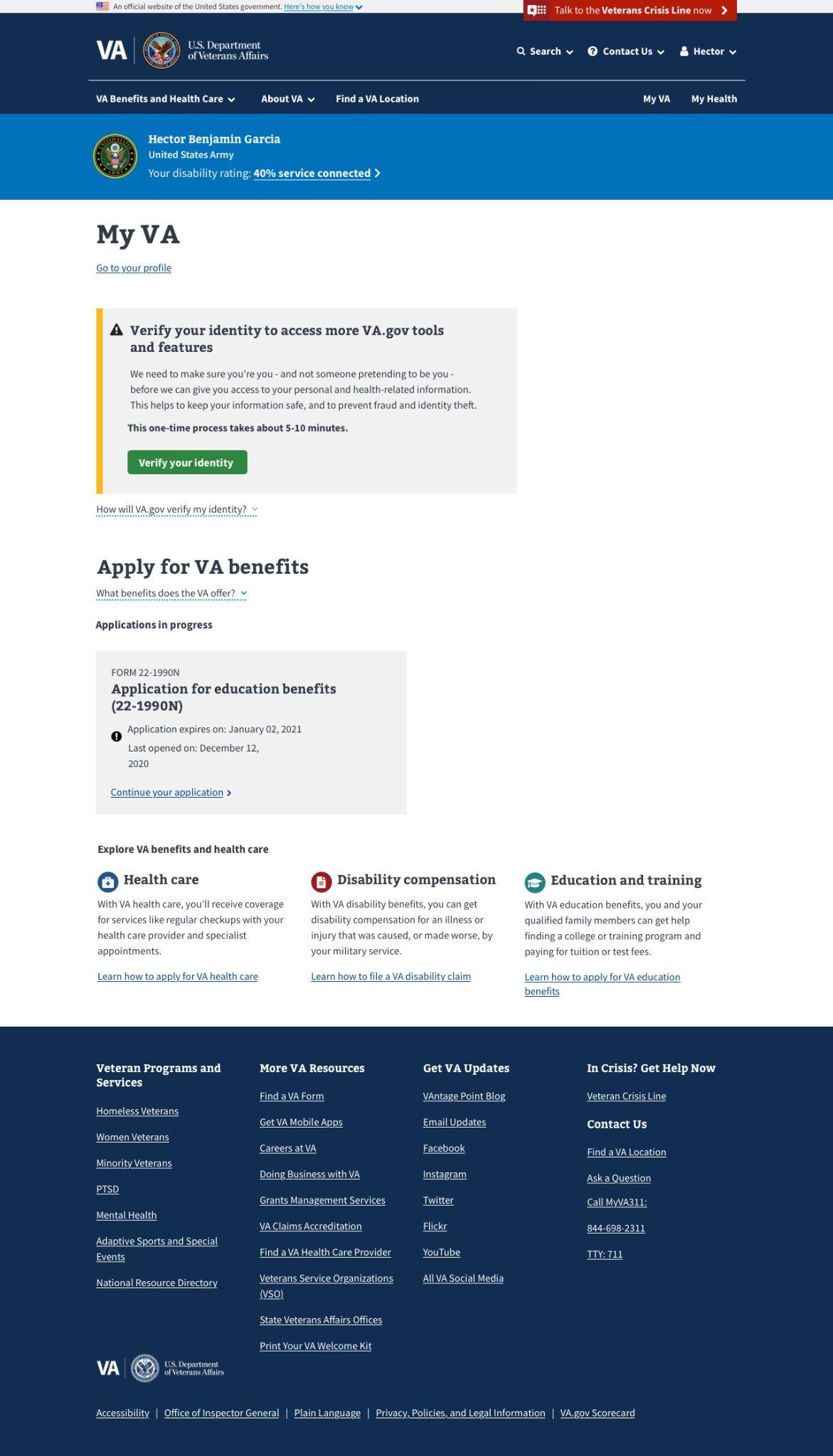
* Be logged in to VA.gov.
* Be in the Master Person Index (MPI).
* Have verified their identity on VA.gov.

## The Master Person Index (MPI)

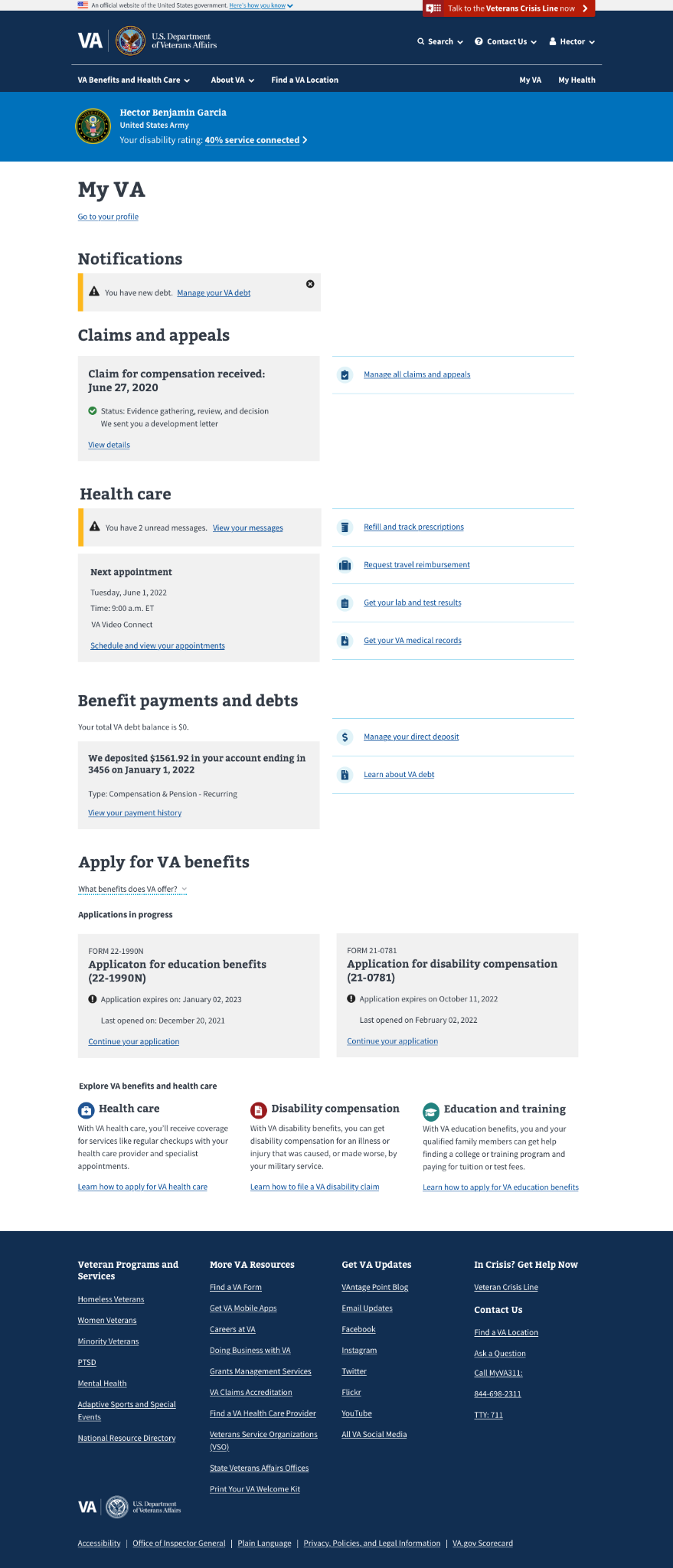
Veterans found in the Master Person Index (MPI) will have access to My VA on VA.gov if they are logged in and have verified their identity. To be in the MPI, a person must have had an interaction with VA where their data was entered into the MPI system. In most cases, this happens when a person contacts a VA call center.

## Users who have not verified their identity (LOA1)

If someone is logged in and exists in the MPI but has not verified their identity on VA.gov, they will only see the Apply for VA benefits section of My VA when they go to [www.va.gov/my-va](http://www.va.gov/my-va) ([Figure 1](#tyjcwt)). From there, they can add additional security to their account by verifying their identity or adding 2-factor authentication (2FA). To view their disability rating (if applicable), claims or appeals information (if applicable), or health care information (if applicable), they must verify their identity ([https://va.gov/verify/](https://staging.va.gov/verify/)).

*****Figure 1. What an LOA1 user sees at My VA.*

## Users who have verified their identity (LOA3)

  
*Figure 2. The full My VA dashboard.*

Users who are logged in, exist in the MPI, and have verified their identity (LOA3) will be able to view their full My VA dashboard ([Figure 2](#1t3h5sf)), though sections may vary depending on the user’s personal circumstances.

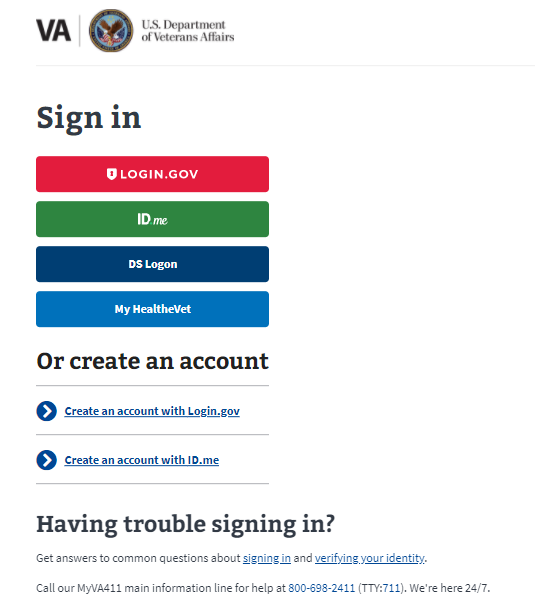
# Navigation

Users can navigate to the My VA dashboard through two main paths.

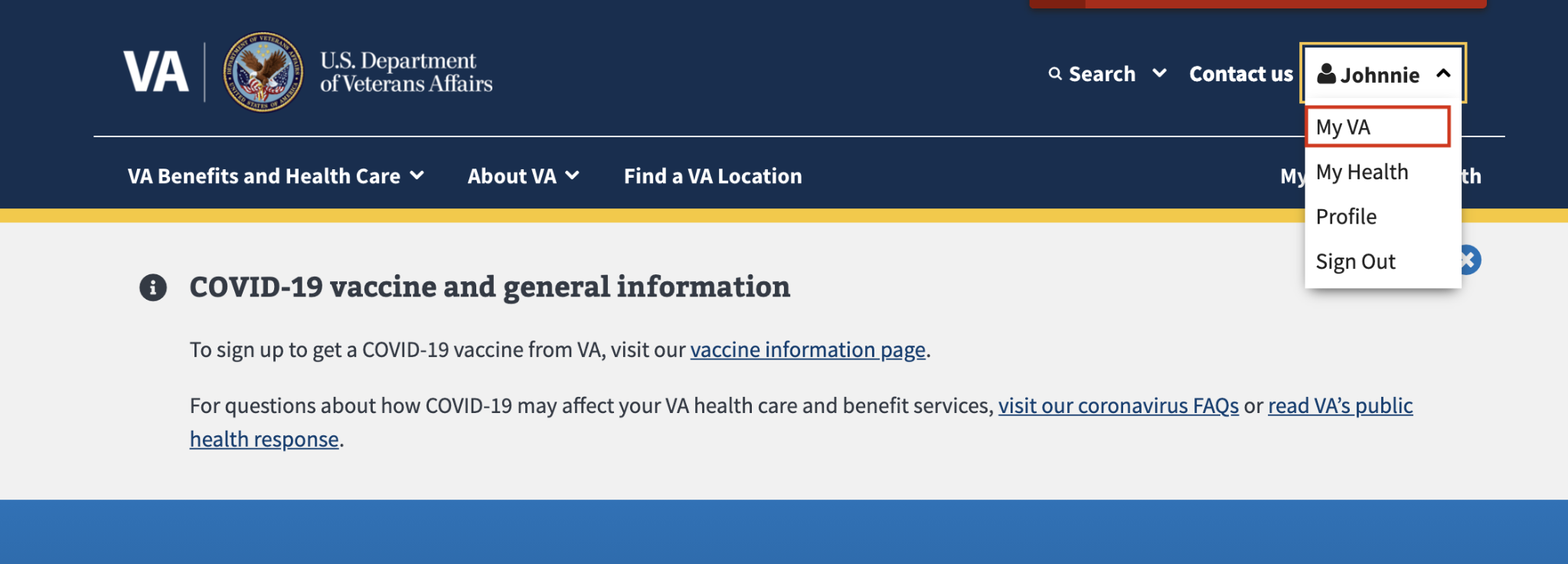
**Path 1: Sign in and navigate to My VA dashboard via personalized menu**

To navigate to the My VA dashboard, users must:

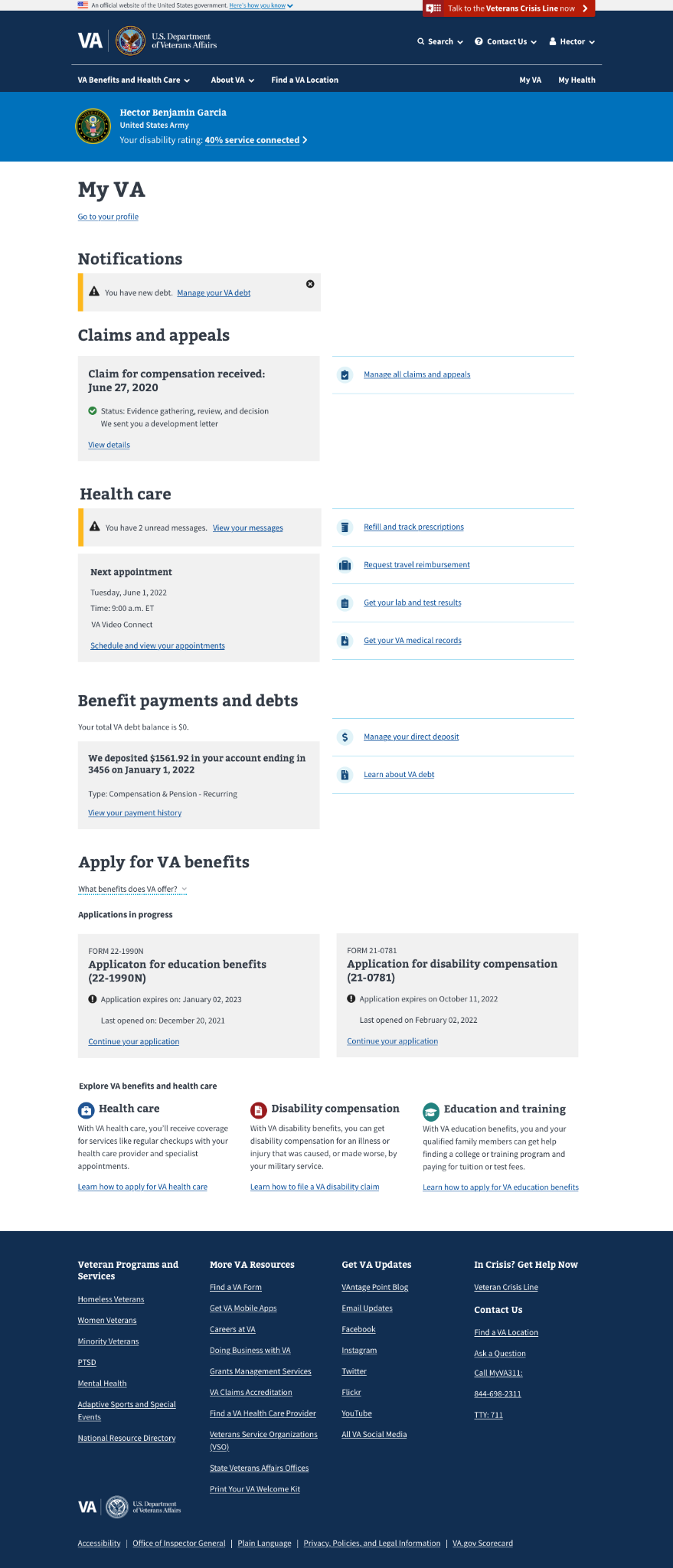
1. Sign into VA.gov ([Figure 3](#17dp8vu)).

  
*Figure 3. VA.gov sign-in page.*

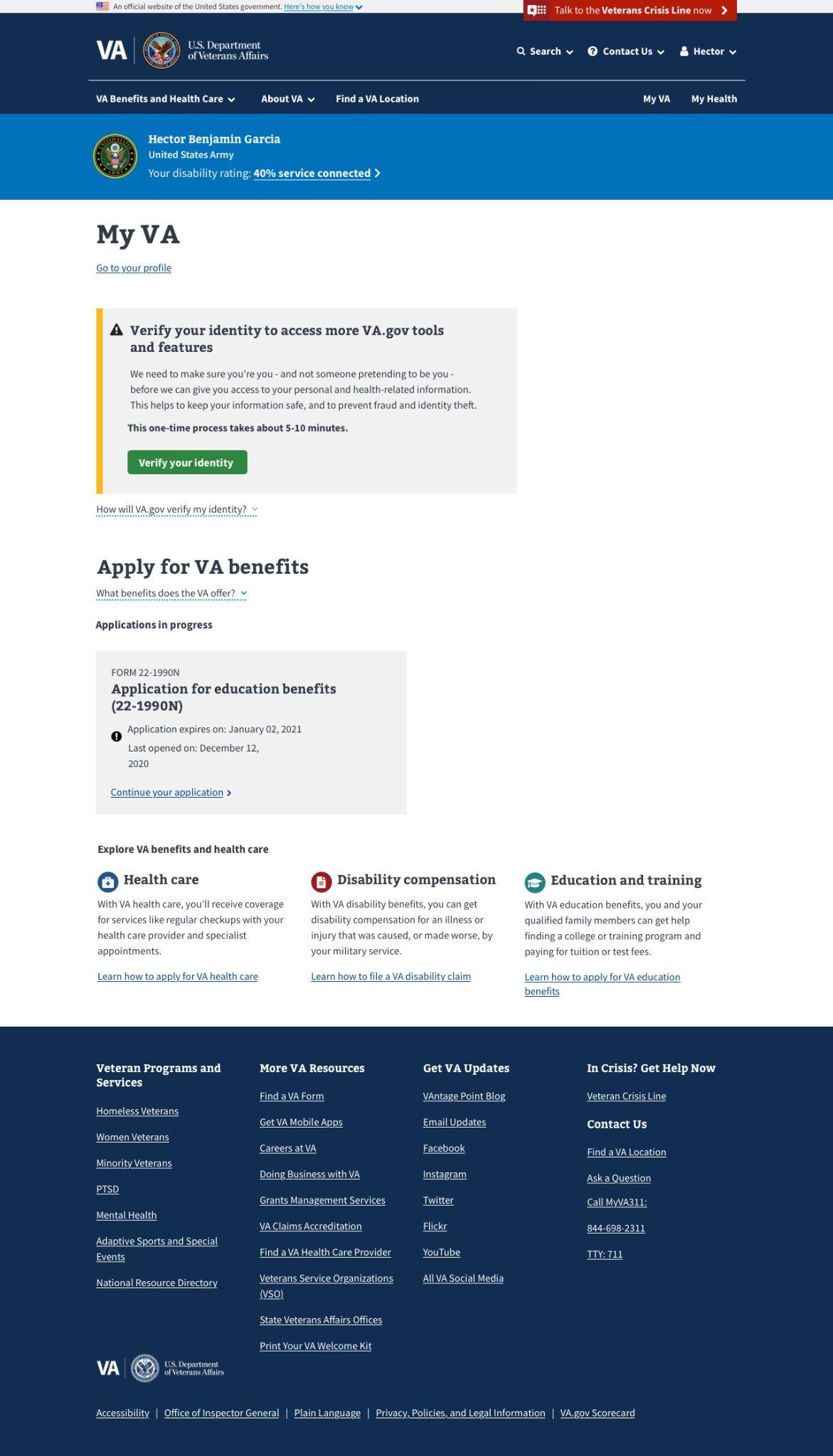
1. Click the personalized menu in the upper right corner of the screen (the user’s name; [Figure 4](#3rdcrjn)) and select My VAfrom the drop-down menu.

*****Figure 4. Personalized user menu.*

This will take logged in users to the My VA dashboard. As mentioned above, if a user is LOA3, they will be able to view their full My VA dashboard and whatever sections apply to them (disability rating, claims and appeals, health care, benefit payments and debts). All users will be able to see the Apply for VA benefits section, regardless of their LOA status. See [Figure 5](#26in1rg).

  
*Figure 5. My VA dashboard as seen by LOA3 user.*

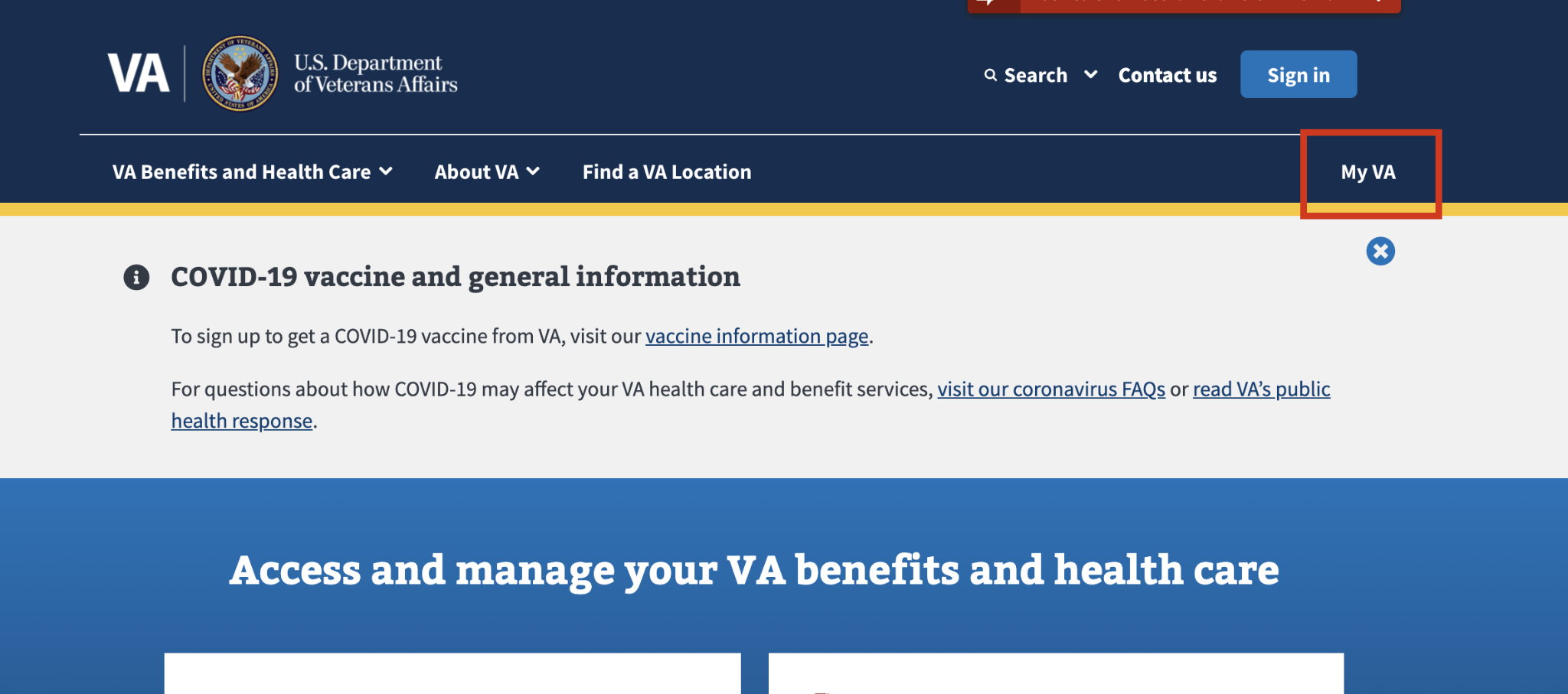
If a user is LOA1, then they will see the screen below ([Figure 6](#lnxbz9)). They will need to verify their identity before they can access any other features on My VA ([https://va.gov/verify/](https://staging.va.gov/verify/)).

*****Figure 6. LOA1 user My VA dashboard.*

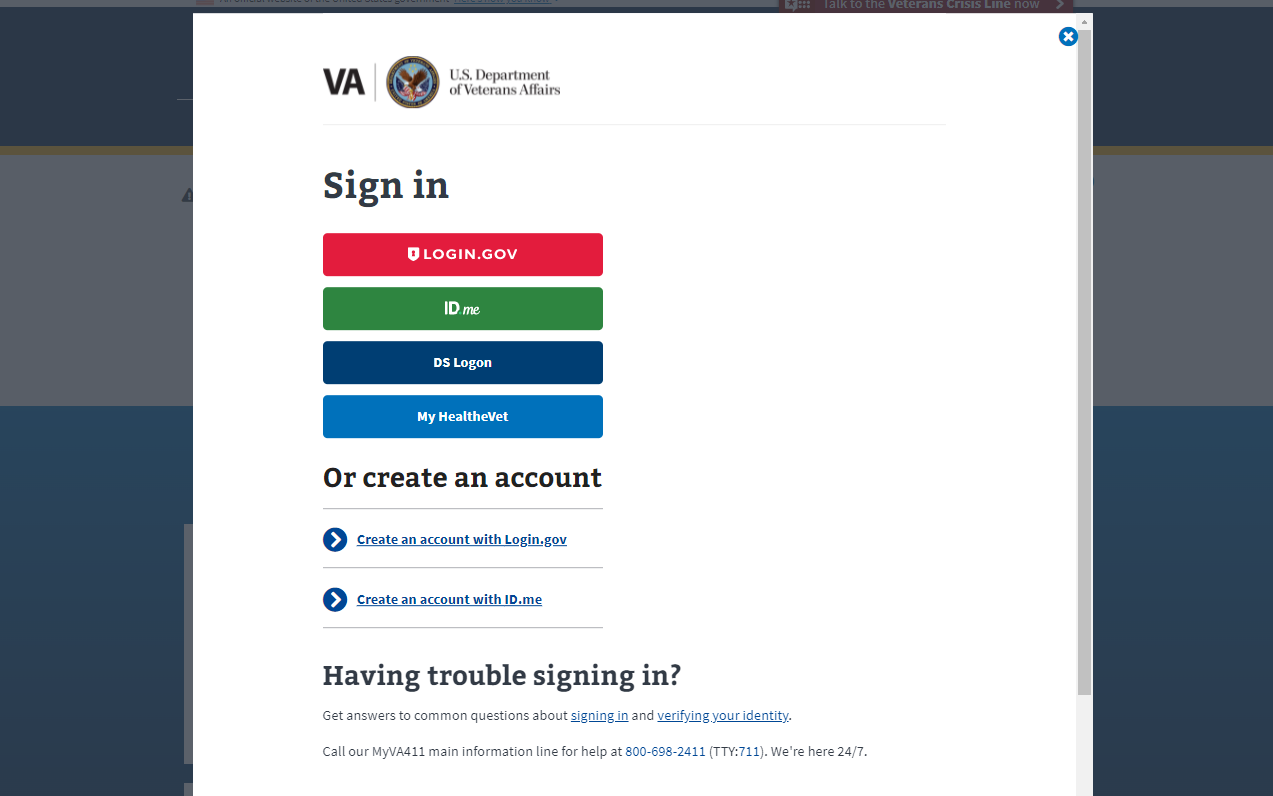
**Path 2: Main navigation**

Users can alsonavigate directly to the My VA dashboard from the homepage. To navigate to the My VA dashboard, users must:

1. Click My VA, which is displayed immediately below the sign-in button in the upper right corner of the screen ([Figure 7](#35nkun2)). This will automatically redirect the user to the sign-in page.

****  
*Figure 7. The clickable My VA link.*

1. If users are not signed in, they will be prompted to sign in to VA.gov ([Figure 8](#1ksv4uv)).

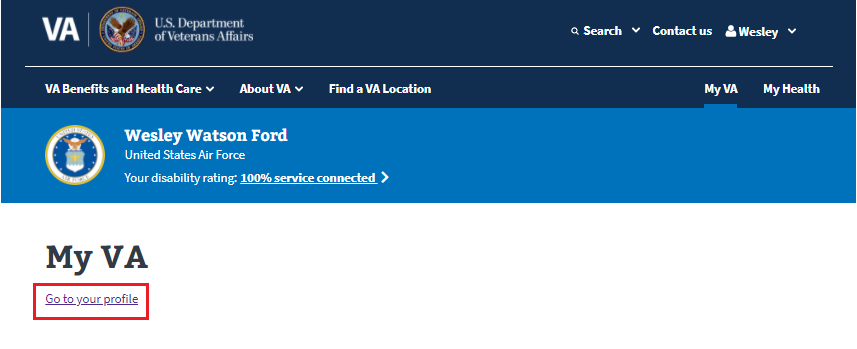
*Figure 8.Login prompt.*

After signing in, or if a user is already signed in, they will be taken to the My VA dashboard.

# Functionality

#### Navigation to profile

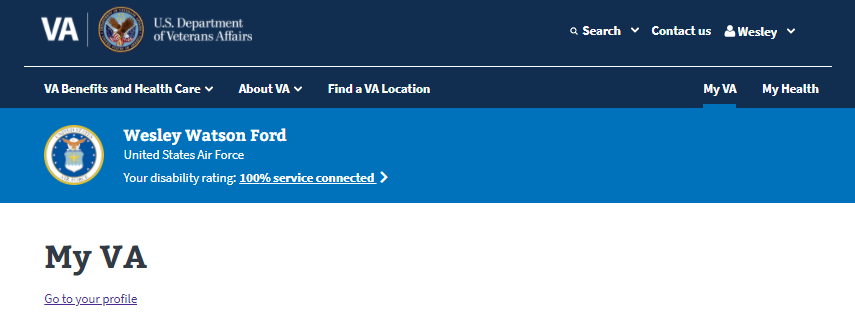
At the top of the page, users can quickly navigate to their profile by clicking the link “Go to your profile” ([https://va.gov/profile](https://staging.va.gov/profile)). See [Figure 9](#z337ya).

  
*Figure 9. Go to your profile link.*

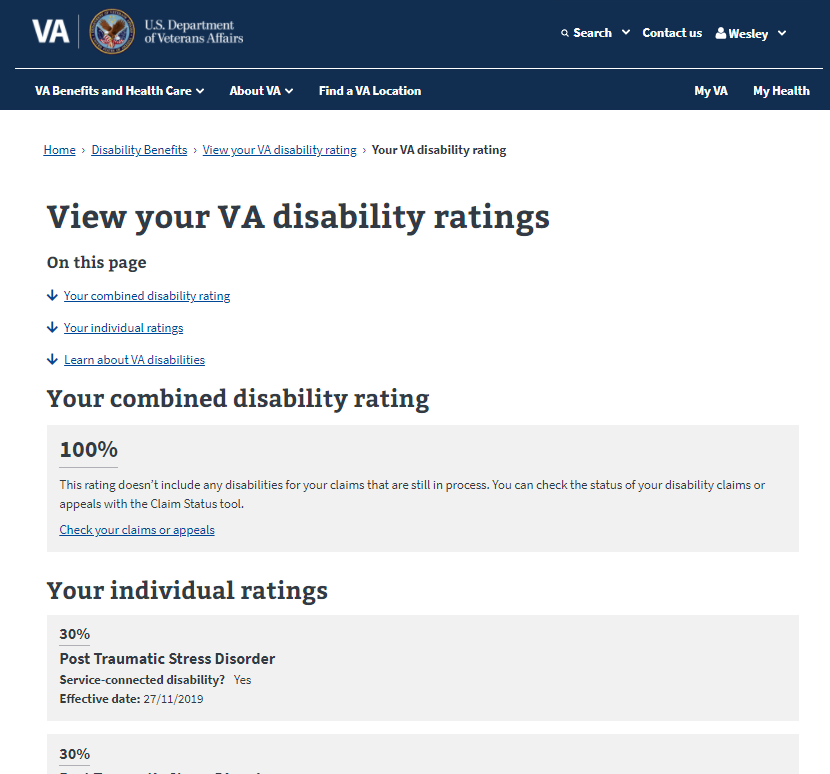
## Disability rating

The disability rating is in the blue banner which appears below the main navigation ([Figure 10](#4i7ojhp)). The blue banner shows:

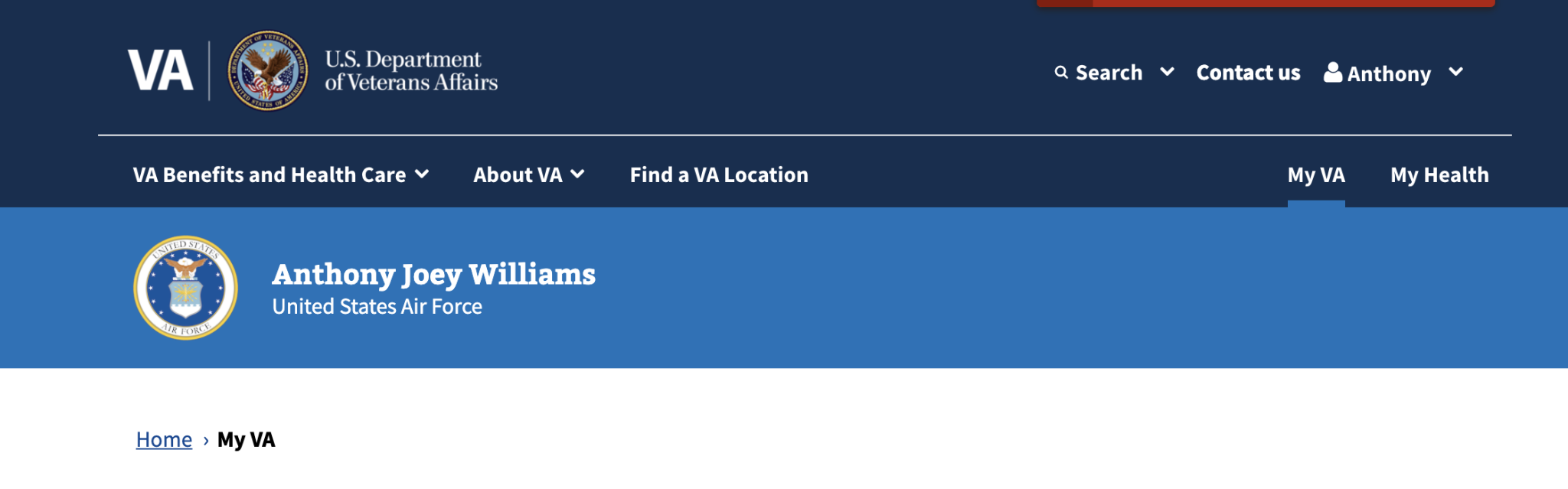
* Name
* Branch of service
* Disability Rating (if applicable)

  
*Figure 10. Veteran disability rating.*

The disability rating is displayed as a percentage value below the branch of service. It links to the disability rating overview page, as shown in [Figure 11](#2xcytpi) (<https://va.gov/disability/view-disability-rating/rating>).

****  
*Figure 11. Percentage value of combined disability rating.*

If the user does not have a disability rating, then only their name and branch of service appears in the blue banner (see [Figure 12](#1ci93xb)).

  
*Figure 12. User has no disability rating.*

### Major issues and error messages

If we are unable to retrieve the disability rating for a user that has a disability rating, we will only display the link to the disability rating overview page (<https://va.gov/disability/view-disability-rating/rating>), as shown in [Figure 13](#2bn6wsx).

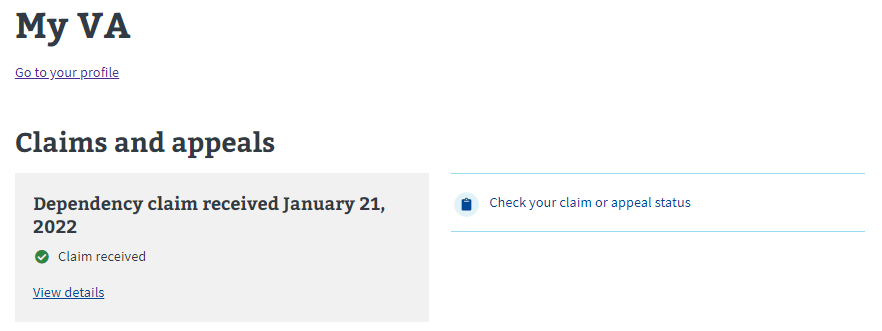
****  
*Figure 13. With only the disability link displayed.*

## Claims and appeals

The Claims and appeals section ([Figure 14](#1pxezwc)) allows users to see their latest claim update (if applicable) and easily get to the claims and appeals tool on VA.gov.

The Claims and appeals section will only show on the My VA dashboard for a user if the user has active claims or appeals. This section will include:

* The most recent claim update in the last 30 days
* A link to manage all claims and appeals ([https://va.gov/claim-or-appeal-status/](https://staging.va.gov/claim-or-appeal-status/))

****  
*Figure 14. Claims and appeals.*

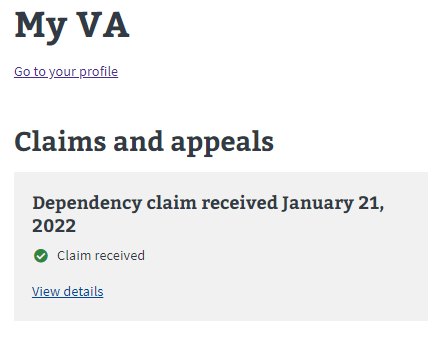
This section will not show if:

* A user has never filed a claim or appeal.
* A user has filed at least 1 claim or appeal, but all claims and appeals have been closed for more than 30 days.

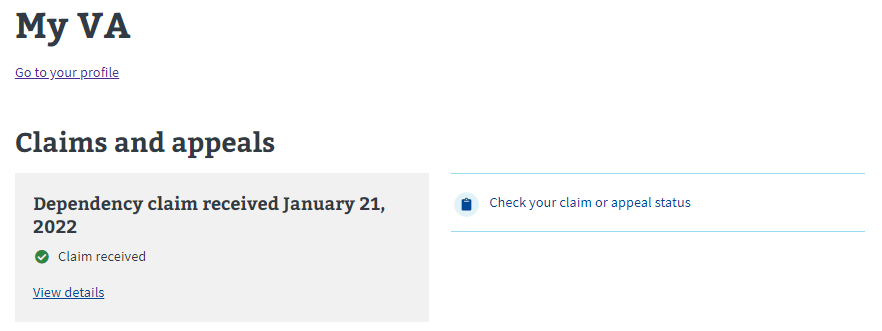
### Functionality

#### User has active claims or appeals: Update in the last 30 days

If a user has active claims, and there has been an update in the last 30 days, there will be a grey box with the latest claim and status. There will also be a link to view the details of that claim. If the user clicks on the link that reads “View details,” it will take them to the breakdown of that specific claim. See [Figure 16](#3o7alnk).

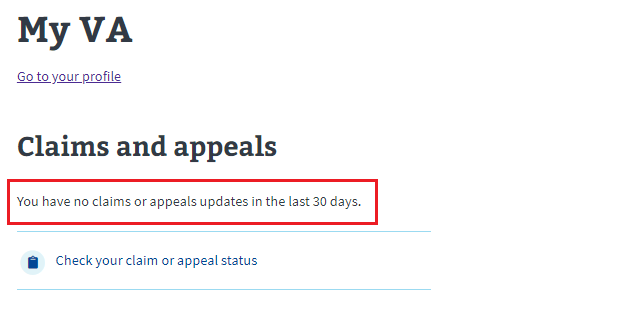
****  
*Figure 16. User has active claims or appeals.*

If a user wants to manage or view all their claims or appeals, they’ll need to do so from the Claims & appeals tool ([Figure 17](#23ckvvd)). They can get to the tool by clicking on “Manage all your claims and appeals” ([https://va.gov/claim-or-appeal-status/](https://staging.va.gov/claim-or-appeal-status/)).

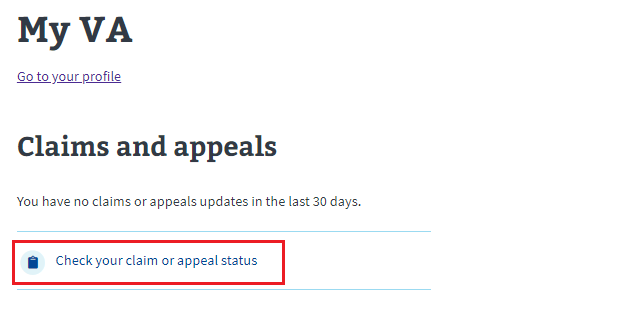
*****Figure 17. The Claims and appeals tool.*

#### User has active claims or appeals: No update in the last 30 days

If a user has active claims or appeals, and there has not been an update in the last 30 days, there will be messaging stating that there have been no updates in the last 30 days ([Figure 18](#32hioqz)).

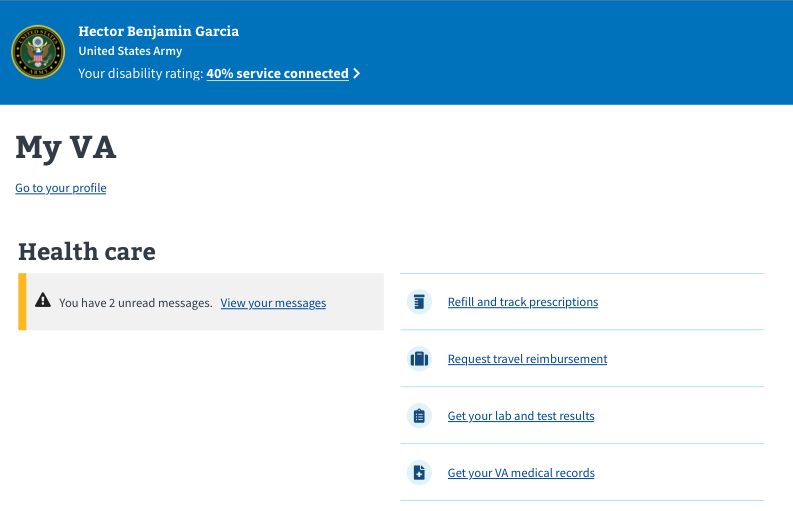
****  
*Figure 18. No claims or appeals updates in the past 30 days.*

If a user wants to manage or view all their claims or appeals, they’ll need to do so from the Claims and appeals tool. They can get to the tool by clicking on the link that reads “Check your claim or appeal status” ([https://va.gov/claim-or-appeal-status/](https://staging.va.gov/claim-or-appeal-status/)). See [Figure 19](#1hmsyys).

*****Figure 19. Check your claims or appeal status.*

#### User has no active claims or appeals

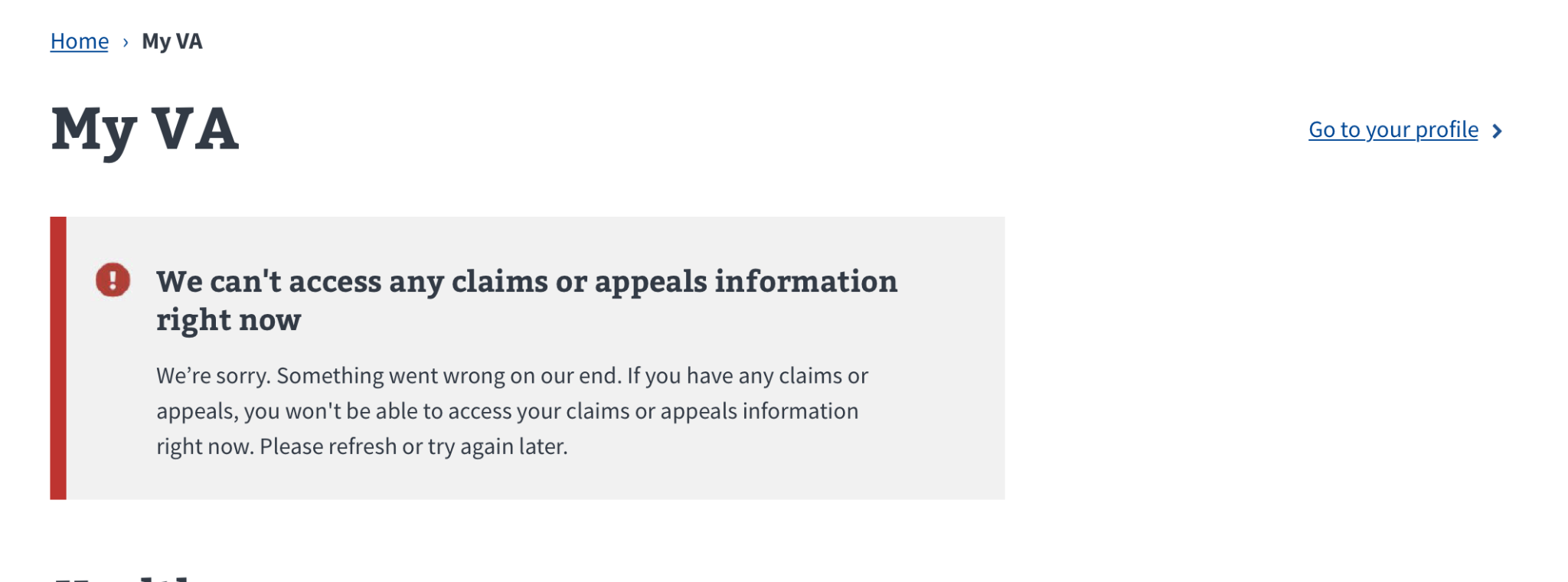
If a user’s claims or appeals have all been closed, or if a user has never filed a claim or appeal, then this section will not be visible (see [Figure 20](#2grqrue)).

****  
*Figure 20. No active claims or appeals.*

### Major issues and error messages

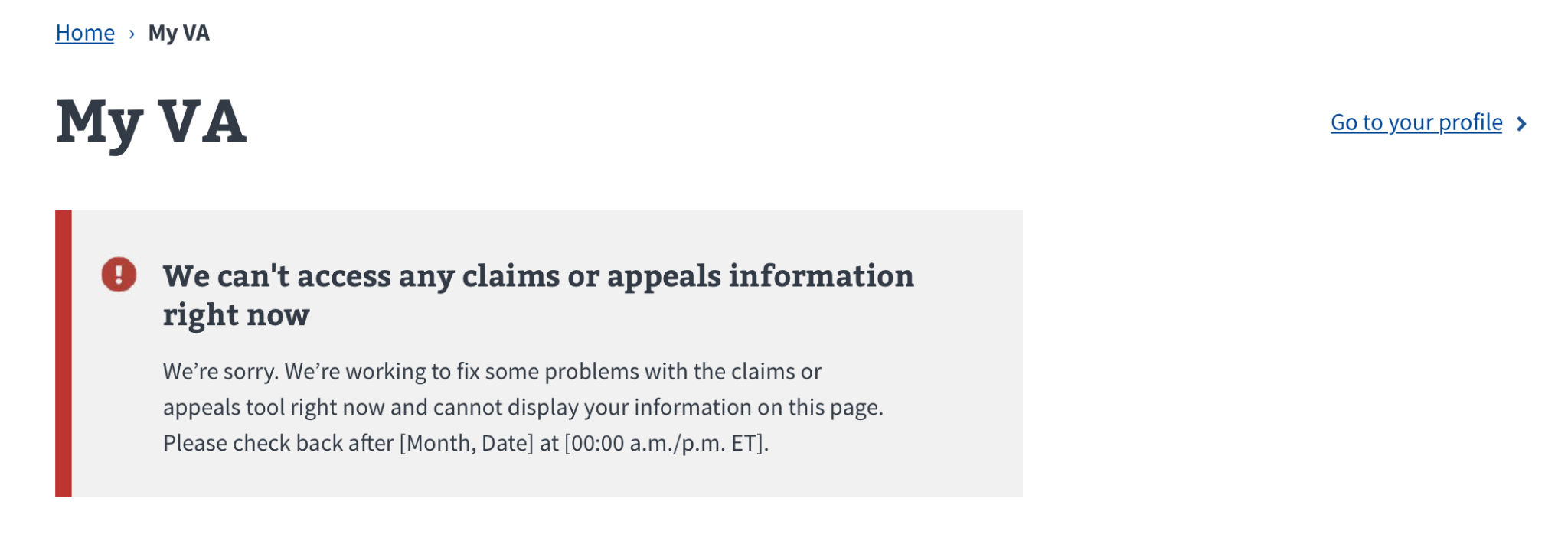
#### Can’t load claims or appeals with no known time for when the feature will be back

If we can’t connect to the claims or appeals endpoint and there is no known time for when the feature will be back, this error will show in place of the Claims and appeals section ([Figure 21](#1v1yuxt)).

****  
*Figure 21. Can’t load claims or appeals error, no known resolution time.*

#### Can’t load claims or appeals with known time for when the feature will be back

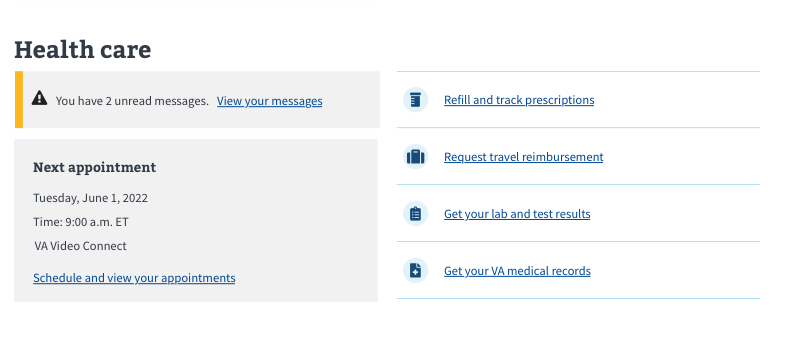
If we can’t connect to the claims or appeals endpoint, but we know when the feature will be back up and running (e.g., planned downtime), this error ([Figure 22](#2u6wntf)) will show in place of the Claims and appeals section.

*****Figure 22. Information error with known resolution time.*

## Health care

The Health care section ([Figure 23](#3tbugp1)) allows users to quickly access their health care tools as well as view their next appointment (if applicable). This section will only show on a user’s My VA dashboard if they are enrolled in VA health care. The Health care section includes:

* Next appointment (if applicable)
* Schedule and view your appointments (<https://va.gov/health-care/schedule-view-va-appointments/appointments>)
* A link stating how many unread messages a user has or to send a secure message to your health care team (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=secure_messaging>)
* A link to refill or track prescriptions (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=prescription_refill>)
* A link to get your lab and test results (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=download_my_data>)
* A link to get your VA medical records (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=download_my_data>)

  
*Figure 23. Health care section.*

If the user is not enrolled in health care, then this section will not show on the My VA dashboard.

### Functionality

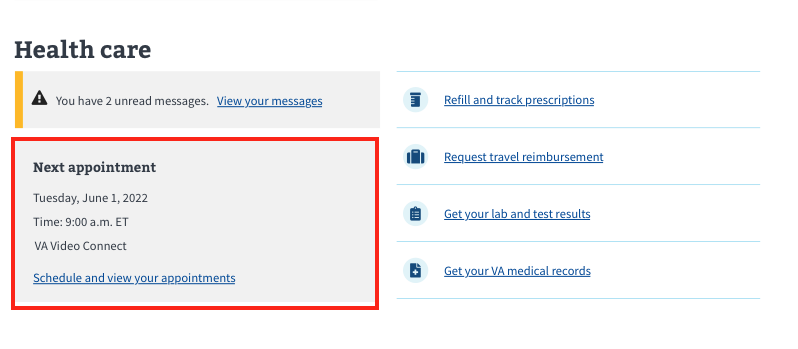
#### Appointments

The appointments section will show within the Health care section, but it might look different for some users depending on whether they have upcoming appointments.

**Appointments: Has appointments**

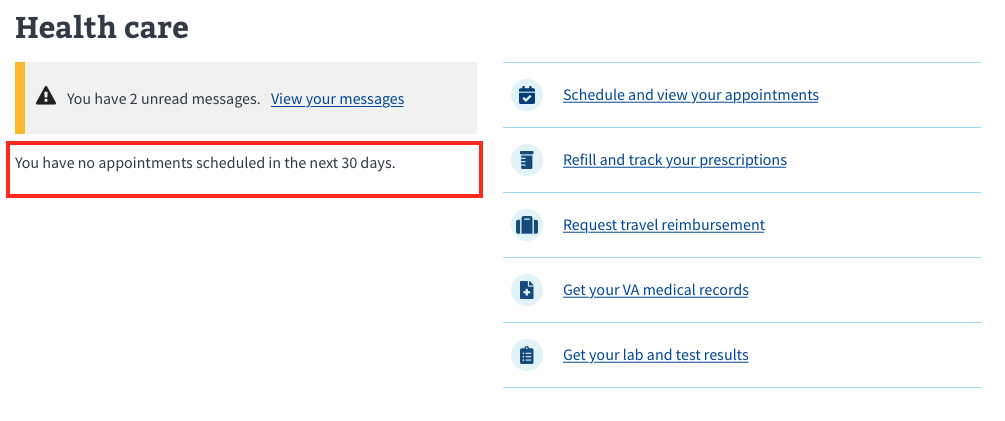
If a user has confirmed upcoming appointments, then the next appointment will be displayed in a grey box ([Figure 24](#1mrcu09)). This box includes date, time, location, and a link to schedule and view your appointments. (<https://va.gov/health-care/schedule-view-va-appointments/appointments>)

If a user wants to manage or schedule appointments online, they’ll need to do it from the appointments tool. They can get to the tool by clicking on “Schedule and view your appointments.”

*****Figure 24. Health care appointment box.*

#### Appointments: Has no appointments in the next 30 days or has no upcoming appointments scheduled

If a user has no upcoming appointments within the next 30 days or no upcoming appointments scheduled, then the grey box described above will not display. Instead, there will be messaging stating that there are no upcoming appointments in the next 30 days and a link to schedule and view your appointments (<https://va.gov/health-care/schedule-view-va-appointments/appointments>). See [Figure 25](#2lwamvv).

*****Figure 25. Health care section with no upcoming appointments listed.*

If a user wants to manage or schedule appointments online, they’ll need to do it from the appointments tool. They can get to the tool by clicking on the “Schedule and view your appointments” link.

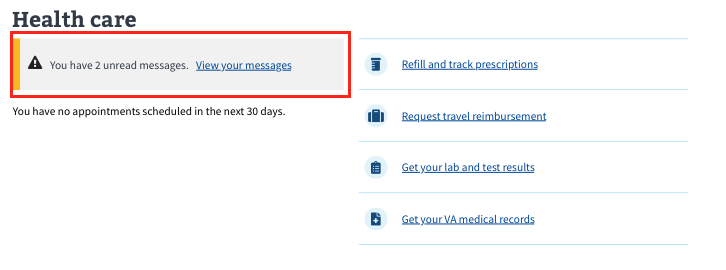
#### Messages

The messages section is always displayed within the health care section, but it might look different for some users depending on whether they have unread messages.

#### Messages: Has unread messages

If a user has unread messages, then they will see a text statement and bolded link that reads “You have n unread messages. View your messages.” (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=secure_messaging>), as shown in [Figure 26](#206ipza) below, where X is the number of unread messages that the user currently has.

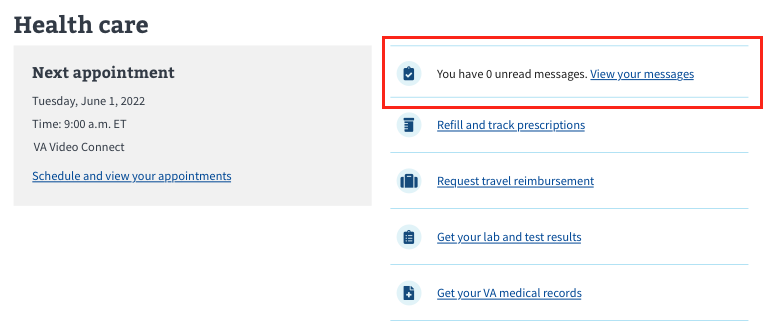
If a user wants to manage their messages online, they’ll need to do it from the secure messaging tool. They can get to the secure messaging tool by clicking on the link that reads “View your messages.”

*Figure 26. Number of unread messages waiting.*

#### Messages: Has no unread messages, but has sent/received messages in the past

If a user has no unread messages, but they are eligible to send and receive messages then they will see a text statement and bolded link that reads “You have 0 unread messages. View your messages” (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=secure_messaging>). See [Figure 27](#2zbgiuw).

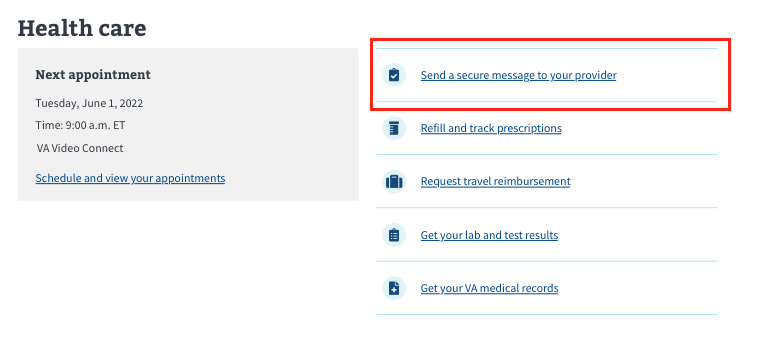
If a user wants to manage their messages online, they’ll need to do it from the secure messaging tool. They can get to the secure messaging tool by clicking on the link that reads “View your messages.”

*****Figure 27. No unread messages.*

#### Messages: Has no unread messages, is not currently using the messaging tool

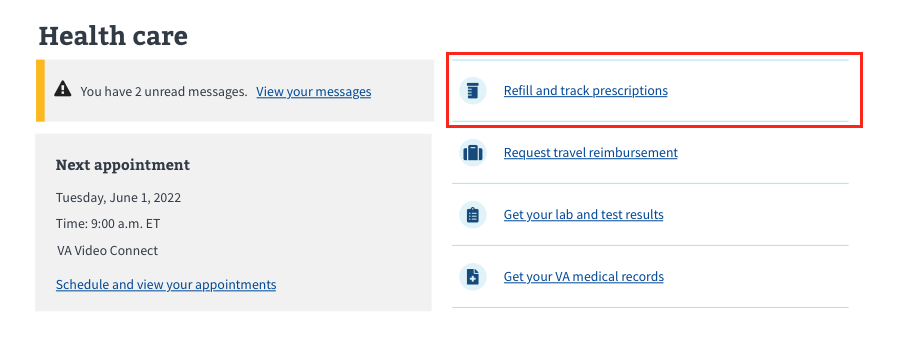
If a user has never used the messaging tool they will see a link that says “Send a secure message to your health care team” (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=secure_messaging>). See [Figure 28](#3ygebqi) below.

If a user wants to manage their messages online, they’ll need to do it from the secure messaging tool. They can get to the secure messaging tool by clicking on the link that reads “Send a secure message to your health care team”(<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=secure_messaging>).

*****Figure 28. Sending a secure message to a user’s health care team link.*

#### Prescriptions

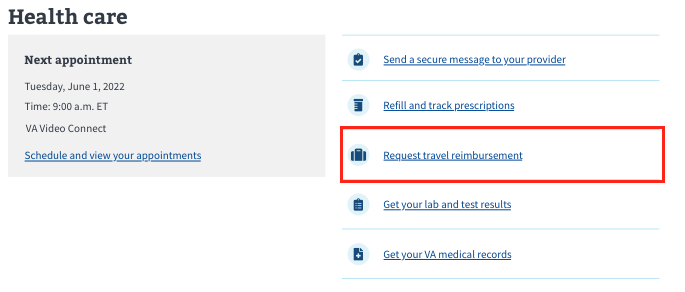
The prescriptions section will always show within the Health care section. If a user wants to manage their prescriptions online, they’ll need to do it from the prescriptions tool. To get to the prescriptions tool, they can click on the link that reads “Refill and track your prescriptions” (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=prescription_refill>). See [Figure 29](#3cqmetx).

****  
*Figure 29. The prescriptions link.*

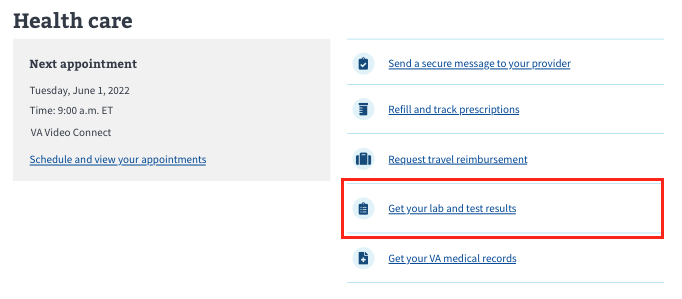
#### Other links

If a user wants to request travel reimbursement, they can click the link that reads “Request travel reimbursement”

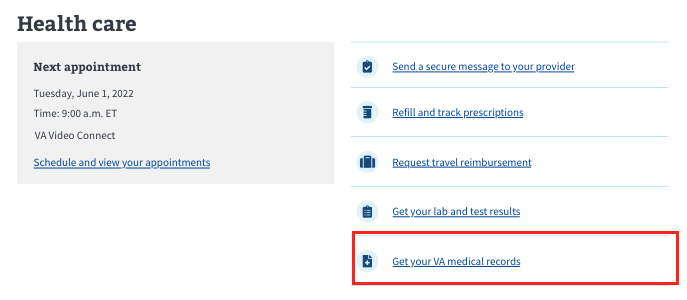
(<https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>), as shown in Figure 30.

****  
*Figure 30. The travel reimbursement link.*

If a user wants to view their lab and test results they can click on the link that reads “Get your lab and test results” (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=download_my_data>), as shown in [Figure 31](#4bvk7pj).

****  
*Figure 31. Lab and test results link.*

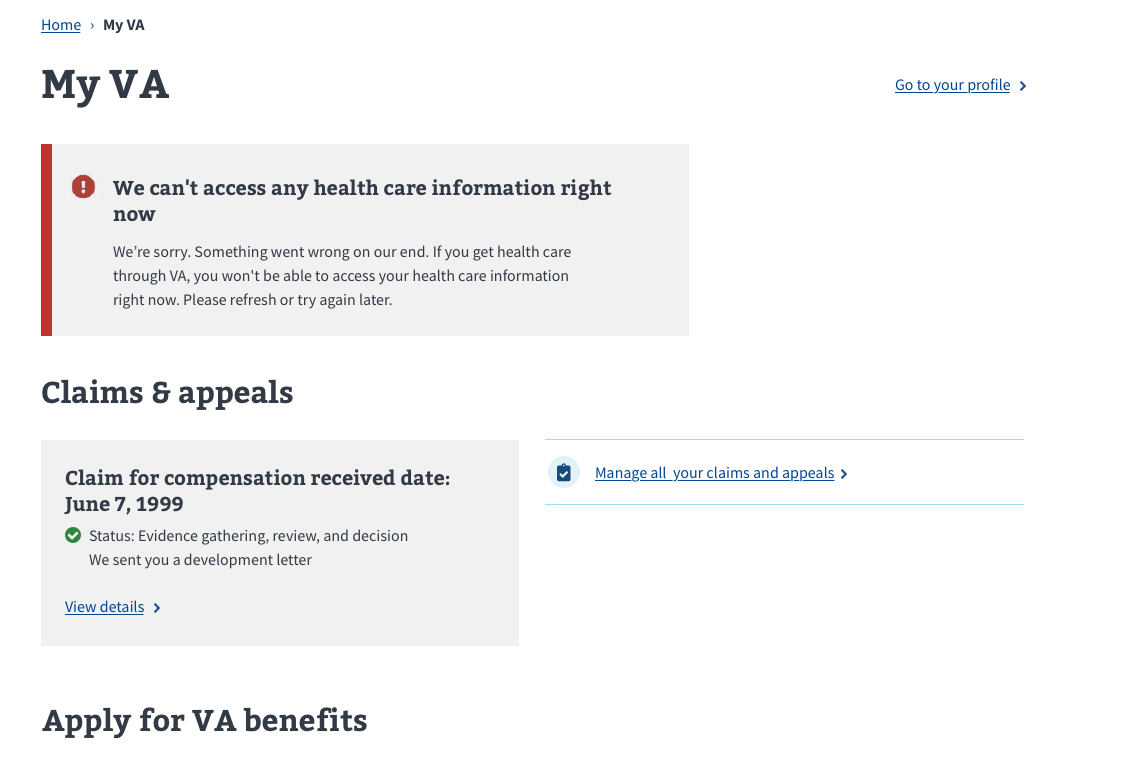
If a user wants to go to their medical records, they can click on the link that reads “Get your VA medical records” (<https://sqa.eauth.va.gov/mhv-portal-web/eauth?deeplinking=download_my_data>). See [Figure 32](#2r0uhxc).

****  
*Figure 32. View VA medical records.*

### Major issues and error messages

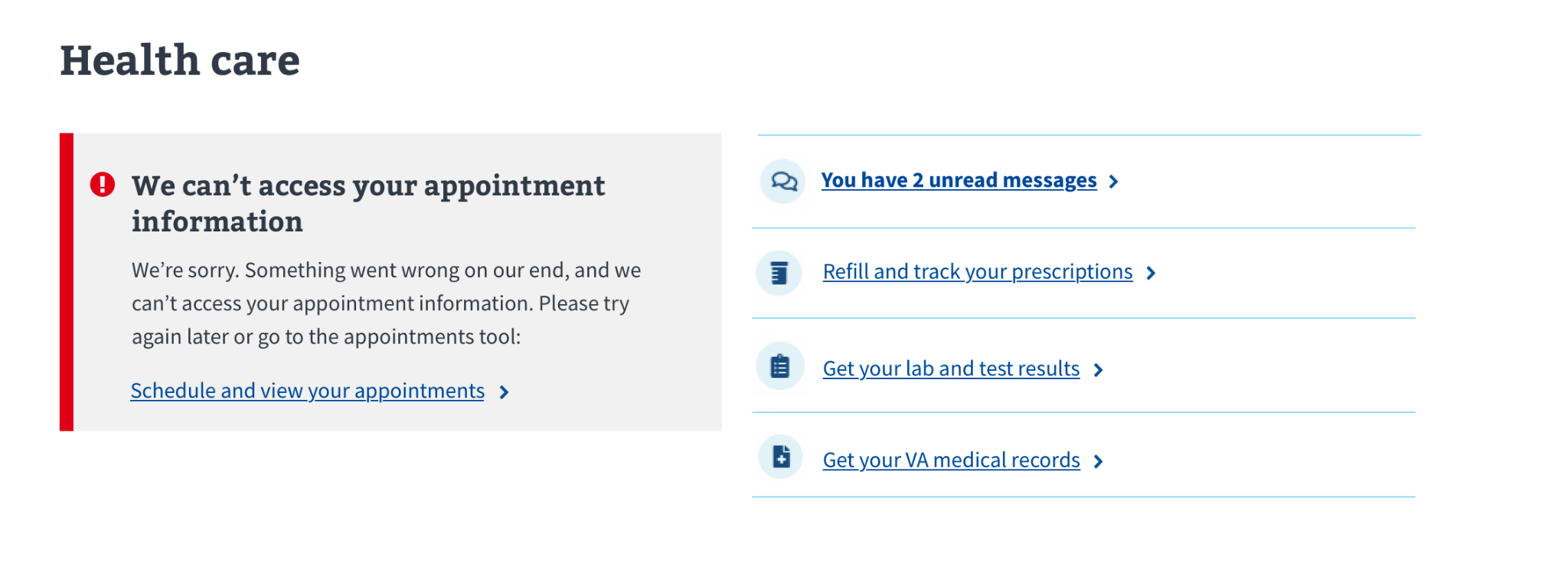
#### We can’t connect to the health care endpoint

If we are unable to detect whether someone has health care because we are unable to connect to the endpoint, the user will see an error at the top of the page and the Health care section will not load. See [Figure 33](#25b2l0r).

****  
*Figure 33. Unable to access health care information.*

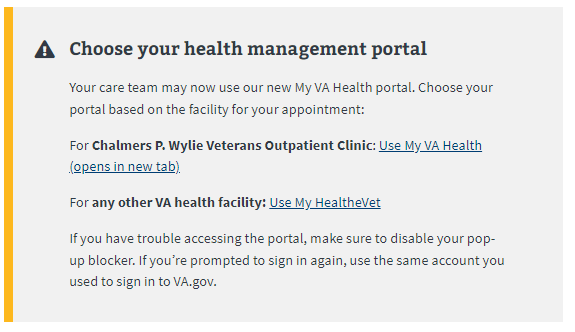
#### We can’t connect to the appointments endpoint

If we are unable to detect whether someone has upcoming appointments because we are unable to connect to the appointments endpoint, the user will see the following error message ([Figure 34](#34g0dwd)):

****  
*Figure 34. Can’t access appointment information.*

#### Cerner alert

If we detect a user’s appointments, messages, or prescriptions are managed at a Cerner facility, then the user will see the following alert instead of the Health care section ([Figure 35](#43ky6rz)):

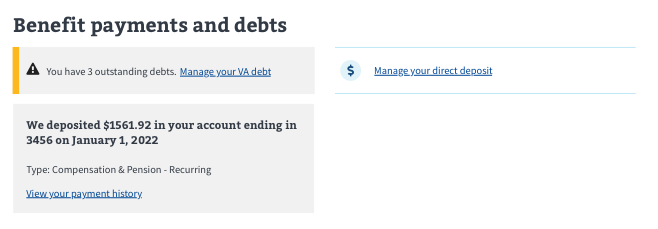
*****Figure 35. Veteran’s appointments, messages, et al, are managed at a Cerner facility.*

## Benefit payments and debts

The Benefit payments and debts section ([Figure 36](#kix.ltlwbnrgngqo)) allows users to see their latest payment from VA (if applicable), number of outstanding debts (if applicable), view their payment history, access to manage their debt and easily access their direct deposit information on their VA.gov profile.

The Benefit payments and debts section will only show on the My VA dashboard if the user has ever received a payment (compensation, pension or education funds) from VA. This section will include:

* Information about the most recent payment received from VA in the last 30 days, including the date, amount, the last 4 digits of the account number, and the payment type.
* The number of outstanding debts, and a link to manage their debt ([https://va.gov/manage-va-debt/your-debt/](https://staging.va.gov/claim-or-appeal-status/))
* A link to view the payment history ([https://va.gov/va-payment-history/payments/](https://staging.va.gov/claim-or-appeal-status/))
* A link to manage the direct deposit ([https://va.gov/profile/direct-deposit/](https://staging.va.gov/claim-or-appeal-status/))

****

*Figure 36. The Benefit payments and debts section.*

If the user has never received payments from VA, then this section will not show on the My VA dashboard.

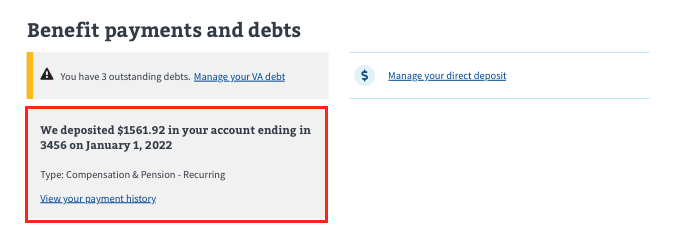
### Functionality

#### Payments

The payments card will show within the Benefit payments and debts section, but it might look different for some users depending on whether they have recently received payments from VA.

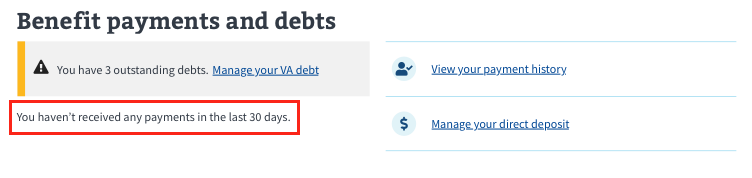
#### **Payments: Has recently received a payment**

If a user has received a payment within the last 30 days, then the payment information will be displayed in a grey box ([Figure 37](#kix.4b793mdxe6ew)). This box includes payment amount, last 4 digits of a direct deposit account or will indicate payment was made by check (whichever is applicable), payment date, type of payment and a link to view their payment history. (<https://va.gov/va-payment-history/payments>)

*Figure 37. Payment box*

#### Payments: Has not received any payments in the last 30 days

If a user has not received any payments from VA in the last 30 days, then the payment information box described above will not display. Instead, there will be messaging stating that no payments have been received in the last 30 days and a link to view your payment history (<https://va.gov/va-payment-history/payments>). See [Figure 38](#kix.po4y6xymygmg).

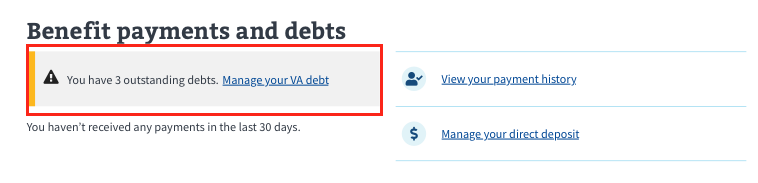
*Figure 38. Veteran has not received any payments in the last 30 days.*

#### Debts

The debts notification will show within the Benefit payments and debts section, but it might look different for some users depending on whether they have outstanding debts owed to VA.

#### Debts: Has outstanding debts

If a user has outstanding debts, then they will see a notification box with a text statement and bolded link that reads “You have [#] outstanding debts. Manage your VA debt.” (<https://va.gov/manage-va-debt/your-debt>), as shown in [Figure 39](#kix.8pkw7pnuwjt5) below, where [#] is the number of debts that the user currently has.



#### *Figure 39. Outstanding debt notification box.*

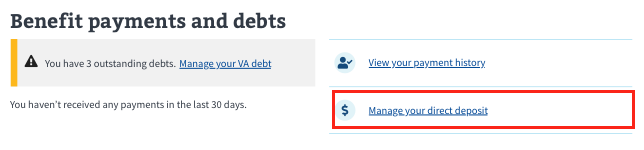
#### Debts: Has no outstanding debts

If a user has no outstanding debts owed to VA, then the debt notification box described above will not display. Instead, there will be messaging stating that the total VA debt balance is $0, with a link to learn more about VA debt (<https://va.gov/va-payment-history/payments>). See [Figure 40](#kix.slnap796jly8).

#### *Figure 40. Veteran has no outstanding debt.*

#### Direct Deposit

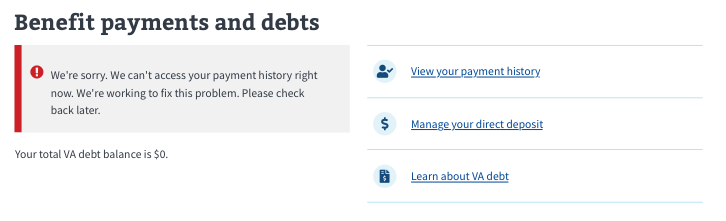
If a user wants to view their direct deposit information, they can click on the link that reads “Manage your direct deposit” (<https://va.gov/profile/direct-deposit>), as shown in [Figure 41](#kix.cgafkvtjrnb9).

*****Figure 41. Manage your direct deposit.*

### Major issues and error messages

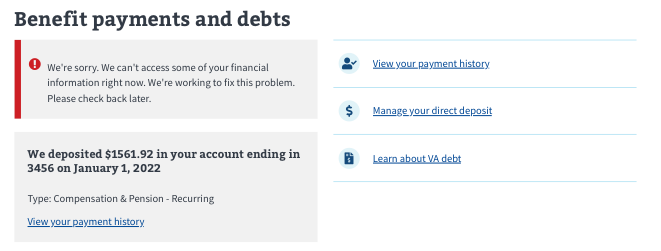
#### We can’t connect to the payments endpoint

If we are unable to detect whether someone has recently received a payment because we are unable to connect to the endpoint, the user will see an error under the Benefit payments and debts section header. See [Figure 42](#kix.ccf3k4ongxit).

****  
*Figure 42. Unable to access payment information.*

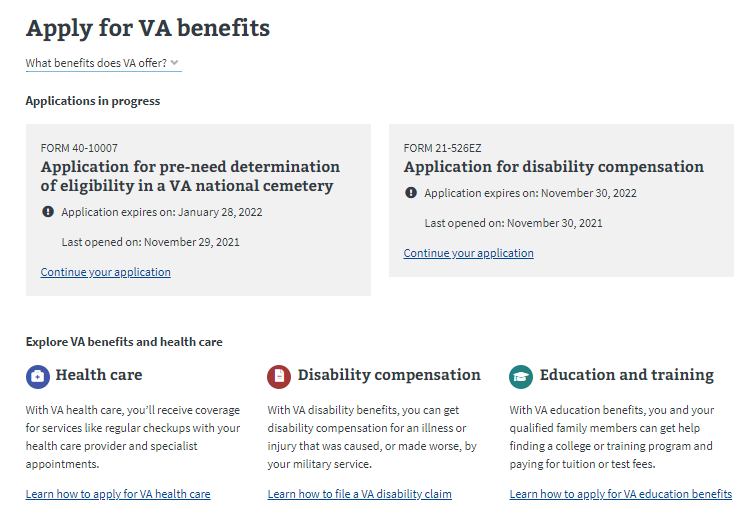
#### We can’t connect to the debt endpoint

If we are unable to detect whether someone has outstanding debts because we are unable to connect to the endpoint, the user will see an error under the Benefit payments and debts section header. See [Figure 43](#kix.jvn8ukeiuaxt).

****  
*Figure 43. Unable to access debt information.*

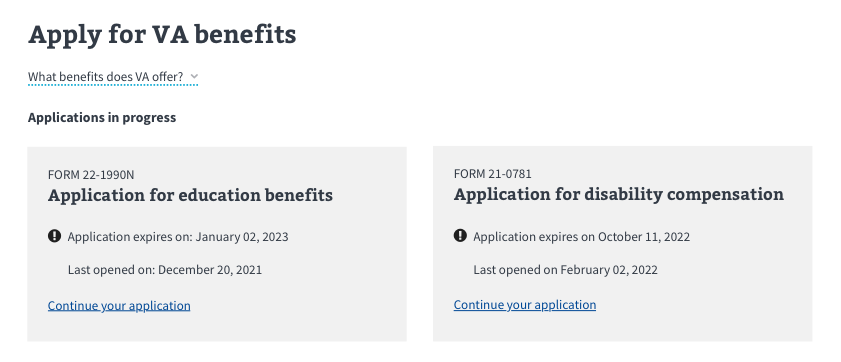
## Apply for VA benefits

The Apply for VA benefitssection will always show on a user’s My VA dashboard. This section is divided into 2 parts (see [Figure 44](#kix.2ame1fpd9f1w)).

*Figure 44. The 2-part Apply for VA benefits section.*

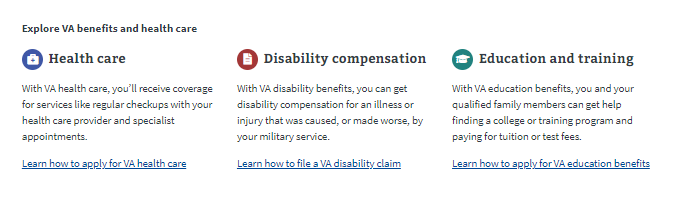
### Applications in progress

Any online application that a user has started but has not submitted will be shown in this section ([Figure 45](#2w5ecyt)) on VA.gov. Please note, this will not show any applications that may have been started or submitted via paper or outside of VA.gov.

  
*Figure 45. Benefits applications in progress.*

### Explore VA benefits and health care In [Figure 46](#3vac5uf):

* A short paragraph of information about VA health care and a link to learn how to apply for VA health care (<https://va.gov/health-care/how-to-apply/>)
* A short paragraph of information about disability compensation and a link to learn how to file a VA disability claim (<https://va.gov/disability/how-to-file-claim/>)
* A short paragraph of information about education benefits and a link to learn how to apply for VA education benefits ([https://va.gov/education/how-to-apply/](https://staging.va.gov/education/how-to-apply/))

*Figure 46. Explore VA benefits and health care*

### Functionality

#### Apply for VA benefits: What benefits does VA offer?

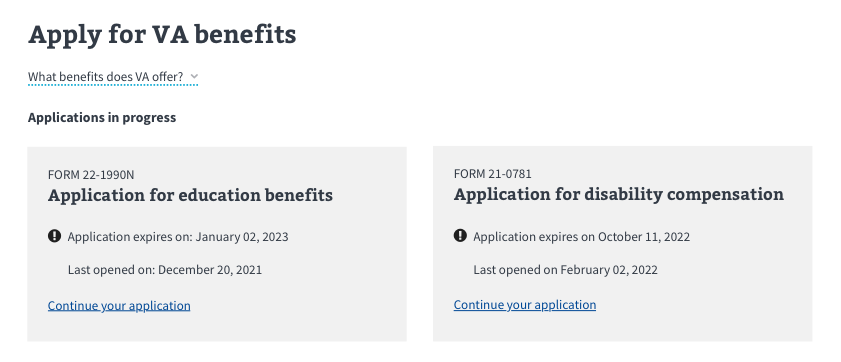
If a user has questions about VA benefits, they can click on the link that reads “What benefits does VA offer?” Clicking that link exposes a list of benefits offered and where users can learn more. See [Figure 47](#39kk8xu).

* Health care (<https://va.gov/health-care/>)
* Education and training (<https://va.gov/education/>)
* Disability compensation (<https://va.gov/disability/>)
* Careers and employment (<https://va.gov/careers-employment/>)
* Pension (<https://va.gov/pension/>)
* Housing assistance (<https://va.gov/housing-assistance/>)
* Burials and memorials (<https://va.gov/burials-memorials/>)
* Life insurance (<https://va.gov/life-insurance/>)
* Service member benefits (<https://va.gov/service-member-benefits/>)
* Family member benefits (<https://va.gov/family-member-benefits/>)

  
*Figure 47. Benefits FAQ information.*

#### Applications in progress: In-progress applications

If a user starts and saves an application but does not submit it, they will see the application in the Applications in progress section of the Apply for VA benefits section ([Figure 48](#48pi1tg)).

*Figure 48. Unsubmitted applications in progress.*

#### Applications in progress: No in-progress applications

If a user does not have any in-progress applications, they will see a message stating they have no benefit applications in progress (see [Figure 49](#1302m92)).

*****Figure 49. No in-progress applications.*

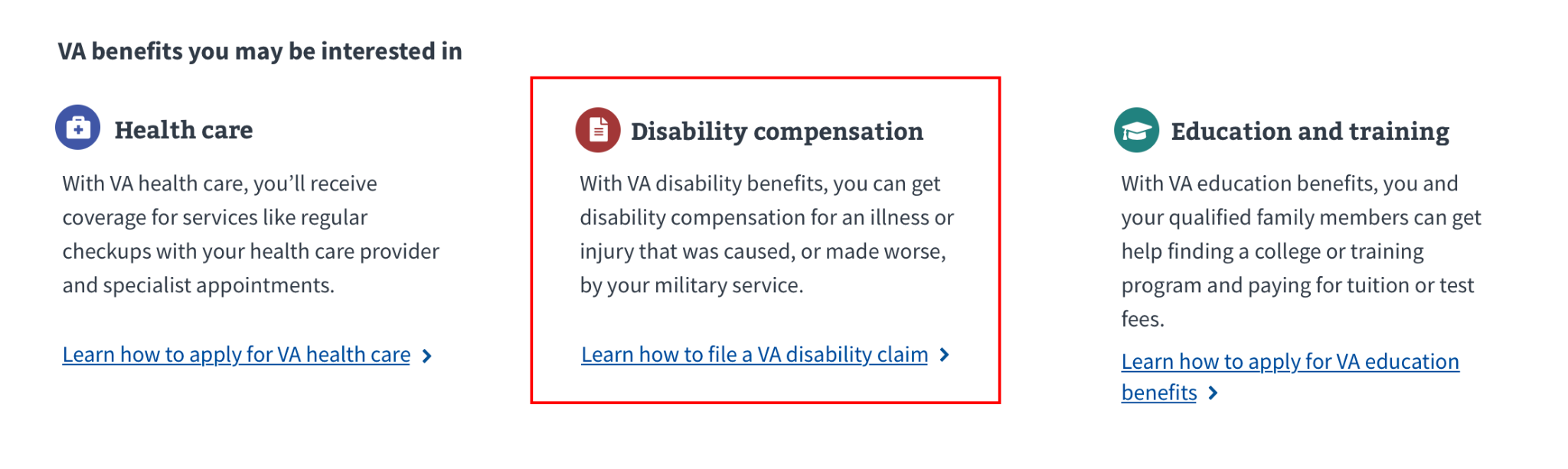
#### Explore VA benefits and Health care: Health care

The health care informational block and link will show on a user’s My VA dashboard, regardless of whether they are currently receiving health care ([Figure 50](#319y80a)). If a user wants to learn how to apply for VA health care, they can click on the Learn how to apply for VA health care link (<https://va.gov/health-care/how-to-apply/>).

*****Figure 50. Health care block always visible.*

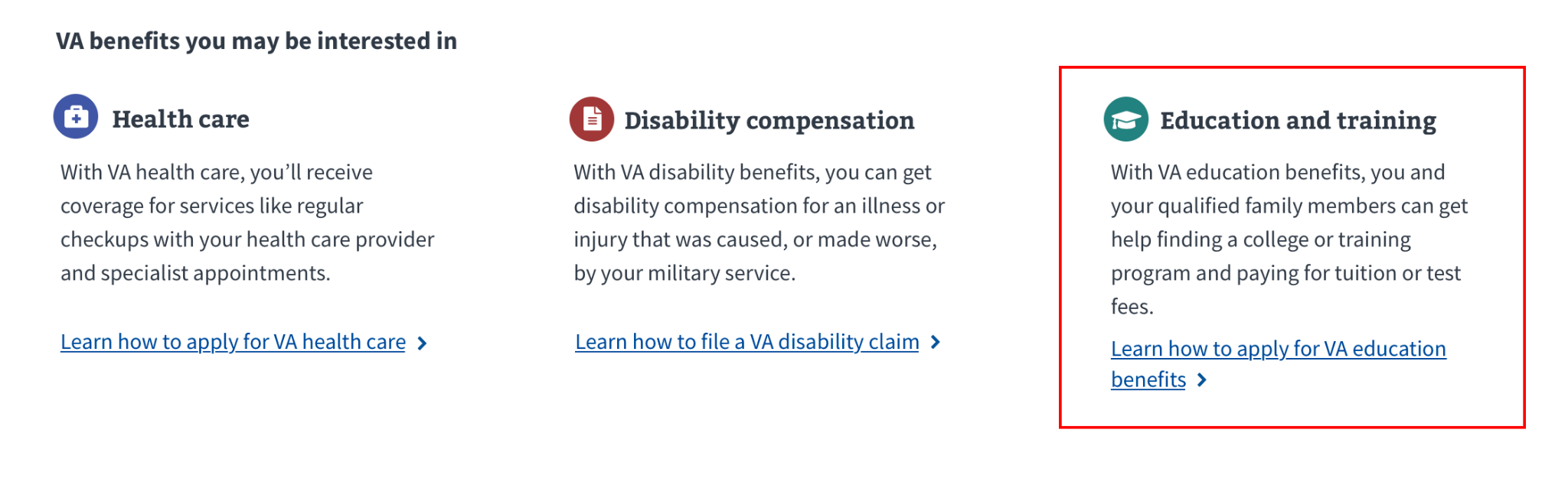
#### Benefits you might be interested in: Disability compensation

The Disability compensation informational block and link will always show on a user’s My VA dashboard, regardless of whether they are currently receiving compensation ([Figure 51](#40ew0vw)). If a user wants to learn how to file a disability compensation claim, they can click on the“Learn how to file a VA disability claim” link.

*****Figure 51. Disability compensation block always visible.*

#### Benefits you might be interested in: Education benefits

The Education benefits informational block and link will show on their My VA dashboard, regardless of whether they are receiving payments for education benefits ([Figure 52](#upglbi)). If a user wants to learn how to start an education benefits application, they can click on the “Learn how to apply for VA education benefits” link ([https://va.gov/education/how-to-apply/](https://staging.va.gov/education/how-to-apply/)).

*****Figure 52. Education and training block always visible.*

### Major issues and error messages

There are no major issues or error messages for this section of My VA.

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