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Product Overview: VA.gov Profile

We have just launched a new version of the VA.gov user profile. This new profile combines the existing VA.gov user profile (www.va.gov/profile) with the old VA.gov account page (formerly found at www.va.gov/account). Going forward, these are now one section. If someone calls in looking for the VA.gov account page, they should now be directed to the VA.gov user profile.

From the VA.gov user profile, users can update or view the following:

- Personal and contact information
- Military information
- Direct deposit information
- Security settings and preferences

User Access

For a user to view the VA.gov user profile, they must meet the following criteria:

- Be logged in to VA.gov
- Be found 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 their VA.gov profile if they are logged in and have verified their identity (see below). To be in the MPI, a person must have had some sort of interaction with the VA where they had data entered into the MPI system. This could be online or offline. In most cases, a person contacting a call center will have already had some interaction with the VA and be in the MPI.

Users who have not verified their identity (LOA1)

If someone is logged in and is in the MPI but has not verified their identity on VA.gov, they will only see the **Account security** section of the VA.gov profile when they go to www.va.gov/profile. From here, they can add additional security to their account by verifying their identity or adding 2-factor authentication (2FA). To view their personal and contact information, military information, or direct deposit information (if applicable), they must verify their identity at <https://va.gov/verify/>.

An official website of the United States government. Here's how you know 

 U.S. Department of Veterans Affairs

[VA Benefits and Health Care](#) [About VA](#) [Find a VA Location](#)

[Home](#) > [Your profile - Account security](#)

 Kimberly Elizabeth Smith Washington
United States Army Reserve

Account security

[Your profile](#) [Account security](#)

A Verify your identity to view your complete profile

We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft.

This one-time process takes about 5-10 minutes.

[Verify your identity](#)

How will VA.gov verify my identity? ▾

2-factor authentication Add an extra layer of security (called 2-factor authentication). This helps to make sure only you can access your account—even if someone gets your password.
[Set up 2-factor authentication](#)

Sign-in email address To update the email address you use to sign-in, go to the account where you manage your settings and identity information. Any email updates you make there will automatically update on VA.gov.
[Update email address on ID.me](#)
[Update email address on MYHealththeVet](#)
[Update email address on DS Logon](#)

Have questions about signing in to VA.gov?

Get answers to frequently asked questions about how to sign in, common issues with verifying your identity, and your privacy and security on VA.gov.

[Go to VA.gov FAQs](#)

Users who have verified their identity (LOA3)

Users who are logged in, have data in the MPI, and have verified their identity (LOA3) will be able to view their full profile on VA.gov.

The screenshot shows the VA.gov website's 'Your profile' section. At the top, there's a banner with the VA logo, the U.S. Department of Veterans Affairs seal, and links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. A red button on the right says 'Talk to the Veterans Crisis Line now'. Below the banner, the user's name 'Kimberly Elizabeth Smith Washington' and military status 'United States Army Reserve' are displayed. On the left, a sidebar titled 'Your profile' lists 'Personal and contact information', 'Military information', 'Direct deposit information', 'Account security', and 'Connected apps'. The main content area is divided into sections: 'Personal and contact information', 'Addresses', 'Phone numbers', and 'Contact email address'. Each section contains fields for the user's details like mailing address, phone numbers, and email address, with edit links provided for each.

An official website of the United States government. Here's how you know

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

[Home](#) > Your profile

 Kimberly Elizabeth Smith Washington
United States Army Reserve

Your profile

Personal and contact information

Personal and contact information

Military information

Direct deposit information

Account security

Connected apps

Personal information

Date of birth July 16, 1957

Gender Female

How do I update my personal information? ▾

Addresses

Mailing address 1221 Douglas Way, Douglas, MA 00000 [Edit](#)

Home address 811 Vermont Ave NW, Washington, DC 20571 [Edit](#)

Phone numbers

Home (906) 555-0437 [Edit](#)

Mobile 906-555-0437 [Edit](#)
 We'll send VA health care appointment text reminders to this number

Work (906) 555-0437 [Edit](#)

Fax Please add your fax number

Which of my benefits will use this contact information? ▾

Contact email address

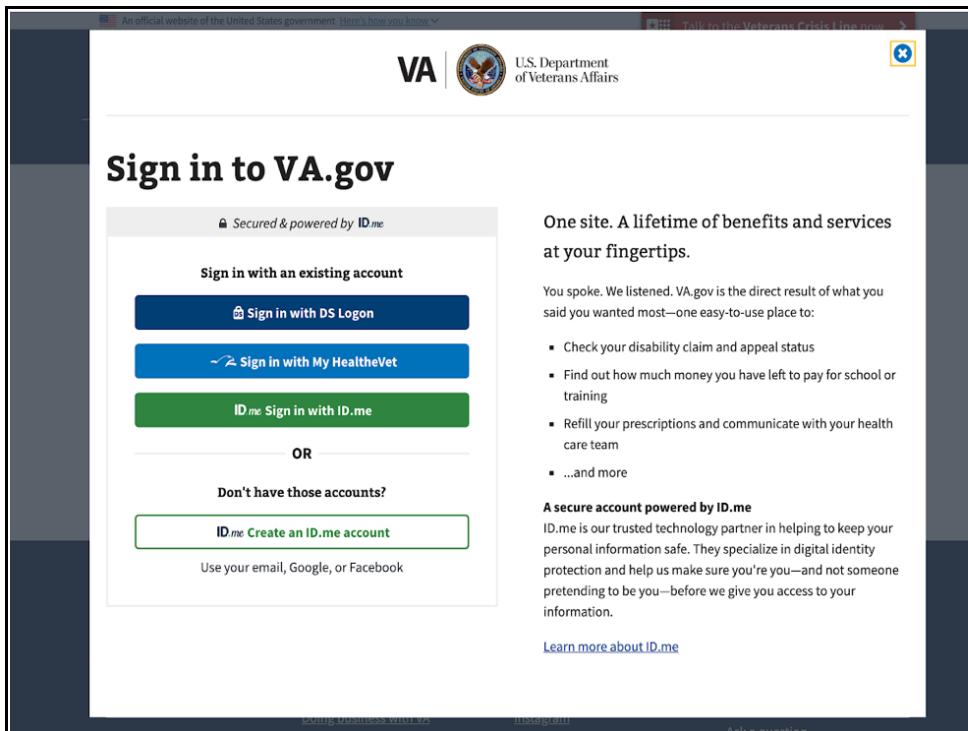
This is the email we'll use to contact you.
Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.
[Update sign in email address on ID.me](#)

Contact email address kimwashington12@yahoo.com [Edit](#)

Navigation

To navigate to the VA.gov user profile, a person must:

1. Sign into VA.gov (<https://www.va.gov/>).



An official website of the United States government. Here's how you know ✓ [Talk to the Veterans Crisis Line now](#)

 U.S. Department of Veterans Affairs

Sign in to VA.gov

 Secured & powered by ID.me

Sign in with an existing account

 [Sign in with DS Logon](#)

 [Sign in with My HealtheVet](#)

 [ID.me Sign in with ID.me](#)

OR

Don't have those accounts?

 [ID.me Create an ID.me account](#)

Use your email, Google, or Facebook

One site. A lifetime of benefits and services at your fingertips.

You spoke. We listened. VA.gov is the direct result of what you said you wanted most—one easy-to-use place to:

- Check your disability claim and appeal status
- Find out how much money you have left to pay for school or training
- Refill your prescriptions and communicate with your health care team
- ...and more

A secure account powered by ID.me

ID.me is our trusted technology partner in helping to keep your personal information safe. They specialize in digital identity protection and help us make sure you're you—and not someone pretending to be you—before we give you access to your information.

[Learn more about ID.me](#)

2. Click the personalized menu in the upper right corner of the screen (the user's name) and select **Profile**.

The screenshot shows the official website of the U.S. Department of Veterans Affairs. At the top, there is a dark blue header bar with the VA logo and the text "U.S. Department of Veterans Affairs". To the right of the logo are search and contact links, followed by a personalized menu for a user named "William". The personalized menu includes options for "My VA", "My Health", "Profile", and "Sign Out". Below the header, there is a navigation bar with links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area has a blue background with the heading "Access and manage your VA benefits and health care". It is divided into four white rectangular sections, each with an icon and a title: "Health care" (with icons for a stethoscope and a prescription bottle), "Disability" (with icons for a clipboard and a document), "Education" (with icons for a graduation cap and a book), and "Records" (with icons for a folder and a document). Each section contains several hyperlinks to various services.

Category	Sub-Category	Action
Health care	Refill and track your prescriptions	Refill and track your prescriptions
	Send a secure message to your health care team	Send a secure message to your health care team
	Schedule and view your appointments	Schedule and view your appointments
	View your lab and test results	View your lab and test results
	Apply now for VA health care	Apply now for VA health care
Disability	Check your claim or appeal status	Check your claim or appeal status
	View your payment history	View your payment history
	Upload evidence to support your claim	Upload evidence to support your claim
	File for a VA disability increase	File for a VA disability increase
	File a claim for compensation	File a claim for compensation
Education	View your payment history	View your payment history
	Change your current education benefits	Change your current education benefits
	Compare GI Bill benefits by school	Compare GI Bill benefits by school
	Apply for education benefits	Apply for education benefits
	Records	Get Veteran ID cards
Get your VA medical records		Get your VA medical records
Download your benefit letters		Download your benefit letters
Change your address		Change your address
Request your military records (DD214)		Request your military records (DD214)

This will take logged in users to the VA.gov profile. As mentioned above, if a user is LOA3 then the **Personal and contact information** section will be the first screen that they will see in the profile.

The screenshot shows the VA.gov website's personal profile section. At the top, there's a navigation bar with links for VA Benefits and Health Care, About VA, and Find a VA Location. A red banner on the right encourages users to "Talk to the Veterans Crisis Line now". Below the navigation, the user's name, Kimberly Elizabeth Smith Washington, and military status, United States Army Reserve, are displayed next to a small military seal.

Your profile

Personal and contact information

Personal information

Date of birth	July 16, 1957
Gender	Female

How do I update my personal information? ▾

Addresses

Mailing address	1221 Douglas Way, Douglas, MA 00000	Edit
Home address	811 Vermont Ave NW, Washington, DC 20571	Edit

Phone numbers

Home	(906) 555 -0437	Edit
Mobile	906-555-0437	Edit
<input type="checkbox"/> We'll send VA health care appointment text reminders to this number		
Work	(906) 555 -0437	Edit
Fax	Please add your fax number	

Which of my benefits will use this contact information? ▾

Contact email address

This is the email we'll use to contact you.
Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.
[Update sign in email address on ID.me](#)

Contact email address	kimwashington12@yahoo.com	Edit
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If a user is LOA1, they will see the screen below. They will need to verify their identity before they can access any other features in the profile (<https://va.gov/verify/>).

The screenshot shows the VA.gov website's account security page. At the top, there is a banner with the VA logo, the U.S. Department of Veterans Affairs seal, and links for VA Benefits and Health Care, About VA, and Find a VA Location. A red button on the right says "Talk to the Veterans Crisis Line now". Below the banner, the user's name, Kimberly Elizabeth Smith Washington, and her military status, United States Army Reserve, are displayed next to the US Army seal.

The main content area has a left sidebar with "Your profile" and "Account security" options, where "Account security" is selected. The main title is "Account security".

A Verify your identity to view your complete profile

We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft.

This one-time process takes about 5-10 minutes.

Verify your identity

How will VA.gov verify my identity? ▾

2-factor authentication Add an extra layer of security (called 2-factor authentication). This helps to make sure only you can access your account—even if someone gets your password.

[Set up 2-factor authentication](#)

Sign-in email address To update the email address you use to sign-in, go to the account where you manage your settings and identity information. Any email updates you make there will automatically update on VA.gov.

[Update email address on ID.me](#)
[Update email address on MYHealthVet](#)
[Update email address on DS Logon](#)

Have questions about signing in to VA.gov?

Get answers to frequently asked questions about how to sign in, common issues with verifying your identity, and your privacy and security on VA.gov.

[Go to VA.gov FAQs](#)

Functionality

A VA.gov profile has five different sections. Below is a brief description of each section. For more detailed information, go to the specific section's overview.

Personal and Contact Information

The **Personal and contact information** section will be the first page that a user sees after accessing the profile. The **Personal information** section shows:

- Date of birth
- Gender

The screenshot shows a VA.gov profile interface. At the top, there is a dark header bar with the United States Army Reserve logo and the name "Kimberly Elizabeth Smith Washington" followed by "United States Army Reserve". Below this is a navigation bar with links: "Your profile", "Personal and contact information" (which is highlighted), "Military information", "Direct deposit information", "Account security", and "Connected apps". The main content area is titled "Personal and contact information" and contains a "Personal information" section. This section includes fields for "Date of birth" (July 16, 1957) and "Gender" (Female). At the bottom of the content area, there is a link "How do I update my personal information? ▾".

This **Contact information** section shows:

- Addresses
- Phone numbers
- Email address

Addresses		
Mailing address	1221 Douglas Way, Douglas, MA 00000	Edit
Home address	811 Vermont Ave NW, Washington, DC 20571	Edit

Phone numbers		
Home	(906) 555 -0437	Edit
Mobile	906-555 -0437	Edit
	<input type="checkbox"/> We'll send VA health care appointment text reminders to this number	
Work	(906) 555 -0437	Edit
Fax	<u>Please add your fax number</u>	

Which of my benefits will use this contact information? 

Contact email address		
<p>This is the email we'll use to contact you.</p> <p>Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you mange your account information.</p> <p>Update sign in email address on ID.me</p>		
Contact email address	kimwashington12@yahoo.com	Edit

Military Information

The **Military information** section of the profile shows the user's full military service history. This includes the specific branch in which they served and their period(s) of service.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there is a banner with the text "An official website of the United States government" and a link "Here's how you know". To the right of the banner is a red button with the text "Talk to the Veterans Crisis Line now" and a phone icon. Below the banner, the VA logo and the text "U.S. Department of Veterans Affairs" are displayed. On the far right, there are links for "Search", "Contact us", and a user profile for "William". A navigation bar below the banner includes links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area shows the user's profile: "William C Daniels" (with a small circular portrait icon), "United States Army". The main title "Military information" is centered above a section titled "Period of service". Under "Period of service", it lists "United States Army" and "October 1, 1956 – September 30, 1981". On the left side, there is a sidebar with "Your profile" and several menu items: "Personal and contact information", "Military information" (which is currently selected and highlighted in grey), "Direct deposit", "Account security", and "Connected apps". At the bottom of the sidebar, there is a link "What if my military service information doesn't look right?".

Direct Deposit Information

The screenshot shows the VA.gov website with a dark blue header. The header includes the VA logo, the text "U.S. Department of Veterans Affairs", and links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". There is also a link to "Talk to the Veterans Crisis Line now". Below the header, the page title "Direct deposit information" is displayed, along with the user's profile picture (a circular seal) and name "Kimberly Elizabeth Smith Washington" and title "United States Army Reserve". The main content area has a left sidebar titled "Your profile" with links for "Personal and contact information", "Military information", "Direct deposit information" (which is selected), "Account security", and "Connected apps". The right side shows a "Disability compensation and pension benefits" section with a table for an account at Pacific Premier Bank, Savings Account, ending with a "6464". It also shows a "Payment history" section with a link to "View your payment history". A note at the bottom of this section states: "Note: If you think you've been the victim of bank fraud, please call us at 800-827-1000 (TTY: 800-829-4833). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m." Below this is an "Education benefits" section with text about signing into eBenefits and links to "Go to eBenefits to change your information" and "Find out how to change your information by mail or phone".

The **Direct deposit** feature on VA.gov allows users who receive VA compensation and pension payments to add or update their bank information. Only certain users will see this section of the profile. **Note:** Direct deposit functionality for education benefits is only available on eBenefits.

Account Security

The screenshot shows the VA.gov website's account security section. At the top, there's a navigation bar with links for VA Benefits and Health Care, About VA, and Find a VA Location. Below this is a breadcrumb trail: Home > Your profile > Account security. The main content area features a profile picture of Kimberly Elizabeth Smith Washington, a member of the United States Army Reserve. On the left, a sidebar titled "Your profile" lists options like Personal and contact information, Military information, Direct deposit information, Account security (which is selected and highlighted in blue), and Connected apps. The main content area is titled "Account security" and contains several sections with green checkmarks indicating completed steps: "Identity verification" (We've verified your identity), "2-factor authentication" (You've added an extra layer of security to your account with 2-factor authentication), "Terms and conditions" (You've accepted the terms and conditions for using VA.gov health tools, with a link to "View terms and conditions for medical information"), and "Sign-in email address" (Information on how to update the email address they use to sign in, with a link to "Update sign in email address on ID.me"). At the bottom, there's a light blue box with the heading "Have questions about signing in to VA.gov?" and a link to "Go to VA.gov FAQs".

The **Account security** section lets a user update and view the following:

- Identity verification
- 2-factor authentication
- Terms and Conditions
- Information on how to update the email address they use to sign in

If a user has not verified their identity, this is the only page of the profile they will see. For a user to have access to the rest of the profile, they must verify their identity at <https://va.gov/verify/>.

The screenshot shows the VA.gov website's account security page. At the top, there is a navigation bar with links for VA Benefits and Health Care, About VA, and Find a VA Location. A red button on the right says "Talk to the Veterans Crisis Line now". Below the navigation, the user's profile information is displayed: Kimberly Elizabeth Smith Washington, United States Army Reserve, with a small military seal icon.

The main content area is titled "Account security". On the left, there is a sidebar with "Your profile" and "Account security" options. The "Account security" option is selected and highlighted in blue. To the right of the sidebar, a callout box contains the following text:

A Verify your identity to view your complete profile

We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft.

This one-time process takes about 5-10 minutes.

[Verify your identity](#)

Below this, there is a section titled "How will VA.gov verify my identity? ▾" which contains two options:

2-factor authentication Add an extra layer of security (called 2-factor authentication). This helps to make sure only you can access your account—even if someone gets your password.
[Set up 2-factor authentication](#)

Sign-in email address To update the email address you use to sign-in, go to the account where you manage your settings and identity information. Any email updates you make there will automatically update on VA.gov.
[Update email address on ID.me](#)
[Update email address on MYHealththeVet](#)
[Update email address on DS Logon](#)

At the bottom, there is a light blue footer section with the heading "Have questions about signing in to VA.gov?" and a link "Go to VA.gov FAQs".

Connected Apps

The **Connected apps** section lets a user view and manage any third-party apps to which they have given access to their VA.gov information. For example, a user can connect information from their VA health record to an app that helps them track their health.

In the **Connected apps** section, a user can do the following:

- Disconnect a third-party app they have connected to their VA.gov profile
- Learn more about current connected apps
- View a list of possible apps to connect to their VA.gov profile

For a user to connect an app to their VA.gov account, they must go through that specific third-party application.

An official website of the United States government. Here's how you know 

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA ▾ Find a VA Location

[Home](#) > [Your profile](#) > **Connected apps**

 **Kimberly Elizabeth Smith Washington**
United States Army Reserve

Your Profile

- Personal and contact information
- Military information
- Direct deposit information
- Account security
- Connected apps**

Connected apps

Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at anytime.

 **Apple HealthKit**
Connected on February 21, 2020 Disconnect

[Learn about Apple HealthKit](#) ▾

 **SampleApp**
Connected on February 21, 2020 Disconnect

[Learn about SampleApp](#) ▾

What other third-party apps can I connect to my profile? ▾

How do I connect a third-party app to my profile? ▾

What should I do if my records are wrong or out of date in a connected app? ▾

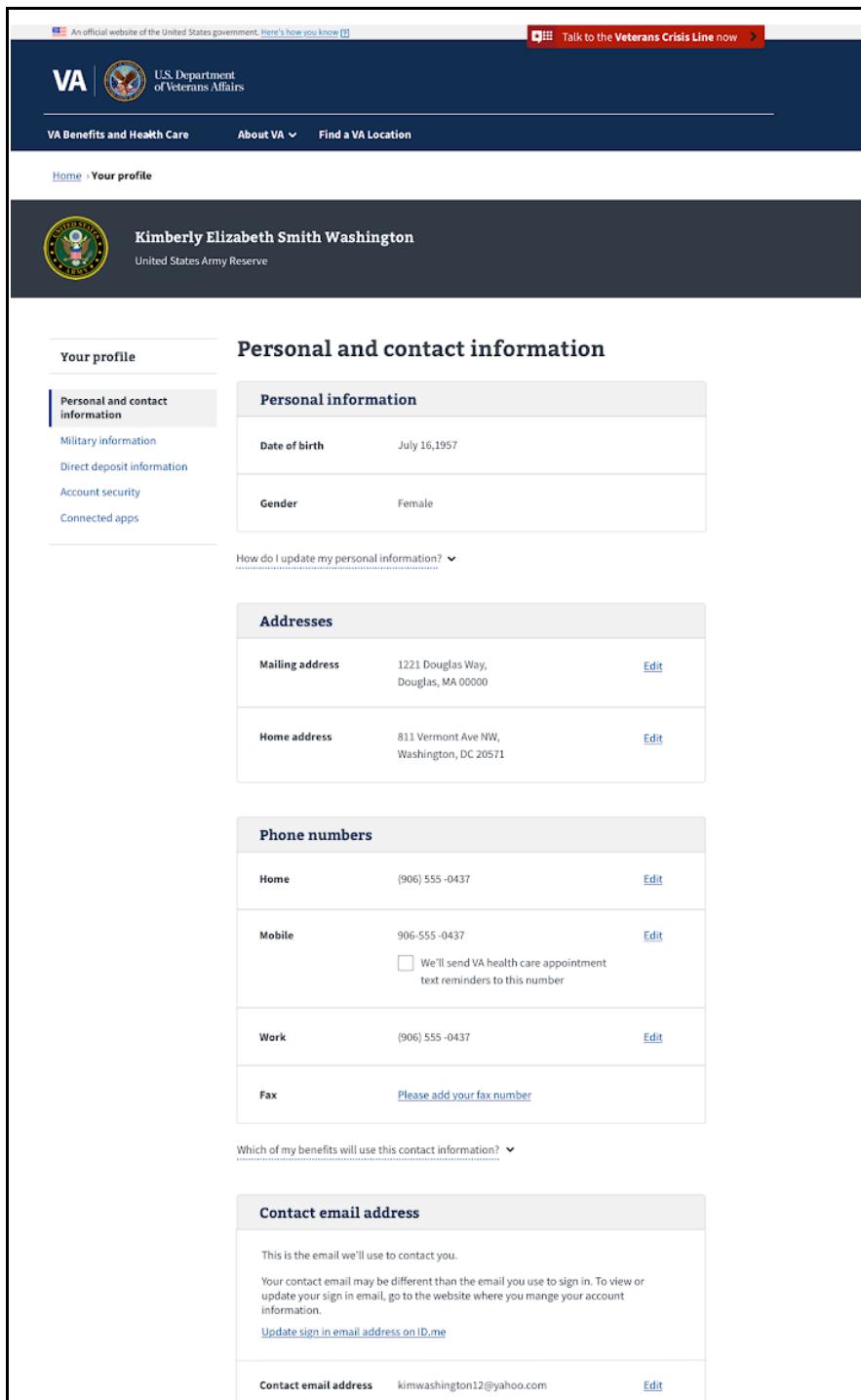
What should I do if I no longer trust a connected app? ▾

Have more questions about connected apps?

Visit our [frequently asked questions](#).

Section Overview: Personal and Contact Information

For users who have verified their identities (LOA3), the **Personal and contact information** section will be the first page that a user sees when accessing their profile. This section will give an overview of the personal and contact information that the VA has on file for them.



The screenshot shows the VA Personal and Contact Information page. At the top, there's a banner with the VA logo, the U.S. Department of Veterans Affairs seal, and links for VA Benefits and Health Care, About VA, and Find a VA Location. A red button says "Talk to the Veterans Crisis Line now". Below the banner, the user's name, Kimberly Elizabeth Smith Washington, and her military status, United States Army Reserve, are displayed. On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Military information", "Direct deposit information", "Account security", and "Connected apps". The main content area is titled "Personal and contact information". It contains several sections: "Personal information" (Date of birth: July 16, 1957; Gender: Female), "Addresses" (Mailing address: 1221 Douglas Way, Douglas, MA 00000; Home address: 811 Vermont Ave NW, Washington, DC 20571), "Phone numbers" (Home: (906) 555-0437; Mobile: 906-555-0437, with a checkbox for receiving VA health care appointment text reminders), "Fax" (Please add your fax number), and "Contact email address" (kimwashington12@yahoo.com). A note at the bottom of the email section states: "This is the email we'll use to contact you. Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information." A link "Update sign in email address on ID.me" is provided.

The **Personal information** section will show:

- Date of birth
- Gender

An official website of the United States government. [Here's how you know](#).

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

[Home](#) > Your profile

Kimberly Elizabeth Smith Washington
United States Army Reserve

Your profile

Personal and contact information

Personal and contact information

Military information
Direct deposit information
Account security
Connected apps

Personal information

Date of birth	July 16, 1957
Gender	Female

How do I update my personal information? ▾

This **Contact information** section will show:

- Addresses
- Phone numbers
- Email address

Addresses		
Mailing address	1221 Douglas Way, Douglas, MA 00000	Edit
Home address	811 Vermont Ave NW, Washington, DC 20571	Edit

Phone numbers		
Home	(906) 555 -0437	Edit
Mobile	906-555-0437	Edit
	<input type="checkbox"/> We'll send VA health care appointment text reminders to this number	
Work	(906) 555 -0437	Edit
Fax	Please add your fax number	

Which of my benefits will use this contact information? 

Contact email address		
This is the email we'll use to contact you. Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information. Update sign in email address on ID.me	kimwashington12@yahoo.com	Edit

User Access

Users who have not verified their identity (LOA1)

As a reminder, users who have not verified their identity on VA.gov will only see the Account security section of the VA.gov profile when they go to www.va.gov/profile. They will not see Personal and contact information.

The screenshot shows the VA.gov homepage with the VA logo and "U.S. Department of Veterans Affairs". Below the header, there are links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area displays a user profile for "Kimberly Elizabeth Smith Washington" from the "United States Army Reserve". On the left, a sidebar menu has "Account security" selected. The main content area is titled "Account security" and contains a callout box with the heading "Verify your identity to view your complete profile". It explains the process: "We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft." It also states "This one-time process takes about 5-10 minutes." A green button labeled "Verify your identity" is visible. At the bottom, there is a link "How will VA.gov verify my identity? ▾".

Users who have verified their identity (LOA3)

For a user to see Personal and contact information, they must have verified their identity (LOA3).

The screenshot shows the official website of the United States government (VA.gov) with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs seal, and links for "About VA" and "Find a VA Location". A red banner at the top right encourages users to "Talk to the Veterans Crisis Line now".

The main content area displays a user profile for "Kimberly Elizabeth Smith Washington" from the "United States Army Reserve". On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Military information", "Direct deposit information", "Account security", and "Connected apps".

The central area is divided into three main sections: "Personal and contact information", "Addresses", and "Phone numbers".

- Personal and contact information:** This section contains fields for "Date of birth" (July 16, 1957) and "Gender" (Female). Below these fields is a link "How do I update my personal information? ▾".
- Addresses:** This section lists two addresses:
 - Mailing address:** 1221 Douglas Way, Douglas, MA 00000. An "Edit" link is provided.
 - Home address:** 811 Vermont Ave NW, Washington, DC 20571. An "Edit" link is provided.
- Phone numbers:** This section lists four phone numbers:
 - Home:** (906) 555 -0437. An "Edit" link is provided.
 - Mobile:** 906-555-0437. An "Edit" link is provided. Below this is a checkbox labeled "We'll send VA health care appointment text reminders to this number".
 - Work:** (906) 555 -0437. An "Edit" link is provided.
 - Fax:** (Please add your fax number). An "Edit" link is provided.

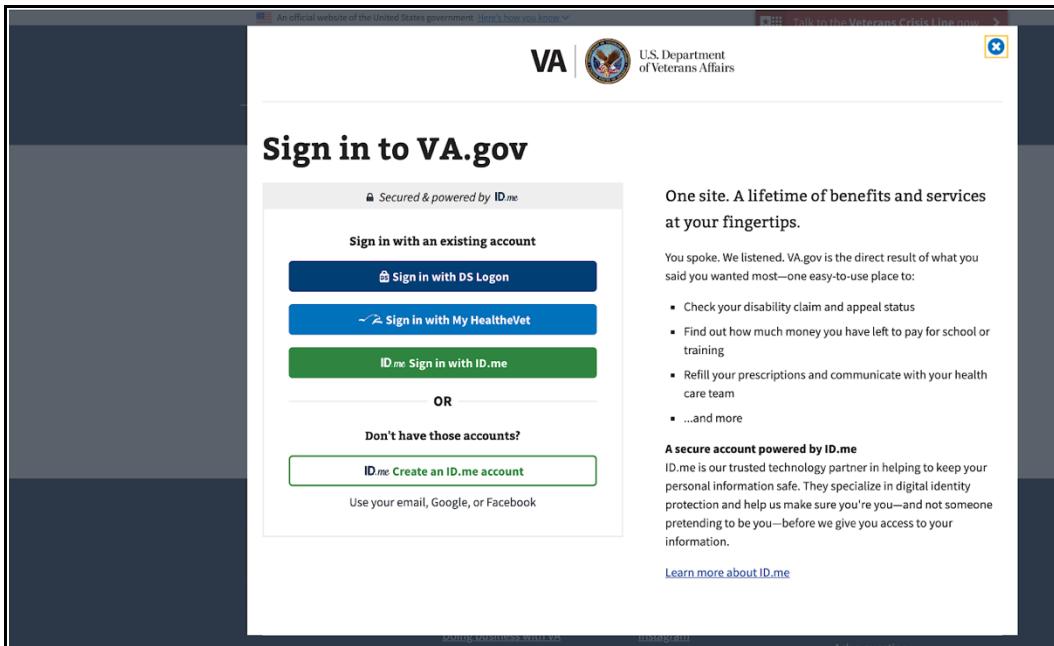
At the bottom of the page, there is a link "Which of my benefits will use this contact information? ▾".

Navigation

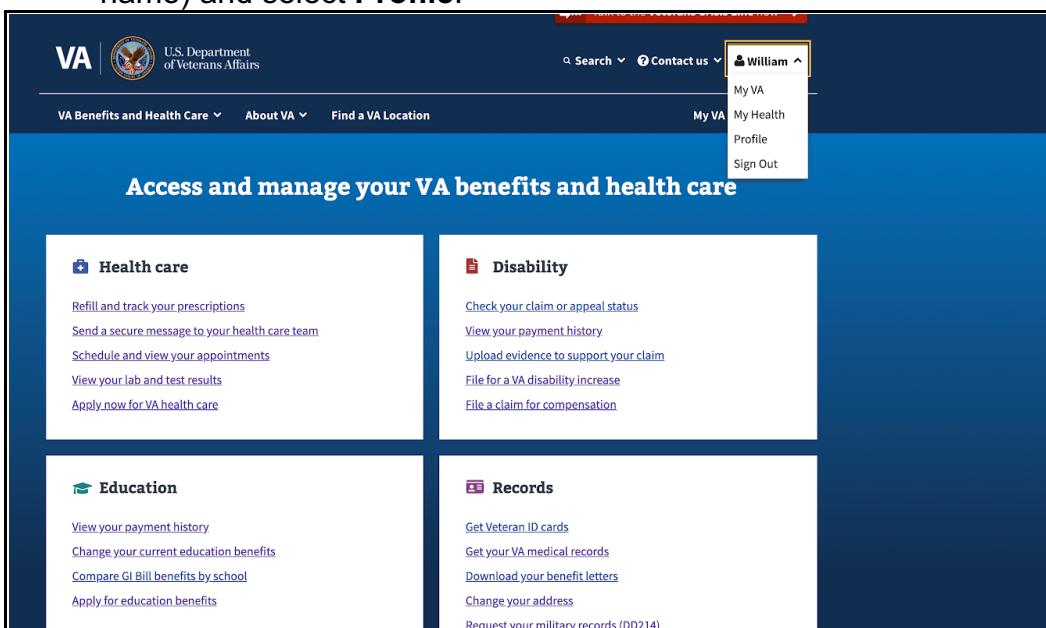
There are two ways to get to the **Personal and contact information** section of the profile.

Option 1:

1. Sign into VA.gov (<https://www.va.gov/>).



2. Click the personalized menu in the upper right corner of the screen (the user's name) and select **Profile**.



Option 2:

1. Go to VA.gov (<https://www.va.gov/>).

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there is a navigation bar with links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". On the right side of the header, there are links for "Search", "Contact us", and a user profile for "William". A red banner at the top right encourages users to "Talk to the Veterans Crisis Line now". Below the header, there are four main service sections: "Health care", "Disability", "Education", and "Records". Each section has a sub-section icon and several links. The "Health care" section includes links for "Refill and track your prescriptions", "Send a secure message to your health care team", "Schedule and view your appointments", "View your lab and test results", and "Apply now for VA health care". The "Disability" section includes links for "Check your claim or appeal status", "View your payment history", "Upload evidence to support your claim", "File for a VA disability increase", and "File a claim for compensation". The "Education" section includes links for "View your payment history", "Change your current education benefits", "Compare GI Bill benefits by school", and "Apply for education benefits". The "Records" section includes links for "Get Veteran ID cards", "Get your VA medical records", "Download your benefit letters", "Change your address", and "Request your military records (DD214)".

2. Click the **Change your address** link (<https://www.va.gov/change-address/>) in the **Records** section (white box in the lower right corner).

This screenshot is identical to the one above, showing the VA.gov homepage with the same four service sections. However, the "Change your address" link within the "Records" section is highlighted with a red rectangular box, indicating it is the specific link to click.

Depending on the type of account the user has, they will see one of two options on the **Change your address on file with VA** page.

Not signed in or does not have an account

The screenshot shows the official VA.gov website with a dark blue header. In the top right corner, there is a red button with white text that says "Talk to the Veterans Crisis Line now". Below the header, the VA logo and "U.S. Department of Veterans Affairs" are displayed. A navigation bar includes links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area features a large heading "Change your address on file with VA" in bold black text. Below the heading, a paragraph explains how changing the address updates information across VA benefits and services. A section titled "How do I change my address in my VA.gov profile?" provides instructions for signing in or creating an account. Another section, "What's the advantage of using my VA.gov profile to change my address?", lists several benefits such as VA health care, disability compensation, pension benefits, claims and appeals, and vocational rehabilitation and employment.

An official website of the United States government. [Here's how you know](#)

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA ▾ Find a VA Location

Change your address

Change your address on file with VA

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

How do I change my address in my VA.gov profile?

You can change your mailing and home addresses in your profile's **Personal and contact information** section. To do this, you need to be signed in to VA.gov with a verified account.

Please sign in to change your address

Try signing in with your **DS Logon**, **MY HealtheVet**, or **ID.me** account. If you don't have any of those accounts, you can create one now.

[Sign in or create account](#)

What's the advantage of using my VA.gov profile to change my address?

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

- VA health care (including prescriptions, appointment reminders, lab and test results, and communications from your VA medical center)
- Disability compensation
- Pension benefits
- Claims and appeals
- Vocational Rehabilitation and Employment (VR&E)

1. Click the green button that says **Sign in or create an account**. (<https://www.va.gov/?next=%2Fchange-address>). Proceed to sign in or create an account to access the profile.

How do I change my address in my VA.gov profile?

You can change your mailing and home addresses in your profile's **Personal and contact information** section. To do this, you need to be signed in to VA.gov with a verified account.

Please sign in to change your address

Try signing in with your **DS Logon**, **MY HealtheVet**, or **ID.me** account. If you don't have any of those accounts, you can create one now.

[Sign in or create account](#)

What's the advantage of using my VA.gov profile to change my address?

- Once the user signs in, they should click the green button that says **Go to your VA.gov profile** (<https://va.gov/profile/>). This will take the user to the **Personal and contact information** section.

The screenshot shows the official VA.gov website with a dark blue header. The header includes the VA logo, the text "U.S. Department of Veterans Affairs", and navigation links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". Below the header, a sub-header reads "Change your address". The main content features a large, bold heading "Change your address on file with VA". A descriptive paragraph explains that changing the address in the VA.gov profile will update information across several VA benefits and services. A section titled "How do I change my address in my VA.gov profile?" contains instructions for signing in with a verified account. A call-to-action button labeled "Go to your VA.gov profile" is highlighted with a red box. Another section, "What's the advantage of using my VA.gov profile to change my address?", lists five benefits: VA health care, Disability compensation, Pension benefits, Claims and appeals, and Vocational Rehabilitation and Employment (VR&E).

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA ▾ Find a VA Location

Change your address

Change your address on file with VA

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

How do I change my address in my VA.gov profile?

You can change your mailing and home addresses in your profile's **Personal and contact information** section. To do this, you need to be signed in to VA.gov with a verified account.

Go to your VA.gov profile to change your address

You'll find your mailing and home addresses in your profile's **Personal and contact information** section.

Go to your VA.gov profile

What's the advantage of using my VA.gov profile to change my address?

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

- VA health care (including prescriptions, appointment reminders, lab and test results, and communications from your VA medical center)
- Disability compensation
- Pension benefits
- Claims and appeals
- Vocational Rehabilitation and Employment (VR&E)

User has not verified their identity (LOA1)

1. Click on the green button that says **Verify your identity** (<https://va.gov/verify/>).
The user will need to verify their identity before they can access their profile.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there is a banner with the VA logo and the text "An official website of the United States government. Here's how you know" with a link icon. To the right, there is a red button with the text "Talk to the Veterans Crisis Line now". Below the banner, the VA logo is displayed next to the text "U.S. Department of Veterans Affairs". A navigation bar includes links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". A "Change your address" link is visible in the main content area. The main title is "Change your address on file with VA". Below it, a paragraph explains how changing the address will update information across VA benefits and services. A section titled "How do I change my address in my VA.gov profile?" provides instructions, noting that changes can be made in the "Personal and contact information" section after logging in with a verified account. It emphasizes the importance of verifying identity to protect personal information. A call-to-action button labeled "Verify your identity" is shown. Finally, a question "What's the advantage of using my VA.gov profile to change my address?" is listed.

An official website of the United States government. [Here's how you know](#)

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Change your address

Change your address on file with VA

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

How do I change my address in my VA.gov profile?

You can change your mailing and home addresses in your profile's **Personal and contact information** section. To do this, you need to be signed in to VA.gov with a verified account.

⚠ Verify your identity to view your complete profile

We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft.

This one-time process takes about 5-10 minutes.

[Verify your identity](#)

What's the advantage of using my VA.gov profile to change my address?

- Once the user has verified their identity, they should click the green button that says **Go to your VA.gov profile** (<https://va.gov/profile/>). This will take the user to the **Personal and contact information** section.

The screenshot shows the official VA.gov website with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs seal, and navigation links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. Below the header, a sub-header reads 'Change your address'. The main content features a large, bold heading 'Change your address on file with VA'. A descriptive paragraph explains that changing the address will update information across VA benefits and services. A section titled 'How do I change my address in my VA.gov profile?' contains text about signing in with a verified account and a call-to-action button labeled 'Go to your VA.gov profile'. This button is highlighted with a red rectangle. Another section, 'What's the advantage of using my VA.gov profile to change my address?', lists several benefits including VA health care, disability compensation, pension benefits, claims and appeals, and vocational rehabilitation and employment services.

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Change your address

Change your address on file with VA

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

How do I change my address in my VA.gov profile?

You can change your mailing and home addresses in your profile's **Personal and contact information** section. To do this, you need to be signed in to VA.gov with a verified account.

Go to your VA.gov profile to change your address

You'll find your mailing and home addresses in your profile's **Personal and contact information** section.

Go to your VA.gov profile

What's the advantage of using my VA.gov profile to change my address?

Find out how to change your address and other contact information in your VA.gov profile. This will update your information across several VA benefits and services.

- VA health care (including prescriptions, appointment reminders, lab and test results, and communications from your VA medical center)
- Disability compensation
- Pension benefits
- Claims and appeals
- Vocational Rehabilitation and Employment (VR&E)

Functionality

Editing personal information

The **Personal information** section, which includes a user's full name, is not editable. If a user would like to change any of the information displayed in this section, there are two options:

1. If the user is enrolled in the VA health care program, they will need to contact the nearest VA medical center. This can be done by clicking on the **Find your nearest VA medical center** link provided in the dropdown FAQ (<https://va.gov/find-locations/?facilityType=health>).
2. If a user receives VA benefits but is not enrolled in the VA health care program, they will need to contact their nearest VA regional office. This can be done by clicking on the **Find your nearest VA regional office** link provided in the dropdown FAQ (<https://va.gov/find-locations/?facilityType=benefits>).

Editing Contact Information: Addresses

How to edit mailing addresses

From the **Personal and contact information** section of the profile:

1. Go to the **Address** box.
2. Select **Edit** for the **Mailing address** field.

The screenshot shows the 'Personal and contact information' section of a profile page. On the left, there's a sidebar with links: 'Your profile', 'Personal and contact information' (which is selected and highlighted in grey), 'Military information', 'Direct deposit', 'Account security', and 'Connected apps'. The main content area has a header 'Personal and contact information' and a sub-section 'Personal information' containing 'Date of birth' (March 7, 1937) and 'Gender' (Male). Below this is a link 'How do I update my personal information?'. The 'Addresses' tab is selected, showing two entries: 'Mailing address' (17000 Waldo Rd, Marysville, OH 43040) with an 'Edit' button (which is highlighted with a red box), and 'Home address' (55 E Mill St, Akron, OH 44308) with an 'Edit' button. A large horizontal grey bar is at the bottom of the content area.

Personal and contact information		
Personal information		
Date of birth	March 7, 1937	
Gender	Male	

How do I update my personal information? ▾

Addresses		
Mailing address	17000 Waldo Rd Marysville, OH 43040	Edit
Home address	55 E Mill St Akron, OH 44308	Edit

If there is currently no information in the **Mailing address** field, the user can select **Please add your mailing address** to add information.

The screenshot shows a user profile editing interface. On the left, a sidebar lists 'Your profile' and 'Personal and contact information' (which is selected and highlighted in grey). Other options like 'Account security' and 'Connected apps' are also listed. The main content area is titled 'Personal and contact information'.

Personal information:

Date of birth	May 5, 1980
Gender	This information is not available right now.

[How do I update my personal information? ▾](#)

Addresses:

Mailing address	Please add your mailing address
Home address	Please add your home address

3. Enter the new information.

Addresses

Mailing address

I live on a United States military base outside of the United States.
[Learn more about military base addresses](#)

Country **(*Required)**
United States

Street address (35 characters maximum) **(*Required)**
17000 Waldo Rd

Street address (35 characters maximum)

Street address (35 characters maximum)

City **(*Required)**
Marysville

State **(*Required)**
Ohio

Zip code **(*Required)**
43040

[Update](#) [Cancel](#)

Home address 55 E Mill St Akron, OH 44308 [Edit](#)

If a user lives on a U.S. military base, they can check the box that says **I live on a United States military base outside of the United States.**

The screenshot shows a 'Addresses' form. At the top left is a section labeled 'Mailing address'. Below it is a checkbox labeled 'I live on a United States military base outside of the United States.' followed by a link 'Learn more about military base addresses'. The next section is 'Country (*Required)', with a dropdown menu set to 'United States'. The following sections are 'Street address (35 characters maximum) (*Required)' (containing '17000 Waldo Rd'), 'Street address (35 characters maximum)', 'Street address (35 characters maximum)', 'APO/FPO/DPO (*Required)' (dropdown), 'State (*Required)' (dropdown), and 'Zip code (*Required)' (containing '43040'). At the bottom are 'Update' and 'Cancel' buttons. A summary table at the bottom lists a 'Home address' as '55 E Mill St Akron, OH 44308' with an 'Edit' link.

Home address	55 E Mill St Akron, OH 44308	Edit
--------------	---------------------------------	------

4. Click **Update** to save.

How to edit home addresses

From the **Personal and contact information** section of the profile:

1. Go to the **Address** box.
2. Select **Edit** for the **Home address** field.

The screenshot shows the 'Personal and contact information' section of a profile. On the left, there's a sidebar with 'Your profile' and a list of categories: 'Personal and contact information' (which is selected and highlighted in grey), 'Military information', 'Direct deposit', 'Account security', and 'Connected apps'. The main content area is titled 'Personal information' and contains fields for 'Date of birth' (March 7, 1937) and 'Gender' (Male). Below this is a link 'How do I update my personal information?'. A second section titled 'Addresses' follows, containing two entries: 'Mailing address' (17000 Waldo Rd, Marysville, OH 43040) with an 'Edit' link, and 'Home address' (55 E Mill St, Akron, OH 44308) with an 'Edit' link, which is highlighted with a red box.

Personal information		
Date of birth	March 7, 1937	
Gender	Male	

How do I update my personal information? [▼](#)

Addresses		
Mailing address	17000 Waldo Rd Marysville, OH 43040	Edit
Home address	55 E Mill St Akron, OH 44308	Edit

If there is currently no information in the **Home address** field, the user can select **Please add your home address** to add information.

The screenshot shows a user profile editing interface. On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Account security", and "Connected apps". The main area is titled "Personal and contact information". It contains two sections: "Personal information" and "Addresses".

Personal information:

- Date of birth: May 5, 1980
- Gender: This information is not available right now.

[How do I update my personal information? ▾](#)

Addresses:

- Mailing address: Please add your mailing address
- Home address: Please add your home address (This field is highlighted with a red border)

3. Enter the new information.

Addresses

Mailing address	17000 Waldo Rd Marysville, OH 43040	Edit
Home address		
<input type="checkbox"/> My home address is the same as my mailing address.		
Country (*Required)		
<input type="text" value="United States"/>		
Street address (35 characters maximum) (*Required)		
<input type="text" value="55 E Mill St"/>		
Street address (35 characters maximum)		
<input type="text"/>		
Street address (35 characters maximum)		
<input type="text"/>		
City (*Required)		
<input type="text" value="Akron"/>		
State (*Required)		
<input type="text" value="Ohio"/>		
Zip code (*Required)		
<input type="text" value="44308"/>		

[Update](#) [Cancel](#) [Delete](#)

If a user has the same home address as their mailing address, they can check the box that says **My home address is the same as my mailing address**.

The screenshot shows a user interface for updating addresses. At the top, there's a header labeled "Addresses". Below it, a section for "Mailing address" shows the address "17000 Waldo Rd" and "Marysville, OH 43040" with an "Edit" link. A horizontal line separates this from the "Home address" section. In the "Home address" section, there is a checked checkbox labeled "My home address is the same as my mailing address." Below this, there are several input fields: "Country (*Required)" with "United States" selected; "Street address (35 characters maximum) (*Required)" with "17000 Waldo Rd" entered; "Street address (35 characters maximum)" (empty); "Street address (35 characters maximum)" (empty); "City (*Required)" with "Marysville" entered; "State (*Required)" with "Ohio" selected; and "Zip code (*Required)" with "43040" entered. At the bottom of the form are three buttons: "Update" (highlighted in blue), "Cancel", and "Delete".

4. **Click Update** to save.

Address validation

When people update and save their addresses, the VA.gov profile checks the likelihood that the U.S. Postal Service will be able to deliver mail to them. This is called address validation.

If someone tries to save an address that our system flags as problematic, they will see one of the following scenarios:

- A prompt to confirm the address, with potential address suggestions

Home address

⚠ Please confirm your address

We couldn't confirm your address with the U.S. Postal Service. Please verify your address so we can save it to your VA profile. If the address you entered isn't correct, please [edit it](#) or choose a suggested address below.

You entered:

575 20th
 San Francisco, CA 12345
[Edit Address](#)

Suggested Addresses:

575 20th St
San Francisco, CA 94107

575 20th Ave
San Francisco, CA 94121

Update **Cancel**

- A prompt to confirm the address, with no suggestions

Home address

⚠ Please confirm your address

We couldn't confirm your address with the U.S. Postal Service. Please verify your address so we can save it to your VA profile. If the address you entered isn't correct, please [edit it](#). If the address you entered below is correct, please select it.

You entered:

37310 coronado dr
Fremont, CA 94536
[Edit Address](#)

Use this address **Cancel**

- A prompt to add a unit number

Home address

A **Please add a unit number**

It looks like your address is missing a unit number. Please [edit your address](#) to add a unit number. If you don't have a unit number and the address you entered below is correct, please select it.

You entered:

225 irving st
San Francisco, CA 94122
[Edit Address](#)

Use this address **Cancel**

- A prompt to edit a unit number

The screenshot shows a mobile application interface. At the top left, it says "Home address". Below that, there is a yellow vertical bar on the left side of a grey rectangular area. Inside this area, there is a black exclamation mark icon followed by the text "Please update or confirm your unit number". Below this, there is a paragraph of text: "We couldn't verify your address with the U.S. Postal Service because there may be a problem with the unit number. Please [edit your address](#) to update the unit number. If your unit number is already correct, please continue with the address you entered below." At the bottom left of the grey area, it says "You entered:". Below this, the address "225 irving st unit A" is listed, followed by "San Francisco, CA 94122" and a link "[Edit Address](#)". At the bottom right of the grey area, there are two buttons: a blue rounded rectangle labeled "Use this address" and a white rounded rectangle labeled "Cancel".

In all the above cases, a person can edit the address they originally entered or choose to override the warning and save the address they entered as-is. If there is an address suggestion, they can choose that.

After the user saves an address, the form closes. The new address will be visible in their profile.

How do I update my personal information? ▾

Addresses

Mailing address	128 main Marysville, OH 43040	Edit
Home address	225 irving st unit A San Francisco, CA 94122	Edit

Editing Contact Information: Phone numbers

From the **Personal and contact information** section of the profile:

1. Go to the **Phone numbers** box.
2. Select **Edit** for the field you want to edit.

Phone numbers		
Home	(804) 205-5544 x17747	Edit
Work	(214) 718-2112	Edit
Mobile	(555) 555-5559	Edit
<input type="checkbox"/> We'll send VA health care appointment text reminders to this number		
Fax	Please add your fax number	
How will you use my contact information? ▼		

If there is currently no information in the field, the user can select **Please add your (home, mobile, work, or fax) number** to add information.

Phone numbers		
Home	(905) 521-3621	Edit
Work	Please add your work phone number	
Mobile	Please add your mobile phone number	
Fax	Please add your fax number	

How will you use my contact information? 

3. Enter the new information.

Phone numbers

Home

i We can only support U.S. phone numbers right now. If you have an international number, please check back later.

Number (*Required)

Extension

[Update](#) [Cancel](#) [Delete](#)

If a user would like to receive text message reminders, they can check the box in the **Mobile** section that says **We'll send VA health care appointment text reminders to this number.**

The screenshot shows a user interface for managing mobile contact information. At the top left, there is a heading labeled "Mobile". To the right of this, a light gray callout box contains an informational icon (a blue circle with a white "i") and text stating: "We can only support U.S. phone numbers right now. If you have an international number, please check back later." Below this, there is a field labeled "Number (*Required)" containing the value "5555555559". Further down, there is a field labeled "Extension" which is currently empty. At the bottom of the interface, there is a checkbox labeled "Send me text message (SMS) reminders for my VA health care appointments", which is checked. Below the checkbox are three buttons: "Update" (in a blue box), "Cancel" (in a light gray box), and "Delete" (in a light gray box).

4. Click **Update** to save.

Editing contact information: Contact email address

The **Contact email address** that is listed in the profile is the email address that VA will use to contact a user.

Note: This is not the email address used to sign-in. Updating this email address does not update the email address used to sign in.

To edit a contact email address:

1. Go to the **Contact email address** box.
2. Select **Edit**.

How will you use my contact information? 

Contact email address

This is the email we'll use to contact you.

Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.

[Update sign in email address on ID.me](#)

Contact email address	myemail79259673@unattended.com	Edit
-----------------------	--------------------------------	----------------------

1. If there is currently no information in the field, the user can select **Please add your contact email address** to add information.

Contact email address

This is the email we'll use to contact you.

Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.

[Update sign in email address on ID.me](#)

Contact email address	Please add your email address
-----------------------	---

3. Enter the new information.

Contact email address

This is the email we'll use to contact you.

Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.

[Update sign in email address on ID.me](#)

Contact email address

Email Address (*Required)

myemail79259673@unattended.com

[Update](#)

[Cancel](#)

 [Delete](#)

4. Click **Update** to save.

Editing Contact Information: Sign in email address

If a user would like to update the email used to sign in, they should click on the link to go to the website where they manage their account (either **DS Logon**, **MyHealtheVet**, or **ID.me**).

How will you use my contact information? ▾

Contact email address

This is the email we'll use to contact you.

Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.

[Update sign in email address on ID.me](#)

Contact email address	myemail79259673@unattended.com	Edit
------------------------------	--------------------------------	----------------------

Major Issues and Error Messages

Editing errors

There are a few errors that users may see when a user is editing their information in the personal and contact information section.

Invalid phone numbers

If a user tries to enter an invalid phone number into a field, they will not be able to save and this will result in an error. If they receive this error, they should double check that the phone number they entered is valid.

The screenshot shows a user interface for editing contact information. On the left, there is a sidebar with a 'Work' section. The main area has a form for entering a phone number. The 'Number (*Required)' field contains the invalid value '123124235346345645756756756'. A red border surrounds this field, indicating an error. Below the field, the text 'Please enter a valid phone number.' is displayed in red. To the right of the error message is a blue 'Update' button with a yellow border, which is also highlighted with a yellow box. To the right of the 'Update' button is a 'Cancel' link. At the bottom of the screen, there is a 'Mobile' section with the placeholder text 'Please add your mobile phone number'.

Work

Number (*Required)

Please enter a valid phone number.

123124235346345645756756756

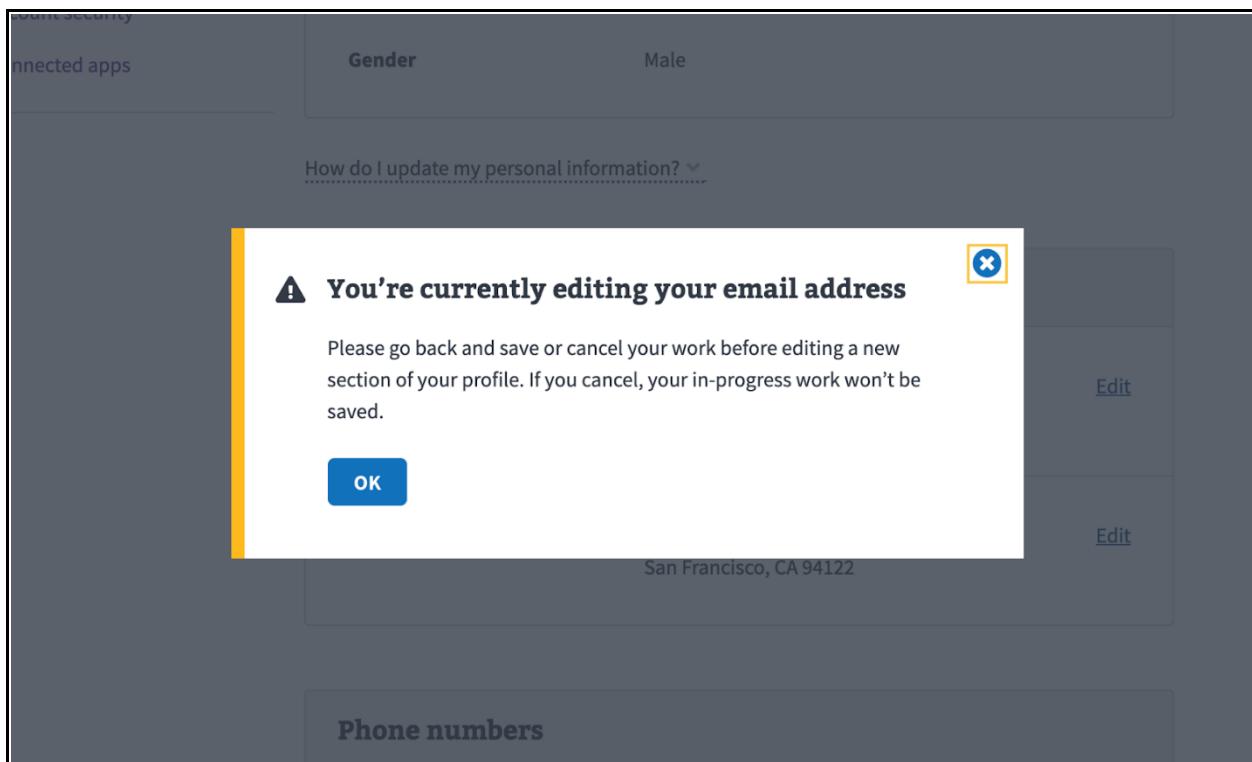
Extension

Update Cancel

Mobile Please add your mobile phone number

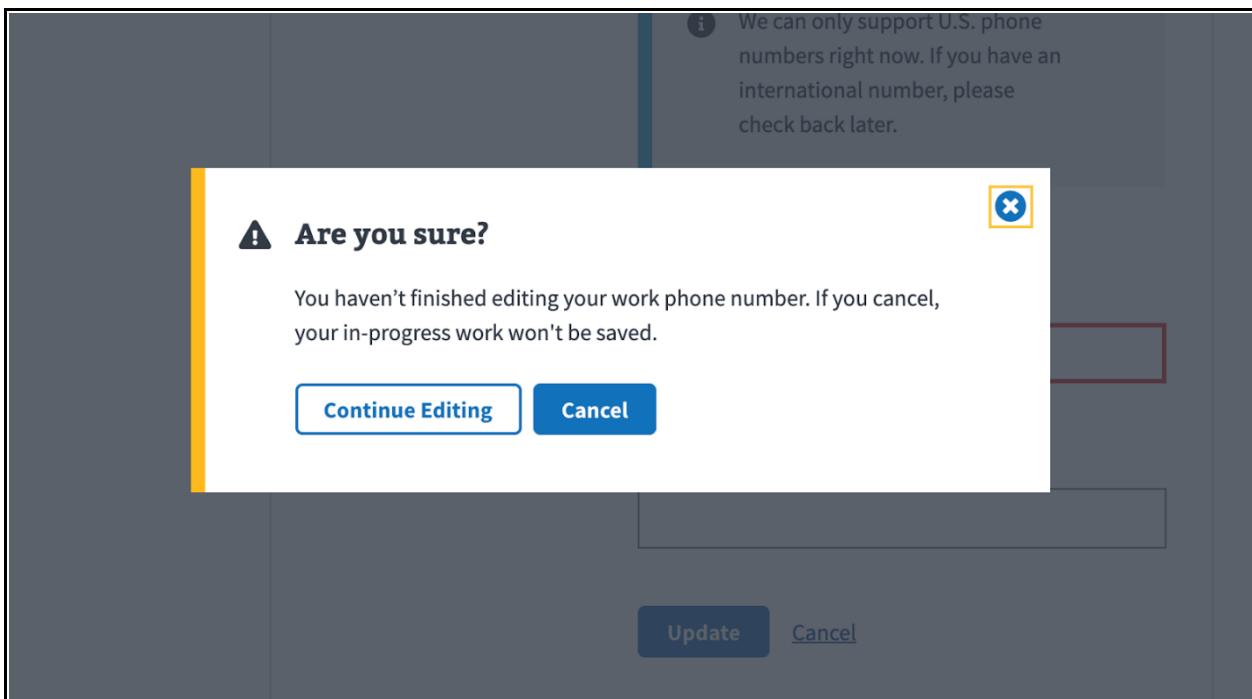
Finish editing section before moving to another

If a user tries to edit another section without saving the current section they are editing, they will receive this error message. There is a possibility that a user does not know that they are currently editing a different section. The error message will let them know what section they are editing and which one they are trying to edit. If a user decides to move on to a new section without saving, then all progress will be lost.



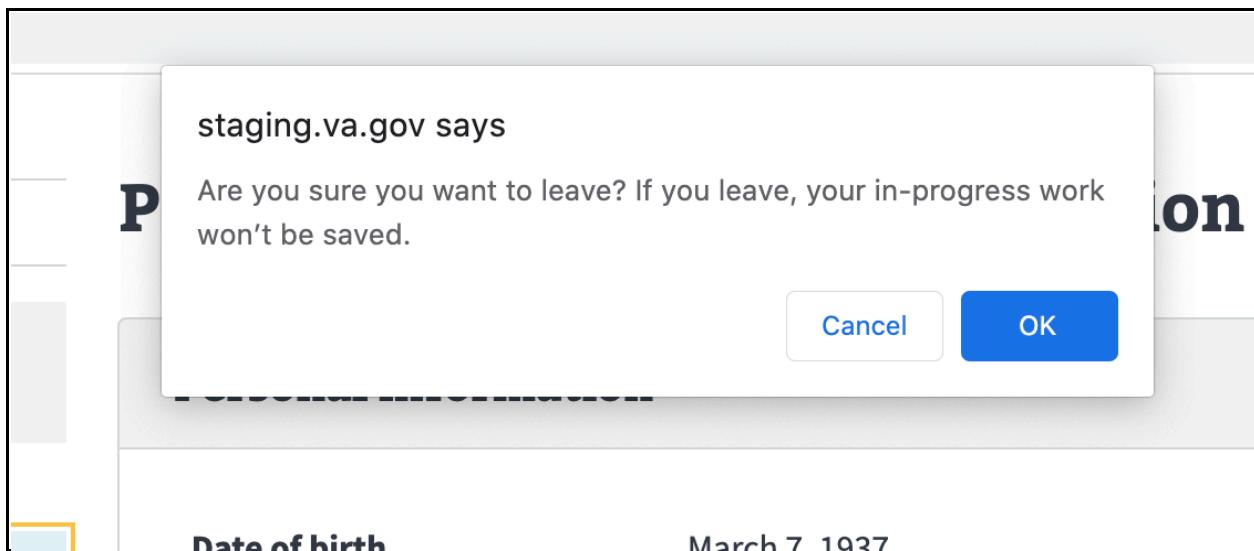
Cancelling

If a user would like to cancel while in the middle of editing, they can click the **Cancel** button at the bottom of any section while in edit mode. There will be a message confirming they would like to cancel. If they cancel, then all progress will be lost.



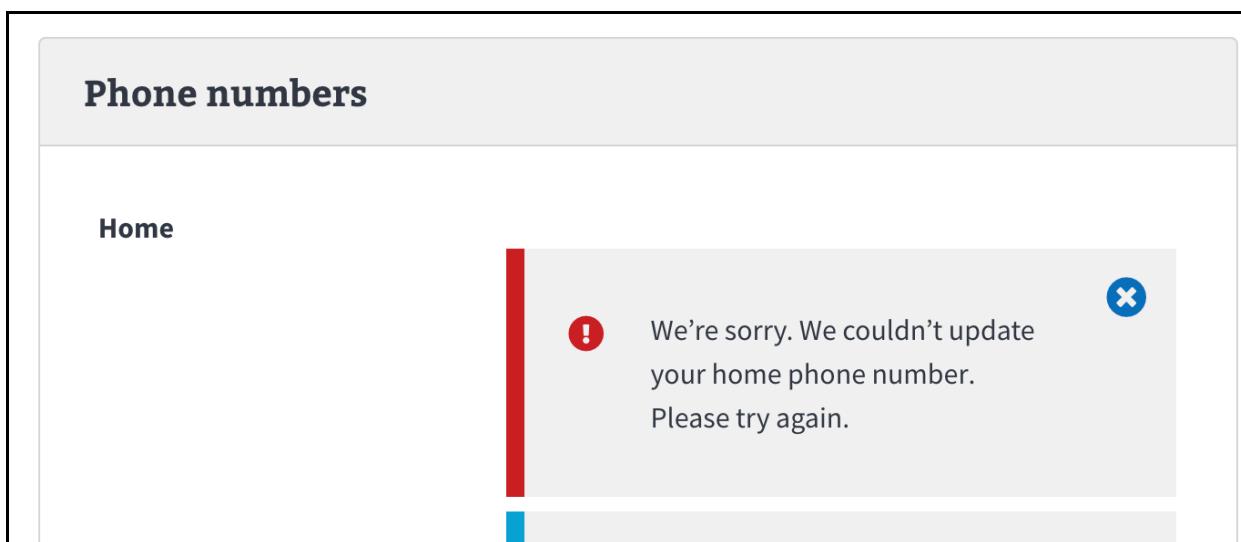
Trying to leave a page without saving

If a user tries to exit or leave the page while in the middle of editing a section, there will be a message confirming that they would like to leave the current page. If a user decides to leave the page, then all progress will be lost.



Saving error

There is the chance that a problem may occur on our end, and we won't be able to save a user's information. If that happens, the user will see the one of the messages below and should refresh and try again.



Addresses

Mailing address

We couldn't save your recent mailing address update. Please try again later.

8210 Doby Ln
Pasadena, MD 21122

[Edit](#)

Update is delayed

There could be a significant delay when saving new information. If that occurs, the user will see the message below and will be notified when their information has been updated.

Phone numbers

Home

We're working on saving your new home phone number. We'll show it here once it's saved.

General errors

There are a few general errors that users may see when using the **Personal and contact information section**.

User has not verified their identity (LOA1)

If a user is signed in, has an account but has not verified their identity (LOA1) they will see this screen. To have full access to the profile, a user must click on the green button that says **Verify your identity** (<https://va.gov/verify/>) and go through the flow to confirm their identity.

The screenshot shows the VA.gov website with a dark blue header. The top navigation bar includes links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. A red button in the top right corner says 'Talk to the Veterans Crisis Line now'. Below the header, the user's profile information is displayed: Kimberly Elizabeth Smith Washington, United States Army Reserve. The main content area is titled 'Account security'. On the left, there is a sidebar with 'Your profile' and 'Account security' options. The 'Account security' section contains a callout box with the heading '⚠ Verify your identity to view your complete profile'. It explains the process: 'We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft.' Below this, it states 'This one-time process takes about 5-10 minutes.' and features a green 'Verify your identity' button. Further down, there are sections for '2-factor authentication' (with a link to 'Set up 2-factor authentication') and 'Sign-in email address' (with links to 'Update email address on ID.me', 'Update email address on MYHealthVet', and 'Update email address on DS Logon'). At the bottom, a light blue footer box contains the question 'Have questions about signing in to VA.gov?' and links to 'Go to VA.gov FAQs'.

Can't access personal information

Sometimes, a problem can occur on our end and we won't be able to retrieve a user's personal information. If that happens, the user should refresh or try again later.

The screenshot shows a mobile application interface. On the left, there is a sidebar with the title "Your profile" at the top. Below it are three menu items: "Personal and contact information" (which is highlighted in grey), "Account security", and "Connected apps". The main content area is titled "Personal and contact information" and contains a sub-section titled "Personal information". Under "Personal information", there are two entries: "Date of birth" followed by "July 28, 1971", and "Gender" followed by the message "This information is not available right now.". At the bottom of the main content area, there is a link "How do I update my personal information?".

Can't access contact information

At times, a problem may occur on our end that prevents us from retrieving a user's contact information. If that happens, the user should refresh or try again later.

The screenshot shows a large yellow vertical bar on the left side of a light gray rectangular area. Inside this area, there is a bolded heading "⚠ We couldn't retrieve your contact information" and a message below it stating "We're sorry. Something went wrong on our end and we couldn't access your contact information. Please try again later."

Multiple accounts

A scenario sometimes occurs where we can't load all a user's information because they have multiple VA IDs or accounts. We won't know if it is an issue with their MyHealtheVet account or an issue with the Department of Defense. If the user receives this message, then there are a few things they can do:

To find out if this is about an account on MyHealtheVet

- They can call 877-327-0022, Monday–Friday, 8 a.m.–8 p.m. ET. If they have hearing loss, they can call 800-877-3399. They can tell the representative that they tried to sign into VA.gov, but got an error message that they may have more than one MyHealtheVet account or ID.
- Fill out a MyHealtheVet online help form to get help signing in.
[\(<https://www.myhealth.va.gov/mhv-portal-web/contact-us>\)](https://www.myhealth.va.gov/mhv-portal-web/contact-us)

To find out if this is about an account with Department of Defense

- They can submit a request to get help signing in.
[\(<https://www.accesstocare.va.gov/sign-in-help>\)](https://www.accesstocare.va.gov/sign-in-help)

We can't load some of your information

We're sorry. We can't load some of the information in your profile. This may be because you have multiple IDs or accounts at VA.

To find out if this about an account on My HealtheVet:

Contact us at 877-327-0022. We're here Monday - Friday, 8:00 a.m.- 8:00 p.m. ET. If you have hearing loss, call 800-877-3399.

Tell the representative that you tried to sign in to VA.gov, but got an error message that you may have more than one My HealtheVet account or ID.

Or, you can [fill out a My HealtheVet online help form to get help signing in.](#)

To find out if this about an account with the Department of Defense:

You can [submit a request to get help signing in.](#)

Personal and contact information

User information doesn't match our Veteran records

There is the chance that we won't be able to match a user's information with our Veteran records. In this case, a user will not have access to their profile until they can verify and update their records.

The user will need to contact the nearest VA medical center to verify and update their records. They can find the nearest facility by clicking the link that says **Find your nearest VA medical center.** (<https://va.gov/find-locations/?facilityType=health>).

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there is a banner with the VA logo and the text "U.S. Department of Veterans Affairs". Below the banner, there are navigation links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". A red button on the right says "Talk to the Veterans Crisis Line now". The main content area shows a user profile for "Kimberly Elizabeth Smith Washington" from the "United States Army Reserve". On the left, there is a sidebar with two tabs: "Your profile" (which is currently selected) and "Account security". The main content area has a heading "Account security" and a message: "⚠ We can't match your information with our Veteran records". It explains that users can't access health and benefit tools until their information is verified. It encourages users to contact their nearest VA medical center and provides a link to "Find your nearest VA medical center".

Section Overview: Military Information

The screenshot shows the official website of the United States government (VA) with a dark blue header. The header includes the VA logo, the text "U.S. Department of Veterans Affairs", a search bar, contact options, and a user profile for "Wesley". Below the header, a breadcrumb navigation shows "Home > Your profile > Military information". The main content area has a dark grey header with the user's name, "Wesley Watson Ford", and military branch, "United States Air Force". The main content area is titled "Military information" and contains a sidebar with "Your profile" sections: "Personal and contact information", "Military information" (which is selected and highlighted in grey), "Account security", and "Connected apps". To the right is a table titled "Period of service" showing two entries: one for the United States Air Force from April 12, 2009, to April 11, 2013, and another for the United States Air Force from April 12, 2005, to April 11, 2009. At the bottom, there is a link for reporting incorrect service information.

Period of service	
United States Air Force	April 12, 2009 – April 11, 2013
United States Air Force	April 12, 2005 – April 11, 2009

The **Military information** section of the profile displays the specific branch that a user served in and their period(s) of service.

User Access

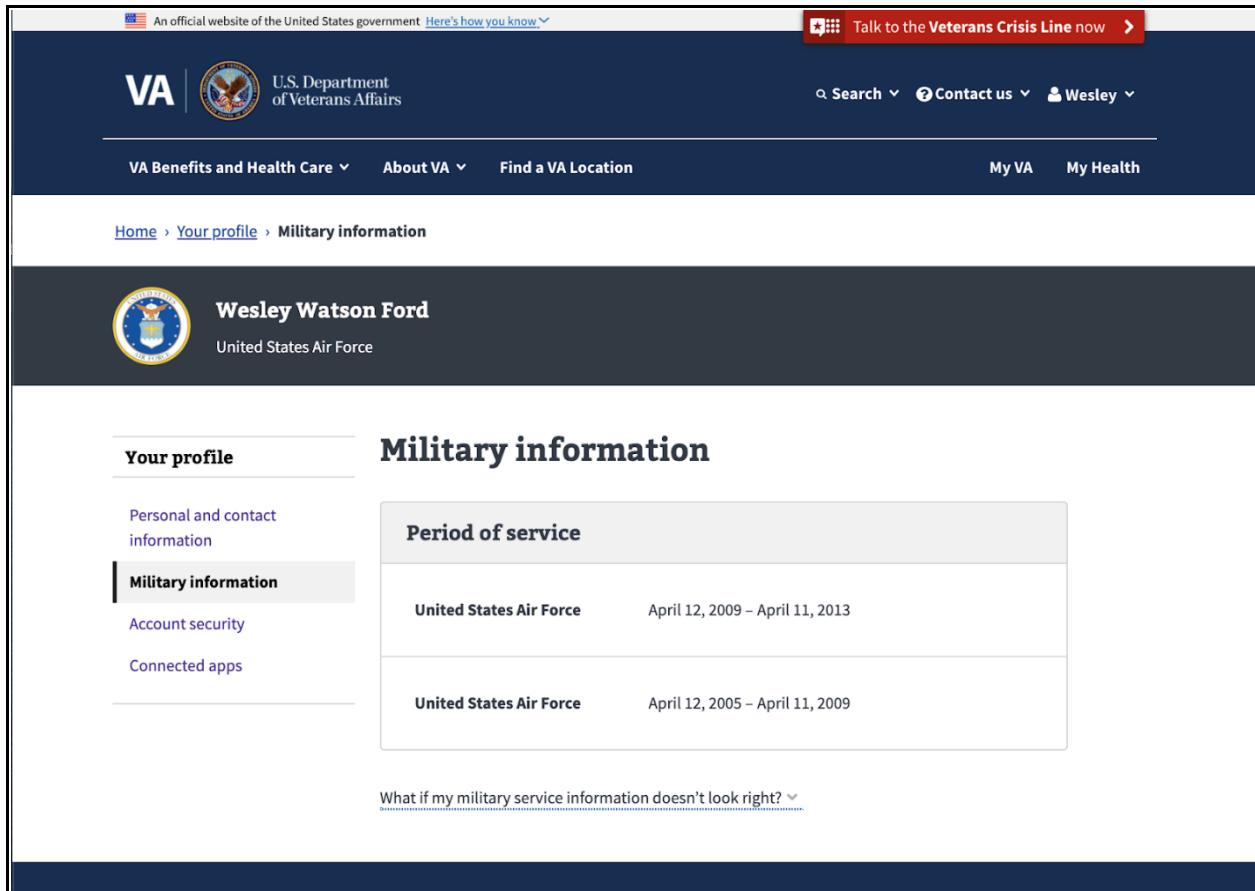
Users who have not verified their identity (LOA1)

As a reminder, if a user has not verified their identity on VA.gov, they will only see the **Account security** section of the VA.gov profile when they go to www.va.gov/profile. They will not see **Military information**.

The screenshot shows the VA.gov website with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs seal, and links for 'An official website of the United States government' and 'Talk to the Veterans Crisis Line now'. Below the header, there are navigation links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. The main content area shows a user profile for 'Kimberly Elizabeth Smith Washington' from the 'United States Army Reserve'. On the left, a sidebar menu has 'Your profile' and 'Account security' listed; 'Account security' is currently selected. The main content area is titled 'Account security' and contains a section titled 'Verify your identity to view your complete profile'. It explains the process: 'We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft.' It also states 'This one-time process takes about 5-10 minutes.' A green button labeled 'ID.me Verify with ID.me' is present. At the bottom, a link 'How will VA.gov verify my identity? ▾' leads to a box explaining '2-factor authentication': 'Add an extra layer of security (called 2-factor authentication). This helps to make sure only you can access your account—*even if someone gets your password*'.

Users who have verified their identity (LOA3)

For a user to see **Military information**, they must have verified their identity (LOA3). 2-factor authentication (2FA) is not required.



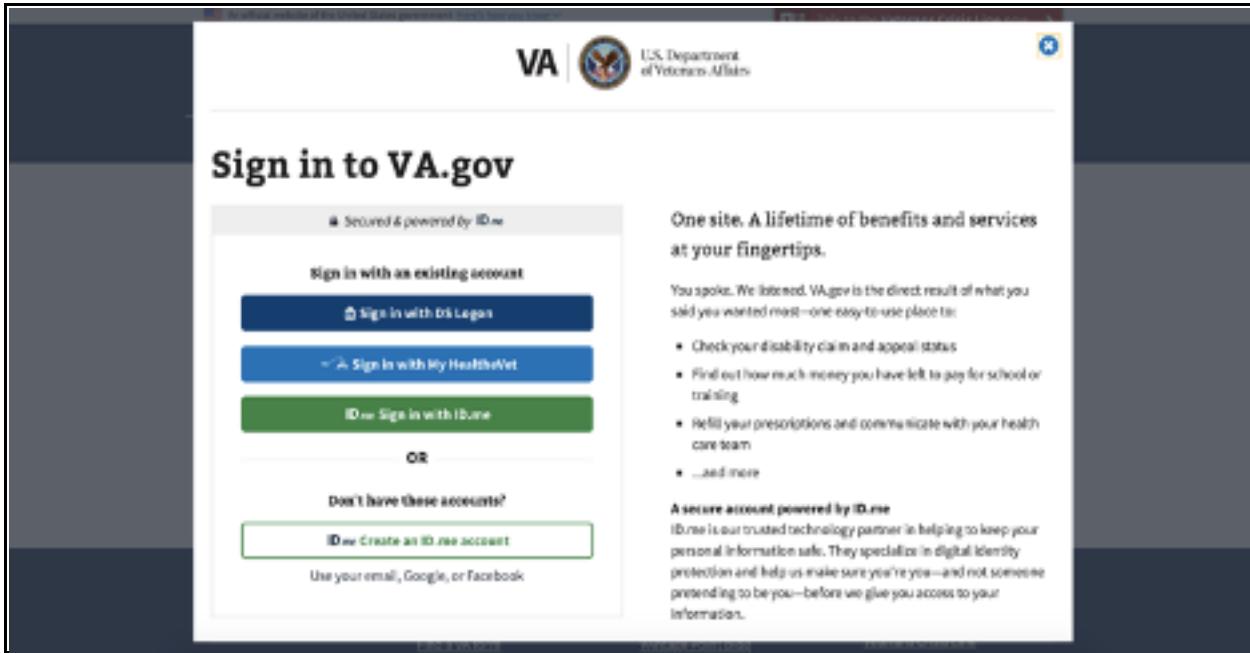
The screenshot shows the official website of the United States government (VA.gov) with a dark blue header. The header includes the VA logo, the text "U.S. Department of Veterans Affairs", a search bar, contact options, and a user profile for "Wesley". Below the header, the navigation menu has links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The breadcrumb navigation shows the user is at "Home > Your profile > Military information". The main content area displays a profile card for "Wesley Watson Ford" from the "United States Air Force". On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Military information" (which is selected and highlighted in grey), "Account security", and "Connected apps". The "Military information" section is titled "Period of service" and contains two entries:

Service	Date
United States Air Force	April 12, 2009 – April 11, 2013
United States Air Force	April 12, 2005 – April 11, 2009

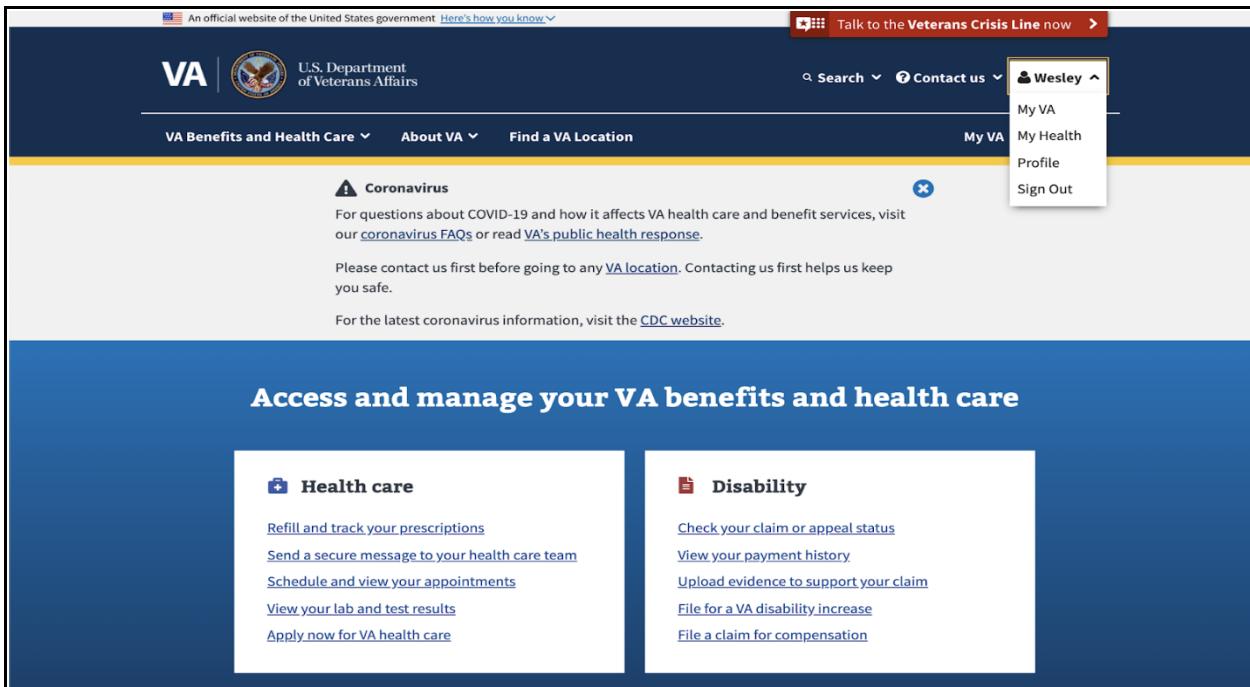
At the bottom of the page, there is a link: "What if my military service information doesn't look right?".

Navigation

1. Sign into VA.gov (<https://www.va.gov/>).



2. Click the personalized menu in the upper right corner of the screen (the user's name) and select **Profile**.



3. Click on **Military information** in the side navigation menu on the left.

The screenshot shows the official website of the United States government (VA.gov). At the top, there's a banner with the VA logo and the text "An official website of the United States government [Here's how you know](#)". A red button on the right says "Talk to the Veterans Crisis Line now". Below the banner, the U.S. Department of Veterans Affairs logo is displayed. The main navigation bar includes links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The user's profile is shown as "Wesley Watson Ford" from the "United States Air Force". The left sidebar under "Your profile" has sections for "Personal and contact information", "Military information" (which is selected and highlighted in grey), "Account security", and "Connected apps". The "Military information" section displays two entries for service periods:

Period of service	
United States Air Force	April 12, 2009 – April 11, 2013
United States Air Force	April 12, 2005 – April 11, 2009

At the bottom of the page, there's a link: "What if my military service information doesn't look right?".

Functionality

Editing Military Information

The **Military information** section is not editable from the VA.gov profile. If the military service information in a user's profile doesn't look right, the user should call the Defense Manpower Data Center (DMDC). They'll work with the user to update their information in the Defense Enrollment Eligibility Reporting System (DEERS). To reach the DMDC, users can call **800-538-9552**, Monday through Friday (except federal holidays), 8 a.m. to 8 p.m. ET. If a user has hearing loss, they should call TTY: **866-363-2883**.



William C Daniels

United States Army

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Military information

Period of service

United States Army October 1, 1956 – September 30, 1981

What if my military service information doesn't look right?

Some Veterans have reported seeing military service information in their VA.gov profiles that doesn't seem right. When this happens, it's because there's an error in the information we're pulling into VA.gov from the Defense Enrollment Eligibility Reporting System (DEERS).

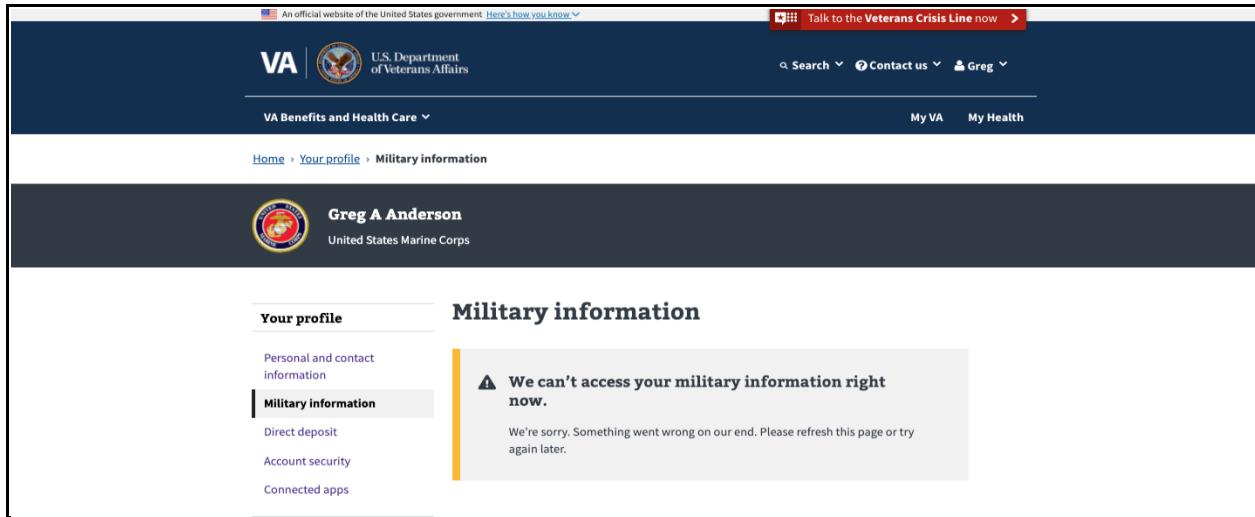
If the military service information in your profile doesn't look right, please call the Defense Manpower Data Center (DMDC). They'll work with you to update your information in DEERS.

To reach the DMDC, call [1-800-538-9552](tel:1-800-538-9552), Monday through Friday (except federal holidays), 8:00 a.m. to 8:00 p.m. ET. If you have hearing loss, call TTY: [1-866-363-2883](tel:1-866-363-2883).

Major Issues and Error Messages

Can't access military information

Occasionally, a problem can occur on our end and we won't be able to retrieve a user's military information. If that happens, the user should refresh the page or try again later.



Can't find Department of Defense (DoD) ID

If we can't find a user's DoD ID, we will not be able to access their military records. If the user receives this message, they can call **800-827-1000** or visit the nearest VA regional office and request to be added to the Defense Enrollment Eligibility Reporting System (DEERS).

To find their nearest VA regional office, the user can click on the link that says **Find your nearest VA regional office** (<https://www.va.gov/find-locations>). They can also request to be added to DEERS through the online customer help center. They can click on the link that says **Get instruction from our help center** (https://iris.custhelp.va.gov/app/answers/detail/a_id/3036/~not-registered-in-deers%2C-or-received-and-error-message-while-trying-to) to find out more.

The screenshot shows the VA Benefits and Health Care section of the VA website. At the top, there's a navigation bar with links for 'Search', 'Contact us', and 'Greg'. Below the navigation is a breadcrumb trail: 'Home > Your profile > Military information'. The main content area features a dark header with the user's name, 'Greg A Anderson', and 'United States Marine Corps'. On the left, a sidebar titled 'Your profile' lists 'Personal and contact information', 'Military information' (which is selected), 'Direct deposit', 'Account security', and 'Connected apps'. The right side is titled 'Military information' and contains a message: 'We can't access your military information'. It explains that the VA needs a Department of Defense (DoD) ID to access service records and provides a link to find the nearest VA regional office or get instructions from the help center.

Can't access military records

There is the chance that there is an issue accessing a user's military records. If a user thinks they should be able to see their records here, they should file a request to change or correct their DD214 or other military records.

This screenshot is identical to the one above, showing the 'Military information' page for user Greg A. Anderson. The layout, sidebar options, and central message about not being able to access military records are all the same.

Section Overview: Direct Deposit

The Direct Deposit feature on VA.gov allows users to see and change their bank information for benefits payments made by VA. There are two categories of benefits: compensation and pension (C&P) and education (EDU).

User Access

The **Direct deposit section** is only available to users who meet the following criteria:

- They must receive either compensation and pension payments, education payments, or both types of payments from VA.
- They must be logged in to VA.gov.
- They must have verified their identity (LOA3) on VA.gov to access the profile. If they have not verified their identity (LOA1), they will need to do so before accessing the profile and their direct deposit information.
- They must have 2-factor authentication (2FA) set up on VA.gov.

Note: Users who meet the above criteria and have C&P payments, EDU payments, or both will see the **Direct deposit** section in their profile:

The screenshot shows the official VA website interface. At the top, the VA logo and "U.S. Department of Veterans Affairs" are displayed, along with a search bar, contact link, and user profile for "Hector". Below the header, navigation links include "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area shows the user's profile: "Hector Jonathan D'Olivera, United States Army". On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Military information", "Direct deposit" (which is selected), "Account security", and "Connected apps". The "Direct deposit" section contains a table for "Disability compensation and pension benefits":

Account	Pacific Premiere Bank	Edit
*****6464	Savings account	

A note below states: "Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET."

Below this is the "Education benefits" section, which is identical to the "Disability compensation and pension benefits" section.

The final section shown is "VA payment history", which contains the text: "Check your payment history for your VA disability compensation, pension, and education benefits." and a link "[View your payment history](#)".

However, if someone does not meet all the above criteria, they will not see the **Direct deposit** section. That section will be missing from the profile navigation:

Your profile

Personal and contact information

Military information

Account security

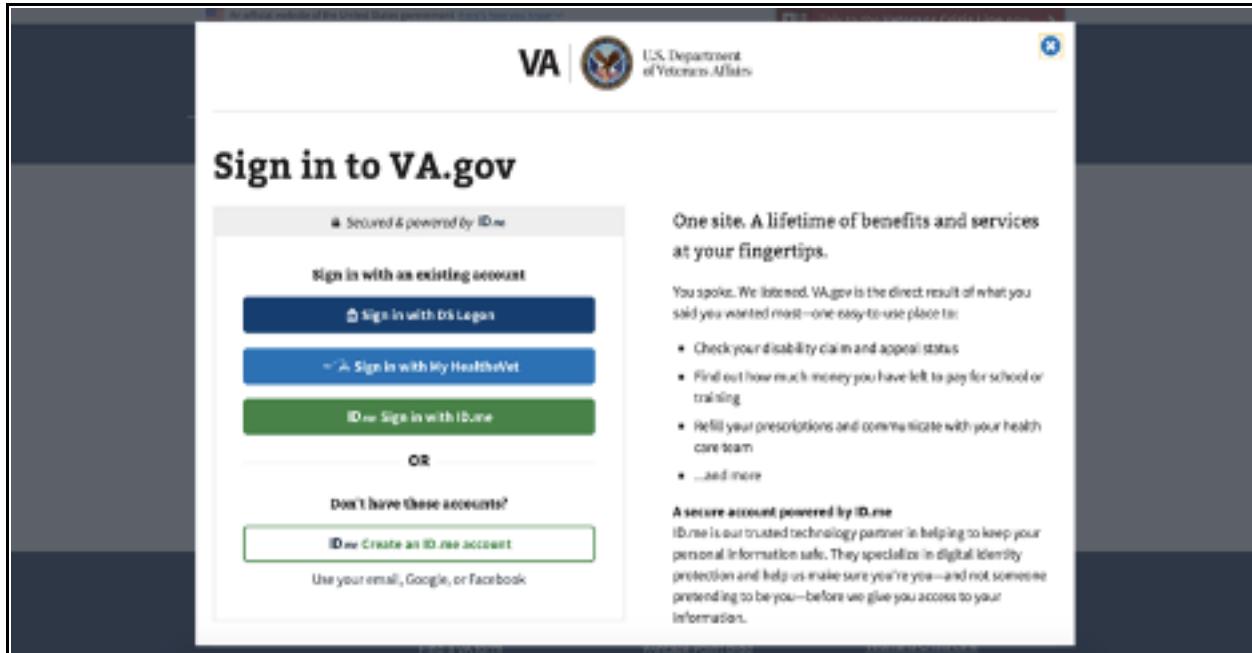
Connected apps

If someone calls the help line and expects to see direct deposit information in their profile but does not see it, please confirm the following:

- Make sure they are currently receiving disability and compensation or education payments from the VA.
- Make sure they are logged in to VA.gov.
- If they are logged in, confirm that they have verified their identity on VA.gov. If they have not yet done so, they will see a prompt to verify their identity when they log in and go to the profile.
- If they are logged in and have verified their identity, make sure they have 2-factor authentication (2FA) set up.

Navigation

1. Sign into VA.gov (<https://www.va.gov/>).



2. Click the personalized menu in the upper right corner of the screen (the user's name) and select **Profile**.

The screenshot shows the official website of the U.S. Department of Veterans Affairs. At the top, there is a banner with the text "An official website of the United States government [Here's how you know](#)" and a "Talk to the Veterans Crisis Line now" button. The VA logo and the text "U.S. Department of Veterans Affairs" are prominently displayed. A navigation bar below includes links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "Search", "Contact us", and a personalized menu for "Wesley". The personalized menu dropdown shows options: "My VA", "My Health", "Profile", and "Sign Out". Below the navigation, there is a section about COVID-19 with links to VA's coronavirus FAQs and public health response information. A large blue banner in the center says "Access and manage your VA benefits and health care" and features two sections: "Health care" and "Disability", each with a list of links.

An official website of the United States government [Here's how you know](#)

Talk to the **Veterans Crisis Line** now

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care ▾ About VA ▾ Find a VA Location

Search Contact us ▾

Wesley ▾

My VA

My Health

Profile

Sign Out

Coronavirus

For questions about COVID-19 and how it affects VA health care and benefit services, visit our [coronavirus FAQs](#) or read [VA's public health response](#).

Please contact us first before going to any [VA location](#). Contacting us first helps us keep you safe.

For the latest coronavirus information, visit the [CDC website](#).

Access and manage your VA benefits and health care

Health care

[Refill and track your prescriptions](#)

[Send a secure message to your health care team](#)

[Schedule and view your appointments](#)

[View your lab and test results](#)

[Apply now for VA health care](#)

Disability

[Check your claim or appeal status](#)

[View your payment history](#)

[Upload evidence to support your claim](#)

[File for a VA disability increase](#)

[File a claim for compensation](#)

- Click on **Direct Deposit** in the side navigation menu on the left.

An official website of the United States government [Here's how you know](#)

VA U.S. Department of Veterans Affairs

Search Contact us Wesley

VA Benefits and Health Care About VA Find a VA Location My VA My Health

Home > Your profile > Personal and contact information

Wesley Watson Ford
United States Air Force

Your profile

- Personal and contact information
- Military information
- Direct deposit
- Account security
- Connected apps

Personal and contact information

Date of birth	May 6, 1986
Gender	Male

How do I update my personal information?

Addresses

Functionality

Direct deposit information for disability compensation and pension (C&P) payments

Note: This function is only available for C&P payments.

How to add direct deposit information for compensation and pension

From the **Direct deposit information** section of the profile:

1. Click **Please add your bank information**.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there is a banner with the VA logo and the text "An official website of the United States government. [Here's how you know](#)". To the right of the banner is a red button with the text "Talk to the Veterans Crisis Line now". Below the banner, the VA logo is displayed next to the text "U.S. Department of Veterans Affairs". On the right side of the header, there are links for "Search", "Contact Us", and a dropdown menu for "Hector". The main navigation bar includes links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". Below the navigation bar, the user's profile information is shown: "Home > Your Profile > Direct deposit". The profile picture is the US Army seal, and the name is "Hector Jonathan D'Olivera, United States Army". The main content area is titled "Direct deposit information". On the left, a sidebar lists "Your profile" sections: "Personal and contact information", "Military information", "Direct deposit" (which is selected and highlighted in grey), "Account security", and "Connected apps". The "Direct deposit" section contains a table with two columns: "Account" and "Please add your bank information". A note below the table states: "Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET." Below this is another section titled "Education benefits", which also contains a table with columns for "Account", "Pacific Premiere Bank", "*****6464", and "Edit".

If a user has questions related to finding their account number or routing number, they can click the **Where can I find these numbers?** dropdown.

2. Enter the new bank account information.



Hector Jonathan D'Olivera
United States Army

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Direct deposit information

Disability compensation and pension benefits

Account To update the account where you want us to pay your compensation and pension benefits, please enter the bank and account information below.

Where can I find these numbers? [▼](#)

Routing number (Your bank's name will appear after you add the 9-digit routing number) **(*Required)**
120946464

Account number (This should be no more than 17 digits) **(*Required)**
928123456789

Account type **(*Required)**
 [▼](#)

Update **Cancel**

3. Click **Update** to save. Once they hit **Update**, they should see a message letting them know their information was saved:

The screenshot shows the official website of the United States government (VA.gov) with a dark blue header. The header includes the VA logo, the text "U.S. Department of Veterans Affairs", a search bar, and links for "Talk to the Veterans Crisis Line now", "Search", "Contact Us", and a user profile for "Hector". Below the header, there are navigation links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area shows a breadcrumb trail: "Home > Your Profile > Direct deposit". A banner at the top of the content area displays the user's name, "Hector Jonathan D'Olivera", and military status, "United States Army". On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Military information", "Direct deposit" (which is selected), "Account security", and "Connected apps". The main content area has a title "Direct deposit information" and a green callout box stating, "We've updated your bank account information for your **disability compensation and pension benefits**. We'll deposit your next payment into your new account." Below this, a section titled "Disability compensation and pension benefits" shows an account entry for "Pacific Premiere Bank" with the account number redacted as "*****6464" and the type listed as "Savings account". An "Edit" link is located to the right of the account details.

After someone's direct deposit information has been updated, they should receive an automatically generated confirmation email from VA.gov. This is a no-reply address and any emails sent to this address will not be received by our team or anyone else.

How to edit direct deposit information for disability and compensation payments

From the **Direct deposit information** section of the profile:

1. Click the **Edit** link to the right of **Account** within the **Disability compensation and pension benefits** box.

The screenshot shows a user profile for "Hector Jonathan D'Olivera" from the "United States Army". The left sidebar lists "Your profile" sections: Personal and contact information, Military information, Direct deposit (which is selected), Account security, and Connected apps. The main content area is titled "Direct deposit information" and contains a "Disability compensation and pension benefits" section. This section has an "Account" field with instructions to enter bank and account information. It includes a link "Where can I find these numbers?", a routing number input field, an account number input field, an account type dropdown set to "Savings account", and "Update" and "Cancel" buttons at the bottom.

Hector Jonathan D'Olivera
United States Army

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Direct deposit information

Disability compensation and pension benefits

Account

To update the account where you want us to pay your compensation and pension benefits, please enter the bank and account information below.

Where can I find these numbers? [?](#)

Routing number (Your bank's name will appear after you add the 9-digit routing number) **(*Required)**

Account number (This should be no more than 17 digits) **(*Required)**

Account type **(*Required)**

Savings account

Update Cancel

2. Once the form opens, update the **Routing number**, **Account number**, and **Account type**.

The screenshot shows the 'Direct deposit information' section of the MyPay portal. At the top, there's a dark header bar with the U.S. Army logo and the name 'Hector Jonathan D'Olivera' followed by 'United States Army'. Below this, the main content area has a title 'Direct deposit information' and a sidebar on the left labeled 'Your profile' containing links for 'Personal and contact information', 'Military information', 'Direct deposit' (which is highlighted in grey), 'Account security', and 'Connected apps'. The main content area is titled 'Disability compensation and pension benefits' and contains a form for updating direct deposit information. It includes fields for 'Account' (with instructions to enter bank and account info), 'Routing number' (containing '120946464'), 'Account number' (containing '928123456789'), 'Account type' (set to 'Savings account'), and buttons for 'Update' and 'Cancel'.

Disability compensation and pension benefits

Account To update the account where you want us to pay your compensation and pension benefits, please enter the bank and account information below.

Where can I find these numbers? [...](#)

Routing number (Your bank's name will appear after you add the 9-digit routing number) **(*Required)**

120946464

Account number (This should be no more than 17 digits) **(*Required)**

928123456789

Account type **(*Required)**

Savings account

Update [Cancel](#)

3. Click **Update** to save.

How to edit direct deposit information for Education payments

From the **Direct deposit information** section of the profile:

- Click **Edit** to the right of **Account** within the **Education benefits** box.

The screenshot shows a user profile for "Hector Jonathan D'Olivera" from the United States Army. On the left, there's a sidebar with links: "Your profile", "Personal and contact information", "Military information", "Direct deposit" (which is highlighted), "Account security", and "Connected apps". The main content area is titled "Direct deposit information". It contains a section for "Disability compensation and pension benefits" and another for "Education benefits". In the "Education benefits" section, there's a table with one row. The first column is "Account", the second is "Pacific Premiere Bank", and the third is an "Edit" link. Below the table is a note: "Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET." The "Edit" link in the "Education benefits" section is what the user needs to click to make changes.

Disability compensation and pension benefits

Account	Pacific Premiere Bank	Edit
	*****6464	
	Savings account	

Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

Education benefits

Account	To update the account where you want us to pay your education benefits, please enter the bank and account information below.
	Where can I find these numbers?
	Routing number (Your bank's name will appear after you add the 9-digit routing number) (*Required)
	<input type="text"/>
	Account number (This should be no more than 17 digits) (*Required)
	<input type="text"/>
	Account type (*Required)
	<input type="text"/>

[Update](#) [Cancel](#)

2. Once the form opens, update the **Routing number**, **Account number**, and **Account type**.

 **Hector Jonathan D'Olivera**
United States Army

Your profile

Personal and contact information
Military information
Direct deposit
Account security
Connected apps

Direct deposit information

Disability compensation and pension benefits

Account	Pacific Premiere Bank	Edit
	*****6464	
	Savings account	

Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

Education benefits

Account To update the account where you want us to pay your education benefits, please enter the bank and account information below.

Where can I find these numbers? [▼](#)

Routing number (Your bank's name will appear after you add the 9-digit routing number) **(*Required)**
333456789

Account number (This should be no more than 17 digits) **(*Required)**
0000099900000006464

Account type **(*Required)**
Savings account

[Update](#) [Cancel](#)

4. Click **Update** to save.



Kenneth William Andrews
United States Air Force

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Direct deposit information

We've updated your bank account information for your **education benefits**. Your next payment will be deposited into your new account.

Disability compensation and pension benefits

Account	JPMORGAN CHASE *****3033	Edit
Checking account		

Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

Education benefits

Account	WELLS FARGO BANK *****2929	Edit
Savings account		

How to view payment history

From the **Direct deposit information** section of the profile:

1. Click the **View your payment history** link. This will take them to the View Payments page on VA.gov.

VA payment history

Check your payment history for your VA disability compensation, pension, and education benefits.

[View your payment history](#)

Major Issues and Error Messages

There are a few errors that users may see when they are interacting with the direct deposit feature:

Required Errors

If a user tries to submit the direct deposit form without filling out any/all of the fields, they will receive “required” errors that correspond with the fields they have left blank. Below is an image of what this would look like if all the fields were left blank:

The screenshot shows a user profile page with a sidebar on the left and a main content area on the right.

Left Sidebar (Your profile):

- Personal and contact information
- Military information
- Direct deposit** (selected tab)
- Account security
- Connected apps

Main Content Area (Direct deposit information):

Disability compensation and pension benefits

Account: Please enter your bank's routing and account numbers and your account type.
Where can I find these numbers? [▼](#)

Routing number (Your 9-digit routing number will update your bank's name) (*Required):
Please enter the bank's 9-digit routing number.

Account number (No more than 17 digits) (*Required):
Please enter your account number.

Account type (*Required):
Please select the type that best describes the account.
 [▼](#)

Buttons: Update (blue button), Cancel (link)

Routing number can't be found

If a user submits an invalid bank routing number, we will return the error below. This error would likely occur if someone accidentally mistyped their bank's routing number:

The screenshot shows a user profile for William C Daniels, United States Army. The profile includes a military seal icon. On the left, a sidebar lists 'Your profile' sections: Personal and contact information, Military information, Direct deposit (which is selected), Account security, and Connected apps. The main content area is titled 'Direct deposit information' and contains a section for 'Disability compensation and pension benefits'. Under the 'Account' heading, there is an error message: 'We couldn't update your bank information' with a red exclamation mark icon. The message continues: 'We couldn't find a bank linked to this routing number. Please check your bank's 9-digit routing number and enter it again.' Below this, instructions say 'Please enter your bank's routing and account numbers and your account type.' A link 'Where can I find these numbers?' is provided. Two input fields are shown: one for 'Routing number (Your 9-digit routing number will update your bank's name) (*Required)' containing '489498492', and another for 'Account number (No more than 17 digits) (*Required)' containing '1230101010'.

Backend system is down/generic error

If someone tries to update their direct deposit information and the backend system is down, they will see this error. There may be other scenarios in which a user sees this error, but they would all be caused by issues with the backend system. There isn't anything the user can do to resolve this. They should just try again later:

Home > Your profile > Direct deposit information

The screenshot shows a user profile for Kimberly Elizabeth Smith Washington, United States Army Reserve. The profile picture is the US Army seal. The main content area has a dark background. On the left, there's a sidebar with 'Your profile' and several tabs: 'Personal and contact information', 'Military information', 'Direct deposit information' (which is selected and highlighted in blue), 'Account security', and 'Connected apps'. The main content area has a light gray background. A yellow warning icon (an exclamation mark) is followed by the text: 'We're sorry. Something went wrong on our end. Please refresh this page or try again later.'

Kimberly Elizabeth Smith Washington
United States Army Reserve

Your profile

Personal and contact information

Military information

Direct deposit information

Account security

Connected apps

⚠ We're sorry. Something went wrong on our end. Please refresh this page or try again later.

Payment information won't load

If we can't retrieve someone's direct deposit information, they will see this error. This is caused by issues with the backend system, and there isn't anything the user can do to resolve it. They should just try again later:

The screenshot shows a user profile for "Hector Jonathan D'Olivera" from the United States Army. On the left, a sidebar lists "Your profile" sections: Personal and contact information, Military information, Direct deposit (which is selected and highlighted in grey), Account security, and Connected apps. The main content area is titled "Direct deposit information". A yellow warning icon with an exclamation mark is followed by the text: "We can't load disability compensation and pension information". Below this, a message states: "We're sorry. Something went wrong on our end. We are having trouble loading information about disability compensation and pension benefits. Please refresh this page or try again later." At the bottom, a note says: "Note: If you think you've been the victim of bank fraud, please call us at [800-827-1000](#) (TTY: [711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET."

Fraud error

If someone reports suspicion of fraud to the VA and the VA finds that there is a credible threat, they will suspend the ability for the associated account to update their direct deposit information until the fraud issue is resolved. This would be an extremely rare use case, but in the event that it happens, a user would see this if they tried to update their direct deposit information:

The screenshot shows a user profile sidebar on the left with options like Personal and contact information, Military information, Direct deposit (which is selected), Account security, and Connected apps. The main content area is titled "Direct deposit information" and contains a section titled "Disability compensation and pension benefits". Under "Account", there is a red warning box with the heading "We couldn't update your bank information" and a message explaining that the user can't change direct deposit info because it's locked for security. Below this, there's a note about requesting unlock via phone. A text input field is present for entering bank routing and account numbers, with a placeholder and a link to find numbers. A routing number "051400549" is shown in a box.

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Direct deposit information

Disability compensation and pension benefits

Account

We couldn't update your bank information

We're sorry. You can't change your direct deposit information right now because we've locked the ability to edit this information. We do this to protect your bank account information and prevent fraud when we think there may be a security issue.

To request that we unlock this function, please call us at [800-827-1000 \(TTY: 711\)](#). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

Please enter your bank's routing and account numbers and your account type.

Where can I find these numbers? [▼](#)

Routing number (Your 9-digit routing number will update your bank's name) **(*Required)**

051400549

Mailing address errors

Some people may not be able to update their direct deposit information because of an issue with the mailing address on file. If we detect that their mailing address is “invalid”—either incomplete or an address which the U.S. Postal system may not recognize—the update of the direct deposit information will fail. The technical specifics are not important to convey to the end user, just that this has something to do with how direct deposit data and mailing addresses are coupled in the backend database.

If someone sees this error, they should update their mailing address in the VA.gov profile, and then try to update their direct deposit again. Once they are successfully able to save a new and valid mailing address, then their direct deposit information should be able to be saved **unless** there are issues with their phone numbers on file (see the next section for more information on phone number errors).

The flow will look like this:

1. A user tries to update their direct deposit information in the VA.gov profile. They may get this error saying their mailing address is invalid.

2. From here, they should leave the **Direct deposit** section and go to the **Personal and contact information** section of the profile. Under there, they will see an option to update their mailing address. They should click **Edit** to update their mailing address.

The screenshot shows a user profile interface with a sidebar on the left and two main sections on the right.

Left Sidebar:

- Your profile
- Personal and contact information** (selected)
- Military information
- Direct deposit
- Account security
- Connected apps

Right Section 1: Personal and contact information

Personal information

Date of birth	March 7, 1937
Gender	Male

[How do I update my personal information? ▾](#)

Right Section 2: Addresses

Addresses

Mailing address	17000 Waldo Rd Marysville, OH 43040	Edit
Home address	55 E Mill St Akron, OH 44308	Edit

3. In the mailing address form, they will enter their current mailing address and click **Update**.

The screenshot shows a web-based form titled "Addresses". The form is divided into sections for "Mailing address" and "Home address".

Mailing address:

- A checkbox labeled "I live on a United States military base outside of the United States." is present.
- A link "Learn more about military base addresses" is available.
- A dropdown menu for "Country (*Required)" is set to "United States".
- A text input field for "Street address (35 characters maximum) (*Required)" contains "17000 Waldo Rd".
- Two empty text input fields for "Street address (35 characters maximum)" are shown below.
- A text input field for "City (*Required)" contains "Marysville".
- A dropdown menu for "State (*Required)" is set to "Ohio".
- A text input field for "Zip code (*Required)" contains "43040".
- A blue "Update" button is highlighted with a red border, while a "Cancel" link is nearby.

Home address:

- A text input field shows "55 E Mill St Akron, OH 44308".
- An "Edit" link is located next to the address.

4. Once they update their mailing address, they should try to update their direct deposit information again. It should work this time.

Note: This is unlikely, but it is possible that someone will get another error related to changing their phone number after they've fixed their mailing address (see the next section below for more information). This is unlikely but it is possible. Once they fix their phone number(s), they should be all set to update their direct deposit information.

Phone number errors

Like the error above, some people may not be able to update their direct deposit information because of an issue with the home or work phone number that is on file for them. If we detect that their home or work phone number is invalid, the update of the direct deposit information will fail. Note to the user that this has something to do with

how direct deposit data and home or work phone numbers are coupled in the backend database.

If someone sees this error, they should update their home or phone number in the VA.gov profile, then try to update their direct deposit again. Please note that the error message will specify whether they need to update the home OR work phone number.

Once they are successfully able to save a new home or work phone number, then their direct deposit information should be able to be saved **unless** there are issues with their mailing address on file (see the previous section for more information on mailing address errors) **or** there are issues with a different phone number (e.g., they had to fix their home number and then got a different error that they need to fix their work phone number).

For the end user, the flow will look like this:

1. A user tries to update their direct deposit information in the VA.gov profile. They may get an error saying their home or work phone number is invalid (**Note:** the error will specify which phone number they need to update).

2. From here, they should leave the **Direct deposit** section and go to the **Personal and contact Information** section of the profile. Under there, they will see an option to update their home or work phone number. They should click **Edit** next to whichever phone number they need to update.

Phone numbers		
Home	(804) 205-5544 x17747	Edit
Work	(214) 718-2112	Edit
Mobile	(555) 555-5559	Edit
	<input type="checkbox"/> We'll send VA health care appointment text reminders to this number	
Fax	Please add your fax number	

How will you use my contact information? 

3. In the phone number form, have them enter their current home or work phone number and click **Update**.

Phone numbers		
Home	(804) 205-5544	Edit
Work	<p>i We can only support U.S. phone numbers right now. If you have an international number, please check back later.</p> Number (*Required) <input type="text" value="8042054422"/> Extension <input type="text"/> Update Cancel i Delete	
Mobile	(555) 555-5559	Edit
<input type="checkbox"/> We'll send VA health care appointment text reminders to this number		

4. Once they update their home or work phone number, they should try again to update their direct deposit information. It should work this time.

Note: This is unlikely, but it is possible that someone will get another error related to changing a different phone number or to changing their mailing address (see Mailing Address section above) after they've fixed their phone number. Once they fix their phone number(s) and/or mailing address, they should be able to update their direct deposit information.

Additional Information

Additional Information on Direct Deposit for Compensation and Pension (C&P)

There is additional content that users can read and bookmark on direct deposit. This content can be found at <https://www.va.gov/change-direct-deposit/>.

Switching between paper checks and direct deposit

On this page, we address how recipients can opt-in to direct deposit after receiving paper checks or switch back to paper checks after receiving direct deposit.

On VA.gov, we tell people to do the following if they want to switch back and forth:

For people who want to switch from paper checks to direct deposit:

- Fill out VA Form 24-0296 and submit this to a regional office
<https://vbaw.vba.va.gov/bl/20/cio/20s5/forms/VBA-24-0296-ARE.pdf>.
- **Or** this change can be done over the phone by the National Call Center.
- **Or** they can make this change in person at their regional office.

For people who want to switch from direct deposit to paper checks, or change the address to which their paper checks are sent:

- Fill out VA Form 21-572 and submit this to a regional office
<https://vbaw.vba.va.gov/bl/20/cio/20s5/forms/VBA-20-572-ARE.pdf>.
- **Or** this change can be done over the phone by the National Call Center.
- **Or** they can make this change in person at their regional office.

[End of Direct Deposit Section]

Section Overview: Account Security

Home > Your profile > Account security

 William C Daniels
United States Army

Your profile

- Personal and contact information
- Military information
- Direct deposit
- Account security**
- Connected apps

Account security

Identity verification	✓ We've verified your identity.
2-factor authentication	✓ You've added an extra layer of security to your account with 2-factor authentication.
Terms and conditions	Before using our health tools, you'll need to read and agree to the terms and conditions for medical information. This will give us permission to share your VA medical information with you. Once you do this, you can use the tools to refill your VA prescriptions or download your VA health records. Go to the terms and conditions for medical information
Sign-in email address	To view or update your sign in email, go to the website where you manage your account information. Any email updates you make there will automatically update on VA.gov. Update sign in email address on ID.me

The **Account Security** section will let a user update and view their account security information. This includes the following:

- Identity Verification
- 2-factor authentication
- Terms and Conditions
- Information on how to update a sign in email address

User Access

Users who have not verified their identity (LOA1)

Account security is the one section of the profile where users can see if they have not verified their identity. On this page, they will see a prompt to confirm their identity so they can view the full profile.

The screenshot shows the official website of the United States government (VA.gov) with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs name, and links for "Talk to the Veterans Crisis Line now" and "Find a VA Location". Below the header, there are navigation links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area shows the user's profile information: Kimberly Elizabeth Smith Washington, United States Army Reserve. A sidebar on the left has links for "Your profile" and "Account security", with "Account security" being the active tab. The main content area is titled "Account security" and contains a callout box with a warning icon and the text: "Verify your identity to view your complete profile. We need to make sure you're you - and not someone pretending to be you - before we can give you access to your personal and health-related information. This helps to keep your information safe, and to prevent fraud and identity theft. This one-time process takes about 5-10 minutes." A green button labeled "Verify with ID.me" is present. At the bottom, there is a link "How will VA.gov verify my identity? ▾" and a box for "2-factor authentication" with the text: "Add an extra layer of security (called 2-factor authentication). This helps to make sure only you can access your account—even if someone gets your password."

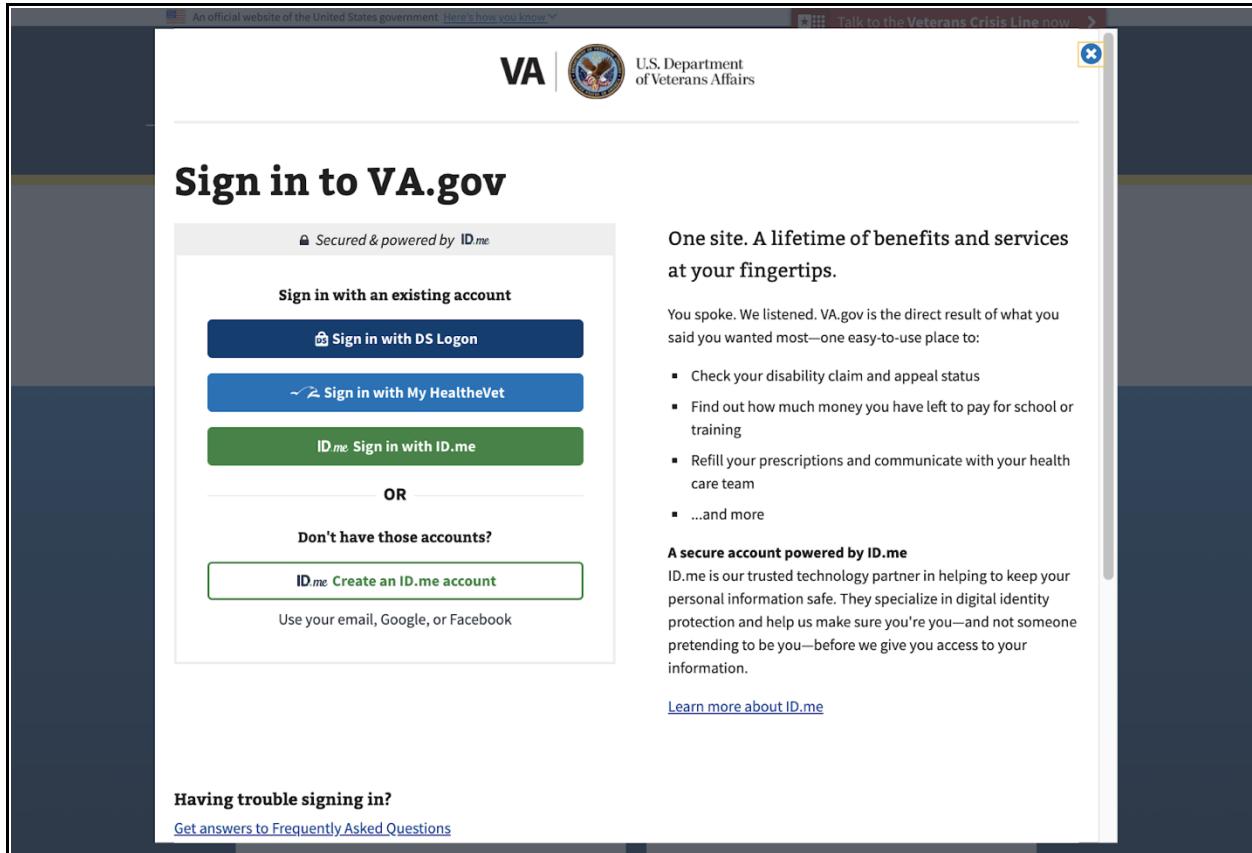
Users who have verified their identity (LOA3)

People who have verified their identities on VA.gov will be able to see **Account settings** and all the sections of the profile.

The screenshot shows the VA.gov website interface. At the top, there's a banner with the text "An official website of the United States government" and a link "Here's how you know". To the right is a red button with the text "Talk to the Veterans Crisis Line now". Below the banner, the VA logo and "U.S. Department of Veterans Affairs" are displayed. A search bar, contact us link, and user profile for "William" are also present. The main navigation menu includes "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The breadcrumb navigation shows "Home > Your profile > Account security". On the left, a sidebar titled "Your profile" lists "Personal and contact information", "Military information", "Direct deposit", "Account security" (which is selected and highlighted in grey), and "Connected apps". The main content area is titled "Account security" and contains four sections: "Identity verification" (verified), "2-factor authentication" (verified), "Terms and conditions" (verified, with a link to "View terms and conditions for medical information"), and "Sign-in email address" (information provided). The "Account security" section is highlighted with a grey background.

Navigation

1. Sign into VA.gov (<https://www.va.gov/>).



2. Click the personalized menu in the upper right corner of the screen (the user's name) and select **Profile**.

The screenshot shows the official website of the U.S. Department of Veterans Affairs. At the top, there is a banner with the text "An official website of the United States government [Here's how you know](#)". Below the banner, the VA logo and the text "U.S. Department of Veterans Affairs" are displayed. On the right side of the header, there is a "Talk to the Veterans Crisis Line now" button. The main navigation menu includes "Search", "Contact us", and a personalized dropdown menu for "Wesley". The personalized menu options are "My VA", "My Health", "Profile", and "Sign Out". Below the header, there is a yellow banner with a warning about COVID-19, a link to VA's public health response, and a reminder to contact the VA before visiting a location. The main content area features a large blue header with the text "Access and manage your VA benefits and health care". Below the header, there are two columns: "Health care" on the left and "Disability" on the right. Each column contains several links related to those services.

An official website of the United States government [Here's how you know](#)

VA | U.S. Department of Veterans Affairs

Search Contact us Wesley

My VA My Health Profile Sign Out

Coronavirus

For questions about COVID-19 and how it affects VA health care and benefit services, visit our [coronavirus FAQs](#) or read [VA's public health response](#).

Please contact us first before going to any [VA location](#). Contacting us first helps us keep you safe.

For the latest coronavirus information, visit the [CDC website](#).

Access and manage your VA benefits and health care

Health care

- [Refill and track your prescriptions](#)
- [Send a secure message to your health care team](#)
- [Schedule and view your appointments](#)
- [View your lab and test results](#)
- [Apply now for VA health care](#)

Disability

- [Check your claim or appeal status](#)
- [View your payment history](#)
- [Upload evidence to support your claim](#)
- [File for a VA disability increase](#)
- [File a claim for compensation](#)

3. Click on **Account security** in the side navigation menu on the left.

The screenshot shows the VA.gov website interface. At the top, there's a header with the VA logo, the U.S. Department of Veterans Affairs name, a search bar, contact information, and user profile links for 'William'. Below the header, a navigation bar includes 'VA Benefits and Health Care', 'About VA', 'Find a VA Location', 'My VA', and 'My Health'. The main content area shows the user's profile picture and name ('William C Daniels, United States Army'). On the left, a sidebar titled 'Your profile' lists 'Personal and contact information', 'Military information', 'Direct deposit', 'Account security' (which is selected and highlighted in grey), and 'Connected apps'. The right side features a large section titled 'Account security' with four items: 'Identity verification' (verified), '2-factor authentication' (added), 'Terms and conditions' (accepted), and 'Sign-in email address' (information provided). A red banner at the top right encourages users to 'Talk to the Veterans Crisis Line now'.

Functionality

Verifying identity

If a user has not verified their identity (LOA1), they will only have access to a limited version of the **Account Security** page. For a user to have access to the rest of the profile, they must verify their identity.

To do so, they will need to click on the green button, “**Verify your identity**.” (<https://va.gov/verify/>). This will take them through a flow to verify their identity. This is a one-time process that should only take about 5–10 minutes.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there is a banner with the American flag and the text "An official website of the United States government" followed by a link "Here's how you know". To the right is a red button with the text "Talk to the Veterans Crisis Line now". Below the banner, the VA logo and the text "U.S. Department of Veterans Affairs" are displayed. On the right side of the header are links for "Search", "Contact us", and an email address "vets.gov.user.555@gmail.com". The main navigation menu includes "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area features a large heading "Verify your identity". Below it, a message says "You signed in with ID.me". A note states: "We'll need to verify your identity so that you can securely access and manage your benefits." with a link "Why does VA.gov verify identity?". It also mentions: "This one-time process will take **5 - 10 minutes** to complete." A green button labeled "ID.me Verify with ID.me" is present. At the bottom left, there is a section titled "Having trouble verifying your identity?" with links to "Get answers to Frequently Asked Questions" and "Submit a request to get help signing in".

Note: To go through the identity verification process, a user must have the following:

- A smartphone (or a landline or mobile phone and a computer with an Internet connection)
- Their Social Security number
- A digital image of their driver's license or passport

If a user does not have an image of their driver's license or passport, they must have the ability to answer certain questions based on private and public data (like their credit report or mortgage history).

If a user has already verified their identity, they will see the following message and no further action is required.

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Account security

Identity verification We've verified your identity.

2-factor authentication You've added an extra layer of security to your account with 2-factor authentication.

Terms and conditions You've accepted the terms and conditions for using VA.gov health tools.
[View terms and conditions for medical information](#)

Sign-in email address To view or update your sign in email, go to the website where you manage your account information. Any email updates you make there will automatically update on VA.gov.
[Update sign in email address on ID.me](#)

2-factor authentication (2FA)

2-factor authentication adds an extra layer of security to help make sure only a user can access their account—even if someone else gets their password. If a user has not set up 2-factor authentication, they will need to click on the link that says **Set up 2-factor authentication** and go through the flow. A user does not need to have 2FA set up to see the rest of the profile.

The screenshot shows the VA.gov website with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs name, a search bar, contact information, and links for 'My VA' and 'My Health'. Below the header, a breadcrumb navigation shows 'Home > Your profile - Account security'. The main content area has a title 'Account security' and a sub-section 'Verify your identity to view your complete profile'. It explains the process: 'We need to make sure you're you — and not someone pretending to be you — before we give you access to your personal and health-related information. This helps to keep your information safe and prevent fraud and identity theft.' It notes that 'This one-time process takes about 5-10 minutes.' A green button labeled 'Verify my identity' is visible. A red arrow points from the left margin to the '2-factor authentication' section, which describes it as adding an extra layer of security and provides a link to 'Set up 2-factor authentication'. Another section below it is 'Sign-in email address'.

Home > Your profile - Account security

Your profile

Account security

Verify your identity to view your complete profile

We need to make sure you're you — and not someone pretending to be you — before we give you access to your personal and health-related information. This helps to keep your information safe and prevent fraud and identity theft.

This one-time process takes about 5-10 minutes.

ID.me Verify my identity

How will VA.gov verify my identity? ▾

2-factor authentication

Add an extra layer of security (called 2-factor authentication). This helps to make sure only you can access your account - even if someone gets your password.

[Set up 2-factor authentication](#)

Sign-in email address

To view or update your sign in email, go to the website where you manage your account information. Any email updates you make there will automatically

If a user has already set up 2FA, they will see the following message. No further action is required.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there's a banner with the VA logo, the text "U.S. Department of Veterans Affairs", and links for "Search", "Contact us", and "My VA". Below the banner, the navigation menu includes "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area shows the user's profile: "William C Daniels" (United States Army). The left sidebar lists "Your profile" sections: "Personal and contact information", "Military information", "Direct deposit", "Account security" (which is selected), and "Connected apps". The right side features a large section titled "Account security" with three items: "Identity verification" (verified), "2-factor authentication" (added), and "Terms and conditions" (information link).

An official website of the United States government [Here's how you know](#)

U.S. Department of Veterans Affairs

VA Benefits and Health Care ▾ About VA ▾ Find a VA Location My VA My Health

Home > Your profile > Account security

William C Daniels
United States Army

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Account security

Identity verification We've verified your identity.

2-factor authentication You've added an extra layer of security to your account with 2-factor authentication.

Terms and conditions Before using our health tools, you'll need to read and agree to the terms and conditions for medical information. This will give us permission to share your VA medical information with you. Once you do this, you can use the tools to refill your VA prescriptions or download your VA health records.
[Go to the terms and conditions for medical information](#)

Terms and Conditions

For a user to use health tools (i.e., filling VA prescriptions or downloading VA health records), they will need to read and agree to the Terms and Conditions for medical information. If a user has not done so already, they can click on the link that says **Go to the Terms and Conditions for Health Tools** and go through the flow.

The screenshot shows a user profile for William C Daniels, United States Army. The left sidebar lists 'Your profile' sections: Personal and contact information, Military information, Direct deposit, Account security (which is selected and highlighted in grey), and Connected apps. The main content area is titled 'Account security' and contains several sections with status indicators:

- Identity verification:** ✓ We've verified your identity.
- 2-factor authentication:** ✓ You've added an extra layer of security to your account with 2-factor authentication.
- Terms and conditions:** Before using our health tools, you'll need to read and agree to the terms and conditions for medical information. This will give us permission to share your VA medical information with you. Once you do this, you can use the tools to refill your VA prescriptions or download your VA health records.
A red arrow points from this section to the 'Go to the terms and conditions for medical information' link.
- Sign-in email address:** To view or update your sign in email, go to the website where you manage your account information. Any email updates you make there will automatically update on VA.gov.
[Update sign in email address on ID.me](#)



 Search &  Contact us &  William &

[VA Benefits and Health Care](#) & [About VA](#) & [Find a VA Location](#)

[My VA](#) & [My Health](#)

[Home](#) > [Health care](#) > [Terms and Conditions for Medical Information](#)

Terms and conditions for medical information

Accept our terms and conditions to use VA.gov health tools

Before you can use the health tools on VA.gov, you'll need to read and agree to the terms and conditions below. This will give us permission to share your VA medical information with you so you can:

- Refill your VA prescriptions
- Download your VA health records
- Communicate securely with your health care team

[Accept terms and conditions](#)

If a user has already agreed to the Terms and Conditions, they will see the following message. No further action is required.



William C Daniels
United States Army

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Account security

Identity verification	✓ We've verified your identity.
2-factor authentication	✓ You've added an extra layer of security to your account with 2-factor authentication.
Terms and conditions	✓ You've accepted the terms and conditions for using VA.gov health tools. View terms and conditions for medical information
Sign-in email address	To view or update your sign in email, go to the website where you manage your account information. Any email updates you make there will automatically update on VA.gov. Update sign in email address on ID.me

Sign in email address

The email used to sign in cannot be changed from the profile. If a user would like to update the email they use to sign in, they should click on the link to go to the website where they manage their account (either **DS Logon**, **MyHealtheVet**, or **ID.me**).

Your profile

Personal and contact information
Military information
Direct deposit
Account security
Connected apps

Account security

Identity verification ✓ We've verified your identity.

2-factor authentication ✓ You've added an extra layer of security to your account with 2-factor authentication.

Terms and conditions ✓ You've accepted the terms and conditions for using VA.gov health tools.
[View terms and conditions for medical information](#)

Sign-in email address To view or update your sign in email, go to the website where you manage your account information. Any email updates you make there will automatically update on VA.gov.
[Update sign in email address on ID.me](#)



Major Issues and Error Messages

User has not verified their identity (LOA1)

If a user is signed in but has not verified their identity (LOA1), they will see this screen. To have full access to the profile, a user must verify their identity.

Click on the green button that says **Verify your identity** (<https://va.gov/verify/>). The user will need to verify their identity before they can access their profile.

The screenshot shows the official website of the United States government (An official website of the United States government [Here's how you know](#)) with the U.S. Department of Veterans Affairs logo. The top navigation bar includes links for Search, Contact us, and email (vets.gov.user.555@gmail.com). Below the navigation is a secondary menu with links for VA Benefits and Health Care, About VA, Find a VA Location, My VA, and My Health. The main content area shows the "Your profile" section selected in a sidebar, and the "Account security" section is the active page. A large callout box highlights the need to verify identity to view a complete profile, stating: "We need to make sure you're you — and not someone pretending to be you — before we give you access to your personal and health-related information. This helps to keep your information safe and prevent fraud and identity theft." It also notes that the process takes about 5-10 minutes and features a green "Verify my identity" button. At the bottom, there is a link to "How will VA.gov verify my identity?"

User information doesn't match our Veteran records

There is the chance that we won't be able to match a user's information with our Veteran records. In this case, a user will not have access to their profile until they can verify and update their records.

The user will need to contact the nearest VA medical center to verify and update their records. They can find the nearest facility by clicking the link that says **Find your nearest VA medical center.** (<https://va.gov/find-locations/?facilityType=health>).

The screenshot shows the VA Benefits and Health Care website. At the top, there's a banner with the U.S. Department of Veterans Affairs logo and links for 'Talk to the Veterans Crisis Line now' and 'Find a VA Location'. Below the banner, the main navigation menu includes 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. Underneath the menu, a breadcrumb trail shows 'Home > Your profile > Account security'. On the left side, there's a sidebar with 'Your profile' and 'Account security' options. The main content area is titled 'Account security' and contains a message: '⚠ We can't match your information with our Veteran records'. It explains that users can't access health and benefit tools until their information is matched with records. It also encourages users to contact their nearest VA medical center to verify and update their records. A link 'Find your nearest VA medical center' is provided at the bottom of the message box.

Section Overview: Connected Apps

The Connected Apps section allows users to connect third-party (non-VA) applications or websites that can share certain information from their VA.gov profile. For example, they can connect information from their VA health record to an app that helps them track their health.

User Access

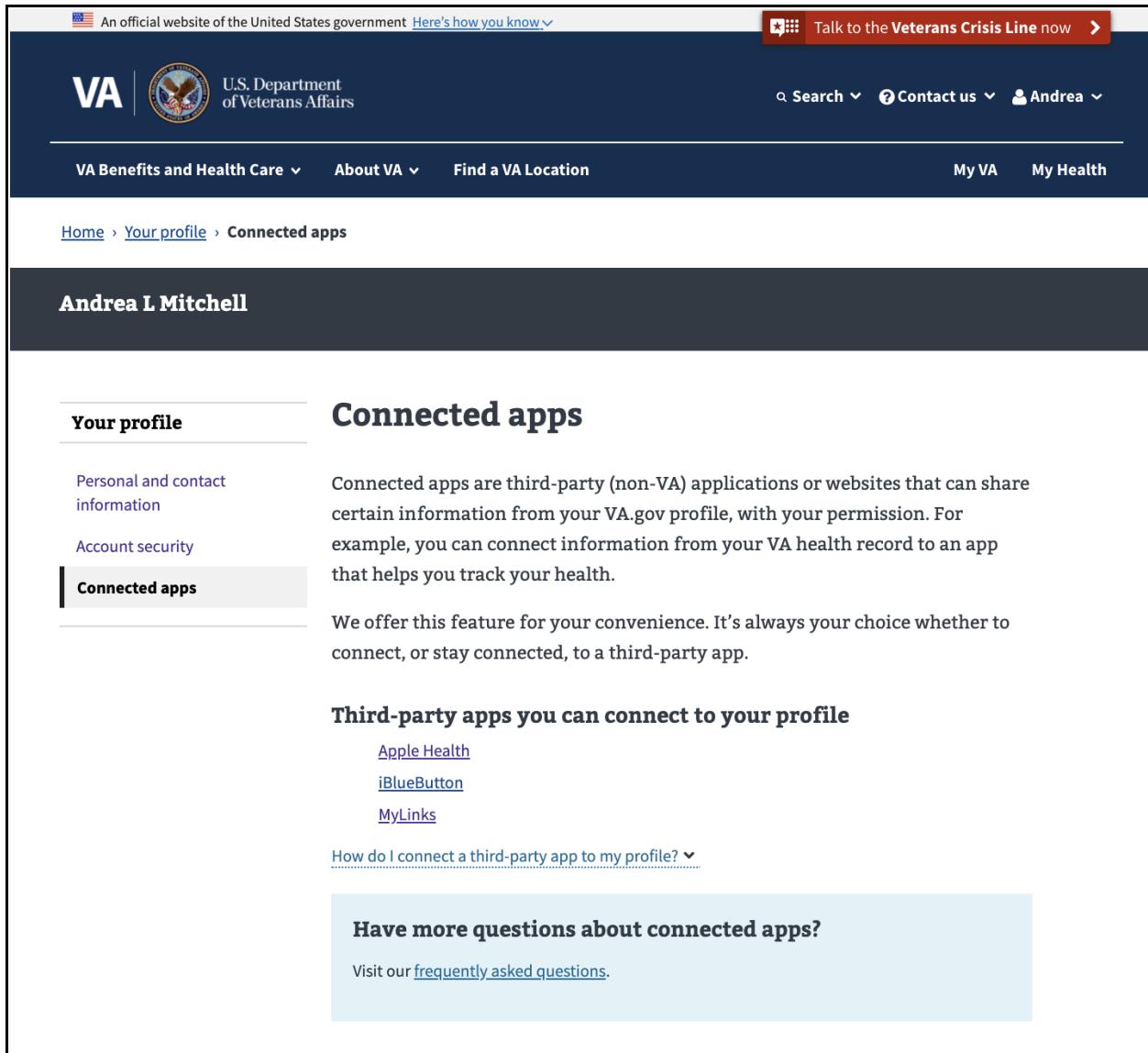
Users who have not verified their identity (LOA1)

As a reminder, if a user has not verified their identity on VA.gov, they will only see the **Account security** section of the VA.gov profile when they go to www.va.gov/profile. They will not see **Connected apps**.

The screenshot shows the VA.gov homepage with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs seal, and links for "Search", "Contact us", and "vets.gov.user.555@gmail.com". Below the header, there are navigation links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area shows the "Your profile" section, which is currently active. A sub-section titled "Account security" is displayed. A prominent call-to-action button says "Verify my identity". Below it, a link reads "How will VA.gov verify my identity?".

Users who have verified their identity (LOA3)

For a user to see **Connected apps**, they must have verified their identity (LOA3). 2-factor authentication (2FA) is not required.



An official website of the United States government [Here's how you know](#)

Talk to the **Veterans Crisis Line** now

VA | U.S. Department of Veterans Affairs

Search | Contact us | Andrea

VA Benefits and Health Care | About VA | Find a VA Location | My VA | My Health

Home > Your profile > Connected apps

Andrea L Mitchell

Your profile

Connected apps

Personal and contact information

Account security

Connected apps

Connected apps are third-party (non-VA) applications or websites that can share certain information from your VA.gov profile, with your permission. For example, you can connect information from your VA health record to an app that helps you track your health.

We offer this feature for your convenience. It's always your choice whether to connect, or stay connected, to a third-party app.

Third-party apps you can connect to your profile

[Apple Health](#)

[iBlueButton](#)

[MyLinks](#)

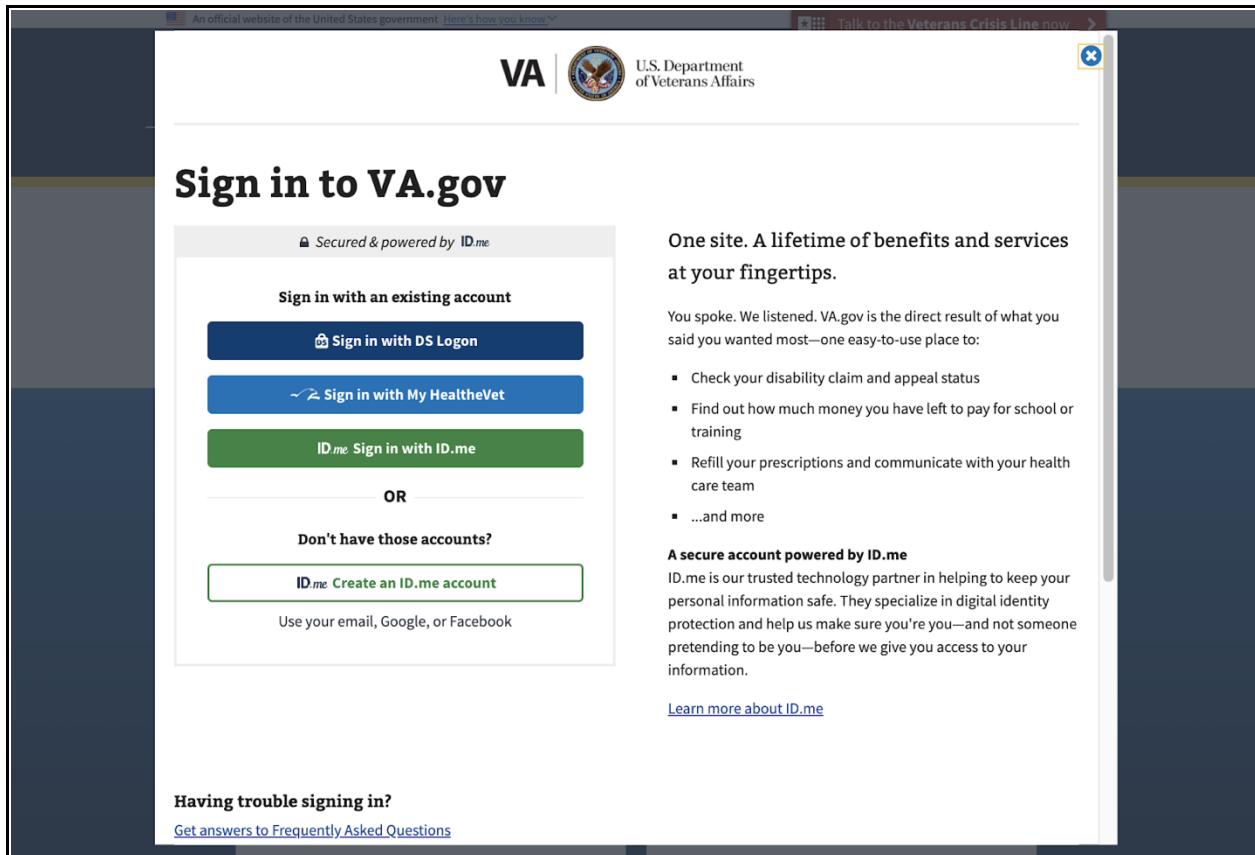
How do I connect a third-party app to my profile? ▾

Have more questions about connected apps?

Visit our [frequently asked questions](#).

Navigation

1. Sign into VA.gov (<https://www.va.gov/>).



2. Click the personalized menu in the upper right corner of the screen (the user's name) and select **Profile**.

The screenshot shows the official website of the U.S. Department of Veterans Affairs. At the top, there is a navigation bar with links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "Search", "Contact us", and a personalized account section for "Wesley". A red call-to-action button says "Talk to the Veterans Crisis Line now". Below the navigation, there is a "Coronavirus" alert with information about COVID-19 and VA services. The main content area has a blue header "Access and manage your VA benefits and health care". It features two sections: "Health care" with links for refilling prescriptions, sending messages, scheduling appointments, viewing lab results, and applying for VA health care; and "Disability" with links for checking claim status, viewing payment history, uploading evidence, filing for a disability increase, and filing a claim for compensation.

3. Click on **Connected apps** in the side navigation menu on the left.



William C Daniels
United States Army

Your profile

Personal and contact information
Military information
Direct deposit
Account security
Connected apps

Connected apps

Connected apps are third-party (non-VA) applications or websites that can share certain information from your VA.gov profile, with your permission. For example, you can connect information from your VA health record to an app that helps you track your health.

We offer this feature for your convenience. It's always your choice whether to connect, or stay connected, to a third-party app.

Third-party apps you can connect to your profile

[Apple Health](#)
[iBlueButton](#)
[MyLinks](#)

⚠ We couldn't retrieve your connected apps

We're sorry. Something went wrong on our end and we couldn't access your connected apps. Please try again later.

How do I connect a third-party app to my profile? ▾

Have more questions about connected apps?

Functionality

Connecting and disconnecting an app

To see a list of apps a user can connect to, view the list under the **Third-party apps you can connect to your profile** heading.

Clicking the app link will take you to that app's webpage. A user will have to connect through the third-party app, not through VA.gov.

The screenshot shows the VA.gov homepage with a dark blue header. The header includes the VA logo, the text "U.S. Department of Veterans Affairs", a search bar, and links for "Search", "Contact us", and "William". Below the header, a breadcrumb navigation shows "Home > Your profile > Connected apps". The main content area has a dark grey background. On the left, there's a sidebar with "Your profile" and a list of options: "Personal and contact information", "Military information", "Direct deposit", and "Account security". The "Connected apps" option is highlighted with a red arrow pointing to it. The main content area has a heading "Connected apps" and a sub-section "Third-party apps you can connect to your profile" with links to "Apple Health", "iBlueButton", and "MyLinks".

How to connect an app to your VA.gov profile

When a VA.gov user goes to a third-party app or website that they are interested in connecting to their VA.gov profile, they should:

1. Sign into the website with their preferred VA.gov account: **DS Logon**, **MyHealtheVet**, or **ID.me**.
2. Review the information the app is asking to access.
3. Allow the app or website to access their VA.gov account.

The screenshot shows the VA.gov profile interface. At the top, there's a dark header bar with the United States Army logo and the name "Kimberly Elizabeth Smith Washington" followed by "United States Army Reserve". Below this is a navigation bar with tabs: "Your Profile" (selected), "Personal and contact information", "Military information", "Direct deposit information", "Account security", and "Connected apps" (highlighted with a blue border). The main content area is titled "Connected apps" and contains two cards. The first card is for "Apple HealthKit", showing it was connected on February 21, 2020, with a "Disconnect" button. The second card is for "SampleApp", also connected on February 21, 2020, with a "Disconnect" button. At the bottom of the page, there are three expandable sections: "What other third-party apps can I connect to my profile?", "How do I connect a third-party app to my profile?", and "What should I do if my records are wrong or out of date in a connected app?".

Kimberly Elizabeth Smith Washington
United States Army Reserve

Your Profile

Personal and contact information

Military information

Direct deposit information

Account security

Connected apps

Connected apps

Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at anytime.

Apple HealthKit
Connected on February 21, 2020

SampleApp
Connected on February 21, 2020

What other third-party apps can I connect to my profile? ▾

How do I connect a third-party app to my profile? ▾

What should I do if my records are wrong or out of date in a connected app? ▾

How to disconnect an app from your VA.gov profile

From the **Connected apps** section of the profile:

1. Find the app you want to disconnect and click the **Disconnect** button next to it.

Kimberly Elizabeth Smith Washington
United States Army Reserve

Your Profile

Personal and contact information
Military information
Direct deposit information
Account security
Connected apps

Connected apps

Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at anytime.

Apple HealthKit
Connected on February 21, 2020
[Learn about Apple HealthKit](#)
Apple Healthkit can view your:

- Read Claim information
- Submit Claims

Disconnect ←

SampleApp
Connected on February 21, 2020
[Learn about SampleApp](#)

Disconnect

What other third-party apps can I connect to my profile? [▼](#)

2. Confirm that you would like to disconnect the app by clicking **Disconnect**.

Your Profile

Personal and contact information
Military information
Direct deposit information
Account security
Connected apps

Please confirm that you want to disconnect [app name]

Once you disconnect this app, it won't have access to new information from your VA.gov profile. This may affect how useful the app is to you.

Cancel **Disconnect**

Once the app is disconnected there will be a message showing that it was successfully removed.

The screenshot shows the VA.gov website's 'Connected apps' section. At the top, the VA logo and 'U.S. Department of Veterans Affairs' are visible, along with navigation links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. Below this, the user's profile information is displayed: Kimberly Elizabeth Smith Washington, United States Army Reserve, with a circular military seal. On the left, a sidebar titled 'Your Profile' lists 'Personal and contact information', 'Military information', 'Direct deposit information', 'Account security', and 'Connected apps', with 'Connected apps' being the active tab. The main content area is titled 'Connected apps' and contains a message: 'Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at anytime.' A callout box highlights a successful disconnection: '✓ We've disconnected [app name]'. It explains that the app can't access new information but may still store previously shared data, with a note to contact support if deletion is desired. Below this, a specific connection is shown for 'SampleApp', connected on February 21, 2020, with a 'Disconnect' button.

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Home > Your profile > Connected apps

Kimberly Elizabeth Smith Washington
United States Army Reserve

Your Profile

Personal and contact information
Military information
Direct deposit information
Account security
Connected apps

Connected apps

Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at anytime.

✓ We've disconnected [app name]

This app can't access any new information from your VA.gov profile. Some apps may still store information you've already shared. If you'd like to ask the app to delete any stored information, contact the app's support.

SampleApp
Connected on February 21, 2020

Disconnect

How to find additional information on connected apps

For more information about connected apps and how user information is used, click the **Frequently asked questions** link at the bottom of the page.

Your profile

Personal and contact information
Military information
Direct deposit
Account security

Connected apps

Connected apps

Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at any time.

 **Claims V1 Development**
Connected on July 21, 2020 12:08 p.m.
[Learn about Claims V1 Development](#) 

[What other third-party apps can I connect to my profile?](#)

[How do I connect a third-party app to my profile?](#)

[What should I do if my records are wrong or out of date in a connected app?](#)

[What should I do if I no longer trust a connected app?](#)

Have more questions about connected apps?

Visit our [frequently asked questions](#).

If the user has other questions regarding connected apps, the following FAQs are provided on the page:

- What other third-party apps can I connect to my profile?
- How do I connect a third-party app to my profile?
- What do I do if my records are wrong or out of date in a connected app?
- What should I do if I no longer trust a connected app?

[How do I connect a third-party app to my profile? ^](#)

Take these steps to connect the app:

1. When the app (or website) prompts you to connect your VA account, it will ask you to sign in.
2. Sign in with your preferred VA.gov account: DS Logon, My HealtheVet, or ID.me.
3. Review the information the app is asking to access.

If you're comfortable sharing that information, allow access. If you have trouble connecting the app, contact the app's support for help.

[What should I do if my records are wrong or out of date in a connected app? ^](#)

This depends on the issue:

- **If your health records are missing:** It can take up to 3 days for new health records to show in a connected app. If it's been more than 3 days since your last appointment, or if you need your information sooner, [sign in to My HealtheVet](#) or contact your VA health care team.
- **If your information isn't accurate:** Call VA311 at [844-698-2311](#). If you have hearing loss, call [TTY: 711](#). Or visit a VA health facility near you and ask a staff member for help.

[Find a VA health facility near you](#)
- **If you're getting an "unreadable data" message:** This means the connected app has access to your information, but isn't using it in its interface. It's nothing to worry about. If you have questions about this, send feedback directly to the app.

[What should I do if I no longer trust a connected app? ^](#)

Take these 3 steps to protect your information:

1. Disconnect from the app.
2. Contact the app's support and ask them to permanently delete any stored information they may still have from you.
3. [Report the app to us](#)

Have more questions about connected apps?

Major Issues and Error Messages

Can't retrieve connected apps

If this occurs, the user can either refresh the page or try again later.

The screenshot shows the VA.gov website's 'Connected apps' section. At the top, there's a dark header with the VA logo and 'U.S. Department of Veterans Affairs'. Below it, a navigation bar includes 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. The main content area has a dark header with the user's name, Kimberly Elizabeth Smith Washington, and her military status, United States Army Reserve. On the left, a sidebar titled 'Your Profile' lists 'Personal and contact information', 'Military information', 'Direct deposit information', 'Account security', and 'Connected apps' (which is highlighted). The main content area is titled 'Connected apps' and contains a message: 'Your VA.gov profile is connected to the third-party (non-VA) apps listed below. If you want to stop sharing information with an app, you can disconnect it from your profile at anytime.' Below this, a yellow-bordered box contains the error message: '⚠ We couldn't retrieve your connected apps' followed by the subtext 'We're sorry. Something went wrong on our end and we couldn't access your connected apps. Please try again later.' At the bottom, there are several collapsed dropdown sections: 'What other third-party apps can I connect to my profile?', 'How do I connect a third-party app to my profile?', 'What should I do if my records are wrong or out of date in a connected app?', and 'What should I do if I no longer trust a connected app?'. A light blue footer box contains the text 'Have more questions about connected apps?' and a link to 'Visit our [frequently asked questions](#)'.

Can't disconnect an app

There is a possibility that we will not be able to delete an app after a user has requested to delete it. If this happens a user can refresh the page or try again later.

The screenshot shows the VA.gov website's 'Connected apps' section. On the left, there's a sidebar with 'Your Profile' options like Personal and contact information, Military information, Direct deposit information, Account security, and Connected apps (which is selected). The main content area is titled 'Connected apps'. It lists a single connection to 'SampleApp', which was connected on February 21, 2020. There is a 'Disconnect' button next to the app name. Below this, there are four collapsed FAQ sections: 'What other third-party apps can I connect to my profile?', 'How do I connect a third-party app to my profile?', 'What should I do if my records are wrong or out of date in a connected app?', and 'What should I do if I no longer trust a connected app?'. At the bottom, there's a link to 'frequently asked questions.'

An error message box is displayed, stating: 'We couldn't disconnect [app name]'. The message continues: 'We're sorry. Something went wrong on our end and we couldn't disconnect [app name]. Please try again later.'

VA Benefits and Health Care About VA ▾ Find a VA Location

Home > Your profile > Connected apps

Kimberly Elizabeth Smith Washington
United States Army Reserve

Your Profile

Connected apps

Personal and contact information

Military information

Direct deposit information

Account security

Connected apps

SampleApp
Connected on February 21, 2020

Disconnect

Learn about SampleApp

We couldn't disconnect [app name]

We're sorry. Something went wrong on our end and we couldn't disconnect [app name]. Please try again later.

What other third-party apps can I connect to my profile?

How do I connect a third-party app to my profile?

What should I do if my records are wrong or out of date in a connected app?

What should I do if I no longer trust a connected app?

Have more questions about connected apps?
Visit our [frequently asked questions](#).