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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

In order for a user to view the VA.gov user profile, they have to 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 Master Person Index (MPI) will have access to the VA.gov profile if they are logged in and have verified their identity (see below). To be in the MPI, a person has to 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 calling into the call center will have already had some interaction with the VA and be in MPI.

Users who have not verified their identity (LOA1)

If someone is logged in and is in 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). In order to view their personal and contact information, military information, or direct deposit information (if applicable), they must verify their identity (<https://va.gov/verify/>).

The screenshot shows the VA.gov website's account security page. At the top, there's a dark blue header with 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". A red button on the right says "Talk to the Veterans Crisis Line now". Below the header, the user's name "Kimberly Elizabeth Smith Washington" and military status "United States Army Reserve" are displayed next to a small circular profile picture.

The main content area has a left sidebar with "Your profile" and "Account security" options, where "Account security" is selected and highlighted with a yellow bar. 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 notes that "This one-time process takes about 5-10 minutes." A green button labeled "Verify your identity" is present. Below this, a dropdown menu is open, showing "How will VA.gov verify my identity? ▾". Under "2-factor authentication", it says: "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." A link "Set up 2-factor authentication" is provided. Under "Sign-in email address", it says: "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." Links for "Update email address on ID.me", "Update email address on MYHealthVet", and "Update email address on DS Logon" are listed. At the bottom, a light blue box contains the text "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." A link "Go to VA.gov FAQs" is at the bottom of this box.

Users who have verified their identity (LOA3)

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

An official website of the United States government. Here's how you know  U.S. Department of Veterans Affairs

[Talk to the Veterans Crisis Line now](#)

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 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

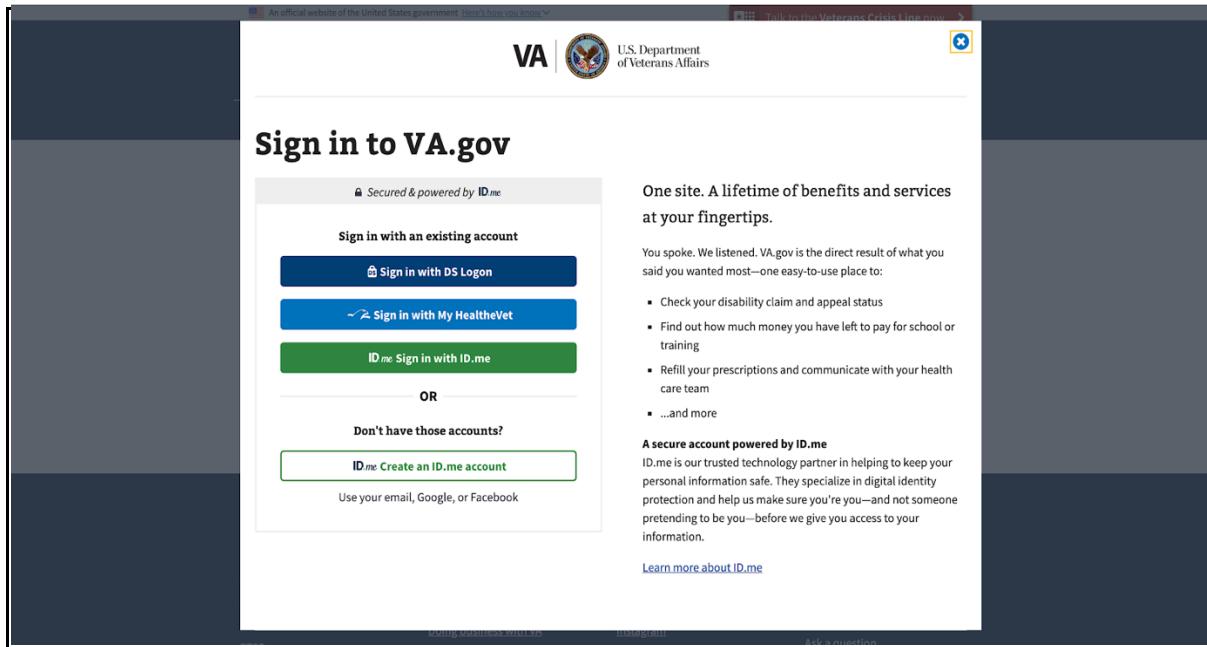
This is the email we'll use to contact you.
 Your contact email may be different than the email you use to sign in. To view or update your sign in email, go to the website where you manage your account information.
[Update sign in email address on ID.me](#)

Contact email address	kimwashington12@yahoo.com	Edit
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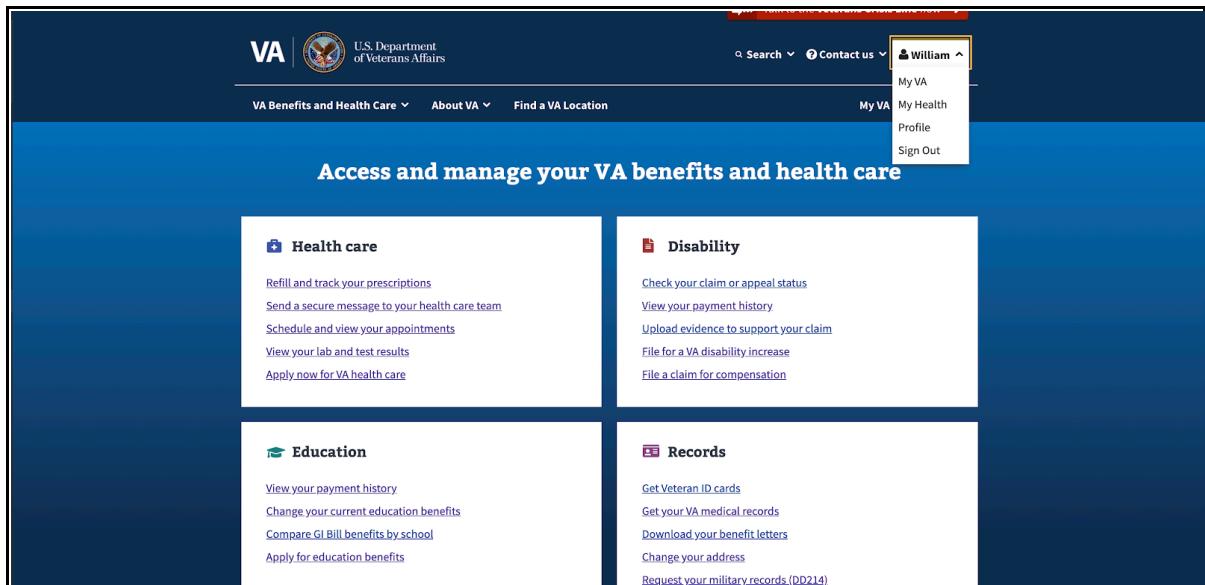
Navigation

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

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**.



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.

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**

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
<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, then 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 Profile Account Security page. At the top, there's a navigation bar with links for VA Benefits and Health Care, About VA, and Find a VA Location. A "Talk to the Veterans Crisis Line now" button is also present. Below the navigation, the user's profile information is displayed: Kimberly Elizabeth Smith Washington, United States Army Reserve. On the left, a sidebar shows "Your profile" and "Account security" (which is 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 notes that "This one-time process takes about 5-10 minutes." A green "Verify your identity" button is shown. Below this, a section titled "How will VA.gov verify my identity? ▾" lists two options: "2-factor authentication" and "Sign-in email address". The "2-factor authentication" section describes it as adding an extra layer of security and provides a link to "Set up 2-factor authentication". The "Sign-in email address" section provides instructions for updating the email address used for sign-in across different platforms like ID.me, MYHealthVet, and DS Logon. At the bottom, a light blue box contains a link to "Have questions about signing in to VA.gov? Go to VA.gov FAQs".

Functionality

The 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 arriving to the profile. The **Personal information** section shows:

- Date of birth
- Gender



Kimberly Elizabeth Smith Washington
United States Army Reserve

Your profile

Personal and contact information

Military information
Direct deposit information
Account security
Connected apps

Personal and contact information

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		
<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 users' full military service history. This includes the specific branch that they served in and their period(s) of service.

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 U.S. Department of Veterans Affairs

Talk to the **Veterans Crisis Line** now 

Search Contact us William

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

Home > Your profile > Military information

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

Direct Deposit Information

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](#) > Direct deposit information

 Kimberly Elizabeth Smith Washington
United States Army Reserve

Your profile

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

Disability compensation and pension benefits

Account	Pacific Premier Bank	Edit
	*****6464	
	Savings Account	

Payment history [View your payment history](#)

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.

Education benefits

You'll need to sign in to the eBenefits website with your Premium DS Logon account to change your direct deposit information for GI Bill and other education benefits online.

If you don't have a Premium DS Logon account, you can register for one or upgrade your Basic account to Premium. Your MyHealtheVet or ID.me credentials won't work on eBenefits.

[Go to eBenefits to change your information](#)

[Find out how to change your information by mail or phone](#)

The **Direct deposit** feature on VA.gov allows users who receive compensation and pension payments from the VA to add or update their bank information. Only certain users will see this section of the profile, which we'll talk more about in the direct deposit section overview.

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 banner with the VA logo and the text "U.S. Department of Veterans Affairs". Below the banner, a navigation bar includes 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 titled "Your profile" lists "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 four sections: "Identity verification" (verified), "2-factor authentication" (added), "Terms and conditions" (accepted), and "Sign-in email address" (update link). A light blue sidebar at the bottom provides a link to "FAQs" for signing in.

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. In order for a user to have access to the rest of the profile, they must verify their identity (<https://va.gov/verify/>).

The screenshot shows the VA.gov website's account security page. At the top, there is a dark header with the VA logo, the U.S. Department of Veterans Affairs name, and links for VA Benefits and Health Care, About VA, and Find a VA Location. A red banner at the top right encourages users to "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, a sidebar shows "Your profile" and "Account security" (which is selected). The main content area contains a section titled "Verify your identity to view your complete profile" with a note about the process taking 5-10 minutes. A green button labeled "Verify your identity" is present. Below this, a section on 2-factor authentication explains its purpose and provides a link to "Set up 2-factor authentication". Another section covers sign-in email address updates, 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 asks if users have questions about signing in to VA.gov, provides a link to "Go to VA.gov FAQs", and includes a "Feedback" link.

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 - Account security

Kimberly Elizabeth Smith Washington
United States Army Reserve

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 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](#)

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.

On 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 will need to go through that specific third-party application.

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](#) > [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 after arriving to their profile. This section will give an overview of the personal and contact information that the VA has on file for them.

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](#)

 Kimberly Elizabeth Smith Washington
United States Army Reserve

Personal and contact information

[Your profile](#)

[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
<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		
<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 manage your account information.</p> <p>Update sign in email address on ID.me</p>		
Contact email address	kimwashington12@yahoo.com	Edit

The **Personal information** section will show:

- Date of birth
- Gender

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](#)

 Kimberly Elizabeth Smith Washington
United States Army Reserve

Personal and contact information

Your profile

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
--------	--------------	----------------------

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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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 profile page for Kimberly Elizabeth Smith Washington, a member of the United States Army Reserve. The top navigation bar includes links for VA Benefits and Health Care, About VA, and Find a VA Location. The main content area displays the user's name and military status. On the left, a sidebar menu lists 'Your profile' and 'Account security'. The 'Account security' section is highlighted with a yellow border and contains the following 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.

Verify your identity

At the bottom of the page, there is a link labeled 'How will VA.gov verify my identity? ▾'

Users who have verified their identity (LOA3)

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

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 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	

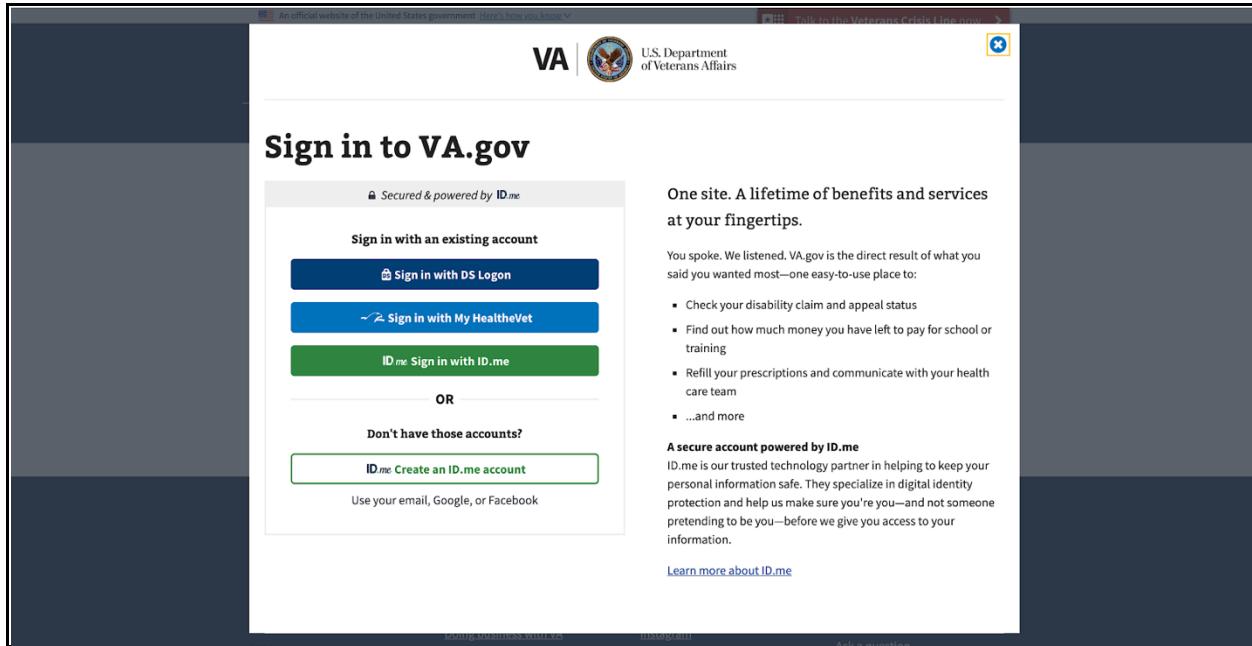
Which of my benefits will use this contact information? ▾

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**.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top right, there is a user profile dropdown menu for a user named 'William'. The menu includes options like 'My VA', 'My Health Profile', and 'Sign Out'. The main content area features four main sections: 'Health care', 'Disability', 'Education', and 'Records', each with a list of related links.

- 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
- Education**
 - View your payment history
 - Change your current education benefits
 - Compare GI Bill benefits by school
 - Apply for education benefits
- Records**
 - Get Veteran ID cards
 - Get your VA medical records
 - Download your benefit letters
 - Change your address
 - Request your military records (DD214)

Option 2:

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

This screenshot is identical to the one above, showing the VA.gov homepage with the 'Records' section highlighted. The 'Records' section contains a link to 'Change your address'.

- 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
- Education**
 - View your payment history
 - Change your current education benefits
 - Compare GI Bill benefits by school
 - Apply for education benefits
- Records**
 - Get Veteran ID cards
 - Get your VA medical records
 - Download your benefit letters
 - Change your address
 - 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).

The screenshot shows the official website of the United States government, specifically the U.S. Department of Veterans Affairs (VA). The top navigation bar includes links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "Search", "Contact us", and a personalized account for "William". Below the navigation is a main heading: "Access and manage your VA benefits and health care". Four service categories are displayed in boxes:

- 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.
- Education**: View your payment history, Change your current education benefits, Compare GI Bill benefits by school, Apply for education benefits.
- Records**: Get Veteran ID cards, Get your VA medical records, Download your benefit letters, **Change your address** (highlighted with a red border), Request your military records (DD214).

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

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](#)

[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. LOA3

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.



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

2. 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.



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 followed by "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 users need to be signed in with a verified account. It includes a note about verifying identity and a green "Verify your identity" button. Another section, "What's the advantage of using my VA.gov profile to change my address?", is also present.

2. 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.



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.

- If a 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>).
- 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.

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

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.

Your profile

Personal and contact information

Account security

Connected apps

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.**

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)

APO/FPO/DPO **(*Required)**

State **(*Required)**

Zip code **(*Required)**

43040

Update **Cancel**

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 a user profile interface. On the left, a sidebar titled "Your profile" contains links for "Personal and contact information", "Military information", "Direct deposit", "Account security", and "Connected apps". The main content area is titled "Personal and contact information". It includes a "Personal information" section with fields for "Date of birth" (March 7, 1937) and "Gender" (Male). Below this is a link "How do I update my personal information?". The next section is titled "Addresses" and contains two entries: a "Mailing address" (17000 Waldo Rd, Marysville, OH 43040) with an "Edit" link, and a "Home address" (55 E Mill St, Akron, OH 44308) with an "Edit" link, which is highlighted with a red box.

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 **Home address** field, the user can select **Please add your home address** to add information.

Your profile

Personal and contact information

Account security

Connected apps

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	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.**

Addresses

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

⚠ 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:

Home address

Please update or confirm your unit number

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.

You entered:

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

[Use this address](#)

[Cancel](#)

In all of 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.

When they eventually save an address, we will close the form and show the new address 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](#)



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)

8042055544

Extension

17747

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**.

Mobile

Number (*Required)

5555555559

Extension

Send me text message (SMS) reminders for my VA health care appointments

Update [Cancel](#) [!\[\]\(14944ceb385d91a0d3f5f4a6c079455e_img.jpg\) Delete](#)

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 the 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 your 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.

Work

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

Number (*Required)

Please enter a valid phone number.

123124235346345645756756756

Extension

Update

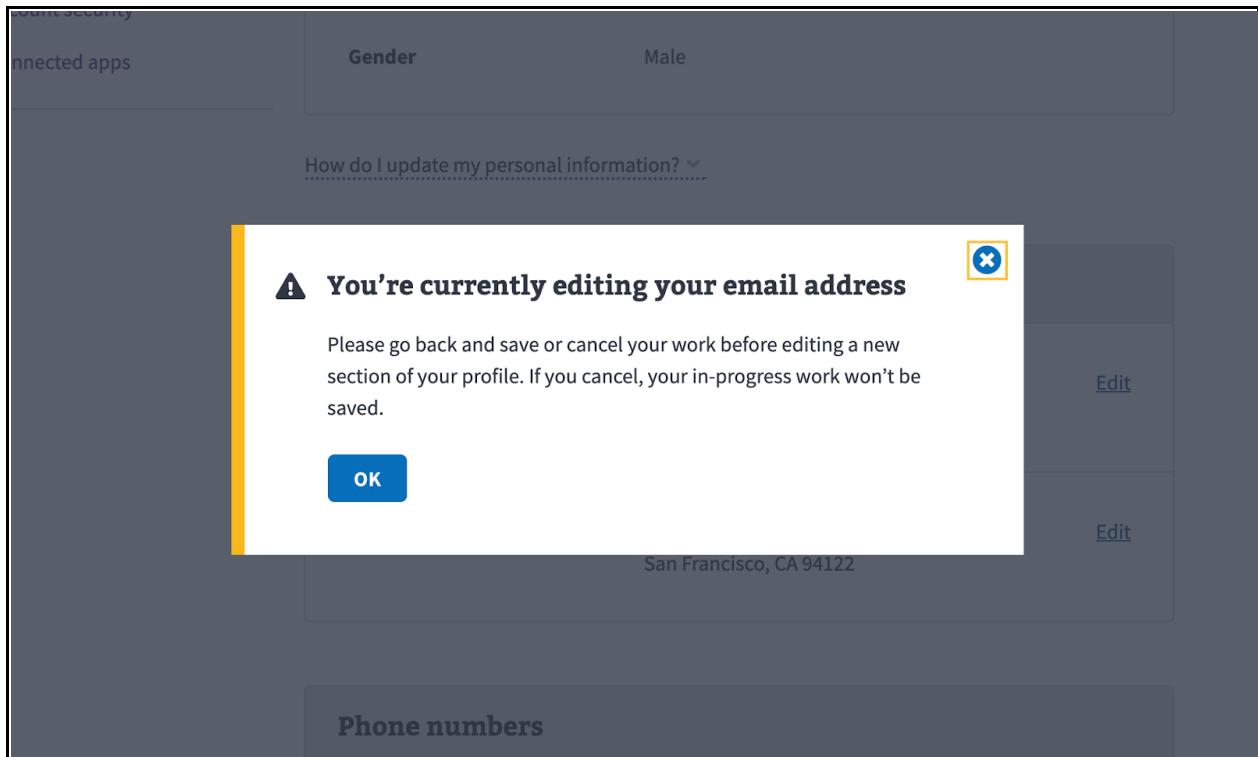
[Cancel](#)

Mobile

Please add your mobile phone number

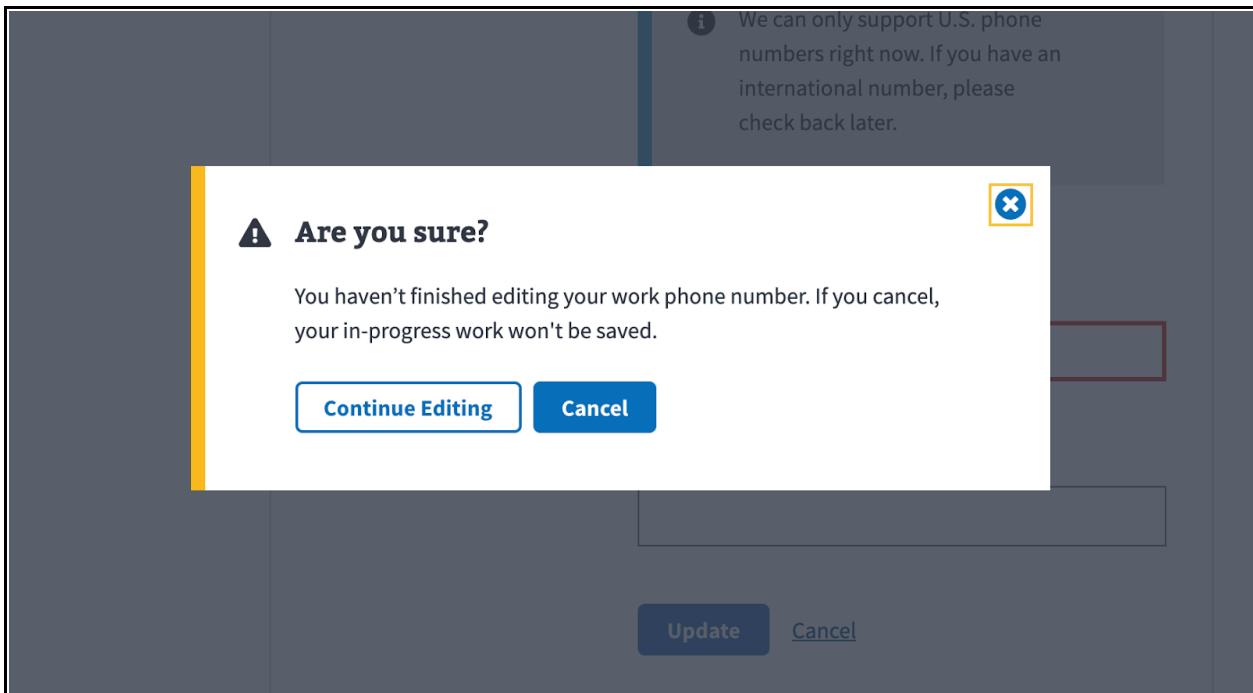
Finish editing section before moving to another

If a user tries to edit another section without saving the current section they are editing then they will receive this error. 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.



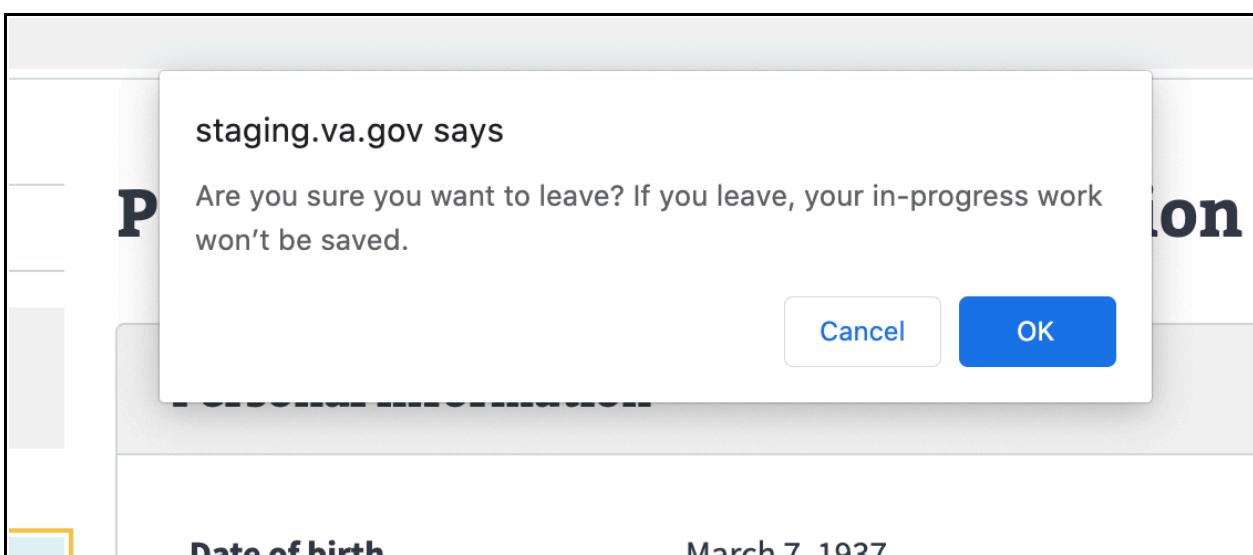
Cancelling

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 there is a problem 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.

Phone numbers

Home

! We're sorry. We couldn't update your home phone number.
Please try again.

X

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 they 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's account security page. At the top, there's a banner with the VA logo and the text "U.S. Department of Veterans Affairs". Below the banner, a navigation bar includes links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". A breadcrumb trail indicates the user is at "Home > Your profile - Account security". The main content area features a dark header with the user's name, "Kimberly Elizabeth Smith Washington", and her military status, "United States Army Reserve". The main section is titled "Account security" and contains a callout box with a warning icon and 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 says "This one-time process takes about 5-10 minutes." A green button labeled "Verify your identity" is present. A dropdown menu titled "How will VA.gov verify my identity?" is shown. Under "2-factor authentication", it says "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." A link "Set up 2-factor authentication" is provided. Under "Sign-in email address", it says "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." Links for "Update email address on ID.me", "Update email address on MYHealthVet", and "Update email address on DS Logon" are listed. At the bottom, a light blue box contains the text "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." A link "Go to VA.gov FAQs" is included.

Can't access personal information

There is the chance that there is a problem on our end and we won't be able to retrieve a user's personal information. If that happens then the user should refresh or try again later.

Your profile

Personal and contact information

[Account security](#)

[Connected apps](#)

Personal and contact information

Personal information

Date of birth	July 28, 1971
Gender	This information is not available right now.

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

Can't access contact information

There is the chance that there is a problem on our end and we won't be able to retrieve a user's contact information. If that happens then the user should refresh or try again later.

A We couldn't retrieve your contact information

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

Multiple accounts

There is the chance that we won't be able to load all of a user's information because they might have multiple IDs or accounts at the VA. We won't know if it is an issue with their My HealtheVet account or an issue with the Department of Defense. If they receive this message then there is a few things they can do:

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

- They can call 877-327-0022, Monday – Friday, 8:00 a.m. – 8:00 p.m. ET. If they have hearing loss, they can call 800-877-3399. They can tell the representative

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

- Fill out a My HealtheVet online help form to get help signing in.
<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>

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>)

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](#)

⚠ We can't match your information with our Veteran records

We're sorry. We can't give you access to health and benefit tools until we can match your information with our records and verify your identity.

If you'd like to use these tools on VA.gov, please contact your nearest VA medical center to verify and update your records.

[Find your nearest VA medical center](#)

Section Overview: Military Information

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

 U.S. Department of Veterans Affairs

[Talk to the Veterans Crisis Line now](#)

Search | Contact us | Wesley

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

Home > [Your profile](#) > Military information

 Wesley Watson Ford
United States Air Force

Your profile

Personal and contact information

Military information

Account security

Connected apps

Military information

Period of service

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

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

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 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", and a link to "Talk to the Veterans Crisis Line now". Below the header, there's a navigation bar with links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area has a breadcrumb trail: "Home > Your profile > Account security". On the left, there's a sidebar with "Your profile" and "Account security" options. The main content area features a section titled "Account security" with 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 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 notes that "This one-time process takes about 5-10 minutes." A green button labeled "ID.me Verify with ID.me" is present. At the bottom, there's a link "How will VA.gov verify my identity? ▾" and a box for "2-factor authentication" which says: "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)

In order for a user to see **Military information**, 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](#)

 U.S. Department of Veterans Affairs

 Talk to the **Veterans Crisis Line** now ➤

Search Contact us Wesley

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

[Home](#) > [Your profile](#) > [Military information](#)

 **Wesley Watson Ford**
United States Air Force

Military information

Your profile

Personal and contact information

Military information

Account security

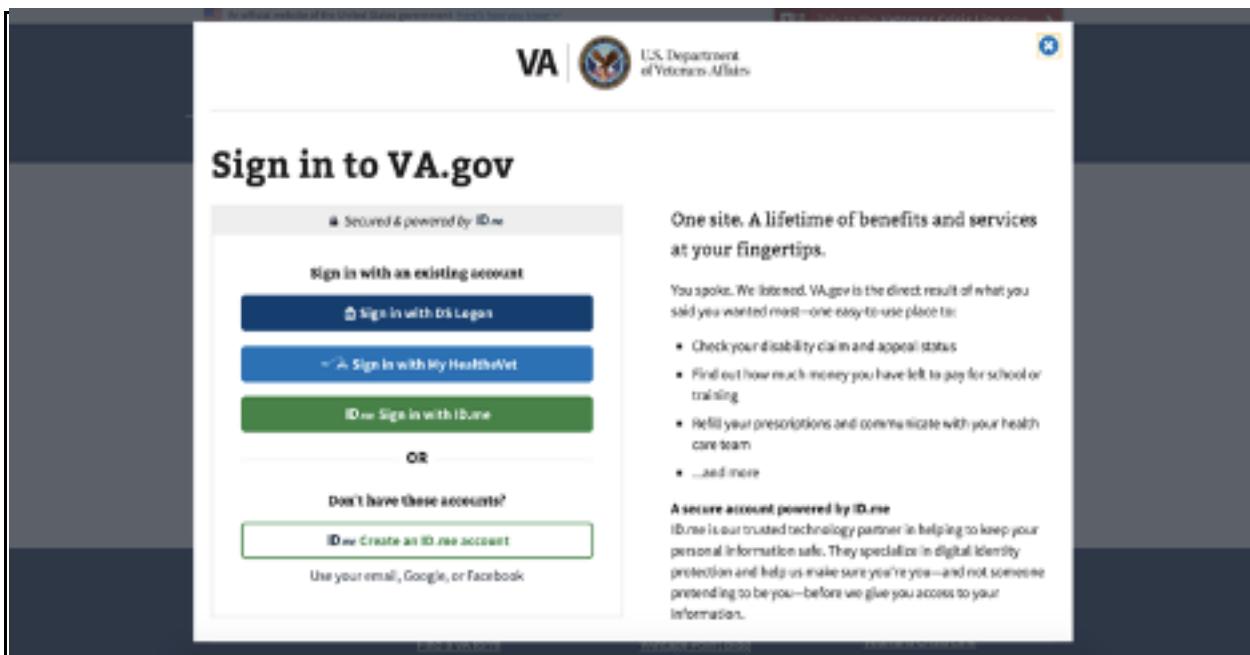
Connected apps

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

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**.

A screenshot of the VA.gov homepage. The top navigation bar 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 'My VA', 'My Health Profile', and 'Sign Out'. Below the navigation, there's a 'Coronavirus' alert and a section for managing VA benefits and health care.

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) with a dark blue header. The header includes the VA logo, the U.S. Department of Veterans Affairs, a search bar, contact links, and a user profile for 'Wesley'. Below the header, a navigation bar offers links to 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: Wesley Watson Ford, 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 main content area is titled 'Military information' and contains a 'Period of service' section. This section lists two entries: 'United States Air Force' with the service period 'April 12, 2009 – April 11, 2013' and another entry for 'United States Air Force' with the service period 'April 12, 2005 – April 11, 2009'. At the bottom of the content area, there is 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 users profile doesn't look right, the user should call the Defence Manpower Data Center (DMDC). They'll work with the user to update their information in the Defense Enrollment Eligibility Reporting System (DEERS).

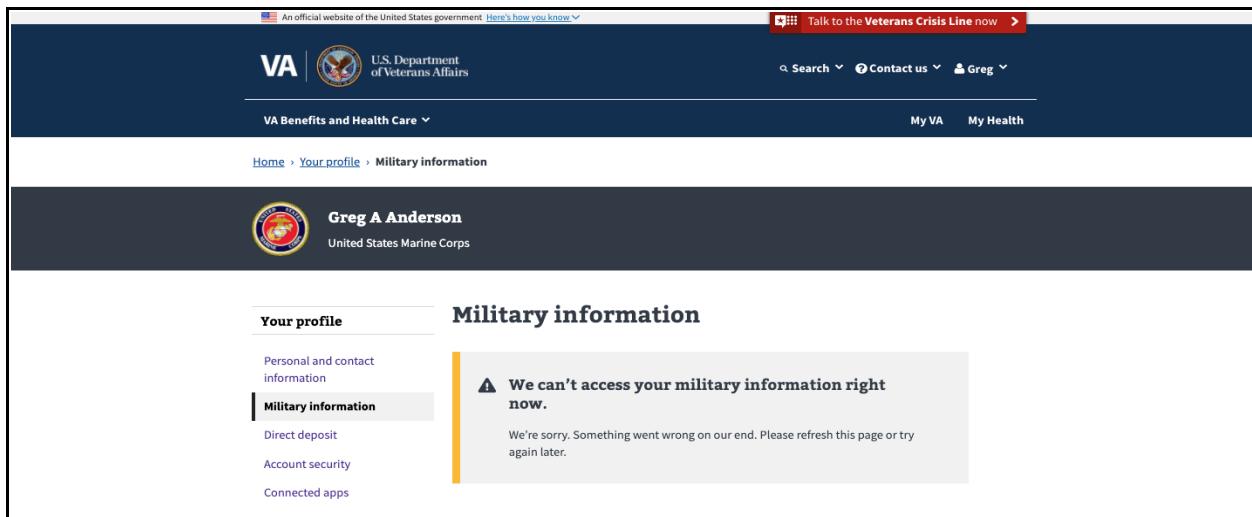
To reach the DMDC, users can call **800-538-9552**, Monday through Friday (except federal holidays), 8:00 a.m. to 8:00 p.m. ET. If a user has hearing loss, they should call TTY: **866-363-2883**.

A screenshot of a VA.gov user profile page. At the top, there's a dark header with the user's name, William C Daniels, and their military branch, United States Army, next to the US Army seal. Below the header, the page is divided into sections. On the left, a sidebar lists "Your profile" sections: Personal and contact information, Military information (which is currently selected and highlighted in grey), Direct deposit, Account security, and Connected apps. The main content area is titled "Military information". Under this title, there's a sub-section titled "Period of service" which shows "United States Army" and the service period "October 1, 1956 – September 30, 1981". To the right of the main content area, there's a blue horizontal bar with the text "What if my military service information doesn't look right?". Below this bar, explanatory text states: "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)." It then provides instructions: "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." Finally, it gives the contact information: "To reach the DMDC, call [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](#)."

Major Issues and Error Messages

Can't access military information

There is the chance that there is a problem on our end and we won't be able to retrieve a user's military information. If that happens then 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 they receive this message they can call us at **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 they 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.

VA | U.S. Department of Veterans Affairs

VA Benefits and Health Care ▾

Search ▾ Contact us ▾ Greg ▾

My VA My Health

Home > Your profile > Military information

 Greg A Anderson
United States Marine Corps

Your profile

Military information

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

⚠ We can't access your military information

We're sorry. We can't find your Department of Defense (DoD) ID. We need this to access your military service records. Please call us at [800-827-1000](#), or visit your nearest VA regional office and request to be added to the Defense Enrollment Eligibility Reporting System (DEERS).

[Find your nearest VA regional office.](#)

You can also request to be added to DEERS through our online customer help center.

[Get instructions from our 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.

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

VA | U.S. Department of Veterans Affairs

Search ▾ Contact us ▾ Greg ▾

My VA My Health

Home > Your profile > Military information

 Greg A Anderson
United States Marine Corps

Your profile

Military information

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

⚠ We can't access your military information

We're sorry. We can't access your military service records. If you think you should be able to view your service information here, please file a request to change or correct your DD214 or other military records.

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 in order to access the profile in the first place. 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 all of the above criteria and have C&P payments, EDU payments, or both will see the **Direct deposit** section in their profile, like so:

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

 U.S. Department of Veterans Affairs

 Talk to the **Veterans Crisis Line** now

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

Home > Your Profile > Direct deposit

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

VA payment history

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

[View your payment history](#)

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

Your profile

Personal and contact information

Military information

Account security

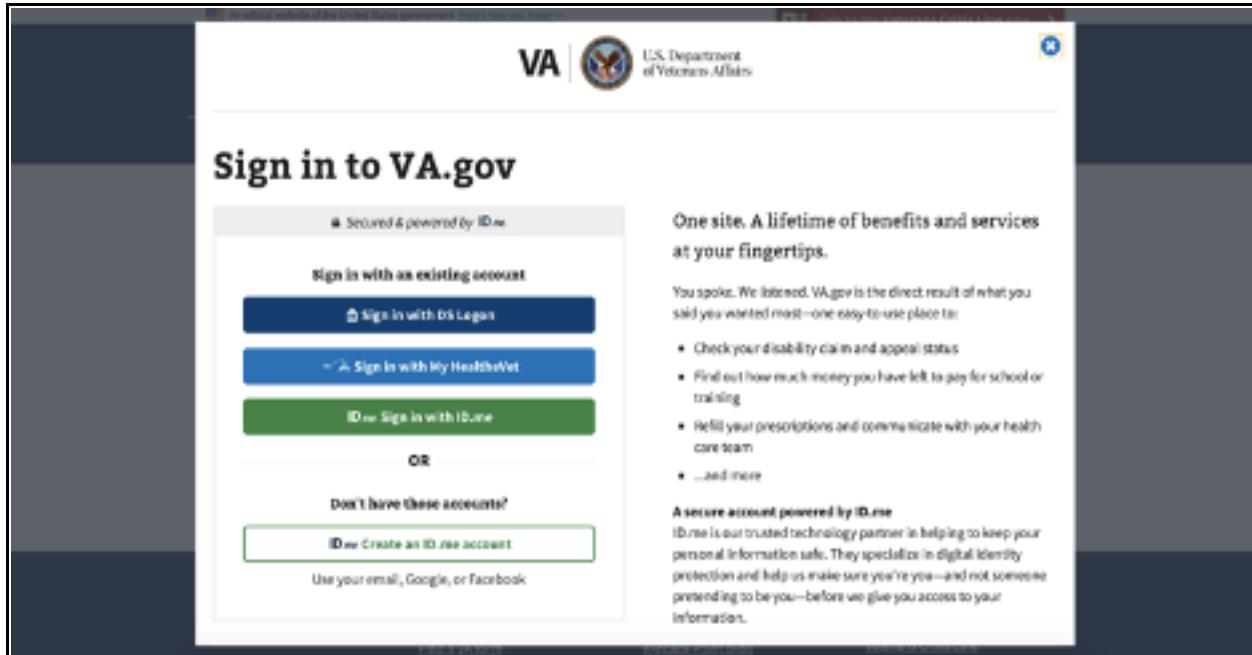
Connected apps

If someone calls the help line and expects to see the 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 in to 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**.

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

VA | U.S. Department of Veterans Affairs

Talk to the **Veterans Crisis Line** now

Search | Contact us | My VA | Wesley | Sign Out

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

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 **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

Talk to the **Veterans Crisis Line** now

Search | Contact us | Wesley | My VA | My Health

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

Home > Your profile > Personal and contact information

Wesley Watson Ford
United States Air Force

Your profile

Personal and contact information (highlighted)

Military information

Direct deposit (highlighted with a red arrow)

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**.

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

 U.S. Department of Veterans Affairs

 Talk to the **Veterans Crisis Line** now

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

My VA My Health

[Home](#) > [Your Profile](#) > [Direct deposit](#)

 **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	Please add your bank information
---------	--

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

- 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)**

Savings account

Update

Cancel

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

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 Hector

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

Home > Your Profile > Direct deposit

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

Your profile

Direct deposit information

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

We've updated your bank account information for your **disability compensation and pension benefits**. We'll deposit your next payment into your new account.

Disability compensation and pension benefits

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

- 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.



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**

- 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

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

- Click **Update** to save.

How to edit direct deposit information for Education payments

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

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



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

*****6464

Savings account

[Edit](#)

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)**

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

Account type **(*Required)**

[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.

The screenshot shows the VA profile interface. At the top, there is a dark header with the United States Air Force seal and the name "Kenneth William Andrews". Below the header, 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". It contains a green message box stating: "We've updated your bank account information for your **education benefits**. Your next payment will be deposited into your new account." Below this, there are two sections: "Disability compensation and pension benefits" and "Education benefits". The "Disability compensation and pension benefits" section shows an account for JPMORGAN CHASE with the account number *****3033 and a checking account. An "Edit" link is present. The "Education benefits" section shows an account for WELLS FARGO BANK with the account number *****2929 and a savings account. An "Edit" link is present. A note at the bottom of the page reads: "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."

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.

The screenshot shows the "VA payment history" page. The title is "VA payment history". The page instructs users to "Check your payment history for your VA disability compensation, pension, and education benefits." Below this, there is a link "[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)
- 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 at the bottom:

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

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:



William C Daniels

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

We couldn't update your bank information

We couldn't find a bank linked to this routing number. Please check your bank's 9-digit routing number and enter it again.

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)

489498492

Account number (No more than 17 digits) (*Required)

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 come back and 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

Direct deposit information



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 come back and try again later:



Hector Jonathan D'Olivera
United States Army

Your profile

Personal and contact information

Military information

Direct deposit

Account security

Connected apps

Direct deposit information

⚠ We can't load disability compensation and pension information

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.

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

Fraud error

In the event that 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 even that it happens, a user would see if 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 is entered in the field.

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 that is on file for them. If we detect that their mailing address is “invalid” — either incomplete or an address which the US 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, then 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 content sections on the right.

Left Sidebar:

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

Right Content Sections:

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

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

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)

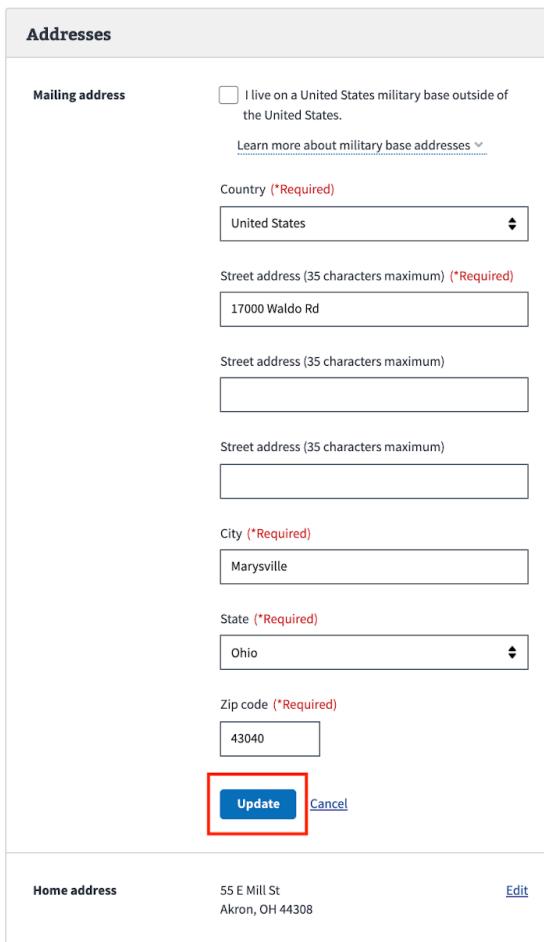
City **(*Required)**
Marysville

State **(*Required)**
Ohio

Zip code **(*Required)**
43040

Update [Cancel](#)

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



- 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

Similar to 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. Like with the mailing address error, 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 home or work phone numbers are coupled in the backend database.

If someone sees this error then they should update their home or phone number in the VA.gov profile, and then try to update their direct deposit again. Please note that the error message will specify whether they need to update the home OR the 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 (eg. 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>	
<p>Number (*Required)</p> <input type="text" value="8042054422"/>		
<p>Extension</p> <input type="text"/>		
<p>Update Cancel Delete</p>		
Mobile	(555) 555-5559	Edit
<p><input type="checkbox"/> We'll send VA health care appointment text reminders to this number</p>		

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. This is unlikely but it is possible. 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 & Pension

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, they can either:

- 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 their paper checks are sent to, they can either:

- 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 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 the U.S. Department of Veterans Affairs logo. The top navigation bar includes 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. Below the profile, there are two tabs: "Your profile" and "Account security", with "Account security" currently selected. A large callout box titled "Verify your identity to view your complete profile" 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 notes that "This one-time process takes about 5-10 minutes." A green button labeled "Verify with ID.me" is present. At the bottom, a link "How will VA.gov verify my identity? ▾" leads to a detailed explanation of 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)

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

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

 U.S. Department of Veterans Affairs

[Talk to the Veterans Crisis Line now](#)

Search Contact us William

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

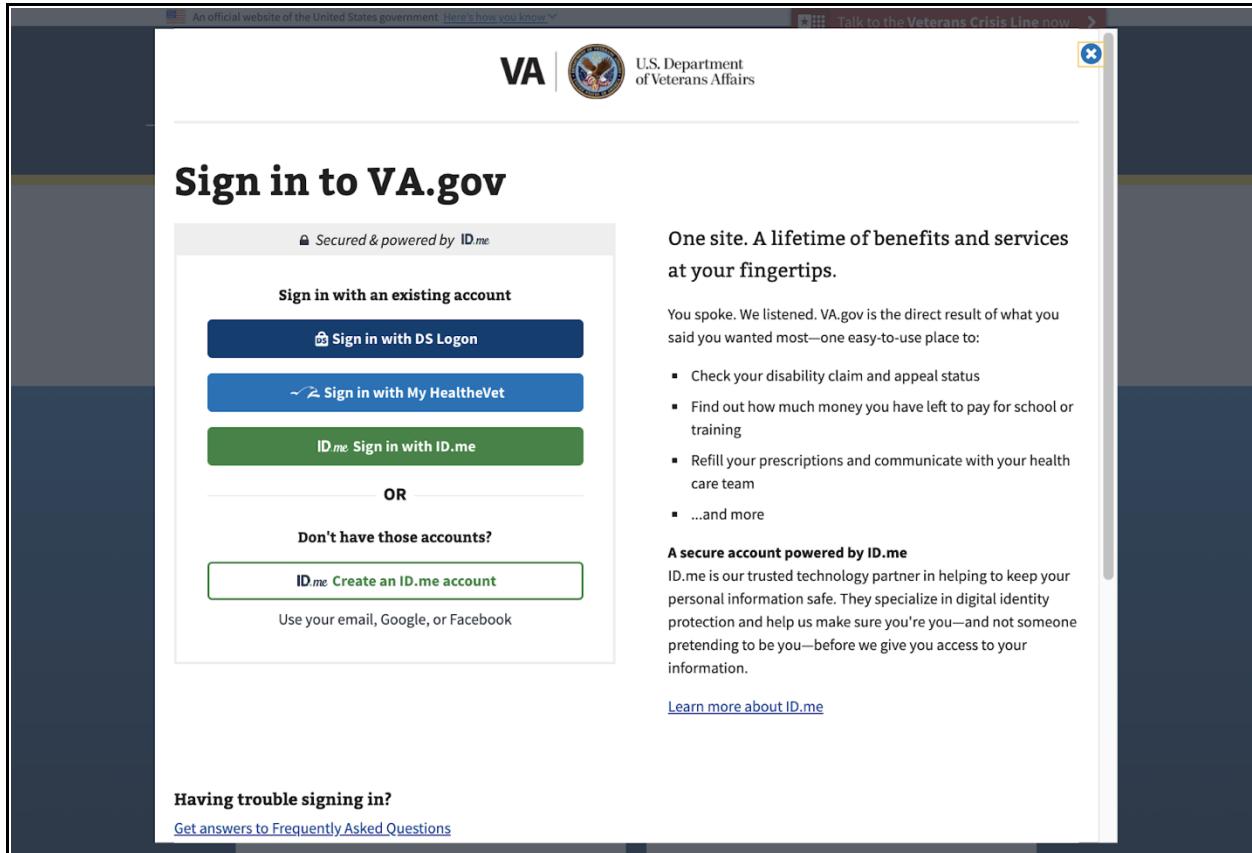
Personal and contact information
Military information
Direct deposit
Account security
Connected apps

Account security

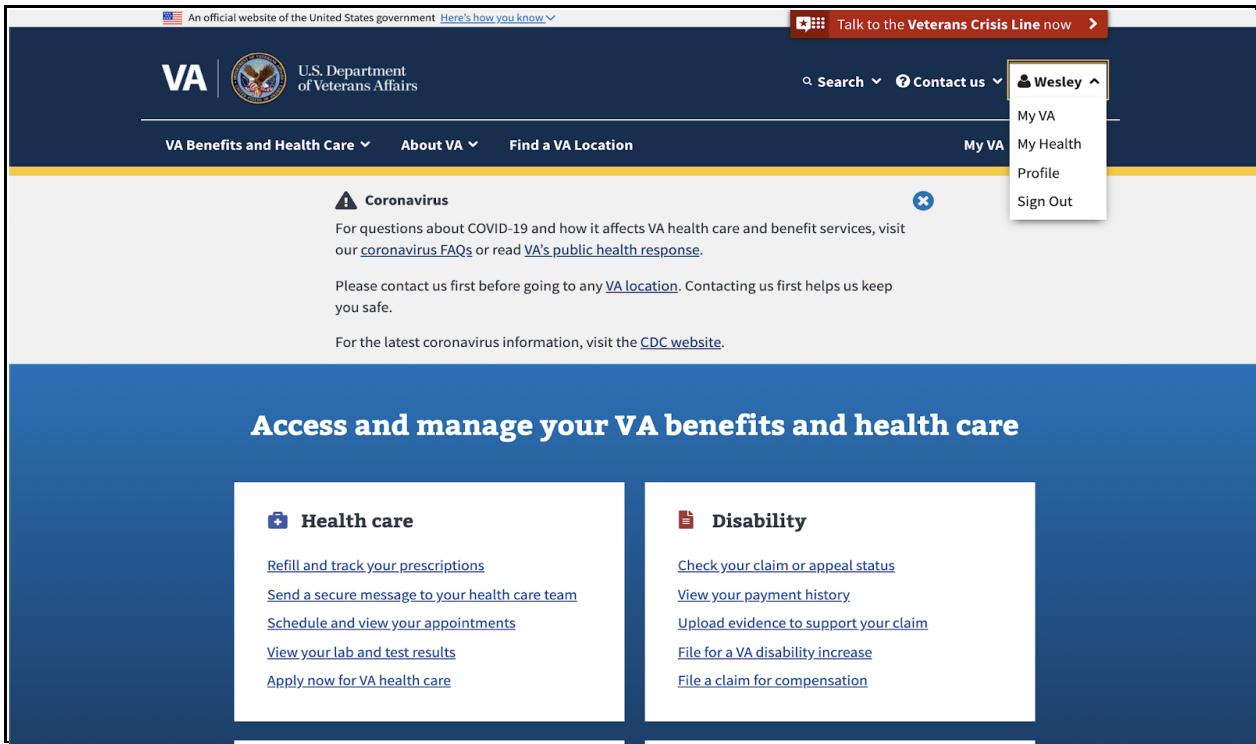
Identity verification	✓ We've verified your identity.
2-factor authentication	✓ You've added an extra layer of security to your account with 2-factor authentication.
Terms and conditions	✓ You've accepted the terms and conditions for using VA.gov health tools. View terms and conditions for medical information
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

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

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 links, and a user profile for "William". Below the header, a navigation bar offers links to "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The main content area displays the "Account security" section for user "William C Daniels" (United States Army). On the left, a 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 four status boxes: "Identity verification" (verified), "2-factor authentication" (added), "Terms and conditions" (accepted), and "Sign-in email address" (information provided).

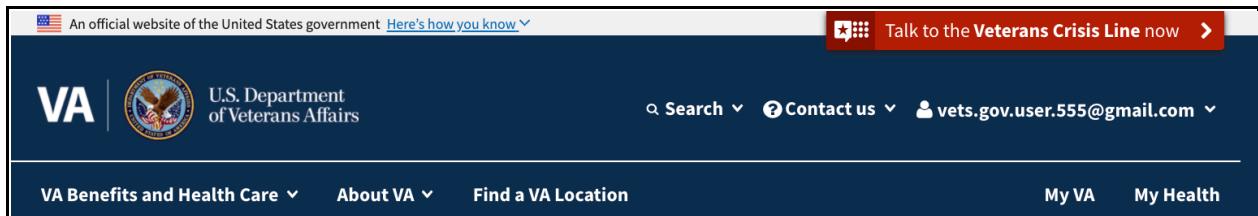
Section	Status	Details
Identity verification	✓	We've verified your identity.
2-factor authentication	✓	You've added an extra layer of security to your account with 2-factor authentication.
Terms and conditions	✓	You've accepted the terms and conditions for using VA.gov health tools. View terms and conditions 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

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. In order for a user to have access to the rest of the profile they must verify their identity.

To do that 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.



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

U.S. Department of Veterans Affairs

Search Contact us vets.gov.user.555@gmail.com

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

Verify your identity

 You signed in with ID.me

We'll need to verify your identity so that you can securely access and manage your benefits.

[Why does VA.gov verify identity?](#)

This one-time process will take **5 - 10 minutes** to complete.

[ID me Verify with ID.me](#)

Having trouble verifying your identity?

[Get answers to Frequently Asked Questions](#)

[Submit a request to get help signing in](#)

Note: In order 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, 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.

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

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.

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

 U.S. Department of Veterans Affairs

 Search  Contact us  William

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

In order 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.



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](#)

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

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

 U.S. Department of Veterans Affairs

Talk to the **Veterans Crisis Line** now 

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.

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 (selected), Direct deposit, Account security (selected), and Connected apps. The main content area is titled 'Account security' and contains four sections: 'Identity verification' (verified), '2-factor authentication' (added), 'Terms and conditions' (accepted), and 'Sign-in email address' (update link). A red arrow points from the 'Terms and conditions' section to the 'View terms and conditions for medical information' link.

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.

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

 U.S. Department of Veterans Affairs

 Talk to the Veterans Crisis Line now

Search Contact us vets.gov.user.555@gmail.com

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

[Home](#) > Your profile - 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 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? ▾

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.gov website's account security section. At the top, there's a banner with the U.S. Department of Veterans Affairs logo and links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. Below this, a breadcrumb navigation shows 'Home > Your profile > Account security'. A dark sidebar on the left lists 'Your profile' and 'Account security'. 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 identity is verified. It also provides a link to find the nearest VA medical center.

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**.

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

 U.S. Department of Veterans Affairs

 Talk to the Veterans Crisis Line now >

Search Contact us vets.gov.user.555@gmail.com

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

[Home](#) > Your profile - 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 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? ▾

Users who have verified their identity (LOA3)

In order 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](#)

 U.S. Department of Veterans Affairs

[Talk to the Veterans Crisis Line now](#)

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

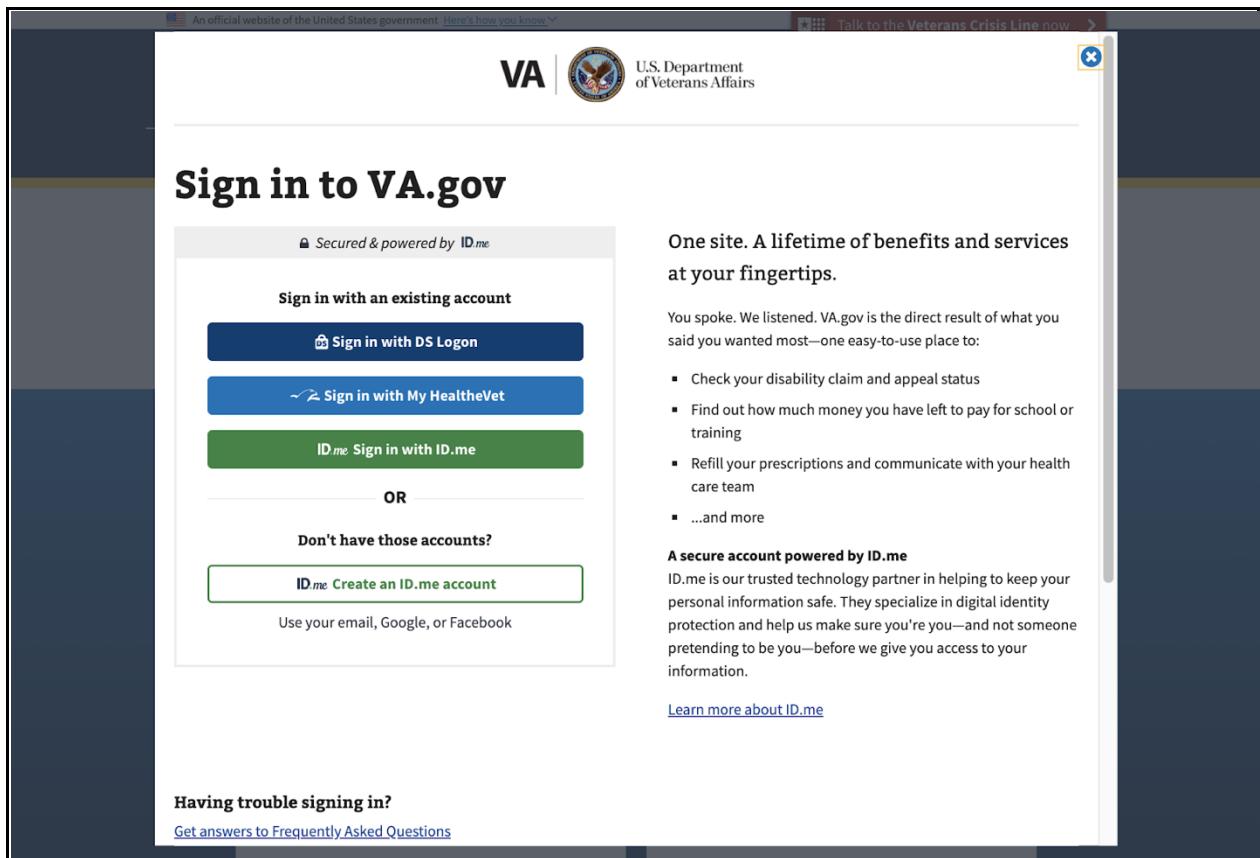
[Apple Health](#)
[iBlueButton](#)
[MyLinks](#)

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 United States government (VA). At the top, there is a banner stating "An official website of the United States government" with a link to "Here's how you know". To the right of the banner is a red button with white text that says "Talk to the Veterans Crisis Line now". Below the banner, the VA logo and the text "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". On the far right of the header, there is a search bar, a "Contact us" link, and a user profile dropdown menu. The dropdown menu is open and shows the user's name, "Wesley", followed by options: "My VA", "My Health Profile", and "Sign Out". Below the header, a yellow banner contains a warning about COVID-19, a link to VA's public health response, and information about contacting VA locations. The main content area has a blue background and features two sections: "Health care" and "Disability", each with a list of 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](#)

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

The screenshot shows a user profile page for William C Daniels, United States Army. The top navigation bar includes links for VA Health, Benefits, VA Home, VA Jobs, VA News, and Contact Us. Below the navigation is a dark header with the user's name and military branch. The main content area has a sidebar with 'Your profile' sections: Personal and contact information, Military information, Direct deposit, and Account security. The 'Connected apps' section is highlighted with a grey background. It contains a heading 'Connected apps' and a descriptive paragraph about third-party applications sharing information with permission. Below this is a sub-section titled 'Third-party apps you can connect to your profile' listing Apple Health, iBlueButton, and MyLinks. A warning message in a yellow-bordered box states 'We couldn't retrieve your connected apps' due to a system error. At the bottom, there are links for 'How do I connect a third-party app to my profile?' and 'Have more questions about connected apps?'. The footer features the VA logo and links for VA Health, Benefits, VA Home, VA Jobs, VA News, and Contact Us.

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 website interface. At the top, there's a banner with the U.S. Department of Veterans Affairs logo and links for 'Search', 'Contact us', and 'My VA'. Below the banner, the main navigation menu includes 'VA Benefits and Health Care', 'About VA', 'Find a VA Location', 'My VA', and 'My Health'. The user profile 'William' is visible on the right. 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 options like 'Personal and contact information', 'Military information', 'Direct deposit', 'Account security', and 'Connected apps' (which is highlighted). The main content area is titled 'Connected apps' and explains what they are. It also lists 'Third-party apps you can connect to your profile' with links to 'Apple Health', 'iBlueButton', and 'MyLinks'. A red arrow points from the 'Connected apps' link in the sidebar to the 'Connected apps' section in the main content area.

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

U.S. Department of Veterans Affairs

Search Contact us William

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

Home > Your profile > Connected apps

William C Daniels
United States Army

Your profile

Connected apps

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](#)

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 in to the website with their preferred VA.gov account: **DS Logon, My HealtheVet, 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

 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? ▾

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.

The screenshot shows a user profile page for Kimberly Elizabeth Smith Washington, United States Army Reserve. The top navigation bar includes the US Army seal. The main content area is titled "Connected apps". A sidebar on the left lists "Your Profile" sections: Personal and contact information, Military information, Direct deposit information, Account security, and Connected apps (which is selected). The "Connected apps" section displays two entries: "Apple HealthKit" (connected on Feb 21, 2020) and "SampleApp" (connected on Feb 21, 2020). Each entry has a "Disconnect" button. A red arrow points to the "Disconnect" button for Apple HealthKit.

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**.

A confirmation dialog box is displayed over the "Connected apps" list. It contains the following text:
⚠ 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 messaging showing that it was successfully removed.



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 their 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](#) ▾
[Disconnect](#)

[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 apps can I connect to my profile?
- How to connect an app to your 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

T

There is a possibility that we will not be able to retrieve the current connected apps. If this happens a user can refresh the page or try again later.

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](#) > [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 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.

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](#).

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Contact Us
[Find a VA Location](#)
[Ask a Question](#)
Call MyVA311:
[1-8844-698-2311](#)
[TTY: 711](#)

 U.S. Department of Veterans Affairs

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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.

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

Talk to the **Veterans Crisis Line** now >

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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 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.

 **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?
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