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# Sign In Issues

Template: How to Cancel My Sign-In Account (ID.me or Login.gov)  
  
[Dear USER],  
   
Thank you for your inquiry. The sign-in account you use to access VA.gov (Login.gov or ID.me) can be deleted if you wish. Please see <https://www.va.gov/resources/can-i-delete-my-logingov-or-idme-account/> for more information.  
   
In service,

VA.gov Technical Support Team  
   
Case No.: XXXXXX  
   
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
   
\* When replying, please do not alter the subject or the reference Id below.  
   
ref:\_XXXXXX:ref  
  
  
Template: Should I use Login.gov or ID.me? What’s right for me?

Note: Please use “reply all” when responding to the message.

[Dear USER],

Thank you for your inquiry. VA.gov requires that you use one of the following secure sign-in options to access VA tools, apps, and services: [**Login.gov**](http://Login.gov) or [**ID.me**](https://www.id.me/government?utm_campaign=B2C&utm_medium=web&utm_source=nav_menu). These options enhance the security of your information and benefits. But which one is right for you?

Both **Login.gov** and **ID.me** meet the latest federal standards for online security and enable you to access essential tools like My HealtheVet. We respect your freedom to choose the option that best aligns with your preferences and circumstances.

Let’s compare **Login.gov** and **ID.me** to help you understand their differences and choose the one that best suits your needs:

* **Login.gov** is our government’s one account provider for VA and other government benefits and services. The U.S. General Services Administration creates and maintains your account. [Here’s the **Login.gov** privacy policy](http://www.login.gov/policy/).
* **ID.me** is a non-government account provider that contracts with government and non-government organizations. ID.me creates and maintains your account. [Here’s the **ID.me** privacy policy](http://www.id.me/privacy).
* **Login.gov** and**ID.me** let you use a single, secure account to access your VA and other government benefits and services.
* If you live outside the U.S., don’t have a Social Security number, or don’t have a current driver’s license or other state-issued ID, you’ll need to choose **ID.me**.
* If your phone is on a plan that is not in your name and you want to verify your identity online, you’ll need to choose **ID.me**.

For more information, please visit <https://www.va.gov/resources/should-i-create-a-logingov-or-idme-account-to-sign-in-to-vagov/>.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please do not share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Your active role in maintaining the security of your data is crucial. Rest assured that we have stringent security measures to protect your data. Your privacy is important to us, and we respect your rights. We want you to feel reassured that we are doing everything possible to keep your information safe.

\* To ensure smooth communication and to help us track your case effectively, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

## Template: Login.gov Records cannot be found/information cannot be matched error

[Dear USER],

Thank you for your inquiry. We are sorry you’ve encountered an error message while attempting to verify your identity with Login.gov.   
  
“Your records cannot be found” or “records/information cannot be matched” messages may appear when information on your uploaded ID photograph doesn’t match what’s in federal databases. This scenario can occur if there are discrepancies with any of the following:

* Name, with correct spelling
* Date of birth
* Social Security number
* Current or historical address(es)

Before proceeding, you should ensure that all of the above information—which you’ll see on the “Please verify your information” screen—is correct when you sign up for Login.gov. If not, click the “Start over” link and upload your ID images again.  
   
**IMPORTANT:**

* Please use the previous address if you’ve moved in the past 12 to 24 months.
* If your current address differs from what’s on your ID, you can change your address on the “verify” step after you enter your Social Security number. Simply click on the 'change address' button, and the system will guide you through the process. The address you provide will need to match an address on record for you.
* Verify that you are entering your “official address” in the correct format by ensuring you are entering it as the USPS has it. You can find the [USPS official address format guide here](https://tools.usps.com/zip-code-lookup.htm?byaddress).
* If you are under 18 or recently turned 18, there may not be enough information to match with public records.
* If you are having trouble **creating a Login.gov or ID.me account**, in-person, hands-on support from a MyHealtheVet coordinator may be available at [your local VA medical center](https://www.va.gov/find-locations/); **please check with your local medical center in advance**. Please note that you must [bring valid identification with you](https://www.va.gov/resources/what-to-bring-to-create-your-online-sign-in-account/). Remember, you are not alone in this process, and there are local support options available to assist you.
* If you need **help obtaining a valid ID**, an accredited attorney, claims agent, or Veterans Service Organization (VSO) representative can assist you. [Click here for more information](https://www.va.gov/get-help-from-accredited-representative/).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured; we have stringent security measures to protect your data. Your privacy is important to us, and we respect your right. We want you to feel reassured that we are doing everything possible to keep your information safe.

\* To ensure smooth communication and to help us track your case effectively, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

## Template: Power of attorney (POA) and caregivers MHV sign-in issue/HRC

New Template:   
  
  
**Note: Please use “reply all” when responding to the message.**

[Dear USER],

Thank you for your inquiry. We understand your frustration and sincerely apologize for any confusion you’ve encountered while attempting to sign in to VA.gov. The recent deprecation of the My HealtheVet sign-in option has posed challenges for those who hold power of attorney (POA) or are caregivers for Veterans.  
   
Rest assured that we are working on a solution to allow court-appointed guardians to sign in to VA online services with a Login.gov or ID.me account on behalf of the Veteran they care for. Please understand, however, that a solution fully protecting Veterans’ privacy and security will take time.  
   
To determine whether you have court papers on file with VA, please contact the HRC Helpdesk to verify. They can be reached at 800-983-0937, Monday through Friday, 7 a.m. to 7 p.m. Central.   
  
Please visit the following page for additional information: [https://www.va.gov/resources/what-to-do-if-you-havent-switched-to-logingov-or-idme-yet/#what-to-know-if-youre-a-court-](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fwhat-to-do-if-you-havent-switched-to-logingov-or-idme-yet%2F%23what-to-know-if-youre-a-court-&data=05%7C02%7C%7Cc6275f5c6a5c4cb57a1d08dd60f9722c%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638773346661785470%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=dHOx1Afjx%2FRZhe8BulIZ%2F5FyD6%2B7rfX7e2Zmi5R%2BJsg%3D&reserved=0)

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured; we have stringent security measures to protect your data. Your privacy is important to us, and we respect your right. We want you to feel reassured that we are doing everything possible to keep your information safe.

\* To ensure smooth communication and to help us track your case effectively, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

## Template: Login.gov or ID.me—What do Do (Sign-In Transition General Help)

New Template:

[Dear VETERAN],

Thank you for your inquiry. We apologize for any confusion caused by the sign-in transition to Login.gov and ID.me.

You can still use services like My HealtheVet health portal and other VA online services. But you must now sign in to them using a modern, secure Login.gov or ID.me account. This new sign-in process offers enhanced security features and a more user-friendly interface, ensuring a better experience for you.

For more information, please visit <https://www.va.gov/resources/what-to-do-if-you-havent-switched-to-logingov-or-idme-yet/>.

Once there, you’ll discover more about:

* Choosing the sign-in account that’s right for you
* Creating your identity-verified account
* Getting help to create your account
* Managing your health care and benefits in other ways
* What to know if you’re a court-appointed guardian for a Veteran

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please do not share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure because your trust is invaluable to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: ID.me Identity Verification With a VHIC or Expired ID (Under 12 Months Expired With Renewal)

**New Template**:

[Dear VETERAN],

Thank you for your inquiry. We’re sorry that you’ve had difficulty verifying your identity with ID.me. However, there’s good news: You can verify your identity with ID.me—even if you don’t have a state-issued identification card that confirms your date of birth.  
   
If you have a non-expired Veteran Health Identification Card (VHIC) and at least one of the following documents:

* U.S. birth certificate
* U.S. Department of State (DoS) Certification of Report of Birth (DS-1350)
* U.S. Department of Homeland Security (DHS) Certification of Birth Abroad  
   (FS 545)
* Consular Report of Birth Abroad (CRBA, FS 240)

Then there are 2 methods for selecting this VHIC plus other documents option while signing up at ID.me, and your method depends on your scenario:

1. Your Social Security number and address **are already validated**
2. Your Social Security number and address **have not already been validated**

If it’s **No. 1 above**, follow this workaround:

1. When prompted for proof of your date of birth (DOB), select any  
    primary document.
2. When prompted for an additional primary or secondary document, select VHIC.
3. On the “How will you send your documents?” screen, select “Change document type” under the document selected for proof of your DOB.
4. Now that another primary document (VHIC) has been selected, secondary options to prove DOB should be visible. Select birth certificate.

If it’s **No. 2 above**, follow this workaround:

1. When prompted for proof of address, select Driver’s license.
2. When prompted for an additional primary or secondary document, select VHIC.
3. On the “How will you send your documents?” screen, select “Change document type” under Driver’s license.
4. Choose a different secondary document to prove your address (such as a bank statement or W-2).
5. Now that another primary document (VHIC) has been selected, secondary options to prove DOB should be visible. Select Birth certificate.

**Please note** that you can verify your identity with ID.me if you have an expired driver’s license or state ID that expired less than 12 months ago **and** have proof of renewal. Thus, you’ll need:

* A photo of the front of the driver’s license
* A photo of the back of the license
* A photo of the extension/renewal document

The extension/renewal document **must** meet the following criteria:

* Issued by the same U.S. state or territory as the expired driver’s license
* It may be a temporary or paper driver’s license or state ID
* Name and date of birth on the expired driver’s license must match those listed in the renewal document or paper temporary card
* The identification number (if present on the extension/renewal document) must match the voided driver’s license
* If this document is used to verify address, either the expired driver’s license or extension/renewal document must match your personally identifiable information (PII)

If you have additional questions, please contact the ID.me help desk at <https://help.id.me/hc/en-us/p/contact_support>.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
Template: Sign-In Transition and MHV: Identity Verification and In-Person Proofing

**New Template**:

[Dear VETERAN],

Thank you for your inquiry. We understand your frustration and sincerely apologize for any confusion you’ve encountered while attempting to access your My HealtheVet information. To verify your identity and sign in to VA.gov to access My HealtheVet, you’ll need a [Login.gov](https://secure.login.gov/sign_up/enter_email) or [ID.me](https://api.id.me/en/registration/new) account.

* If you are having trouble **creating a Login.gov or ID.me account**, in-person, hands-on support from a MyHealtheVet coordinator may be available at [your local VA medical center](https://www.va.gov/find-locations/); **please check with your local medical center in advance**. And please note that you must [bring valid identification with you](https://www.va.gov/resources/what-to-bring-to-create-your-online-sign-in-account/).
* If you aren’t sure whether you already have a Login.gov or ID.me account, try creating a new one with your email address. Login.gov or ID.me will help you reset your password if you already have one.
* If you need **help obtaining a valid ID**, an accredited attorney, claims agent, or Veterans Service Organization (VSO) representative can assist you. [Click here for more information](https://www.va.gov/get-help-from-accredited-representative/).

For more information on the VA.gov sign-in transition, please visit [www.va.gov/sign-in-changes](http://www.va.gov/sign-in-changes).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
New Template: Login.gov Error LG99 Procedure

New Template

[Dear VETERAN],

Thank you for your inquiry. We’re sorry you’ve encountered error **LG99** while attempting to verify your identity with Login.gov.

Your active participation is crucial in resolving this issue. Please contact the Login.gov help desk at **844-875-6446** and provide the representative with the error code LG99. First, they will ask for the phone number and email address you’re using to set up your Login.gov account. Then they will forward your identity verification request for review.

Once the process is complete, the Login.gov representative will contact you via email.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please do not share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Your privacy is important to us, and we respect your right to it. Rest assured, we have stringent security measures to protect your data.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

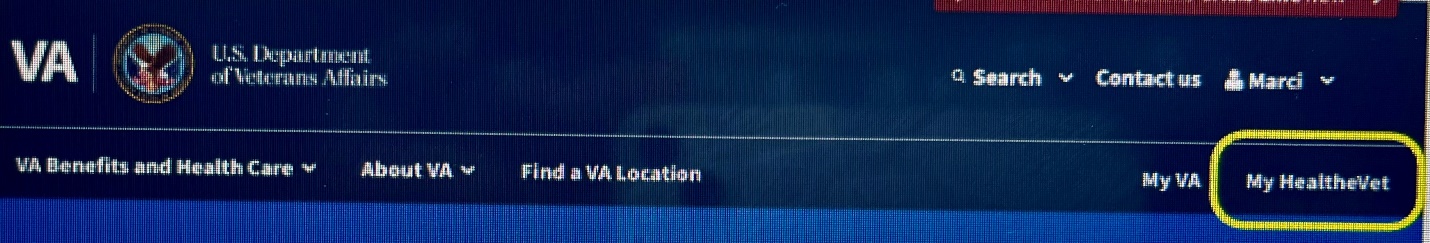
ref:\_XXXXXX:ref

Template: My HealtheVet to VA.gov: How to find MHV information  
  
New Template  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. Transitioning healthcare information from My HealtheVet to VA.gov has been difficult for some Veterans. We apologize for any confusion this transition may have caused.  
   
To view your complete My HealtheVet-on-VA.gov landing page (which includes links to many health tools), you must meet the following qualifications:

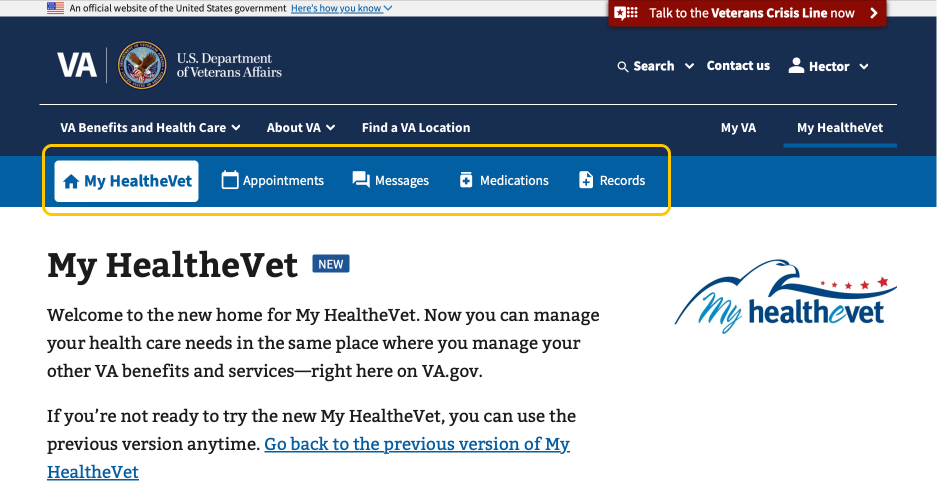
1. Sign in to VA.gov with an [identity-verified credential](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fverifying-your-identity-on-vagov%2F&data=05%7C02%7C%7Cc433b2b6b1c34ee96fb708dd551c45f1%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638760303280495093%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=42MdAZi6QU5A3J100Q3ognsOLsfqDVg5sdBA6FA6LWI%3D&reserved=0) issued by either [**Login.gov**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fsign-in%2F&data=05%7C02%7C%7Cc433b2b6b1c34ee96fb708dd551c45f1%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638760303280524493%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=ItAj0GImdyuDOLLkTGp98oYb80gQIT3E7Xbctq5xKbo%3D&reserved=0) or [**ID.me**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fsign-in%2F&data=05%7C02%7C%7Cc433b2b6b1c34ee96fb708dd551c45f1%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638760303280539177%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=QxfYbKkHBfZUQpITs%2F6eK%2Fm783FbqGhMa9v0sj1y1A8%3D&reserved=0). If your credential isn’t already identity-verified, an alert prompts you to do so.  
   **Note**: If you created your ID.me account to sign in to the Social Security website, you must perform an additional one-time authentication to meet VA.gov technical standards. This is a security measure to ensure the protection of your health information.
2. You must have previously [registered at a VA facility](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fspokane-health-care%2Fregister-for-care%2F&data=05%7C02%7C%7Cc433b2b6b1c34ee96fb708dd551c45f1%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638760303280552099%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=G7bCoUxDTCv5U5X4LvrUz9S3NhbcddNx76CocESk%2Bcg%3D&reserved=0). If you aren’t registered, an alert will prompt you to do so. If you are already registered but still see the alert, please [contact the facility](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Ffind-locations&data=05%7C02%7C%7Cc433b2b6b1c34ee96fb708dd551c45f1%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638760303280564384%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=JDm3%2FFsQdxDu0yTusF2HdV%2Blv3V%2Bv5JSv7BEqYJlHSQ%3D&reserved=0) where you receive care.

**Where is My HealtheVet information?**

Once you’ve signed in to VA.gov using your Login.gov or ID.me account, you should see the following.

* **Desktop users**: You will see a “My HealtheVet” link in the header, which will take you directly to the My HealtheVet-on-VA.gov landing page. See below:  
    
  
* **Mobile users**: To sign in to VA.gov on a mobile device, click on the personal name dropdown menu at the top of the screen. You’ll see the My HealtheVet link, which leads directly to the My HealtheVet-on-VA.gov landing page. See below:Screens screenshot of a search engine

  Description automatically generated

Once you’re in, you’ll see the My HealtheVet interface, with links and tabs at the top that will allow you to access the health information you need. Depending on the tool you use while on the new My HealtheVet page within VA.gov, the tool tab at the top is highlighted:  
  
   
  
  
[Please click here for more information on the My HealtheVet transition to VA.gov](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fmy-healthevet-on-vagov-what-to-know%2F&data=05%7C02%7C%7Cc433b2b6b1c34ee96fb708dd551c45f1%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638760303280576384%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=PcKEGlUbGBJ7O2e8QtikEWcB0TQVBnsfVwsLsp%2BOLrg%3D&reserved=0).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us, and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
Template: Direct Deposit (How to get help)  
   
**Note: Please use “reply all” when responding to the message.**

[Dear USER],

Thank you for your inquiry. We apologize for any difficulty you’ve encountered attempting to access or update your direct deposit.

Information about how to change your direct deposit information is available at [https://www.va.gov/change-direct-deposit/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fchange-direct-deposit%2F&data=05%7C02%7C%7Cda339696f96542fe8cec08dd6735672a%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638780201237454157%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=anGG3j9Q3EAscGm0SxgKSyd2inMcLKHuVrt6cuGAawE%3D&reserved=0).

Call us at 800-827-1000 (TTY: 711). We’re here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.   
  
For international direct deposit updates, call us at 918-781-7550, Monday through Friday, 9:00 a.m. to 5:30 p.m. ET.

Go to your nearest VA regional office to set up direct deposit in person.

[Find your nearest VA regional office](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Ffind-locations%2F&data=05%7C02%7C%7Cda339696f96542fe8cec08dd6735672a%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638780201237475742%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=I6MMfoWfZmupic%2BXKau9qAzJQylCjTa71mif%2FLN%2FELs%3D&reserved=0).

If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at [https://ask.va.gov/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fask.va.gov%2F&data=05%7C02%7C%7Cda339696f96542fe8cec08dd6735672a%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638780201237488627%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=EA7VwnnjVkV2EwaDjLadDurrJnT38EKjI6ixJ7hXcRI%3D&reserved=0). To ensure your issue routes to the correct team, please select “Compensation (Service-Connected Benefits)” and “Direct deposit inquiries” in the category and topic fields.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us, and we respect your right. We want you to feel reassured that we are doing everything possible to keep your information safe.

\* To ensure smooth communication and to help us track your case effectively, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: **VA.gov Profile Access/Update Error 3/11/2025**

**New Template**:

[Dear VETERAN],

Thank you for your inquiry. We apologize for any difficulty you’ve encountered attempting to access or update your VA.gov profile. The profile tool had some technical issues, but we’re pleased to inform you that these have been resolved.  
   
Please try accessing and updating your VA.gov profile now. It's **important** to note that you’ll need an **identity-verified account** to do this. If you haven’t completed the identity verification process, you can find step-by-step instructions at <https://www.va.gov/resources/creating-an-account-for-vagov/#choosing-your-account>.

If you continue to experience issues, please let us know so we can work to resolve them. We understand the importance of your VA.gov profile and we are committed to ensuring you have a smooth experience. We thank you for your patience and for bringing any issues to our attention!

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We have robust measures in place to protect your information. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure because your trust is invaluable. You can feel confident that your information is in good hands.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

**Template: Handling VACX Case—Unable to Edit (3/10/2025 update)**  
  
**INSTRUCTIONS**:

* **SEND TO**:[Todd.Unger@va.gov](mailto:Todd.Unger@va.gov)
* **SUBJECT**: Handling VACX Cases—Unable to Edit
* **Use the email template below. Include all relevant case information (e.g., case ID, error details, and screenshots, if applicable). See below.**

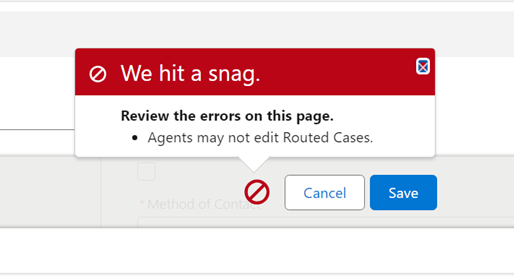
**AFTER SENDING THE EMAIL:**  
  
**Set a follow-up flag**

* 1. Create a follow-up task in Outlook:
     + **Subject:** Follow-up on VACX Case Unable to Edit
     + **Due Date:** One week from the email date
     + **Priority:** High

**Track closure**

* 1. Review the case status on the follow-up date.
  2. If unresolved, resend the email and escalate as necessary.

SCREENSHOT EXAMPLE:

  
   
   
**New Template**:

Hello,

Veteran Support cannot edit the following cases. Please use the case resolution listed below for closure justification.

[PROVIDE\_DETAILS\_HERE]– Case resolution

We appreciate your efforts in handling these cases. Please advise when this is complete.

**IMPORTANT:** When responding to this email, please select “Reply All” to ensure all relevant team members are informed. Thank you!

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We have robust measures in place to protect your information. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure because your trust is invaluable to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: Disappearance of optional gender designation in VA forms

New Template:

[Dear VETERAN],

Thank you for your inquiry. In compliance with President Trump’s executive order, certain options in the gender designation field no longer appear on VA forms. We apologize for any difficulty this may cause.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please do not share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured; we have stringent security measures to protect your data. Your privacy is important to us, and we are dedicated to maintaining it.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: Sign-in issues: Confirmation email address  
  
New Template  
  
  
[Dear VETERAN],  
  
Thank you for your inquiry. If you need assistance updating your confirmation email address for VA.gov sign in or haven’t received the confirmation email you expect, please contact the ID.me help desk via one of the methods below:

• Submit a support ticket on the ID.me support page ([help.id.me/hc/en-us/requests/new](https://help.id.me/hc/en-us/requests/new)). Please indicate your Veteran status in the ticket.

• (Optional) Use the automated chatbot (virtual assistant).

• Visit the ID.me Help Site ([help.id.me/hc](https://help.id.me/hc)) to view other support articles.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us, and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: Sign-in transition: In-person or video (or landline only)  
  
New Template  
  
[Dear VETERAN],  
  
Thank you for your inquiry. We apologize for any difficulties you’ve experienced verifying your identity online with Login.gov or ID.me.

You should know about an option that involves verifying your identity in person at participating U.S. Post Office locations. For more information about requirements, what you’ll need to prepare ahead of time, and whether you’ll need to make an appointment, please visit the relevant help pages for Login.gov (<https://www.login.gov/help/verify-your-identity/verify-your-identity-in-person/>)

and ID.me (<https://help.id.me/hc/en-us/articles/4410262468887-Verifying-your-identity-in-person>).

You may need to verify your identity with ID.me via a video call. Here’s more information to get you started: <https://help.id.me/hc/en-us/articles/360055300094-Scheduling-video-call-appointments>

Please note that you’ll need 2 primary documents or 1 primary and 1 secondary document. You may need to upload additional documents to prove your address, Social Security number, or name change.

Primary documents: driver’s license, passport, passport card, or state ID.

Secondary documents: utility bills, vehicle registration, or tax forms.

Documents NOT accepted: company ID, digital copy of driver’s license or state ID, voided documents, forms you fill out yourself, unemployment documentation, or unofficial student records.

Expired or temporary documents, as well as photocopies, may be acceptable. Please consult with your ID.me video representative, who should be able to answer related questions.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
  
Template: Sign-in trouble account not stated (ID.me or Login.gov) DUO, formerly QUAD  
  
New Template:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We are sorry you are experiencing these issues. It sounds like you're having trouble using one of the VA.gov sign in partners to verify your identity.

If you are having trouble setting up or accessing your VA.gov account using ID.me, please view the following options below:

• Submit a support ticket on the ID.me support page ([help.id.me/hc/en-us/requests/new](https://help.id.me/hc/en-us/requests/new)). Please indicate your Veteran status in the ticket.

• (Optional) Use the automated chatbot (virtual assistant).

• Visit the ID.me Help Site ([help.id.me/hc](https://help.id.me/hc)) to view other support articles.

If you are having trouble signing into your VA.gov account using Login.gov account, you will need to get help at the Login.gov support page: <https://www.login.gov/contact/>. Alternatively, you can call Login.gov at 844-875-6446, 24/7, for sign-in issues.  
  
  
In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: Signing in to VA.gov (general info)  
  
New Template:

[Dear VETERAN],

Thank you for your inquiry. For more information on how to sign in to VA.gov, please visit Signing In To VA.gov | Veterans Affairs ([www.va.gov/resources/signing-in-to-vagov/](https://www.va.gov/resources/signing-in-to-vagov/)).  
  
  
In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
Template: ID.me Video Call (domestic)  
  
  
New Template:

[Dear VETERAN],

Thank you for your inquiry. We are sorry you’ve encountered this problem. You’ll need to verify your identity with ID.me via a video call. Here’s more information to get you started: [Scheduling video call appointments – ID.me Help Center.](https://help.id.me/hc/en-us/articles/360055300094-Scheduling-video-call-appointments)

Please note that you’ll need 2 primary documents or 1 primary and 1 secondary document. You may need to upload additional documents to prove your address, Social Security number, or name change.

Primary documents: driver’s license, passport, passport card, or state ID.

Secondary documents: utility bills, vehicle registration, or tax forms.

Documents NOT accepted: company ID, digital copy of driver’s license or state ID, voided documents, forms you fill out yourself, unemployment documentation, or unofficial student records.

Expired or temporary documents, as well as photocopies, may be acceptable. Please consult with your ID.me video representative, who should be able to answer related questions.  
  
  
In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: No state ID/homebound ID card/ID.me video call  
  
New Template:

[Dear VETERAN],

Thank you for your inquiry. We are sorry you’ve encountered this problem. You may want to see if your state offers a homebound ID card program.

Also, you may want to consider identity verification with ID.me via a video call. Here’s more information to get you started: Scheduling video call appointments – ID.me Help Center (<https://help.id.me/hc/en-us/articles/360055300094-Scheduling-video-call-appointments>).

Please note that you’ll need 2 primary documents or 1 primary and 1 secondary document. You may need to upload additional documents to prove your address, Social Security number, or name change.

Primary documents: driver’s license, passport, passport card, or state ID.

Secondary documents: utility bills, vehicle registration, or tax forms.

Documents NOT accepted: company ID, digital copy of driver’s license or state ID, voided documents, forms you fill out yourself, unemployment documentation, or unofficial student records.

Expired or temporary documents, as well as photocopies, may be acceptable. Please consult with your ID.me video representative, who should be able to answer related questions.  
  
In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: Identity Verification Trouble With Login.gov (Use ID.me)

New Template:

[Dear VETERAN],

Thank you for your inquiry. We apologize for the difficulty you’ve encountered verifying your identity with Login.gov. We’re hearing that this sometimes occurs with Veterans who live overseas or have moved frequently.  
  
First, have you contacted Login.gov help? If you haven’t, [we advise you do so at their help site](https://www.login.gov/help/).  
   
**If you have reached out to Login.gov without success, we recommend signing up for** [**an ID.me account**](https://www.va.gov/resources/how-to-create-an-idme-account-for-va/). It's simple, and if you don't already have one, you  [can easily create an](https://www.va.gov/resources/how-to-create-an-idme-account-for-va/)  account.  
   
You’ll find more information about verifying your identity in person at participating U.S. Post Office locations [with ID.me here](https://help.id.me/hc/en-us/articles/4410262468887-Verifying-your-identity-in-person).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us and we respect your right to it.

\* To ensure smooth communication, please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: VA Health and Benefits App Error 01/17/2025

New Template:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We apologize for any difficulties you’ve experienced using VA Health and Benefits to view or submit claim information.  
  
At this time, our first recommendation is that you use VA.gov in a browser (via mobile device or computer) to complete your action, instead of the VA Mobile App.  
   
If after trying that you continue to experience the error, please know that your input is crucial in resolving the issue. Our technical team is aware of the problem and is working diligently to fix it. To expedite this process, we kindly ask for the following information:

* Do you have a solid Internet connection?
* When did the error begin to occur?
* Could you please share the details of the device you are using? Whether it's a computer or a mobile app, and if possible, could you try both options?
* Is the device public or private?
* What operating system: Windows, Mac, iPhone, iPad, Android?
* What browser or app are you using? Chrome, Safari, Edge, Firefox, etc? If you haven’t tried a different browser, you may want to do so.
* Have you been able to use this service successfully before the latest occurrence?

Also, have you cleared the cache and cookies from your browser? The following guide should help if you aren’t sure how to do it. It also suggests a few other browser settings you should check:  
   
**1. Clear your browser’s cache and cookies**

[**Clearing your browser’s cache (link)**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.id.me%2Fhc%2Fen-us%2Farticles%2F4412283895831-Clearing-your-browser-s-cache&data=05%7C02%7C%7C293d8402350946d3d90308dd37441b6e%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638727487840227288%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=uKsPPNesx7q5Vu8i5wWhLOKxw7jl%2Bvc5TkNpYKohP1E%3D&reserved=0)

Clear your browser’s cookies:

[**Google Chrome (link)**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.google.com%2Faccounts%2Fanswer%2F32050%3Fhl%3Den%26co%3DGENIE.Platform%253DDesktop&data=05%7C02%7C%7C293d8402350946d3d90308dd37441b6e%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638727487840249522%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=1II%2BwPQulr4us1WSSIy2%2FX8pXABFtyQCNvWhAZa0PU8%3D&reserved=0)

[**Safari (link)**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.apple.com%2Fguide%2Fsafari%2Fmanage-cookies-sfri11471%2Fmac&data=05%7C02%7C%7C293d8402350946d3d90308dd37441b6e%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638727487840264159%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=as21Cb6u3ZF8WBghzRur9fw51mnRr8Qjs93jQL7vuJc%3D&reserved=0)

[**Microsoft Edge (link)**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Fedge%2Flearning-center%2Fhow-to-manage-and-clear-your-cache-and-cookies&data=05%7C02%7C%7C293d8402350946d3d90308dd37441b6e%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638727487840277653%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=s6ZfaYoCz%2FgTeOh%2FLsmvTsKyYb0rKfTfcYU%2FcT%2FFapE%3D&reserved=0)

[**Firefox (link)**](https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox)

**2. Review your browser settings (if applicable)**

Sometimes, apps or software extensions can cause issues. To prevent this:

* Turn off any browser tools, extensions, or automation software.
* Use your browser’s incognito mode, which turns off extensions.
* Uninstall unnecessary apps or extensions.

**3. Turn off your VPN or proxy (if applicable)**

If you’re using a VPN or proxy to connect to the Internet, you may want to turn it off before accessing VA.gov. Here’s how: [**Turn off your VPN (link)**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.id.me%2Fhc%2Fen-us%2Farticles%2F25996607274903-How-to-turn-off-your-Virtual-Private-Network-VPN%23disable-your-vpn&data=05%7C02%7C%7C293d8402350946d3d90308dd37441b6e%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638727487840290772%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=qQyElvsS5g5ljEt%2BYDYPe0h%2F0WHFLCstdTStbP%2FOR4Q%3D&reserved=0).

Please sign in to VA.gov again after performing these troubleshooting steps.  
  
If you continue to experience issues, please don't hesitate to contact us. You can contact the VA Benefits Hotline at 1-800-827-1000 (Monday through Friday, 8 a.m. to 9 p.m. ET) for assistance with benefits-related tasks. Please note that the hotline cannot troubleshoot the technical error you’ve encountered but can assist with providing information about your claims.  
  
We understand the inconvenience this may have caused and want to assure you that we are committed to providing a more permanent technical fix to this error soon.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us, and we will do everything possible to keep your information safe.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: MyHealtheVet-Login.gov Sign-in Change Glitch (Authenticated)

New Template:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We apologize for any confusion you’ve experienced while signing in to your My HealtheVet account with Login.gov or ID.me.  
   
Some Veterans have reported getting a message about preparations when they sign in to their My HealtheVet health portal. Even though they already have an identity-verified ID.me or Login.gov account, the message says they still need to complete a task to prepare for the January 31, 2025, sign-in changes.

Please ignore the message you received if you already signed in with an identity-verified ID.me or Login.gov account. You don’t need to do anything else to prepare for this change.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured; we have stringent security measures to protect your data. Your privacy is important to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: In-Person Identity Verification (Login.gov and ID.me)

New Template:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We apologize for any difficulties you’ve experienced verifying your identity online with Login.gov or ID.me.  
   
You should know about an option that involves **verifying your identity in person at participating U.S. Post Office locations**. For more information about requirements, what you’ll need to prepare ahead of time, and whether you’ll need to make an appointment, please visit the relevant help pages for [Login.gov](https://www.login.gov/help/verify-your-identity/verify-your-identity-in-person/) (<https://www.login.gov/help/verify-your-identity/verify-your-identity-in-person/>)

or [ID.me](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.id.me%2Fhc%2Fen-us%2Farticles%2F4410262468887-Verifying-your-identity-in-person&data=05%7C02%7C%7C30e35950607a433abb1208dd26ab8ebc%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638709240454225127%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=S58WK1wHw62HzET8ygwTHi6lYiRFdTXOSeg09Yz2V24%3D&reserved=0) (<https://help.id.me/hc/en-us/articles/4410262468887-Verifying-your-identity-in-person>).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured; we have stringent security measures to protect your data. Your privacy is important to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: Agent Orange and Disability Compensation

**New Template**:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
   
Thank you for your inquiry. To find out more information about eligibility for disability compensation related to Agent Orange exposure—particularly if you had regular contact with C-123 aircraft while serving as an active-duty service member or reservist—please [visit this page on VA.gov](https://www.va.gov/resources/c-123-aircraft-agent-orange-exposure-and-disability-compensation/#:~:text=and%20Disability%20Compensation-,C%2D123%20aircraft%20Agent%20Orange%20exposure%20and%20disability%20compensation,Air%20Force%20specialty%20code%20qualifies.).  
   
  
In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: Prescriptions by Mail for CHAMPVA

**New Template**:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

We appreciate your interest in Meds by Mail through the [Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)](https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/). If you have CHAMPVA or VA benefits for spina bifida or certain other congenital disabilities—and you do **not** have other health insurance with prescription coverage—you may be eligible.  
   
To use Meds by Mail, you must be enrolled in one of the following:

* CHAMPVA
* Children of Women Vietnam Veterans Health Care Benefits Program (CWVV)
* Spina Bifida Health Care Benefits Program (SBHCBP)

[Click here for additional information](https://www.va.gov/resources/meds-by-mail-for-champva-and-other-family-member-programs/).  
   
**If you have questions about your eligibility** for Meds by Mail, call 800-733-8387 (TTY: 711). We are available Monday through Friday, 8:00 a.m. to 7:30 p.m. ET.  
   
**For other questions**, call 866-229-7389 or 888-385-0235 (TTY: 711), Monday through Friday, 8:00 a.m. to 7:30 p.m. ET.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: 526 Submission Error (Around Thanksgiving 2024)

**New Template**:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We understand the frustration you must be feeling and sincerely apologize for the error you’ve encountered while attempting to submit your Application for Disability Compensation Form 526 on VA.gov.

Our technicians are working hard to fix this problem that has appeared for some Veterans. We encourage you to keep trying, but we also want you to know about a temporary workaround that may enable you to submit your request today. The steps are as follows:

1. Save your 526 application.
2. Exit the application.
3. Sign out of VA.gov, then sign back in.
4. Return to your saved disability application.
5. Navigate to the “Review Application” page.
6. Click the plus sign on that page to expand “Review Veteran Details.”
7. Within that section, scroll down to the “Place of Anticipated Separation” field.
8. Delete and retype your answer to the “Enter a Location” box. **You must select from one of the dropdown options. If your separation location isn’t listed, select “*Other-Not On the List*.”**
9. Click the “Update” button.
10. Scroll to the bottom and attempt to resubmit your request.

Again, we apologize for the difficulty. If you continue to experience issues submitting your 526 request, please don’t hesitate to let us know. Veterans Benefits Assistance is available Monday through Friday from 8 a.m. to 9 p.m. at 800-827-1000. You may also contact your nearest [Veteran Service Officer (VSO)](https://www.va.gov/get-help-from-accredited-representative/). We are here to support you.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, we have stringent security measures to protect your data. Your privacy is important to us.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: Login.gov and ID.me Sign-In Transition (General Info)

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We understand your frustration and sincerely apologize for any confusion you’ve encountered while attempting to sign in to your VA.gov profile.

**What’s happening**:  
  
In 2025, VA.gov will switch to 2 secure sign-in options: ⁠[Login.gov](https://login.gov/) and ⁠[ID.me](https://www.id.me/government?utm_campaign=B2C&utm_medium=web&utm_source=nav_menu). This change, while reducing the number of sign-in options, is designed to enhance the security of your information and benefits. Both Login.gov and ID.me meet the latest federal standards for online security, ensuring your data is protected and providing access to VA and government services.  
  
**Login.gov** is a government-provided account that allows access to VA and other government services. You can read the Login.gov privacy policy at ⁠[www.login.gov/policy/](https://www.login.gov/policy/).  
  
**ID.me** is a private account provider that partners with government and non-government organizations. You can read the ID.me privacy policy at ⁠[www.id.me/privacy](https://www.id.me/privacy).   
  
**Be aware**:  
  
After January 31, 2025, you won’t be able to sign in to VA websites and apps with a My HealtheVet user ID and password. But don’t worry, your My HealtheVet health portal isn’t going away. After September 30, 2025, you won’t be able to sign in to VA.gov, VA mobile apps, and other VA online services with a DS Logon account.  
  
**Identity verification and multifactor authentication**:   
  
To protect your Login.gov or ID.me account, use a unique email address and add multifactor authentication (MFA). Identity verification and MFA work together to protect your identity and personal information.

Identity verification is a one-time process. You provide certain personal information and identification (ID). Verification helps us ensure that only you can create your sign-in account—and no scammer can create one in your name.  
  
Multifactor authentication (MFA) adds an extra layer of security when signing in. You set up an MFA method, like an authenticator app, on a device you control. Each time you sign in, you’ll use a code sent to that device, ensuring only you can access your account and manage your benefits.

If you aren’t sure whether you already have an account, try creating a new one with your email address. Login.gov or ID.me will help you reset your password if you already have one.

**Get ready:**  
  
Are you ready to create your account, or do you want to learn more? Take the first step and go to ⁠[www.va.gov/sign-in-changes](https://www.va.gov/initiatives/prepare-for-vas-secure-sign-in-changes/). We're here to help you through this process.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
Template: Civilian Health and Medical Program (CHAMPVA) general info

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We appreciate your interest in the [Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)](https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/). This health care benefits program is designed to support the spouse, dependent, or survivor of a Veteran who meets specific service-connected disability requirements.  
  
If you don’t qualify for [TRICARE](https://www.tricare.mil/) (the Defense Department’s health care program for service members and their families) and one of the following descriptions is true for you, you may be eligible for CHAMPVA:

You’re the spouse or dependent child of a Veteran who’s been rated *permanently and totally disabled* from a service-connected disability.

You’re the surviving spouse or dependent child of a Veteran who died from a *service-connected disability*.

You’re the surviving spouse or dependent child of a Veteran who was at the time of their death rated *permanently and totally disabled* from a service-connected disability.

You may be eligible for CHAMPVA if you’re the surviving spouse or dependent child of a service member who died in the line of duty, not due to misconduct.

To request CHAMPVA benefits, apply online, by mail, or by fax as follows:

### **Option 1: Online** You can [apply online now](https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/apply-form-10-10d/introduction). Make sure you have [supporting documents](https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/#supporting-documents-for-your-)**.** **Option 2: By mail**

Download [VA Form 10-10D](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Ffind-forms%2Fabout-form-10-10d%2F&data=05%7C02%7C%7C923bab4bbcb344d4623908dd2138668e%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638703248308248153%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=IXTnht5ODFp%2BTYJP2dDHsB3GFXoYyKaqNWvTmja4em4%3D&reserved=0), obtain your [supporting documents](https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/#supporting-documents-for-your-), and mail your completed application and supporting documents to this address:

VHA Office of Integrated Veteran Care  
 CHAMPVA Eligibility  
 PO Box 137  
 Spring City, PA 19475

### **Option 3: By fax**

Download [VA Form 10-10D](https://www.va.gov/find-forms/about-form-10-10d/), obtain your [supporting documents](https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/#supporting-documents-for-your-), and fax your completed application and supporting documents to 1-303-331-7809.  
  
For more information on how to apply for CHAMPVA benefits, visit <https://www.va.gov/family-and-caregiver-benefits/health-and-disability/champva/>. Also, learn about how CHAMPVA covers [medications by mail](https://www.va.gov/resources/prescription-medications-covered-through-meds-by-mail/) and the other [family member programs](https://www.va.gov/resources/meds-by-mail-for-champva-and-other-family-member-programs/) it has to offer.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Rest assured, your personal information is in good hands.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: Sign-In Error 1015 (ID.me)

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We understand your frustration and sincerely apologize for the trouble you’ve encountered while attempting to sign in to VA.gov using your ID.me account.  
   
Error 1015 is accompanied by the message, “Sorry, you have been blocked. You cannot access this site.” This message indicates that your access is temporarily restricted. However, rest assured, there are simple steps to help resolve this issue.

## **1. Clear your browser’s cache and cookies** Here’s information that should help you:

## · [**Clear your browser’s cache**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.id.me%2Fhc%2Fen-us%2Farticles%2F4412283895831-Clearing-your-browser-s-cache&data=05%7C02%7C%7C2e21eabcac8d43399beb08dcff6314dc%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638666048227922975%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=21Nm7gLFacUo0IXmVRxkdTo04H4gVM%2FkpmdUUMdEugI%3D&reserved=0)

## · Clear your browser’s cookies: [**Google Chrome**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.google.com%2Faccounts%2Fanswer%2F32050%3Fhl%3Den%26co%3DGENIE.Platform%253DDesktop&data=05%7C02%7C%7C2e21eabcac8d43399beb08dcff6314dc%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638666048227956643%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=zl0zAE7q1PU313wOfDuNiy%2BEH2mPH2N74up293ywZYE%3D&reserved=0), [**Safari**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.apple.com%2Fguide%2Fsafari%2Fmanage-cookies-sfri11471%2Fmac&data=05%7C02%7C%7C2e21eabcac8d43399beb08dcff6314dc%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638666048227979796%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=Jx275YPLFzPVmA0QOvPqhReckVh456fUYgm22GZ3avE%3D&reserved=0), [**Microsoft Edge**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.microsoft.com%2Fen-us%2Fedge%2Flearning-center%2Fhow-to-manage-and-clear-your-cache-and-cookies&data=05%7C02%7C%7C2e21eabcac8d43399beb08dcff6314dc%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638666048228002307%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=SoM67G4DJvtIR3YcW%2BI2%2BDTAjq0DS1MI1ibh9%2FUlAzw%3D&reserved=0)**.**

Also, consider signing in to VA.gov using a different browser.

## **2. Review your browser settings**

Sometimes, apps or software extensions can cause Error 1015. To prevent this:

* Turn off any browser tools, extensions, or automation software.
* Use your browser’s incognito mode, which turns off extensions.
* Uninstall unnecessary apps or extensions.

## **3. Turn off your VPN or proxy**

If you’re using a VPN or proxy to connect to the Internet, you may want to turn it off before accessing VA.gov. Here’s how: [**Turn off your VPN**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.id.me%2Fhc%2Fen-us%2Farticles%2F25996607274903-How-to-turn-off-your-Virtual-Private-Network-VPN%23disable-your-vpn&data=05%7C02%7C%7C2e21eabcac8d43399beb08dcff6314dc%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638666048228024484%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=udu0WsIONn7hBsIizdJ6N8F7N8mL%2FC0YD2zo3HKGOZs%3D&reserved=0).

Please sign in to VA.gov again after performing these troubleshooting steps. If you continue to experience issues, please don't hesitate to contact us. Once again, we apologize for the difficulty.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. We are committed to keeping your information safe and secure, so please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

Template: Forms Submission Error/Daylight Savings Time Nov 2-3

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We understand the inconvenience you experienced while submitting your form on VA.gov over the weekend of November 2-3, 2024, and we sincerely apologize for this.  
   
We’ve identified and resolved a system failure related to the daylight savings time change. Thus, we encourage you to try submitting your form again on VA.gov with confidence.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure.

\* Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
Template: Login.gov Identity Verification Confusion (from SSA)

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We are sorry that you’ve encountered an issue while attempting to access your VA.gov information while using Login.gov. We’ve found that this issue occurs with users who first created their Login.gov account with the Social Security Administration (SSA).  
  
If you are seeing a message requesting you to further verify your identity before accessing VA.gov tools and features, rest assured that you can still use your Login.gov email and password to sign in to VA.gov, but you will need to complete the extra identity verification process due to additional VA.gov security requirements that protect Veterans’ sensitive information.  
  
We apologize for any inconvenience.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure.

\* Please do not alter the subject or reference ID below when replying.

ref: XXXXXX:ref  
  
  
  
Template: CPAP/Hearing Aids Order Form Error

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We apologize for the difficulty you experienced using the **VA.gov** **Order Hearing Aid or CPAP Supplies** form at <https://www.va.gov/health-care/order-hearing-aid-or-CPAP-supplies-form/introduction>.  
   
Rest assured, our technical team has been notified, and a fix is being made. A temporary workaround that has helped some users is to enter your permanent address in the temporary address field and then move to the next step in the ordering process.  
   
We deeply appreciate your patience during this time. If the above form still isn’t working, please contact the **VA Denver Logistics Center at** [**303-273-6200**](tel:13032736200) **(**[**TTY: 711**](tel:711)**). We’re here Monday through Friday, 8:15 a.m. to 5:00 p.m. ET** and can help you order accessories or supplies.   
  
If you have questions about your medical benefits, please don't hesitate to contact **VA Benefits and Services at 1-800-827-1000**. You can call between 8 a.m. and 9 p.m. Eastern Time, Monday through Friday. If you have hearing loss, please call **TTY: 711**.  
   
Alternatively, you may submit your question or concern online at [Ask VA (ask.va.gov)](http://ask.va.gov).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please **do not** share any PII (personally identifiable information), such as a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number. We are committed to keeping your information safe and secure.

\* Please do not alter the subject or reference ID below when replying.

ref: XXXXXX:ref  
  
  
  
Template: View Your Payments Tool Error

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We apologize for any confusion you may have experienced while using the VA.gov View Your Payments tool at <https://www.va.gov/va-payment-history/>.  
   
Currently, incorrect amounts may be displayed for some users. Recipients of education benefits may see payment information that includes payments made to the Veteran and those made to the education facility on the Veteran’s behalf.  
   
Rest assured, a long-term fix to correct the payment information is underway. An alert message should soon appear onscreen for View Your Payments tool users.  
   
We appreciate your patience during this time. If you have any questions about your education benefits payments, please don't hesitate to contact the **GI Bill contact center at 888-GIBILL-1 (888-442-4551)**. You can call between 7 a.m. and 6 p.m. CST, Monday through Friday.  
   
Students and School Certifying Officials outside the United States can contact us at **001-918-781-5678** during business hours, 7 a.m. to 6 p.m. CST, Monday through Friday. Note: This is not a toll-free number; callers will be routed to the next available customer service representative. This number is for overseas customers only. All others should call the toll-free number.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Remember, your security is our top priority. Please **do not** share any PII (personally identifiable information). For example, a Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number. We are committed to keeping your information safe.

\* Please do not alter the subject or reference ID below when replying.

ref: XXXXXX:ref

**New Template: Natural Disaster Help**   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

If you’re affected by a natural disaster, please know that VA is here for you and committed to ensuring you continue receiving your benefits and health care. You are not alone in this. Keep reading to learn about our unwavering support and commitment to your well-being.   
  
Even in the face of a natural disaster, our VA facilities remain committed to serving you. We work tirelessly to keep our facilities open and accessible, ensuring you can always find the support you need. You can [check the status of your local VA facility to](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Ffind-locations&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546254086%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=r4%2B2Km2kbXtQzGeGBipZnW%2FjWb0Zd%2FkkIBkHZfVh2Mo%3D&reserved=0) stay informed.  
   
If you’re a Veteran in crisis or are concerned about one, connect with a Veterans Crisis Line responder anytime, day or night:

* Call 988 and select 1
* [Start a confidential chat](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.veteranscrisisline.net%2Fget-help-now%2Fchat%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546277047%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=w%2FrNSTfX5QvYG%2Fr%2BGZ1nRQ%2Fr11fYSdloijz710tBfc4%3D&reserved=0)
* Text 838255
* For TTY, call 711, then 988

**Important: If you think your life or health is in danger, call 911 or go to your nearest emergency room.**  
  
At [https://www.va.gov/resources/disaster-help/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fdisaster-help%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546290351%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=eZSUF8f6YnE6vfQXnFyvNr%2BC4dpbND%2FDHfJguryxGNI%3D&reserved=0), you’ll learn how VA will continue to address your concerns during disaster scenarios:

* MyVA411 (for care and resource information) at 800-698-2411
* The [Ask VA online tool](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fask.va.gov%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546303378%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=IntioxmsxZ6HWWCOODE775HjSCW4SrxNGz6mK0r193o%3D&reserved=0)
* Immediate housing assistance, VA home loans, and home repairs
* [FEMA shelter care and benefits](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.fema.gov%2Ffact-sheet%2Fdisaster-recovery-centers&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546315742%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Xogd1tFDbgscuNJOq9AtP91MJvLD3EsbVkD9Ms2VGZA%3D&reserved=0)
* VA health care
* Prescriptions and medical equipment
* Compensation and claims
* Education benefits when there are school closures
* Employment benefits
* Life insurance

More information relevant to you during a natural disaster can be found at [https://www.va.gov/resources/disaster-help/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fdisaster-help%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546327484%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=QD2rzJxdaMrvXfLPT3r4bJRqIeN%2FwUPIgstf4cL0WHY%3D&reserved=0).

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Please be assured that your security is our top priority. We kindly request that you **do not** share any PII (personally identifiable information) such as your Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number.

\*Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref

**New Template: Natural Disaster: Fraud Protection**   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],   
  
  
During natural disasters and their aftermath, some unscrupulous individuals may attempt to use scams to prey on the unfortunate. Sometimes, the unfortunate may include Veterans, whom VA is committed to protecting.  
   
VA is unwavering in our commitment to protecting you from scams, especially during the chaos of a natural disaster. You can trust that we are here to help you avoid any fraudulent activities. Remember, you are not alone in this.

Protect your identity and VA benefits from scammers by using the [resources VA provides](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fhow-to-protect-your-identity-and-your-va-benefits-from-scammers%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546338878%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=qscLba3ZcQnkhDtYD9Wmx7%2BaBJTVpP2iGtN3AvrDkc0%3D&reserved=0). You’ll learn more about:

* Applying for and managing your VA benefits
* Communicating with VA and people who claim to represent VA
* [And much more](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.va.gov%2Fresources%2Fhow-to-protect-your-identity-and-your-va-benefits-from-scammers%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546350308%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=0Zikx%2FiQgbb7Xd2qkZH23c6jP30yDrHiKWB8srNpaD8%3D&reserved=0)

Please note that if you believe that your identity has been stolen, we advise that you first contact the Federal Trade Commission (FTC) at IdentityTheft.gov ([https://www.identitytheft.gov/#/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.identitytheft.gov%2F%23%2F&data=05%7C02%7C%7C26ee81a8fc8849096d8508dce7eeafb5%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638640259546361767%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=5wqJzQUOJbmk%2FEomqajCiWh%2FjrmCP7UXndfcUuUSP7k%3D&reserved=0)).

Next, call the toll-free VA Veteran Identity Theft Helpline at 1-855-578-5492. This hotline is open Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

If you have additional questions or concerns, please don’t hesitate to reach out. We are here and ready to assist you in any way we can. Your security and peace of mind are our top priorities, and we are committed to ensuring you feel safe and protected.  
   
  
In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Please be assured that your security is our top priority. We kindly request that you **do not** share any PII (personally identifiable information) such as your Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number.

\*Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
  
  
New TEMPORARY Template Title: ID.me Delays During Hurricane Milton

**New Template**:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We understand the frustration and inconvenience you may have experienced due to delays while signing in to your VA.gov profile using the ID.me sign-in partner service. We sincerely apologize for this.  
   
Due to Hurricane Milton in the Tampa, Florida, area, the ID.me support call center has experienced significant service interruptions, leading to delays in users’ access to the “Trusted Referee” video identity verification process. These delays may continue for the next few days. VA.gov and ID.me ask for your patience at this time.  
   
In response to the service disruptions, ID.me has introduced a new identity verification screen during VA.gov sign-in to ensure the safety of Veterans and other users. Please be assured that ID.me’s engineering teams are diligently working on a more long-term solution and will enhance this experience as soon as possible.

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Please be assured that your security is our top priority. We kindly request that you **do not** share any PII (personally identifiable information) such as your Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account number, or credit card number.

\*Please do not alter the subject or reference ID below when replying.

ref:\_XXXXXX:ref  
  
New Template Title: Sign-in Error 107/007—Resolved, Try Again Now or RFI

**New Template**:   
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We apologize for any difficulty you’ve had signing in to your VA.gov profile.  
   
Between September 29 and 30, 2024, VA.gov experienced an unexpected outage that affected some users. The error you encountered was marked as either number 107 or 007.  
   
Today, we are pleased to inform you that services have been restored. Try signing in to your VA.gov profile again; you should be able to do so now.

The problem was a rare technical occurrence. However, if you continue to experience this issue (and if you have not already done so), please respond to this notice by providing as much of the following information as possible here, with screenshots where appropriate. This information will help us understand the issue better and provide you with a more accurate solution.

* What identity verification service are you using to sign in to VA.gov (Login.gov or ID.me)?
* Do you have multifactor authentication (MFA) enabled for sign-in? MFA involves sending a code to your phone or other device.
* Have you eversuccessfully signed in to VA.gov? If so, have you made changes to your computer since then?
* What device and browser are you using? Is your Internet connection stable?

In service,

VA.gov Technical Support Team

Case No.: XXXXXX

Note: Please **do not** share any PII (personally identifiable information). Your security is our top priority. For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.

\* When replying, please do not alter the subject or the reference Id below.

ref:\_XXXXXX:ref

New Template Title: Can't see dependents: Generic solution provided or RFI

**New Template**:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
  
[Dear VETERAN],

Thank you for your inquiry. We apologize for any difficulty you’ve had viewing your dependents on your VA benefits file.  
  
We are pleased to inform you that as of August 16, fixes have been made to our system that may have eliminated this problem. Thus, we advise you to try viewing your dependent information again.  
  
If you continue to experience this issue (and if you have not already done so), please respond to this notice by providing as much of the following information as possible here, with screenshots where appropriate:

* What error message do you see, if any? Or is it a blank page? If it’s blank, please share the URL—[www.va.gov](http://www.va.gov/), [eauth.va.gov](http://eauth.va.gov/), [id.me](http://id.me/), [dmdc.mil](http://dmdc.mil/), etc.
* What identity verification service are you using to sign in to VA.gov (Login.gov, or ID.me)?
* Do you have multifactor authentication (MFA) enabled for sign-in? This is when a code is sent to your phone or other device.
* Have you **ever** been able to successfully sign in to VA.gov? If so, have you made changes to your computer since then?
* What device and browser are you using? Is your Internet connection stable?

**Please note that our team is unable to perform the following actions:**

* Correct inaccurate/incorrect information that appears on profile/account
* Correct military details on a profile/account
* Update personal or contact information on a profile/account
* Modify dependents
* Change direct deposit information
* 2FA/MFA (Two-factor/multifactor) authentication issues
* If the URL contains idme, [login.gov](http://login.gov/), dmdc, or myhealthevet, we cannot assist

We appreciate your patience. Please respond to this email with as much of the above information as possible.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:refV  
  
**New Template Title**: VA.GOV Technical Support Tier 3 Generic RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
Thank you for your inquiry. We apologize for any problem you may have experienced while attempting to use VA.gov. We want to provide you with the best assistance possible.  
  
Please provide as much of the following information as possible here, with screenshots where appropriate:

* What error message do you see? Or is it a blank page? If it’s blank, please share the URL—[www.va.gov](http://www.va.gov/), [eauth.va.gov](http://eauth.va.gov/), [id.me](http://id.me/), [dmdc.mil](http://dmdc.mil/), etc.
* What identity verification service are you using to sign in to VA.gov (Login.gov, or ID.me)?
* Do you have multifactor authentication (MFA) enabled for sign-in? This is when a code is sent to your phone or other device.
* Have you **ever** been able to successfully sign in to VA.gov? If so, have you made changes to your computer since then?
* What device and browser are you using? Is your Internet connection stable?

**Please note that our team is unable to perform the following actions:**

* Correct inaccurate/incorrect information that appears on profile/account
* Correct military details on a profile/account
* Update personal or contact information on a profile/account
* Modify dependents
* Change direct deposit information
* 2FA/MFA (Two-factor/multifactor) authentication issues
* If the URL contains idme, [login.gov](http://login.gov/), dmdc, or myhealthevet, we cannot assist

We appreciate your patience. Please respond to this email with as much of the above information as possible.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\*When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
  
  
New Template Title: Login.gov alternative and using international phone for 2FA  
  
**New Template:**  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. I am sorry that you've encountered this problem. As an alternative/workaround, are you able to connect using Login.gov? It's easy to make an account at https://login.gov/create-an-account/. Regarding 2-factor authentication via phone, please see https://login.gov/help/manage-your-account/international-phone-support/ for more information.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
  
New Template Title: Finding a VA-Accredited Representative (VSO, Attorney, Claims Agent)

**New Template**:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. Are you looking to enlist the services of a **VA-accredited representative**?  
  
All VA-accredited representatives are authorized to provide help with VA benefit claims to Veterans and service members, as well as their dependents and survivors. The VA Office of General Counsel accredits 3 types of representatives:

* Veterans Service Organization (VSO) representatives
* Attorneys
* Claims agents

These individuals can provide you with responsible, qualified representation on your VA benefit claims.

For more information on the services VA-accredited representatives can provide for you, as well as access the VA.gov Find a Representative tool, please visit <https://www.va.gov/resources/va-accredited-representative-faqs/>.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
**New Template Title**: Home Loans: Veterans Affairs Servicing Purchase (VASP) Program (Avoid Foreclosure)

**New Template**:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We’re sorry to hear that you’re facing potential foreclosure on your home. We want you to know that VA has a new program that may help you keep it.  
  
It’s the **Veterans Affairs Servicing Purchase (VASP)** **program**. VASP is a last-resort option for keeping your home when your loan servicer has determined that no other option can help you avoid foreclosure.

If you’re a Veteran or active-duty service member with a VA-guaranteed home loan and you’re facing foreclosure, VASP may be an option for you. Through VASP, VA purchases a modified loan from your loan servicer. A modified loan means that the servicer changed the loan terms to make it easier for you to repay what you owe.

Loan servicers may be able to send VASP submissions to VA as soon as **May 31, 2024**. However, not all servicers will be ready then; they will have until **October 1, 2024**, to prepare. Rest assured that VA is working with servicers to help ensure that their challenges won’t prevent you from getting the help you need.

Please note that your loan servicer will tell you if you can use VASP to avoid foreclosure on your home. This isn’t a program that you apply for yourself.

For more information about the VASP program, please visit <https://www.va.gov/resources/veterans-affairs-servicing-purchase-vasp-program-faqs/>. Your loan servicer should also be able to provide you with information. If you aren’t sure who your loan servicer is, check your most recent mortgage bill or call 877-827-3702 and select 4 (TTY: 711). A VA representative will be there to help you Monday through Friday, 8:00 a.m. to 6:00 p.m. ET.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
**New Template Title**: Trouble Updating Personal Health Care Emergency Contact Information (Next of Kin)

**New Template**:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We’re sorry that you’ve had difficulty updating your personal health care emergency contact information.

Please contact your [local VA or community care health facility](https://www.va.gov/find-locations/) for assistance.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  
  
**New Template Title**: Fraud/Identity Theft

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry.

If you believe that your identity has been stolen, we advise that you first contact the Federal Trade Commission (FTC) at [IdentityTheft.gov](https://dvagov-my.sharepoint.com/personal/steven_tarlow_va_gov/Documents/IdentityTheft.gov) (https://www.identitytheft.gov/#/).

Next, call the toll-free VA Veteran Identity Theft Helpline at [1-855-578-5492](tel:+18555785492). This hotline is open Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

An alternative option would be to call VA Benefits at [1-800-827-1000](tel:+1-800-827-1000). This hotline is available Monday through Friday from 8:00 a.m. to 9:00 p.m. ET.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref **New Template Title**: Request for information (RFI)—4-day follow-up

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Hello! This is a friendly reminder that on [DATE], we asked for additional information to help you solve a problem you encountered while using VA.gov or a related service.

If you still require assistance, please reply with the following information:

* What issue/error did you experience, and what were you doing? Be as descriptive as possible.
* What is the webpage address (URL) where the issue occurred? Please share screenshots or photos of the page that include the address bar.
* What was the date/time when the issue took place?
* What web browser were you using? Let us know if you were using a mobile phone or tablet.
* Have you attempted on another device with the same results?

This information will help us research your problem and give you a solution. **Please respond to this message within 2 business days, or we will consider the matter closed**. If we don’t hear from you before then and you still require assistance, we ask that you submit further inquiries through the Ask VA portal at <https://ask.va.gov/>.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref **~~New Template Title~~**~~:~~ ~~Direct deposit not visible (Don’t use DS Logon or My HealtheVet (MHV)~~

**~~New Template~~**~~:~~

**~~IMPORTANT: Please select "Reply All" when responding to this email. Thank you!~~**  
  
~~[Dear VETERAN],~~

~~Thank you for your inquiry. We’re sorry that you’ve encountered this problem.~~

~~Unfortunately, DS Logon and My HealtheVet credentials do not allow users to access their direct deposit information. We advise that you use a~~ [~~Login.gov~~](https://login.gov/create-an-account/) ~~(https://login.gov/) or~~ [~~ID.me~~](https://api.id.me/en/registration/new) ~~(https://api.id.me/en/registration/new) account to access this information.~~  
  
~~If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at~~ [~~https://ask.va.gov/~~](https://ask.va.gov/)~~. To ensure your issue is routed to the right group, please select~~ **~~Compensation (Service-Connected Bens)~~** ~~and~~ **~~Direct deposit inquiries~~** ~~in the category and topic fields.~~

~~In service,~~

~~VA.gov Technical Support Team~~  
  
  
~~Case No.: XXXXXX~~  
  
~~Note: Please~~ **~~do not~~** ~~share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.~~  
  
~~\* When replying, please do not alter the subject or the reference Id below.~~  
  
~~ref:\_XXXXXX:ref~~  
  
  
**New Template Title**: VA Form VA6298 error with form fields

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We’re sorry that you’ve encountered issues with [VA Form VA6298](https://www.va.gov/find-forms/about-form-6298/). Here are 2 potential workarounds that may help you in this situation:  
  
OPTION 1:

1. Click “Reload” in Internet Explorer Mode button at the top-right.
2. If necessary, click “Done” when prompted by your browser.
3. If necessary, enable all browser viewing features.
4. The PDF of the form will re-load, and it should become visible.
5. Click “Option” on the top-right corner, then click “Trust this host.”

OPTION 2:

If you use this option, the form must be saved/downloaded to your desktop before you can open it.

1. Click the form number. There is a “Save” button in the top-right corner (even though you may see the Adobe error message).

Once saved to your desktop, locate the file, and open it. Click the “Enable All Features” button in the top-right corner.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
**New Template Title**: No CAC—Create a sign-in account (ID.me or Login.gov)

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. It sounds like you’ll need to create an account with one of VA.gov’s sign-in partners for access. These are ID.me and Login.gov. For more information on this process, please visit <https://www.va.gov/resources/creating-an-account-for-vagov/>.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**~~New Template Title~~**~~: DS Logon i2 error—Wait to unlock, use Login.gov~~

**~~New Template~~**~~:~~

**~~IMPORTANT: Please select "Reply All" when responding to this email. Thank you!~~**  
  
~~Dear VETERAN],~~

~~Thank you for your inquiry. We’re sorry that you've encountered an i2 error while attempting to verify your identity with DS Logon via remote proofing. Unfortunately, the i2 error indicates that there is an irreversible 31-day lock-out period before you can try again. DMDC Customer Call Center, VA, and DS Logon help desk cannot remove this lock-out period before the 31 days have passed.~~

~~We ask that you please do not re-attempt remote proofing before your 31-day lock-out period has passed because doing so will cause it to begin again. We apologize for this inconvenience.~~

~~As an alternative/workaround, you can use Login.gov or ID.me to sign into your VA.gov account. You can learn more about these two services from this help article:~~ [~~https://www.va.gov/resources/creating-an-account-for-vagov/~~](https://www.va.gov/resources/creating-an-account-for-vagov/)

~~In service,~~

~~VA.gov Technical Support Team~~  
  
  
~~Case No.: XXXXXX~~  
  
~~Note: Please~~ **~~do not~~** ~~share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.~~  
  
~~\* When replying, please do not alter the subject or the reference Id below.~~  
  
~~ref:\_XXXXXX:ref~~

**New Template Title**: Volunteer with VA

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. For more information about volunteering with VA, please visit [Volunteer at Facility | Veteran Affairs (va.gov)](https://www.cdceportal.va.gov/volunteer_at_facility/).

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**~~New Template Title~~**~~:~~ ~~DS Logon code—Login.gov workaround combo~~

**~~New Template~~**~~:~~

**~~IMPORTANT: Please select "Reply All" when responding to this email. Thank you!~~**  
  
~~[Dear VETERAN],~~

~~Thank you for your inquiry and for this helpful information. We appreciate your patience as we find a resolution to your problem. We are still investigating the cause of the issue and will respond once we have more information.~~  
  
~~Thank you for your understanding.~~  
  
~~For more information, you may also want to review the information in this help article:~~ [~~https://www.va.gov/resources/creating-an-account-for-vagov/~~](https://www.va.gov/resources/creating-an-account-for-vagov/)~~.~~

~~In service,~~

~~VA.gov Technical Support Team~~  
  
  
~~Case No.: XXXXXX~~  
  
~~Note: Please~~ **~~do not~~** ~~share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.~~  
  
~~\* When replying, please do not alter the subject or the reference Id below.~~  
  
~~ref:\_XXXXXX:ref~~

**New Template Title**: VA.gov sign-in partners (Login.gov recommended)

**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. In order to sign in to VA.gov, you'll need an account with one of our sign-in partners: [Login.gov](https://secure.login.gov/sign_up/enter_email) or [ID.me](https://api.id.me/en/registration/new). Once you have an account with one of those providers, you should be able to sign in to VA.gov.  
  
For more information, you may also want to review the information in this help article: <https://www.va.gov/resources/creating-an-account-for-vagov/>.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Tier 3 GI Bill  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. We apologize for any issues that you are experiencing with your GI Bill benefits or application submission. The information below may help you complete your task. If your issue has already been resolved, please disregard this message.

While you cannot make changes to your application, you can ask questions about your VA education benefits by calling 888-442-4551, Monday through Friday from 8 a.m. to 7 p.m. ET. You can also submit an inquiry at <https://gibill.custhelp.va.gov/>.  
  
For a list of Frequently Asked Questions, please visit <https://www.va.gov/education/how-to-apply/>. If you need to upload documents, please do so through [Ask VA](https://ask.va.gov/).

**Important**: Students and School Certifying Officials (SCO) calling from **outside the United States** can contact VA education benefits by phone at 918-781-5678 during business hours, Monday through Friday, 7 a.m. to 6 p.m. CT. This is not a toll-free number.

If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Education** and **Counseling** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Tier 3 VA benefits letter RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. We are aware of the technical issues you have encountered, and we apologize. Our technical teams are committed to helping resolve your issues as soon as possible.

We appreciate your patience in this matter. We ask that you wait a few hours and try again. Should you prefer, please be aware that there are alternative methods to obtain a copy of your benefits letter. Details regarding these methods are listed at the bottom of this message.

To help us find a solution for you, please respond with as many details as possible:

* What issue/error did you experience and what were you doing? Be as descriptive as possible, including any information about the letter you were downloading.
* What is the webpage address (URL) where the issue occurred? Please share screenshots or photos of the page that include the address bar.
* What was the date/time when the issue took place?
* What web browser were you using? Let us know if you were using a mobile device such as a phone or tablet.
* Have you attempted on another device with the same results?

For assistance with obtaining a copy of your letter, please contact VA Benefits at 800-827-1000. Currently, they are not able to assist with the download issue. For additional resources concerning this topic, please visit <https://www.va.gov/records/download-va-letters/>.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
**New Template Title**: VA.GOV Technical Support Tier 3 Claim Status Tool RFI  
**New Template**:

**New Template Title**: VA.GOV Technical Support Tier 3 Claim Status Tool RFI—Can’t see all claims  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
   
Thank you for your inquiry. We understand that you are having difficulty viewing your claims history.  
   
Please note that when you sign in to VA.gov, you see your MyVA Dashboard. The MyVA Dashboard does not provide a full list of claims, only some of them. **To view all your claims**, please use the **Claims Status Tool**. Click into a claim or the “Manage Claims” link to navigate to the Claim Status Tool. Visit <https://www.va.gov/claim-or-appeal-status/> or view the [Frequently Asked Questions](https://www.va.gov/resources/claim-status-tool-faqs/) for more information.  
   
In addition, please note the following:

* Supplemental claims typically take over 24 hours to appear in your history
* You cannot add or view additional information regarding supplemental claims

If you are still unable to see all claims after accessing the Claims Status Tool, please respond with **as many of the following details as possible** and include **screenshots with full URLs displayed**:

1. What issue/error did you experience? Be as descriptive as possible.
2. What type of claim were you expecting to see?
3. If you know it, what is the claim number?
4. What were you doing just before the issue happened? Again, please include as many details as possible.
5. What browser did you use?
6. What type of device did you use?
7. What was the date/time the issue occurred?
8. Were you using the Claims Status Tool or something else?

Hopefully, accessing the Claims Status Tool addressed your concerns. If not, please don’t hesitate to respond to this message or contact Veteran Benefits Administration at 1-800-827-1000. Our technical teams are committed to helping resolve your issues as soon as possible. We appreciate your patience.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Tier 3 Disability Claim Application RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
Thank you for your inquiry. We are aware of the technical issues you have experienced with the disability claims system, and we apologize. Our technical teams are committed to helping resolve your issues as soon as possible. We appreciate your patience.  
  
In order to help us find a solution, please respond to this email with as many of the following details and screenshots as possible:

* What issue/error did you experience? Be as descriptive as possible.
* What were you doing just before the issue happened? Again, please include as many details as possible.
* What browser did you use?
* What type of device did you use?
* What was the date/time when the issue took place?
* Which application(s) were you trying to submit?

Some tips for applying online:

* Uploaded documents must be PDF **without password protection**, not larger than 21-by-21-inch page dimensions
* Total file size of all uploaded documents must be under 5 GB, and individual files must be under 100 MB
* Ensure that all documents you upload are **not password protected**
* If applying in one browser doesn’t work, try a different browser
* If applying on one device doesn’t work, try a different device

To ensure your application is received before any deadlines, if you wish to use an alternate method of applying for benefits, you may:

* **Submit your claim by mail**: File your claim by mail using an Application for Disability Compensation and Related Compensation Benefits ([Download VA Form 21-526EZ](https://www.vba.va.gov/pubs/forms/VBA-21-526EZ-ARE.pdf)). Print the form, fill it out, and send it to the following address:  
    
  Department of Veterans Affairs  
  Claims Intake Center  
  PO Box 4444  
  Janesville, WI 53547-4444  
    
  **Please note that VA uses the date received and not the postmarked date.**
* **Submit your claim in person**: Bring your application to a VA regional office near you. [Find a VA regional office near you](https://www.va.gov/find-locations/?facilityType=benefits)
* **Submit your claim via fax**: 844-531-7818 (toll free) or 248-524-4260 (foreign claims)
* **Complete the fillable 526EZ PDF** and submit it using the QuickSubmit Benefits Upload Service: <https://eauth.va.gov/accessva/?cspSelectFor=quicksubmit>
* **Contact your VSO** (if you have one) and have them submit on your behalf. Most VSOs can facilitate this over the phone.

For additional disability claim application resources including uploading evidence, please visit <https://www.va.gov/disability/>.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\*When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Tier 3 Profile/Identity RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. We apologize for any problem you may have experienced while attempting to log in to VA.gov. We want to provide you with the best assistance possible.  
  
If you’ve already attempted to resolve the problem through the help desk of the identification service you’re using (ID.me or Login.gov) without success, we ask that you please provide as much of the following information as possible here, with screenshots where appropriate:

* What error message do you see? Or is it a blank page? If it’s blank, please share the URL—[www.va.gov](http://www.va.gov/), [eauth.va.gov](http://eauth.va.gov/), [id.me](http://id.me/), [dmdc.mil](http://dmdc.mil/), etc.
* What identity verification service are you using to sign in to VA.gov (Login.gov, or ID.men?
* Do you have multifactor authentication (MFA) enabled? This is when a code is sent to your phone or other device.
* Have you **ever** been able to successfully sign in to VA.gov? If so, have you made changes to your computer since then?
* What device and browser are you using? Is your Internet connection stable?

**Please note that our team is unable to perform the following actions:**

* Correct inaccurate/incorrect information that appears on profile/account
* Correct military details on a profile/account
* Update personal or contact information on a profile/account
* Modify dependents
* Change direct deposit information
* 2FA/MFA (Two-factor/multifactor) authentication issues
* If the URL contains idme, [login.gov](http://login.gov/), dmdc, or myhealthevet, we cannot assist

We appreciate your patience. Please respond to this email with as much of the above information as possible.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\*When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
  
**New Template Title**: VA.GOV Technical Support Tier 3 Health and Benefits Mobile App RFI  
**New Template**:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
Thank you for your inquiry. We apologize for any problem you have experienced while attempting to use the VA.gov Health and Benefits mobile app.

We want to provide you with the best assistance possible. Thus, if you’ve already attempted to resolve the problem through another VA help desk or the help desk of the identification service you’re using (ID.me or Login.gov) without success, we ask that you **please provide as much of the following information as possible** with screenshots where appropriate:

* What identity verification service are you using to sign in to VA.gov (Login.gov or ID.me)?
* What device are you using? Apple or Android with device model and OS version. For example, an iPhone running iOS 15.2, or a Samsung Galaxy tablet with Android 12.
* Have you ever been able to successfully sign in to the VA mobile app?
* What issue/error did you experience and what were you doing? Please share screenshots or photos of the page, including the website address (URL) if possible.
* What was the date/time when the issue took place?

We appreciate your patience. We remain committed to helping you access VA.gov as soon as possible.

In service,

VA.gov Technical Support Team  
  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\*When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Secure sign-in: Assuring the user/security  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We assure you that when you sign in to VA.gov, strict security policies and practices ensure your personal information is safe and protected.

At VA.gov, we protect your personal information with the most robust identity verification system available. But we also believe in your role in taking control of your account's security. You have the ability to set up an extra protection layer (2-factor authentication) on your account. This feature ensures that no one but you can access your account, even if they get your password.   
  
Our VA.gov login partners—[ID.me](https://api.id.me/en/session/new) and [Login.gov](https://login.gov/)—adhere to these strict security standards. We want you to feel fully informed about our [privacy and security measures, so we’ve made](https://www.va.gov/resources/privacy-and-security-on-vagov/)  more information available. You can find additional details on [signing in to VA.gov](https://www.va.gov/resources/signing-in-to-vagov/#whats-multifactor-authenticati) and our security standards on our website, ensuring you have all the information you need to feel secure.

In addition to sign-in security, VA has increased efforts to protect Veterans from online scams and fraud with the Veteran Service Member and Family Fraud Evasion Task Force ([VSAFE.gov](https://vsafe.gov/)) and an associated call center. [For more information, click here](https://www.nextgov.com/digital-government/2024/08/va-hopes-new-antifraud-tools-will-help-veterans-identify-report-common-scams/398905/?oref=ng-homepage-river).  
   
If you have additional questions or concerns, please don’t hesitate to reach out. We are here and ready to assist you in any way we can. Your security and peace of mind are our top priorities, and we are committed to ensuring you feel safe and protected when using VA.gov.

In service,  
  
  
VA.gov Technical Support  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support HRC Helpdesk (AccessVA Issues)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

We are sorry for the problem that you have encountered. The HRC Helpdesk may be able to help. They can be reached at 1-800-983-0937, Monday through Friday, 7 a.m. to 7 p.m. Central.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support VetBiz/OSDBU Errors  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We are sorry for the problem that you have encountered. The Office of Small and Disadvantaged Business Utilization (OSDBU) should be able to help. They can be reached in the following ways:

OSDBU Help Desk: 1-866-584-2344

Monday–Friday 8 a.m. to 6 p.m. ET

OSDBU Help Desk Email: [vip@va.gov](mailto:vip@va.gov)

Status Updates: [verificationfollowup@va.gov](mailto:verificationfollowup@va.gov)

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Fiduciary Issues: VBA site  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We are sorry for the problem that you have encountered. Please reach out to the Veteran Benefits Association (VBA) toll-free at (888) 407-0144 and select the appropriate Fiduciary hub below.

**For general evidence or information related to your fiduciary records you may mail or fax information to:**

VA Fiduciary Intake Center

P.O. Box 95211

Lakeland, FL 33804-5211

Fax 888-581-6826

**To contact by email, locate the appropriate fiduciary hub address below.**

* Columbia Fiduciary Hub (Option 1): FL, GA, NC, SC [FIDHUB.VBACMS@va.gov](mailto:FIDHUB.VBACMS@va.gov)
* Indianapolis Fiduciary Hub (Option 2): CT, DE, IN, MA, MD, ME, MI, NH, NJ, NY, OH, PA, RI, VT [IND.FIDHUB@va.gov](mailto:IND.FIDHUB@va.gov)
* Lincoln Fiduciary Hub (Option 3): KS, ND, NE, OK, SD, TX [FIDINQUIRY.VBALIN@va.gov](mailto:FIDINQUIRY.VBALIN@va.gov)
* Louisville Fiduciary Hub (Option 4): AL, KY, MS, PR, TN, VA, WV [FIDHUB.VBALOU@va.gov](mailto:FIDHUB.VBALOU@va.gov)
* Milwaukee Fiduciary Hub (Option 5): AR, IA, IL, LA, MN, MO, WI [FidHub.VBAMIW@va.gov](mailto:FidHub.VBAMIW@va.gov)
* Salt Lake City Fiduciary Hub (Option 6): AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY [VBAWA.HUB@va.gov](mailto:VBAWA.HUB@va.gov)

If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Fiduciary Program** and **General Fiduciary Program Information** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Life Insurance Help  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We are sorry for the problem that you have encountered while seeking life insurance. Veterans Group Life Insurance programs assistance can be reached at 1-800-419-1473, while all other VA Life Insurance programs can be reached at 1-800-669-8477.  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Life Insurance** and **a relevant choice** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
**New Template Title**: VA.GOV Technical Support Filing a Supplemental Claim  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We are sorry for the problem that you have encountered. For changes to claims that have already been filed, you may wish to consider a [Supplemental Claim](https://www.va.gov/decision-reviews/supplemental-claim/).  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **Status of a pending claim** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Mobile App Help: HRC helpdesk  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. The HRC Helpdesk should be able to help. They can be reached at 1-877-470-5947, Monday through Friday, 8 a.m. to 8 p.m. ET.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Burn Pits Info (VHA)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We are sorry for the problem that you have encountered. Veterans Health Administration (VHA) should be able to help. They can be reached at 1-877-222-8387.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Veterans Overseas/Foreign Country (General)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. For information about and assistance with services available to Veterans living overseas, please visit our [Veterans Living Overseas resource](https://www.benefits.va.gov/persona/veteran-abroad.asp) (www.benefits.va.gov/persona/Veteran-abroad.asp)**.**  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Benefits Issues Outside the U.S.** and either **Compensation or Education** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Benefits: Higher-level review  
**New Template**:  
  
**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

We are sorry for the problem that you have encountered filing a Higher-Level Review on VA.gov. We are currently at work repairing this aspect of the website. Until that is complete, here are other ways to request your review:

#### By mail

Fill out the Decision Review Request: Higher-Level Review (VA Form 20-0996).

[Download VA Form 20-0996 (PDF)](https://www.vba.va.gov/pubs/forms/VBA-20-0996-ARE.pdf)

Send the completed form to the benefit office that matches the benefit type you selected on the form.

**Compensation**

Department of Veterans Affairs  
Claims Intake Center  
PO Box 4444  
Janesville, WI 53547-4444

#### **In person**

Fill out the Decision Review Request: Higher-Level Review (VA Form 20-0996).

[Download VA Form 20-0996 (PDF)](https://www.vba.va.gov/pubs/forms/VBA-20-0996-ARE.pdf)

Bring your completed form to a [regional benefit office near you](https://www.va.gov/find-locations/).

You can also ask a regional benefit office for a copy of this form to fill out. Or you can call the VA toll-free hotline at 800-827-1000, Monday through Friday, 8 a.m. to 9 p.m. ET, to request a form.  
  
*Please note* that if your appeal is already on the Review Board’s docket and you’re scheduled (or waiting to be scheduled) for a hearing, you can request a virtual hearing By email, send your request to [BVAVirtualHearing@va.gov](mailto:BVAVirtualHearing@va.gov). Include your name, the docket number if you have it, and the date of your hearing if it has been selected.

For more information, please visit [this review request page](https://www.va.gov/decision-reviews/get-help-with-review-request/). If you need additional help, a Veterans Service Organization or VA-accredited attorney or agent can [help you request a decision review](https://www.va.gov/decision-reviews/get-help-with-review-request/).  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Appeals of Denied Claims** and **Higher-Level Review** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
  
**New Template Title**: VA.GOV Technical Support Apply for VA health care (VHA) RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
We are sorry for the problem that you have encountered.  
  
To help us find a solution for you, please respond with as many details as possible:

* What issue/error did you experience and what were you doing? Be as descriptive as possible.
* What sign-in partner account were you using to access VA.gov: Login.gov or ID.me?
* What is the webpage address (URL) where the issue occurred? Please share screenshots or photos of the page that include the address bar.
* What was the date/time when the issue took place?
* What web browser were you using? Let us know if you were using a mobile device such as a phone or tablet.
* Have you attempted on another device with the same results?

In addition, here are other options you can use to apply for VA health care:

#### Option 1: Apply by phone

You can call our toll-free hotline at [877-222-8387](tel:+18772228387), Monday through Friday, 8 a.m. to 8 p.m. ET to get help with your application.

#### Option 2: Apply by mail

Fill out an Application for Health Benefits (VA Form 10-10EZ).  
[Download VA Form 10-10EZ (PDF)](https://www.va.gov/vaforms/medical/pdf/10-10EZ-fillable.pdf)

You or someone acting as your power of attorney must sign and date the form. And:

* **If you’re using a power of attorney,** you’ll need to submit a copy of the Power of Attorney form along with your application.
* **If you sign with an “X,”** 2 people you know must witness your signature. They’ll also need to sign and print their names on the form.

Send your completed application here:

Health Eligibility Center  
2957 Clairmont Rd NE, Suite 200  
Atlanta, GA 30329

#### Option 3: Apply in person

Fill out an Application for Health Benefits (VA Form 10-10EZ).  
  
[Download VA Form 10-10EZ (PDF)](https://www.va.gov/vaforms/medical/pdf/10-10EZ-fillable.pdf)

You or someone acting as your power of attorney must sign and date the form. And:

* **If you’re using a power of attorney,** you’ll need to submit a copy of the Power of Attorney form along with your application.
* **If you sign with an “X,”** 2 people you know must witness your signature. They’ll also need to sign and print their names on the form.

Go to your nearest VA medical center or clinic. Bring a signed Application for Health Benefits (VA Form 10-10EZ) with you.  
[Find a VA medical center or clinic near you](https://www.va.gov/find-locations/)

Or get help through your state’s Department of Veterans Affairs.  
[Find your state’s Department of Veterans Affairs](https://www.va.gov/statedva.htm)

#### Option 4: Apply with the help of a trained professional

You can work with a trained professional called an accredited representative to get help applying for health care benefits.  
  
[Get help filing your claim](https://www.va.gov/disability/get-help-filing-claim/)

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Caregiver support/VHA  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. If you need help with completing your VA Caregiver Support application—or if you’d like to check the status of your application—please call [855-488-8440](tel:+18554888440), and choose option 3. This help line is available Monday through Friday, 8:30 a.m. to 5 p.m. ET.  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **VA Health Care** and **VA Caregiver Support Program** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support VA debt management  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. VA Debt Management Center should be able to help. They can be reached at [800-827-0648](tel:800-827-0648) or 612-713-6415 from overseas.  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Veteran Affairs - Debt** and **a relevant choice** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Vantage Point publication  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. Vantage Point can be reached at newmedia@va.gov.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support VA home loans  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. For assistance, please contact a VA Home Loan Representative by calling 1-877-827-3702 (TTY 711). The VA Home Loan toll-free number operates Monday through Friday, from 8 a.m. to 6 p.m. ET.  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Home Loan Guaranty/All VA Mortgage Issues** and **a relevant choice** in the category and topic fields.   
  
  
In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support YourIT service portal  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. For assistance, please contact the YourIT Service Portal at 855-673-4357 (TTY: 1-844-224-6186) or <https://yourit.va.gov/va>.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support QuickSubmit (formerly Direct Upload)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
Thank you for your inquiry. For more information about the QuickSubmit tool, please visit <https://www.va.gov/disability/upload-supporting-evidence/>.  
  
**Please note** that we cannot accept PDF files that are password-protected. If you tried to send a protected PDF, please try again with an unprotected version.

In service,

VA.gov Technical Support Team

**New Template Title**: VA.GOV Technical Support MISSION Act help line  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
We are sorry for the problem that you have encountered. Please contact the MISSION Act help line at [800-698-2411](tel:+18006982411), and select 1.  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **VA Health Care** and **Medical Care Concerns at a VA Medical Facility** in the category and topic fields, then the name of the **Medical Center** closest to you.

[In service,  
  
  
VA.gov Technical Support Team](https://www.va.gov/resources/)Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Sign in to VA.gov with ID.me  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. It sounds like you have an ID.me set up.  
On the home page of VA.gov, you'll see a blue button in the top right-hand corner of the web page that reads “Sign In” in white letters. Click that button, then you're presented with a pop-up window that shows your sign-in options. Click the green button for ID.me and follow the prompts.  
  
You'll need to enter the email and password you used when you set up your ID.me account. Enter those in the appropriate form fields, then click the blue button to “Sign in to ID.me.” If all is right, you should soon see the home page of VA.gov.  
  
If you have forgotten your email or password, ID.me me has a helpdesk form at <https://help.id.me/hc/en-us/requests/new>, Just click submit once you've entered the requested details/description.  
  
[In service,  
  
VA.gov Technical Support Team](https://www.va.gov/resources/)Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Login.gov help  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. If you are having trouble signing into your VA.gov account using your Login.gov account, you will need to contact their helpdesk. Information that may help is available at [Help | Login.gov](https://login.gov/help/) (login.gov/help/), and if that doesn’t work, they have a [Contact us | Login.gov](https://login.gov/contact/) (login.gov/contact/) page. Alternatively, you can call Login.gov at 844-875-6446, 24/7, for sign-in issues.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support eBenefits help: Using Ask VA (AVA)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Your inquiry was routed to VA.gov Technical Support. We are sorry for the problem that you have encountered. You can contact the VA Benefits hotline at 1-800-827-1000, Monday through Friday, 8 a.m. to 8 p.m. ET.  
  
Alternatively, eBenefits FAQ are available at [Help—VA/DoD eBenefits](https://www.ebenefits.va.gov/ebenefits/help).  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **a relevant option** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Sign-in loop/adjusting system clock  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. We’re sorry you’ve encountered this problem. If you’re having problems logging in, we suggest updating the time and/or time zone on the computer that you're using. Time is often used to authenticate based on your common location. To update your computer’s time, you can follow these simple instructions:  
  
For Microsoft Windows operating systems,  
<https://support.microsoft.com/en-us/windows/how-to-set-your-time-and-time-zone-dfaa7122-479f-5b98-2a7b-fa0b6e01b261>For Apple Macintosh systems,   
<https://support.apple.com/guide/mac-help/set-the-date-and-time-mchlp2996/mac>For iPads,   
<https://support.apple.com/guide/ipad/change-the-date-and-time-ipad2e07b3d5/ipados>If the above steps don’t solve the problem, we encourage you first to wait and try again later. If the problem persists, please respond to this email with the computer and browser configuration you’re using, plus a screenshot of the error. We will continue to research the problem and contact you as soon as we have more information.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Assurance Wireless help  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. For help with Assurance Wireless, please contact the Assurance Wireless help desk at <https://www.assurancewireless.com/help-center/contact>.

In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Freedom of Information Act (FOIA) info  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. For more information about your FOIA request, please visit <https://department.va.gov/foia/foia-requests/>.

In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support User contact data: Updating Address and Contacting departments  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
When you [change your address](https://www.va.gov/change-address/) and other contact information online in your VA.gov profile, it updates across these 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
* Veteran Readiness and Employment (VR&E)

Some of our departments keep your contact information in their own separate records.  
If you use any of the VA benefits or services listed below, you’ll need to contact the department that handles those benefits directly to change your information.

**Education benefits**  
  
Call us at 888-442-4551. We’re here Monday through Friday, 8 a.m. to 7 p.m. ET.  
Or sign in to our online verification system (called “WAVE”). Once you’re signed in, select the Change address link.  
Sign in to WAVE (https://www.gibill.va.gov/wave/index.do)

**Home loan benefits**  
  
Call us at 877-827-3702. We’re here Monday through Friday, 8 a.m. to 6 p.m. ET. We can connect you to the nearest VA regional office with loan guaranty staff to update your information.

**CHAMPVA**  
  
Call our customer call center at 800-733-8387. We’re here Monday through Friday, 8:05 a.m. to 7:30 p.m. ET. Please have your last address available. Our customer service representatives will need to verify this before updating your file.

Or send a signed and dated address change request to us at:

CHAMPVA  
PO Box 500  
Spring City, PA 19475

**The Foreign Medical Program**  
  
For more information about the VA Foreign Medical Program, please visit <https://www.va.gov/health-care/foreign-medical-program/>.

**Life insurance benefits**  
  
Servicemembers’ Group Life Insurance (SGLI) or Family SGLI (FSGLI)  
You can update your information online through milConnect.

Go to milConnect to update your SGLI or FSGLI information (<https://milconnect.dmdc.osd.mil/milconnect/>)

**Veterans’ Group Life Insurance (VGLI)**  
  
You can update your information online through the Prudential website or by sending a letter to Prudential.  
Go to the Prudential website to update your VGLI information  
(https://ssologin.prudential.com/app/giosgli/Login.fcc)

**Servicemembers’ Group Life Insurance Traumatic Injury Protection (TSGLI)**  
  
You can find the contact information for your uniformed service on the first page of the Application for TSGLI Benefits (SGLV 8600).

Get SGLV 8600 to download (<https://www.benefits.va.gov/INSURANCE/forms/TSGLIForm.htm>)

**Other VA life insurance programs**  
  
If you have life insurance through any of these VA programs, you can call us or send us a letter to update your information:

Service-Disabled Veterans Life Insurance (S-DVI)  
Veterans’ Mortgage Life Insurance (VMLI)  
United States Government Life Insurance (USGLI)  
National Service Life Insurance (NSLI)  
Veterans’ Special Life Insurance (VSLI)  
Veterans’ Reopened Insurance  
  
  
Call our VA Insurance Center (VAIC) at 800-669-8477. We’re here Monday through Friday, 8 a.m. to 6 p.m. ET.

Or send a signed and dated address change request to us at:

Department of Veterans Affairs  
Regional Office and Insurance Center  
PO Box 42954  
Philadelphia, PA 19101

Sign in to manage your account (<https://www.va.gov/?next=/profile/>)  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select relevant options in the **category and topic fields**.  
  
In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Bulk VA email: How to unsubscribe  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We’re sorry you’ve encountered this issue.  
  
One method to unsubscribe from an email list is to take the email address off the list, add -leave just before the @ symbol, and send your message.  
  
If that doesn’t work, an alternative would be to file a ticket with the VA Office of the Inspector General at the [OIG Hotline | Department of Veterans Affairs OIG](https://www.vaoig.gov/hotline/online-forms)) (https://www.vaoig.gov/hotline/online-forms).

In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Two-factor authentication/2FA: Code issue ID.me or Login.gov  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
Thank you for your inquiry. We’re sorry to hear that you’ve had difficulty using ID.me or Login.gov to verify your identity with two-factor authentication (2FA).  
  
If you are having trouble logging in through **ID.me** with your mobile phone/provider because the MFA/2FA codes being sent are outdated, please take the following steps:

1. Sign in to your [ID.me Account](https://account.id.me/overview) (<https://account.id.me/overview>).
2. At the bottom of the “Complete Your Sign In” screen, select **update your settings here.**
3. You will be notified to [confirm your email address](https://help.id.me/hc/en-us/articles/202673934) (<https://help.id.me/hc/en-us/articles/202673934>) using the link that will be emailed to you. Please check your email in a new window or tab. DO NOT close the email confirmation window, because you will return to that page to complete the update.
4. You will then be asked to provide information to confirm that you are the account holder. If your identity cannot be verified, you will have the option to **Retry the verification**.
5. When your identity has been verified, select **Continue**.
6. [Choose an MFA method](https://help.id.me/hc/en-us/articles/360018113053) (https://help.id.me/hc/en-us/articles/360018113053), then complete setup. Please note that you can use the same phone number, even if the provider has changed.
7. When you see “Your account is now secure,” the update is complete.
8. Your account should now be accessible; you can sign in at<https://www.va.gov/>.

If you are using **Login.gov** and need assistance with two-factor authentication (2FA), please visit [login.gov/help/get-started/authentication-methods/](https://login.gov/help/get-started/authentication-methods/).  
  
In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.gov Technical Support ID.me: Video verification/overseas  
 **New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
   
Thank you for your inquiry. We are sorry you’ve encountered this problem. You’ll need to verify your identity with ID.me via a video call. Here’s more information to get you started: [Verifying your identity on a video call—ID.me Help Center](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelp.id.me%2Fhc%2Fen-us%2Farticles%2F360052242853-Verifying-your-identity-on-a-video-call&data=05%7C02%7C%7Cec2268d713934ba96b5608dd26a8baf3%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C638709228310309641%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=lJtAxoOWXGwc2j%2BbxAAGHTbaVWULJC%2B0WQuf7jKte4E%3D&reserved=0) (<https://help.id.me/hc/en-us/articles/360052242853-Verifying-your-identity-on-a-video-call>).  
   
Please note that you’ll need 2 primary documents or 1 primary and 1 secondary document. You may need to upload additional documents to prove your address, Social Security number, or name change.  
   
**Primary documents**: driver’s license, passport, passport card, or state ID.  
**Secondary documents**: utility bills, vehicle registration, or tax forms.  
   
**Documents NOT accepted**: company ID, digital copy of driver’s license or state ID, voided documents, forms you fill out yourself, unemployment documentation, or unofficial student records.   
  
Expired or temporary documents, as well as photocopies, may be acceptable. Please consult with your ID.me video representative, who should be able to answer related questions.  
   
In service,  
   
VA.gov Technical Support  
   
Case No.: XXXXXX  
   
Note: Please **do not** share any PII (personally identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
   
\* Please do not change the subject or reference ID below when you reply.  
   
ref:\_XXXXXX:ref  
  
  
  
**New Template Title**: VA.GOV Technical Support ID.me: Trouble uploading documents  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
Thank you for your inquiry. We’re sorry you've encountered this problem. For help uploading documents, visit [I can't upload photos of my documents – ID.me Help Center](https://help.id.me/hc/en-us/articles/10269916096919-I-can-t-upload-photos-of-my-documents) (help.id.me/hc/en-us/articles/10269916096919-I-can-t-upload-photos-of-my-documents). If that doesn't work, please view the following options below:

* Submit a support ticket via the ID.me [support](https://help.id.me/hc/en-us/requests/new) form (<https://help.id.me/hc/en-us/requests/new)>. Please indicate your Veteran status in the ticket.
* (Optional) Use the automated chatbot (virtual assistant) by clicking the icon (platform-dependent) in the bottom right corner of the ID.me [Help Site](https://help.id.me/hc) (<https://help.id.me/hc>).
* If chatbot is unable to answer a user’s question, live chat is also available on the ID.me Help Site between 11 a.m. and 6:30 p.m. ET.

Visit the ID.me [Help Site](https://help.id.me/hc) (<https://help.id.me/hc>), which is now available in English and Spanish, to view other related support articles.

In service,  
  
VA.gov Technical Support  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Tier 3 Form 21-526EZ error still happening RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

We’re sorry that you’re still having trouble submitting your 21-526EZ claim form online. So that we may better assist you, please respond to this message with the following information:

* What credential do you use to sign in to VA.gov? Is it ID.me or Login.gov?
* Are you receiving an error message? If so, please take a full screenshot and provide the full URL where you are experiencing the error message.

Please respond to this message with the above information and we will contact you to help you work through the process.

In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Tier 3 Escalating a case  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry and for this helpful information. We appreciate your patience as we find a resolution to your problem. We are still investigating the cause of the issue and will respond once we have more information.

Thank you for your understanding.

In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Tier 3 Identity: Already tried help desks RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We apologize for any problem you may have experienced while attempting to log in to VA.gov.

We want to provide you with the best assistance possible. If you’ve already attempted to resolve the problem through the help desk of the identification service you’re using (ID.me or Login.gov) without success, we ask that you please provide as much of the following information as possible here, with screenshots where appropriate:

1. What error message do you see? Or is it a blank page? If it’s blank, please share the URL from the top bar (www.va.gov, eauth.va.gov, id.me, dmdc.mil, etc.).
2. What identity verification service are you using to sign in to VA.gov (Login.gov, or ID.men?
3. Do you have multi-factor authentication (MFA) enabled (this is when a code is sent to your phone or other device)?
4. Have you **ever** been able to successfully log in to VA.gov? If so, have you made changes to your computer since then?
5. What device and browser are you using? Is your Internet connection solid?

We appreciate your patience. Please respond to this email with as much of the above information as possible. We remain committed to helping you access VA.gov as soon as possible.

In service,

VA Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support How to change direct deposit  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. Information about how to change your direct deposit information is available at <https://www.va.gov/change-direct-deposit/>.  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **Direct deposit inquiries** in the category and topic fields.  
  
In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Generic response for Email Builder RFI  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],  
  
Thank you for your inquiry. Your case has been sent to VA.gov Technical Support and is currently being reviewed by a team member.  
  
If you wish to add additional information regarding the issue that you experienced, please feel free to respond to this message. We will contact you as soon as possible with a resolution, or to obtain additional information from you if necessary.

In service,  
  
VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Claims issue: APP ID number  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We understand you have contacted MyVA411 for assistance with your disability claim application issue.

We apologize for any problem you may have experienced with the disability claims system. If you are aware or have been informed that your claim has already been received/submitted, please disregard this message.

If you have not been able to successfully apply due to errors with the submission form, we now recommend that you try again. For some Veterans, recent upgrades have solved the problem, but we cannot guarantee this will fix all issues.

After you have tried again, if you are still experiencing the issue, please reply to this email with a screenshot of the Application ID number.

*Note:* The system through which disability claim applications are submitted will not accept claims for Veterans with National Guard or Reserves obligations that have an end date more than 180 days in the future. The system will only accept dates up to 180 days in the future.

We appreciate your patience. Our technical teams are hard at work on this issue, and we remain committed to helping you submit your benefits application as soon as possible.

If you have already filed and are having difficulty obtaining information about your application, please note that we at VA.gov Technical Support are unable to access specific details. However, VA Benefits is prepared to assist. Please contact them at their service desk number, 1-800-827-1000. eBenefits Technical Support is also available at 1-800-983-0937.

If you need additional VA.gov technical support assistance, the best way is to email us at [vatechnicalsupport@va.gov](mailto:vatechnicalsupport@va.gov). If you are still unable to successfully submit your disability claim via VA.gov, the following options are available:

* **Submit your claim by mail**: File your claim by mail using an Application for Disability Compensation and Related Compensation Benefits ([Download VA Form 21-526EZ](https://www.vba.va.gov/pubs/forms/VBA-21-526EZ-ARE.pdf)). Print the form, fill it out, and send it to this address:  
    
  Department of Veterans Affairs  
  Claims Intake Center  
  PO Box 4444  
  Janesville, WI 53547-4444
* **Submit your claim in person:** Bring your application to a VA regional office near you. [Find a VA regional office near you](https://www.va.gov/find-locations/?facilityType=benefits).
* **Submit your claim via fax**: 1-844-531-7818 (toll free) or 1-248-524-4260 (foreign claims)

If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **Filing for compensation benefits** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support eBenefits: Send to Ask VA (AVA)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
  
We are sorry for the problem that you have encountered. eBenefits FAQ are available at [Help—VA/DoD eBenefits](https://www.ebenefits.va.gov/ebenefits/help). If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **Filing for compensation benefits** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Safari sign in issue  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
  
Thank you for your inquiry. We have recently discovered that a significant percentage of iPhone, iPad, and the Safari browser users who attempt to log in to VA.gov with any of the credentials (ID.me or Login.gov) are encountering an error page. This can occur at any point during the sign-in process.

VA.gov will warn users about the issue by placing a banner on the sign-in page. The banner will only be shown to those who are using an iPhone, iPad, or Safari to sign into VA.gov.  
  
  
We apologize for this difficulty. While there is currently no technical fix, the following workarounds may help:

* Use a desktop or laptop computer.
* Sign in to VA.gov from a different browser ([Edge](https://www.microsoft.com/en-us/edge), [Chrome](https://support.google.com/chrome/answer/95346?hl=en&co=GENIE.Platform%3DDesktophttps://support.google.com/chrome/answer/95346?hl=en&co=GENIE.Platform%3DDesktop), or [Firefox](https://www.mozilla.org/en-US/firefox/new/)).
* If you can’t use a different browser, refresh the page in your browser.

If you still have trouble signing in, try again later. Or call us at [800-698-2411](tel:8006982411) (TTY: 711). We’re here 24/7.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Benefits letter issue RFI (2/2023)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We are aware of the current technical issues you have experienced, and we apologize. Our technical teams are hard at work to assist, and we remain committed to helping solve your issues as soon as possible.

Some issues can take time to investigate and resolve. After a few hours, you may want to try again. However, please be aware that there are alternative methods to obtain a copy of your benefits letter. Details regarding these methods are listed at the bottom of this email.

To help us find a solution for you, please respond to this email with as many details as possible:

* What issue/error did you experience and what were you doing? Be as descriptive as possible including any information about the letter you were downloading.
* What is the webpage address (URL) where the issue occurred?
* Please share screenshots or photos of the page, including the website address bar at the top.
* What was the date/time when the issue took place?
* What web browser were you using? Let us know if you were using a mobile device such as a phone or tablet.

For assistance with obtaining a copy of your letter, please contact VA Benefits service desk: 1-800-827-1000. Currently, they are not able to assist with the download issue. We appreciate your patience in this matter.

In service,  
  
VA.gov Technical Support  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support PDF form error RFI: Blank  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**

[Dear VETERAN],

Thank you for your inquiry. We're sorry you’ve encountered this problem when emailing PDF attachments.

Are you using Adobe Acrobat software? You’ll want to make sure that you’re using [Adobe Acrobat](https://get.adobe.com/reader/) software to fill in the form, rather than an alternative PDF reader or a browser plug-in. Save a blank copy of the form, then open it in Acrobat, complete the form, and save it. It should be ready to send as an email attachment at that point.

You may also be able to fix the PDF you’ve already filled out by exporting the values to a plain text file, then importing them back in. More information on this technique can be found at [How to export PDF to Word, Excel, and other Microsoft formats (adobe.com)](https://helpx.adobe.com/acrobat/how-to/export-pdf-to-word-excel-ppt.html).  
  
Please respond to this message if the blank PDF issue continues to occur.

In service,  
  
VA.gov Technical Support  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Intent to File (ITF) error/PACT Act  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for your inquiry. We’re sorry that you’ve encountered this problem while submitting your [Intent to File (ITF)](https://www.va.gov/resources/your-intent-to-file-a-va-claim/) for a PACT Act claim.

Due to the recent high volume of applications, some Veterans and survivors have seen an error message when attempting to submit their claim on VA.gov.

But don’t worry! First, **call the VA Benefits Hotline** at [800-827-1000](tel:8008271000) and a representative will ensure that your ITF is logged and your effective date for benefits has been saved.

Please note that you may experience extended wait times when calling the VA Benefits Hotline leading up to the **PACT Act filing deadline**. An alternative to calling the hotline is to [use the Visitor Engagement Reporting Application (VERA) to schedule a telephone or in-person appointment](https://va.my.site.com/VAVERA/s/) with your local VA Regional Office.

For more information on filing a claim and submitting an ITF, we encourage you to visit the following links:

[File a disability claim online](https://www.va.gov/disability/file-disability-claim-form-21-526ez/introduction)[Learn how to submit your Intent to File](https://www.va.gov/resources/your-intent-to-file-a-va-claim/)

If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **Filing for compensation benefits** in the category and topic fields.

In service,

[VA.gov](https://www.va.gov/) Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support Foreign Medical Program (FMP)  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
The Department of Veteran Affairs (VA) established the Foreign Medical Program (FMP) to provide health care benefits to Service-Connected (SC) Veterans who are residing or traveling abroad. The FMP covers certain necessary medical services associated with the treatment of those SC conditions.

The FMP is responsible for application processing, verification of eligibility, authorization of benefits, and payment of claims.

To enroll in FMP, complete VA Form 10-7959f-1, FMP Registration Form, and mail to the following address:

VHA Office of Integrated Veteran Care  
Foreign Medical Program (FMP)  
P.O. Box 469061  
Denver, CO 80246-9061

If you reside or are traveling in one of the following countries additional information may be found at: <https://www.va.gov/COMMUNITYCARE/programs/Veterans/fmp/index.asp>.

The FMP office located in Denver, Colorado, can provide contact information for the countries of Australia, Canada, Costa Rica, Germany, Italy, Japan, Mexico, Spain, or United Kingdom.

Veterans living abroad may obtain assistance with other VA benefit issues at [benefits.va.gov/persona/Veteran-abroad-contact.asp](http://benefits.va.gov/persona/Veteran-abroad-contact.asp).

You must provide your name, e-mail address, telephone and/or fax number, and VA file number/SSN. Response time is usually 3 to 10 business days.  
  
Important: Due to COVID-19, the U.S. Postal Service may experience delays. Refer to https://about.usps.com/newsroom/service-alerts/ for the most current updates.

FMP contact info:  
  
Phone: 1-877-345-8179  
Monday through Friday, 7:05 a.m. - 5:45 p.m. (CT)  
Fax: 1-303-331-7803  
  
If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Benefits Issues Outside the U.S.** and **Compensation** in the category and topic fields.

In service,

VA.gov Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support TTY setup and My HealtheVet  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
  
Thank you for your inquiry. We are sorry that you’ve encountered this problem. For the VA benefits hotline, TTY is available 24/7. More information on dialing via TTY with 711 is available at

[711 for TTY-Based Telecommunications Relay Service | Federal Communications Commission (fcc.gov)](https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service).

TTY mode should be available on most cell phones, as well as TTY devices. Instructions for mobile phones are noted below.  
  
TTY setup for iPhone:

1. Tap the **“Settings”** app.
2. Tap **“General”** from the “Settings” menu.
3. Tap **“Accessibility”** from the “General” menu.
4. **Select “TTY.”**
5. Select if you will use the **built-in “Software TTY”** or if you will **attach an external device through “Hardware TTY.”**
6. Exit to the home screen.
7. Select **“Phone.”**
8. Select the person you want to call.
9. When the call screen opens, **tap the “TTY” button.**
10. Type the message you’d like to send to begin the call.

**If you’ve turned TTY mode on an iPhone on, you can make a call with or without the TTY mode.** You can also return to the settings menu to turn TTY mode off if you no longer need it.

TTY setup for Android phones:

1. Select the **“Applications”** tab.
2. Select the **“Settings”** application.
3. Select **“Call”** from the “Settings” application.
4. Select **“TTY mode”** from the “Call” menu.
5. **Select the desired TTY mode** (TTY Off, TTY Full, TTY HCO, TTY VCO).
6. Tap back to the main menu to make a call. You can now select whether you want to make the call normally or using the selected TTY mode.
7. **To turn TTY mode off, you simply follow the same steps and select “TTY off” from the TTY mode menu.**

If you have additional questions, please let us know by replying to this message.  
  
In service,

[VA.gov](https://www.va.gov/) Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref

**New Template Title**: VA.GOV Technical Support View claim status error  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
**Thank you for your inquiry. We’re sorry that you’ve encountered a problem while attempting to view your claim status. Recently, some Veterans have received an error message stating that their “claim status is unavailable” and that they should check back in an hour.**

**We encourage you to try to view your claim status now**; the error should no longer occur.  
  
In the unlikely event that you encounter the error message again, we advise you to check your claim status using the [main claim status page](https://www.va.gov/claim-or-appeal-status/), rather than via your MyVA dashboard.

If this doesn’t fix the issue you’ve experienced with VA.gov, please don’t hesitate to contact us using the Ask VA tool at <https://ask.va.gov/>. To ensure your issue is routed to the right group, please select **Compensation (Service-Connected Bens)** and **Status of a pending claim** in the category and topic fields.  
  
In service,

[VA.gov](https://www.va.gov/) Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref   
  
**New Template Title**: VA.GOV Technical Support Tier 3 Claims history error still occurring  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],

Thank you for letting us know that the issue has returned. We’re very sorry for the trouble and have escalated your issue to our technical team so that we can research what’s happening and provide a lasting resolution as soon as possible.

In service,

[VA.gov](https://www.va.gov/) Technical Support Team  
  
Case No.: XXXXXX  
  
Note: Please **do not** share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.  
  
\* When replying, please do not alter the subject or the reference Id below.  
  
ref:\_XXXXXX:ref  
  
  
**New Template Title**: VA.GOV Technical Support Form 21-0845 disclosure to third party authorization  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
  
[Dear VETERAN],

Thank you for your inquiry. Once you’ve completed the PDF form for [VA Form 21-0845](https://www.va.gov/find-forms/about-form-21-0845/), you can save it to your computer and then submit it via the QuickSubmit portal at [AccessVA](https://eauth.va.gov/accessva/?cspSelectFor=quicksubmit). You’ll have to sign in to your VA.gov account to do so.  
  
Alternatively, you can send it via mail to:  
  
Department of Veterans Affairs  
Evidence Intake Center  
PO Box 4444  
Janesville, WI 53547-4444

In service,

[VA.gov](https://www.va.gov/) Technical Support Team  
  
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**~~New Template Title~~**~~: VA.GOV Technical Support DS Logon: Non-sign in issues (milConnect, et al)~~  
**~~New Template~~**~~:~~

**~~IMPORTANT: Please select "Reply All" when responding to this email. Thank you!~~**  
  
~~[Dear VETERAN],~~

~~Thank you for your inquiry. If you have experienced problems with a site that requires the use of your DS Logon account (such as milConnect), you will need to contact DS Logon’s support call center 1-800-477-8227.~~  
  
~~Please note that this support line cannot assist with DS Logon sign-in issues. For sign in issues, please contact the DMDC technical support call center at 1-800-368-3665.~~

~~In service,~~

~~VA.gov Technical Support Team~~  
  
~~Case No.: XXXXXX~~  
  
~~Note: Please~~ **~~do not~~** ~~share any kind of PII (personal identifiable information). For example, Social Security number (SSN), passport number, driver’s license number, taxpayer identification number, patient identification number, financial account, or credit card number.~~  
  
~~\* When replying, please do not alter the subject or the reference Id below.~~  
  
~~ref:\_XXXXXX:ref~~

**New Template Title**: VA.GOV Technical Support Government shutdown and VA services  
**New Template**:

**IMPORTANT: Please select "Reply All" when responding to this email. Thank you!**  
  
[Dear VETERAN],  
  
The Department of Veterans Affairs (VA) is committed to provide quality, consistent care and services to Veterans, families, caregivers, and survivors. Our mission allows no exception to this standard—even when operations are limited by the absence of appropriations, which is commonly known as a “government shutdown.”  
  
In the event of a government shutdown, the following VA services are **not impacted**:

* **Veteran health care**—VA medical centers, outpatient clinics, and Vet centers will remain open.
* **VA benefits**—Benefits will continue to be processed and delivered, including compensation, pension, education, and housing.
* **Burials**—Burials will continue at VA national cemeteries. Applications for headstones, markers, and burial benefits processing will continue.
* **Board of Veterans’ Appeals**—Decisions on Veterans’ cases will continue to be made.
* **VA contact centers** (1-800-MyVA411) and the **Veterans Crisis Line** (Dial 988, Press 1) remain open 24/7.

The following are VA services **are impacted** by a government shutdown:

* VA will not provide Veteran career counseling or transition assistance program activities.
* The GI Bill hotline will be closed.
* VA benefits regional offices will be closed.
* VA will cease public affairs and outreach to Veterans.
* VA will not permanently place headstones or maintain the grounds at VA national cemeteries.
* VA will not process applications for pre-need burials.
* VA will not print new presidential memorial certificates.
* Non-health care related recruiting will cease.

Please continue to check [VA.gov](http://va.gov/) for updates on this situation.

In service,

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Case No.: XXXXXX  
  
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ref:\_XXXXXX:ref   
  
  
Wrong email/ID.me or Login.gov  
  
  
Dear XXX,

Thank you for your inquiry.

If you are trying to sign into VA.gov using an ID.me or Login.gov account and are unable to access your account because you no longer have access to your previous email address/wish to change email address, you can update your email address in your ID.me (<https://api.id.me/en/session/new>) My Account page. You will find instructions below to do that, as well as instructions for how to do that with a Login.gov account.

**For ID.me email issues**:  
  
If you are trying to sign into VA.gov using but are not receiving the confirmation email from ID.me, you will need to contact the ID.me support desk for assistance. You can contact them using their help form and selecting the “Update Email Address” option at <https://help.id.me/hc/en-us/requests/new>.

Instructions for Updating Your Email Address in Your ID.me account:

1. First, sign in to your ID.me My Account page.

2. Look for the My Profile/Profile section and select Manage Email.

3. Select + Add Email.

4. Enter the new email address, then select the Send Verification button. You can select Resend Verification if needed.

5. Check your inbox and spam folders for an email from [hello@id.me](mailto:hello@id.me) with the subject line "ID.me—Please confirm your email address."

6. Open the email and select the “Confirm your email” link or copy and paste the provided link into a new browser window.

7. Return to your ID.me Profile to view your newly added email.

From here, you can delete email address(es) by clicking the trash can icon or Change your Primary email address by selecting Make Primary.

Once you click “Update,” you will be sent a confirmation link to confirm that you own the new email address. Click the link in the email and your email address will be updated. The next time you sign in to your ID.me account, you’ll use the new email address!

NOTE: If you receive a message that your new email address is already in use, please contact ID.me at <https://help.id.me/hc/en-us/requests/new> so they can assist you further.  
  
**For Login.gov email issues:**

If you need to change the email address you are sharing with a partner agency, visit <https://login.gov/help/manage-your-account/change-partner-email-address/>. Login.gov allows you to control which email address is shared with each partner agency. You can select an existing email or add a new email.  
  
If you need to change the email address associated with your Login.gov account, visit <https://login.gov/help/manage-your-account/change-your-email-address/>.  
  
  
In service,   
   
   
 VA.gov Technical Support Team   
   
 Case No.: XXXXXX   
   
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