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## **Issue Title:** How do I update my address?

**Description:** This answer is for the user who does not seem to know where to go on VA.gov to update their address.

**Action:** Reply with the information in the response.

### Response

Dear \_\_\_\_,

Thank you for your inquiry. You can find instructions on how to update your address on VA.gov at <https://www.va.gov/change-address/>. This website also provides information on the other ways to update your address for your different benefits.

If you have any additional questions, please respond to this email and we will do what we can to answer your question.

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** User blocked from performing activity or seeing an error message

**Description:** This is the response we provide when a user reports seeing an error message that says something went wrong or something is not available. While there are many versions of this type of situation, here are a few examples of what a user might see or say:

* User sees the error message “We’re sorry. Something went wrong on our end, and we couldn’t sign you in.”
* User sees the error message “We are unable to process your request. We have been notified of the problem and will do our best to make sure it doesn't happen again!”
* User sees the error message “We're sorry. Our system is temporarily down while we fix a few things. Please try again later.”
* User is trying to update their address and see the error message stating they could not update their address because of problems on our end.

**Action:** When a user sees and error message that says there is a problem on our end, this typically means this is a temporary problem that is caused by a server issue. These issues will resolve over time which is why we want to confirm with the user that the problem has been fixed. If it has not gone away, it is important to collect information so we can investigate what might be causing the problem.

### Response

Dear \_\_\_\_,

Thank you for your inquiry. Are you still experiencing this issue? If yes, we will need more information about your issue to investigate the problem and find a solution. Please respond to this email with answers to the below questions. Please provide as much detail as you can:

* Please provide step by step details of what actions you are taking and what happens when you do it. *For example, First I click on the home button. I am taken to www.home.com. Then I click on ask a question. The page takes a long time to load and then I am shown an error message.*
* Please copy and paste the the URL or web address you were on when you experience the issue.
* If you saw an error message, please copy and paste the exact text of the error message.
* What type of device are you using (i.e. dell laptop, MacBook, iPhone, etc.)?
* Try a different browser (i.e. Internet Explorer, Firefox, Chrome, etc.). Does the issue occur on all of these browsers?
* What account do you use to sign into VA.gov (DS Logon, Myhealthevet, ID.me)?

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** Issue Escalation

**Description:** This answer will be sent when a user has an issue that is clearly a VA.gov technical issue that cannot be resolved. Sometimes this will be clear from the first interaction, but more likely it will be sent after the user responds to the “User blocked from performing activity or seeing an error message” template.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. 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.

The VA.gov Technical Team

## **Issue Title:** User feedback on VA.gov

**Description:** This answer is for the user who does not have a specific problem they need solved but would like to provide feedback to the VA.gov team

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your feedback on the VA.gov website. We appreciate hearing from our users and will use your feedback to find ways to improve. If you have any further questions or need help with a specific issue, please respond to this email.

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** ID.me account issues

**Description:** This answer is for the user who is having issues creating or signing into an ID.me account.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. We are sorry you are experiencing these issues. If you are having trouble with setting up your account using ID.me account, you will need to get help at their support page: <https://help.id.me/hc/en-us/requests/new>

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** Issue Escalation

**Description:** This answer will be sent when a user has an issue that is clearly a VA.gov technical issue that cannot be resolved. Sometimes this will be clear from the first interaction, but more likely it will be sent after the user responds to the “User blocked from performing activity or seeing an error message” template.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. 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.

The VA.gov Technical Team

## **Issue Title:** Not VA.gov Technical Issue

**Description:** This answer will be sent when a user has an issue that is clearly not a VA.gov technical issue.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. Unfortunately, we are not able to provide an answer for this question. We answer questions related to technical issues with the VA.gov website. We recommend you try calling MyVA311 number for help with this question:

1-844-698-2311

Thank you,

The VA.gov Technical Team

## **Issue Title:** VIC card issue

**Description:** This answer will be sent when a user is not able to apply for a VIC card on VA.gov because they see the error message*"We couldn't find your records with that information.”*

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. Some Veterans seem to be having this issue when going through VA.gov. Please try going through AccessVA, it's a different portal to the same application. See directions below:

**Before You Start**

Make sure you have a valid copy of your state or federal issued ID, an image to appear on your card, and a copy of your last/final DD-214 or other official military discharge document that reflects an Honorable or General (Under Honorable Conditions) character of discharge.

1. Go to [AccessVA](https://eauth.va.gov/accessva/) (<https://access.va.gov>) to submit a VIC request.
2. Select the VIC icon.
3. Select **Sign in with DS Logon** or **Sign in with ID.me** to access the VIC application. Once you have successfully logged in, you can proceed with your VIC request.
4. Verify that your personal information is accurate and update if necessary.
5. Upload a copy of your DD-214 or other official military discharge document (DD-256, DD-257 or NGB-22) that reflects an Honorable or General (Under Honorable Conditions) character of discharge.
6. Upload a valid copy of your state issued (driver’s license) or federal issued (passport) ID.
7. Upload an image to appear on your card.
8. Click Preview Card
9. ClickRequest Card

If you have any questions, please contact the VIC Program Office directly at [vic@va.gov](mailto:vic@va.gov).

## **Issue Title:** Wrong Email Issue

**Description:** This answer will be sent when a user says they are not able to access VA.gov because their account has the wrong email. This is an issue that occurs because a user entered their email incorrectly and therefore the confirmation email is not being sent to their inbox. This is an ID.me issue so if the user has follow up questions, you will want to refer them to the ID support website.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. If you are unable to confirm your email address because it was entered incorrectly, you can update your email address in your [**ID.me Wallet**](https://www.id.me/dashboard) Account Settings. To do that, please follow these instructions:

1. First select "Sign In" via [ID.me](https://www.id.me/) website. Make sure to sign into your ID.me account using the original email address the account was first created with.

2. Select "[**Settings**](https://wallet.id.me/settings)" in your ID.me Wallet.

3. Select the "Account" box.

4. Under Account Information click "edit" next to the "Email" field.

5. Delete the current email address in the "Update Email" field and replace it with the email address you'd like to change it to.

6. Enter the password for your current ID.me account.

7. Click "Update".

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 and 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.

Thank you,

The VA.gov Technical Support Team

### Response 2

Dear \_\_\_\_,

Thank you for your inquiry.

**If you are trying to sign into VA.go using an ID.me account** and are unable to confirm your email address because it was entered incorrectly, you can update your email address in your [**ID.me Wallet**](https://www.id.me/dashboard) Account Settings. You will find instructions below to do that.

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

**Instructions for Updating Your Email Address in Your ID.me Wallet**

1. First select "Sign In" via [ID.me](https://www.id.me/) website. Make sure to sign into your ID.me account using the original email address the account was first created with.

2. Select "[**Settings**](https://wallet.id.me/settings)" in your ID.me Wallet.

3. Select the "Account" box.

4. Under Account Information click "edit" next to the "Email" field.

5. Delete the current email address in the "Update Email" field and replace it with the email address you'd like to change it to.

6. Enter the password for your current ID.me account.

7. Click "Update".

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 and 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.

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** How do I obtain a copy of my DD-214?

**Description:** This answer will be provided when a user is looking to get a copy of their DD-214. This is not a VA.gov issue but this question comes up quite frequently.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_,

Thank you for your inquiry. The best way to receive a copy of your DD 214 is get an eBenefits account. Go to [www.ebenefits.va.gov](http://www.ebenefits.va.gov/) and register. Once you have a premium account, click on the "Manage Benefits" tab, and go to the Military Personnel File (DPRIS) link to request a copy of the DD 214. If you served before records were scanned into the system, try <https://www.archives.gov/veterans> and click on the "Request Military Records Online" tab.

Thank you,

The VA.gov Technical Team

## **Issue Title:** How do I update my name/birth date/gender?

**Description:** This answer will be provided when a user is trying to update their personal information on their VA.gov profile. Personal information includes the user’s name, birth date, and gender.

**Action:** Reply with the information in the response

### Response

Dear\_\_\_\_\_,

Thank you for your inquiry. If your personal information on your VA.gov profile is incorrect, please review the below information below to determine who to contact to update your name, birth date, and gender.

**If you're enrolled in the VA health care program**  
Please contact your nearest VA medical center to update your personal information.  
[Find your nearest VA medical center](https://www.va.gov/find-locations)

**If you receive VA benefits, but aren't enrolled in VA health care**  
Please contact your nearest VA regional benefit office to update your personal information.  
[Find your nearest VA regional benefit office](https://www.va.gov/find-locations)

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** I can’t update my mailing address on VA.gov

**Description:** This answer will be provided when a user is trying to update their contact information on their VA.gov profile but is unable to do so. Contact information includes the user’s mailing address, home address, home phone number, work phone number, fax number, or email address.

**Action:** Reply with the information in the response

### Response

Dear\_\_\_\_\_,

We apologize you have been having trouble updating and changing your address. We are still reviewing why some users are unable to make these changes on VA.gov and might reach back out as we continue to investigate the issue.

As a work around, you can update your mailing address by updating your information in eBenefits or MyHealtheVet. You can also call or visit in person a VA medical center or a VA regional benefit office. Once your address is updated in one of these systems, it will be reflected on your VA.gov account. This may take several days to happen, so please be patient as the systems exchange data.

**If you're enrolled in the VA health care program**  
Please contact your nearest VA medical center to update your contact information.  
[Find your nearest VA medical center](https://staging.va.gov/find-locations/?facilityType=health)

**If you receive VA benefits, but aren't enrolled in VA health care**  
Please contact your nearest VA regional benefit office to update your contact information.  
[Find your nearest VA regional benefit office](https://staging.va.gov/find-locations/?facilityType=benefits)

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** Trouble matching information to Veteran records

**Description:** This answer will be provided when a user sees the error message that the information provided while upgrading their account can’t be matched to the records on file by the VA. The below answer is taken from the error message that is shown to the user but with a bit more guidance on the options available to the user.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_\_\_\_\_,

Thank you for your inquiry. It sounds like you were able to successfully upgrade your account but that there is an issue when it comes to matching your information to our Veteran records. This means we can't give you access to the tools for managing your healthcare and benefits. If you are looking for immediate help with getting a VIC card, please follow the instructions shown at the bottom of this email.

If you would like to match your records and access VA.gov tools, you will need to contact your nearest VA medical center and let them know you need to verify the information in your records and update it as needed. The operator or patient advocate can connect you with the right person.

[Find your nearest VA Medical Center](https://staging.va.gov/profile/%5bobject%20Object%5d)

Thank you,

The VA.gov Technical Team

Some Veterans seem to be having this issue when going through VA.gov. Please try going through AccessVA, it's a different portal to the same application. See directions below:

**Before You Start**

Make sure you have a valid copy of your state or federal issued ID, an image to appear on your card, and a copy of your last/final DD-214 or other official military discharge document that reflects an Honorable or General (Under Honorable Conditions) character of discharge.

1. Go to [AccessVA](https://eauth.va.gov/accessva/) (<https://access.va.gov>) to submit a VIC request.
2. Select the VIC icon.
3. Select **Sign in with DS Logon** or **Sign in with ID.me** to access the VIC application. Once you have successfully logged in, you can proceed with your VIC request.
4. Verify that your personal information is accurate and update if necessary.
5. Upload a copy of your DD-214 or other official military discharge document (DD-256, DD-257 or NGB-22) that reflects an Honorable or General (Under Honorable Conditions) character of discharge.
6. Upload a valid copy of your state issued (driver’s license) or federal issued (passport) ID.
7. Upload an image to appear on your card.
8. Click Preview Card
9. ClickRequest Card

If you have any questions, please contact the VIC Program Office directly at [vic@va.gov](mailto:vic@va.gov).

## **Issue Title:** Incorrect Military Record Information

**Description:** This answer will be provided when a user believes that the information for their military record is not correct or missing. This is the error message shown on the website but it is possible the user did not see the error message so we provide the same response if they reach out as an inquiry.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_\_\_\_\_,

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

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

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

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

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** Signing In Issue Caused by Myhealthevet account issue

**Description:** This answer will be provided to a user who uses their myhealthevet account to sign into VA.gov. This response should be sent if the user can’t sign into VA.gov because of an issue with their myhealthevet account.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_\_,

Thank you for your inquiry. If you are having trouble signing into your VA.gov account using your MyHealtheVet account, you will need to contact the Myhealthevet technical support call center to resolve this issue. You can contact them at 1-877-327-0022.

Thank you,

The VA.gov Technical Support Team

## **Issue Title:** Signing In Issue Caused by DS Logon account issue

**Description:** This answer will be provided to a user who uses their DS Logon account to sign into VA.gov. This response should be sent if the user can’t sign into VA.gov because of an issue with their DS Logon account.

**Action:** Reply with the information in the response

### Response

Dear \_\_\_\_\_\_,

Thank you for your inquiry. If you are having trouble signing into your VA.gov account using your DS Logon account, you will need to contact the DMDC technical support call center to resolve this issue at 1-800-477-8227.

Thank you,

The VA.gov Technical Support Team

Hello –

We received your request for assistance with logging in to VA.gov, and I’ve included some information that may be helpful below.

**If you're seeing the message “We're sorry. Something went wrong on our end,” try taking these steps:**

* Clear your Internet browser's cookies and cache. Depending on which browser you're using, you'll usually find this information referred to as “Browsing Data,” “Browsing History,” or “Website Data.”
* Make sure you have cookies enabled in your browser settings. Depending on which browser you're using, you'll usually find this information in the “Tools,” “Settings,” or “Preferences” menu.
* If you're using Internet Explorer or Microsoft Edge, and clearing your cookies and cache doesn't fix the problem, try using Google Chrome or Mozilla Firefox as your browser instead.   
  [Download Google Chrome](https://www.google.com/chrome/?brand=CHBD&gclid=Cj0KCQiAsdHhBRCwARIsAAhRhsk_uwlqzTaYptK2zKbuv-5g5Zk9V_qaKTe1Y5ptlxudmMG_Y7XqyDkaAs0HEALw_wcB&gclsrc=aw.ds).  
  [Download Mozilla Firefox](https://www.mozilla.org/en-US/firefox/new/).
* If you're using Chrome or Firefox and it's not working, make sure you've updated your browser with the latest updates.

**If you’re seeing a message that your password is incorrect, try resetting it using the following:**

* [Reset your password for My HealtheVet](https://www.myhealth.va.gov/mhv-portal-web/forgot-password?action=new).
* [Reset your password for DS Logon](https://myaccess.dmdc.osd.mil/identitymanagement/resetpassword.do).
* [Reset your password for ID.me](https://help.id.me/hc/en-us/articles/360011411534-How-do-I-reset-my-ID-me-password-).

**If you need more support from ID.me, visit their support page:** [Visit ID.me support](https://help.id.me/hc/en-us)

**If you have questions about your VIC card, please email:** [VIC@va.gov](mailto:VIC@va.gov)

Thank you for your inquiry. It sounds like you were able to successfully upgrade your account but that there is an issue when it comes to matching your information to our Veteran records. This means we can't give you access to the tools for managing your healthcare and benefits. If you are looking for immediate help with getting a VIC card, please follow the instructions shown at the bottom of this email.

If you would like to match your records and access VA.gov tools, you will need to contact your nearest VA medical center and let them know you need to verify the information in your records and update it as needed. The operator or patient advocate can connect you with the right person.

[Find your nearest VA Medical Center](https://staging.va.gov/profile/%5bobject%20Object%5d)

Thank you,

The VA.gov Technical Team