



**VETERAN  
BENEFITS  
CENTER**

**How-to-Guide**



**Note:** Please be aware this document is only intended to be used as a reference. Veteran Benefits Center LLC is not a government agency.

Please use the “Contact Us” tab on VA.gov or call MyVA411 main information line at **1-800-689-2411** for account issues.

**Note:** If you are experiencing a mental health emergency, please call the Veterans Crisis line at 1-800-273-8255 or go to [veteranscrisisline.net](http://veteranscrisisline.net) to speak with someone that can help.

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# Sign in to VA.gov



1. To sign in to the VA.gov website go to [VA.gov](https://www.va.gov).
2. Select the "Sign in" button in the upper right corner.

The screenshot shows the official website of the U.S. Department of Veterans Affairs. At the top, there is a navigation bar with links for "Search", "Contact us", and a prominent blue "Sign in" button, which is circled in red. Below the navigation bar, the main content area features a large banner about "The PACT Act and your VA benefits". The banner includes a call-to-action button labeled "Create account". On the left side, there is a "Search" section with a search bar and a "Search" button, along with links for "Find a VA location", "Find a VA form", and "Find benefit resources and support". On the right side, there is a "Top pages" section listing various services such as "Check your claim", "Refill or track a prescription", and "Get mental health care".

# Sign in to VA.gov



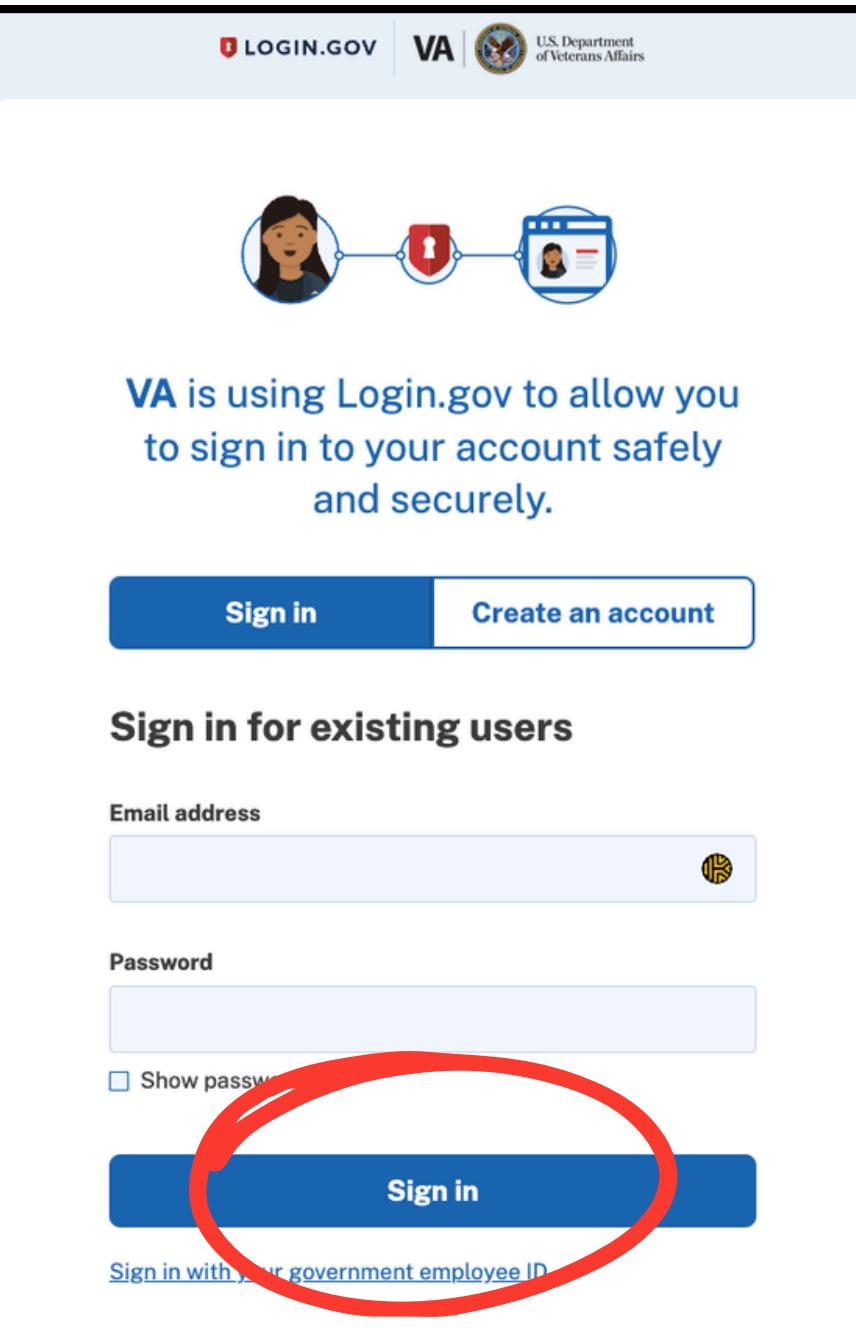
3. After selecting “Sign in” you will be prompted to choose a sign-in option. Any of the 4 choices will work. I will show you how to use Login.gov for this guide.
4. Select the “Login.gov” option.



# Sign in to VA.gov



5. After selecting “Login.gov” you will be redirected to the Login.gov website.



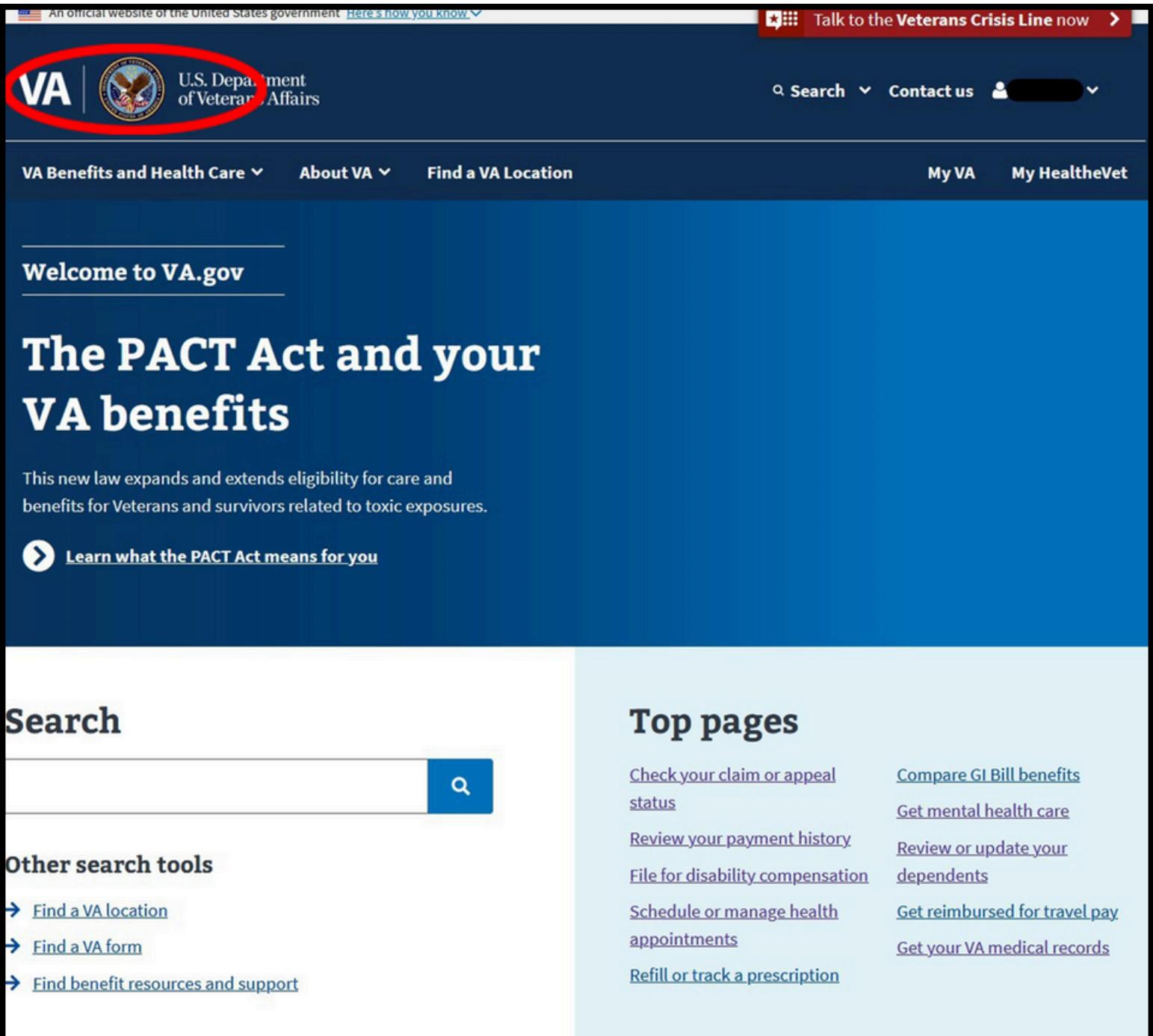
The image shows the Login.gov sign-in page for the U.S. Department of Veterans Affairs. At the top, it displays the LOGIN.GOV logo, the VA logo, and the U.S. Department of Veterans Affairs seal. Below this is a graphic showing three icons connected by lines: a person, a lock, and a computer screen. A text message reads: "VA is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" (in blue) and "Create an account" (in white). The next section is titled "Sign in for existing users". It contains fields for "Email address" and "Password", with a "Show password" link. A red oval highlights the "Sign in" button, which is blue with white text. At the bottom, there is a link "Sign in with your government employee ID".

6. Enter your username and password in the respective boxes and click “Sign in”.  
7. You should now be on the VA.gov home page.

# Sign in to VA.gov



8. Select “VA” in the upper left of the screen to get to the VA.gov homepage.



The screenshot shows the official website of the United States government, VA.gov. At the top left, the VA logo is circled in red. The top navigation bar includes links for "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My HealtheVet". A red banner at the top right encourages users to "Talk to the Veterans Crisis Line now". The main content area features a blue header with the text "Welcome to VA.gov" and "The PACT Act and your VA benefits". Below this, a paragraph explains the new law's purpose: "This new law expands and extends eligibility for care and benefits for Veterans and survivors related to toxic exposures." A link "Learn what the PACT Act means for you" is provided. The bottom left sidebar contains a search bar, a "Search" button, and a "Top pages" section with links like "Check your claim or appeal status", "Review your payment history", and "File for disability compensation". The bottom right sidebar also lists "Top pages" with links such as "Compare GI Bill benefits", "Get mental health care", and "Get reimbursed for travel pay".

9. Done.

# Check Open Claims or Appeals Status



1. Sign in to [VA.gov](https://www.VA.gov). (see page 4)
2. Once logged in, scroll down and select “Disability”.

**Explore VA benefits and health care**

<b><a href="#">Health care</a></b> Apply for VA health care, find out how to access services, and manage your health and benefits online.	<b><a href="#">Disability</a></b> File a claim for disability compensation for conditions related to your military service, and manage your benefits over time.	<b><a href="#">Education and training</a></b> Apply for and manage your GI Bill and other education benefits to help pay for college and training programs.
<b><a href="#">Careers and employment</a></b> Apply for vocational rehabilitation services, get support for your Veteran-owned small business, and access other career resources.	<b><a href="#">Pension</a></b> Apply for monthly payments for wartime Veterans and survivors with limited or no income who meet certain age and disability requirements.	<b><a href="#">Housing assistance</a></b> Find out if you're eligible for a VA-backed home loan. If you have a service-connected disability, see if you qualify for a housing grant to help you live more independently.
<b><a href="#">Life insurance</a></b> Explore VA life insurance options for Veterans, service members, and families. Manage your policy online, file claims for benefits, and access helpful resources.	<b><a href="#">Burials and memorials</a></b> Get help planning a burial in a VA national cemetery, order a headstone or other memorial item to honor a Veteran's service, and apply for survivor and dependent benefits.	<b><a href="#">Records</a></b> Apply for a printed Veteran ID card, get your VA benefit letters and medical records, and learn how to apply for a discharge upgrade.
<b><a href="#">Service member benefits</a></b> Find out what benefits you may be eligible for during service and which time-sensitive benefits to consider when separating or retiring.	<b><a href="#">Family member benefits</a></b> Learn about the benefits you may qualify for as a spouse, dependent, or survivor. And find out what you're eligible for as a family member caring for a Veteran with disabilities.	<b><a href="#">VA department information</a></b> Learn more about the VA departments that manage our benefit and health care programs.

# Check Open Claims or Appeals Status



3. On the next page, scroll down and select “Check your VA claim or appeal status”

Note: The “VA” mobile app is available to check status.

Check your claim or appeal status

**Your claims, decision reviews, or appeals**

Find out why we sometimes combine claims. ▾

Showing 1 – 10 of 16 events

**Claim for freedom of information act / privacy act request**

Received on December 29, 2022

✉ You have a decision letter ready

Step 5 of 5: Closed

Moved to this step on June 20, 2023

[Details >](#)

**Claim for authorization review**

Received on July 13, 2021

✉ You have a decision letter ready

Step 5 of 5: Closed

Moved to this step on July 14, 2021

[Details >](#)

4. Done.

# Intent to File (ITF)



**IMPORTANT!** You are **NOT** filing a new claim!!!  
This process is only for an Intent to File.

1. Sign in to [VA.gov](https://www.va.gov). (see page 4)
2. Once logged in, scroll down and select “Disability”.

A screenshot of the VA website's homepage under the 'Explore VA benefits and health care' section. The 'Disability' option is highlighted with a red oval. The other options shown are Health care, Education and training, Careers and employment, Pension, Housing assistance, Life insurance, Burials and memorials, Records, Service member benefits, Family member benefits, and VA department information.

**Explore VA benefits and health care**

- Health care**: Apply for VA health care, find out how to access services, and manage your health and benefits online.
- Disability**: File a claim for disability compensation for conditions related to your military service, and manage your benefits over time. **(This option is circled in red.)**
- Education and training**: Apply for and manage your GI Bill and other education benefits to help pay for college and training programs.
- Careers and employment**: Apply for vocational rehabilitation services, get support for your Veteran-owned small business, and access other career resources.
- Pension**: Apply for monthly payments for wartime Veterans and survivors with limited or no income who meet certain age and disability requirements.
- Housing assistance**: Find out if you're eligible for a VA-backed home loan. If you have a service-connected disability, see if you qualify for a housing grant to help you live more independently.
- Life insurance**: Explore VA life insurance options for Veterans, service members, and families. Manage your policy online, file claims for benefits, and access helpful resources.
- Burials and memorials**: Get help planning a burial in a VA national cemetery, order a headstone or other memorial item to honor a Veteran's service, and apply for survivor and dependent benefits.
- Records**: Apply for a printed Veteran ID card, get your VA benefit letters and medical records, and learn how to apply for a discharge upgrade.
- Service member benefits**: Find out what benefits you may be eligible for during service and which time-sensitive benefits to consider when separating or retiring.
- Family member benefits**: Learn about the benefits you may qualify for as a spouse, dependent, or survivor. And find out what you're eligible for as a family member caring for a Veteran with disabilities.
- VA department information**: Learn more about the VA departments that manage our benefit and health care programs.

# Intent to File (ITF)



3. Scroll down to the Get VA disability compensation (pay) section and select "File a claim online (VA Form 21-526EZ)".

a. On the next screen answer the questions:

i. Select “No” for Active Duty.

ii. Select “I’m filing a claim for a new condition or for a condition that has gotten worse”.

b. Select “File a disability claim online”.

The screenshot shows a web-based application interface for filing a disability claim. At the top, it says "Answer a few questions to get started." Below that, the first question is "Are you on active duty right now?" with two options: "Yes" (radio button) and "No" (radio button, selected). The next question is "Are you filing a new claim or are you disagreeing with a VA decision on an earlier claim?" with two options: "I'm filing a claim for a new condition or for a condition that's gotten worse." (radio button, selected) and "I'm disagreeing with a VA decision on my claim." (radio button). At the bottom, a summary statement reads "Based on your responses, you'll file for disability benefits using VA Form 21-526EZ." Below this, a green button with a white arrow icon and the text "File a disability claim online" is circled in red. Another link below it says "Learn about other ways you can file a disability claim".

# Intent to File (ITF)



4. On the next screen select “Start the Disability Compensation Application”.

## File for disability compensation with VA Form 21-526EZ

VA Form 21-526EZ (Application for Disability Compensation and Related Compensation Benefits).

**i** **Note:** Since you're signed in to your account, we can prefill part of your application based on your account details. You can also save your application in progress and come back later to finish filling it out.

 [Start the Disability Compensation Application](#)

By clicking the button to start the disability application, you'll declare your intent to file. This will reserve a potential effective date for when you could start getting benefits. You have 1 year from the day you submit your intent to file to complete your application.

# Intent to File (ITF)



5. If you see an application date please press “Continue your application” to get your Intent to File date. The application date is not the same as your Intent to File.

VA Form 21-526EZ (Application for Disability Compensation and Related Compensation Benefits).

**Your disability compensation application (21-526EZ) is in progress and was last saved on August 13, 2023, at 2:10 p.m. EDT**

You can continue filing now for disability compensation, or come back later to finish your application.

Your application will expire on October 26, 2024.

**Continue your application**

**Start a new application**

# Intent to File (ITF)



6. You will see the expiration date of the Intent to File(ITF). If you get an error saying they can't confirm your ITF, go back a page, refresh the page (this is important!), and click "Start the Disability Compensation Application" again. Your ITF date should then appear.

**i We can't confirm if we have an intent to file on record for you right now**

You can continue to file your claim or call us to confirm.

**What an intent to file means:**

An intent to file sets a potential start date (or effective date) for your benefits. You then have up to 1 year to complete and file your claim. And you may be able to get retroactive payments (payments for the time between when you submitted your intent to file and when we approved your claim).

**What you can do next:**

- You can continue and submit your claim online today—or when you're ready. If we don't have an intent to file on record for this claim that's within the past year, we'll use the date you submit your claim as a potential start date for your benefits.
- Or you can call us to confirm if you have an intent to file for this claim and what your next step should be. Call us at [800-827-1000](tel:800-827-1000) ([TTY: 711](#)). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

[Learn more about the intent to file process](#) (opens in a new tab)

# Intent to File (ITF)



7. Take a screenshot and upload it to the Intent to File Screenshot folder.

## File for disability compensation

**Your Intent to File request has been submitted**

Thank you for submitting your Intent to File request for disability compensation. Your Intent to File will expire on **Saturday September 7th, 2024 at 5:04 p.m. ET**.

**Please note:** We found a previous Intent to File request in our records that expired on **Monday April 12th, 2021 at 8:09 p.m. ET**. This ITF might have been from an application you started, but didn't finish before the ITF expired. Or, it could have been from a claim you already submitted.

[What is an Intent to File? ▾](#)

8. **STOP and close the website!!**

**Note:** If you are experiencing any difficulties following the steps online, you can contact the VA Customer Service number: **1-800-827-1000** to submit an ITF on your behalf.

# Download your Disabilities List



1. Sign in to [VA.gov](http://VA.gov). (see page 4)

Note: Alternatively, you can go directly to:

[www.va.gov/disability/view-disability-rating](http://www.va.gov/disability/view-disability-rating).

2. Scroll to the bottom of the page and select “Disability”.

A screenshot of the VA website's homepage under the heading "Explore VA benefits and health care". The "Disability" option is highlighted with a red oval. The other options shown are Health care, Education and training, Careers and employment, Pension, Housing assistance, Life insurance, Burials and memorials, Records, Service member benefits, Family member benefits, and VA department information.

3. This will open the VA disability compensation page.

4. Scroll down to the Manage your Veterans disability benefits section.

# Download your Disabilities List



5. Select “View your disability rating”.

★★★★★

## Manage your Veterans disability benefits

[Check your VA claim or appeal status >](#)  
Track the status of your disability claim or appeal.

[View your disability rating >](#)  
View your VA disability ratings and which of your ratings are service-connected.

[File for a VA disability increase >](#)  
If your service-connected disability has gotten worse, find out how to file a claim to increase your disability rating.

[Request a decision review or manage a legacy appeal >](#)  
If you disagree with a decision on your disability claim, you can request a decision review. You can also manage any review requests or appeals you already filed.

[Add or remove a dependent >](#)  
Find out how and when to add a dependent spouse, child, or parent to your VA disability benefits. Also learn how to remove a dependent from your benefits.

[Upload evidence to support your disability claim >](#)  
Send us evidence (like doctor's reports, medical test results, or service records) to help support your open disability claim.

# Download your Disabilities List



6. Select the “View your VA disability rating”button.

 **Disability benefits**

Get benefits + If you have one or more disability ratings, you can view your VA combined disability rating and your individual ratings online. We assign a disability rating based on the severity of your disability.

Manage benefits -

Check claim, decision review, or appeal status

**View your disability ratings**  [\*\*View your VA disability rating\*\*](#)

File for increased disability

Request a decision review

# Download your Disabilities List



7. Your combined rating and disability list will appear. Take a screenshot. (May be multiple pages)

## Your combined disability rating

### Your combined disability rating is 100%

This rating doesn't include any conditions from claims that we're still reviewing. You can check the status of your disability claims, decision reviews, or appeals online.

[Check the status of your claims, decision reviews, or appeals online](#)

## Your individual ratings

### Service-connected ratings

#### 10% rating for tinnitus

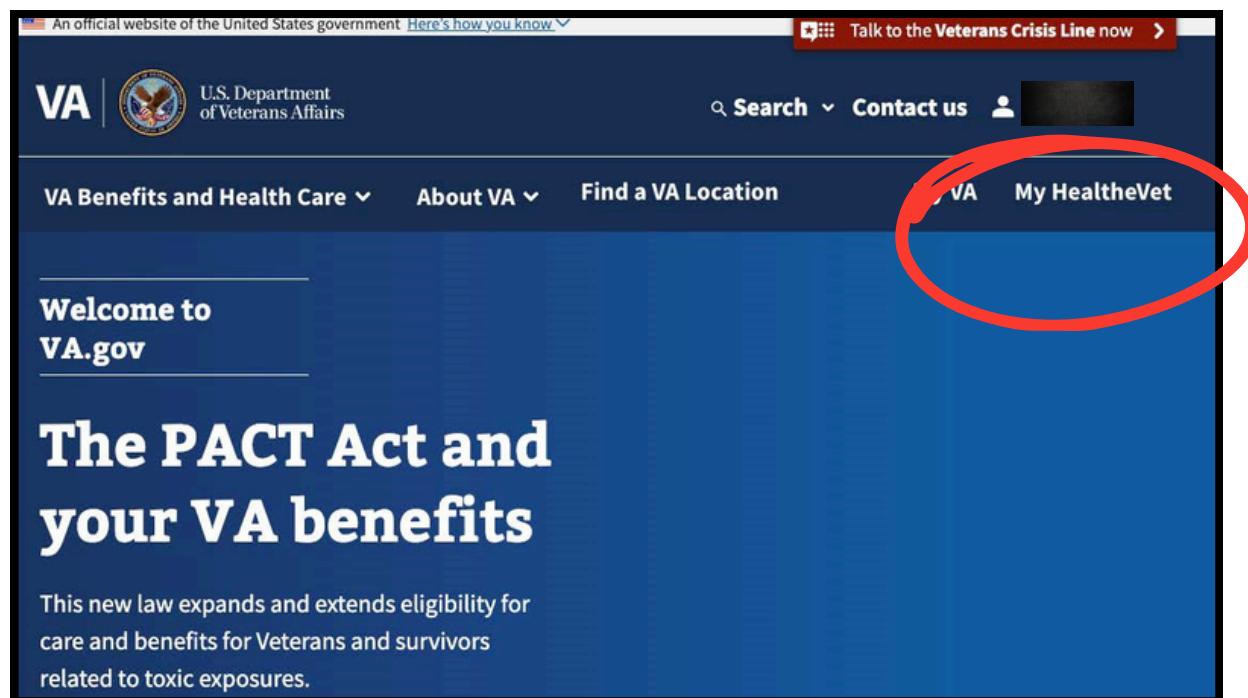
**Effective date:** November 11, 2019

8. Upload to the Disability Rating List folder.

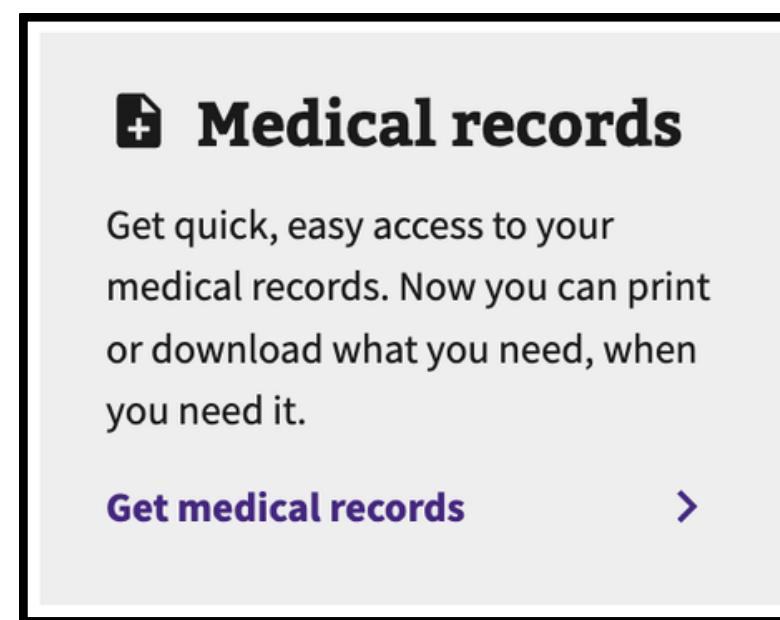
# Download your VA Blue Button Records



1. Sign in to [VA.gov](https://www.va.gov). (see page 4)
2. Once logged in, select “My HealtheVet” on the top right.



3. Choose "Get medical records" under Medical Records.



# Download your VA Blue Button Records



4. Choose “Go to download your medical records” under Download your medical reports.

## Download your medical records reports

Download full reports of your medical records or your self entered health information.

➤ [Go to download your medical records reports](#)

5. Choose “Select records and download” under Download your VA Blue Button report.

## Download your VA Blue Button report

First, select the types of records you want in your report. Then download.

➤ [Select records and download](#)

# Download your VA Blue Button Records



6. Choose “Any” for Date range.

1 of 3 **Select date range**

Date range

All time

[« Back](#) [Continue »](#)

7. For Start Date, select the date of retirement/separation or choose Jan. 1, 1950 since the goal is to capture all records.

8. Choose “Select All VA Records” checkbox for record type.

2 of 3 **Select types of records to include**

**Select types of records to include**

Date range: **Custom** (December 31st, 1949 to January 21st, 2025)

**Select all VA records**  
Includes all available VA records for the date range you selected.

# Download your VA Blue Button Records



9. Choose “PDF” for file type.

3 of 3 Select file type

## Select file type

You're downloading **280 total records**

If you use assistive technology, a text file may work better for you.

PDF  
 Text file

What to know before you download ▾

[« Back](#) [Download report](#)

10. Upload to the VA Medical Records folder.

# Download your VA Benefits Summary Letter



1. Sign in to [VA.gov](https://www.VA.gov). (see page 4)
2. Once logged in, scroll down and select “Disability”.

**Explore VA benefits and health care**

<b>Health care</b> Apply for VA health care, find out how to access services, and manage your health and benefits online.	<b>Disability</b> File a claim for disability compensation for conditions related to your military service, and manage your benefits over time.	<b>Education and training</b> Apply for and manage your GI Bill and other education benefits to help pay for college and training programs.
<b>Careers and employment</b> Apply for vocational rehabilitation services, get support for your Veteran-owned small business, and access other career resources.	<b>Pension</b> Apply for monthly payments for wartime Veterans and survivors with limited or no income who meet certain age and disability requirements.	<b>Housing assistance</b> Find out if you're eligible for a VA-backed home loan. If you have a service-connected disability, see if you qualify for a housing grant to help you live more independently.
<b>Life insurance</b> Explore VA life insurance options for Veterans, service members, and families. Manage your policy online, file claims for benefits, and access helpful resources.	<b>Burials and memorials</b> Get help planning a burial in a VA national cemetery, order a headstone or other memorial item to honor a Veteran's service, and apply for survivor and dependent benefits.	<b>Records</b> Apply for a printed Veteran ID card, get your VA benefit letters and medical records, and learn how to apply for a discharge upgrade.
<b>Service member benefits</b> Find out what benefits you may be eligible for during service and which time-sensitive benefits to consider when separating or retiring.	<b>Family member benefits</b> Learn about the benefits you may qualify for as a spouse, dependent, or survivor. And find out what you're eligible for as a family member caring for a Veteran with disabilities.	<b>VA department information</b> Learn more about the VA departments that manage our benefit and health care programs.

3. This will open the VA disability compensation page.
4. Scroll down to Manage your Veterans disability benefits and select “Download your VA benefit letters”.

# Download your VA Benefits Summary Letter



5. Select “Get your VA benefit letters”.

**Download VA benefit letters**

To receive some benefits, Veterans need a letter proving their status. Access and download your VA Benefit Summary Letter (sometimes called a VA award letter) and other benefit letters and documents online.

**Get your VA letters online**

[Get your VA benefit letters](#)

6. Verify the address and select “View Letters”.

**VA letters and documents**

To receive some benefits, Veterans need a letter proving their status. You can download some of these benefit letters and documents online.

---

**Step 1 of 2: Review your address**

Downloaded documents will list your address as:

**Mailing address** [Edit](#)

[REDACTED]

When you download a letter, it will show this address. If this address is incorrect you may want to update it, but your letter will still be valid even with the incorrect address.

**View Letters**

# Download your VA Benefits Summary Letter



7. Scroll down to “Benefit Summary and Service Verification Letter” in the letter options and select the “+”.
8. Make sure all the check boxes are marked.
9. Verify the information is correct and select “Download letter”.

**Military service information**

Our records show the 3 most recent service periods. There may be additional service periods not shown here.

Include military service information

Branch of service	Discharge type	Active duty start	Separation date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**VA benefit and disability information**

Please choose what information you want to include in your letter

Your current monthly award is \$ [REDACTED].  
The effective date of the last change to your current award was [REDACTED]

Your combined service-connected rating is [REDACTED] %.

You [REDACTED] considered to be totally and permanently disabled solely due to your service-connected disabilities.

You [REDACTED] one or more service-connected disabilities.

You're receiving special monthly payments due to your service-connected disabilities.

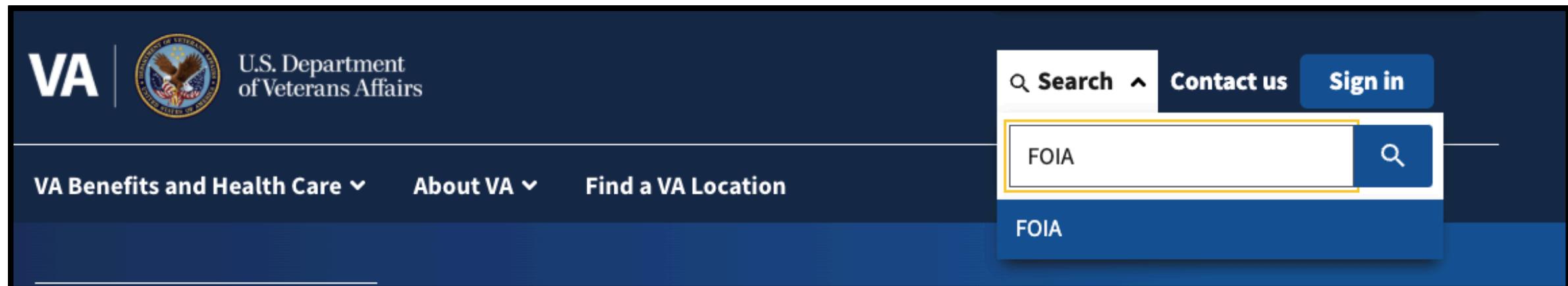
**Download letter**

10. Save a copy of the letter for proof of address, verification of disability percentage, and current VA disability compensation pay.
11. Upload to the Benefits Summary Letter folder.

# Request your VA Claims File (C-File)



1. Sign in to [VA.gov](https://www.VA.gov). (see page 4)
2. Type FOIA in the Search Bar



# Request your VA Claims File (C-File)



## 3. Select Freedom of Information (FOIA) as shown

### [Freedom of Information Act \(FOIA\) or Privacy Act \(PA\) Request \(VA Form 20-10206\)](#)

<https://www.va.gov/records/request-personal-records-form-20-10206/>

Use this form to request personal military, compensation, pension, or benefit records.

### Start your request

**Note:** You'll need to sign in with a verified **Login.gov** or **ID.me** account or a Premium **DS Logon** or **My HealtheVet** account. If you don't have any of those accounts, you can create a free **Login.gov** or **ID.me** account now.



You can save this request in progress, and come back later to finish filling it out.



[Start your request](#)

Respondent burden: **5 minutes**

OMB Control #: **2900-8777**

Expiration date: **08/31/2026**

[View Privacy Act Statement](#)

# Request your VA Claims File (C-File)



## 4. When asked, please select the records as shown

**Select at least one compensation, and pension, or other benefit record (\*Required)**

Depending on your selection, we may ask for more details on the upcoming pages.

Certificate of Release or Discharge from Active Duty (DD Form 214)

Claims File (C-file)

Claim exams (sometimes known as disability examinations or C&P exams)

Official military personnel file (OMPF)

Pension benefit documents

Service or military treatment

Other compensation and/or pension record

Education benefit

Fiduciary services

Financial records

Home loan benefit

Life insurance benefit

Vocational rehabilitation and employment

Other benefit records

# Request your Service Treatment Records (STRs)



1. Go here to [Download the SF-180](#).
2. Complete Section 1.
3. Complete Section 2 as shown below.

SECTION II -INFORMATION AND/OR DOCUMENTS REQUESTED	
<b>1. CHECK THE ITEM(S) YOU ARE REQUESTING:</b>	
<input checked="" type="checkbox"/>	<b>DD Form 214 or equivalent:</b> Year(s) in which form(s) issued to veteran (Date of Separation):  This form contains information used to verify military service. An UNDELETED DD Form 214 is ordinarily required to determine eligibility for benefits. If you request a DELETED copy, the following items will be blacked out: authority for separation, reason for separation, reenlistment eligibility code, separation (SPD/SPN) code, and, for separations after June 30, 1979, character of separation and dates of time lost. Please note - recent veterans may be able to request a DD Form 214 through milConnect by visiting: <a href="https://www.va.gov/records/get-military-service-records">https://www.va.gov/records/get-military-service-records</a> <i>An UNDELETED copy will be sent UNLESS YOU SPECIFY A DELETED COPY by checking this box:</i> <input type="checkbox"/> I want a DELETED copy.
<input type="checkbox"/>	<b>Official Military Personnel File (OMPF):</b> The OMPF may include duty stations and assignments, training and qualifications, awards and decorations received, disciplinary actions, administrative remarks, enlistment and/or discharge information (including DD Form 214, Report of Separation, or equivalent), and other personnel actions. Detailed information about the veteran's participation in battles and their military engagements is NOT contained in the record.
<input checked="" type="checkbox"/>	<b>Medical Records:</b> Includes health (outpatient), extended ambulatory, and dental records. If inpatient/hospitalization records are requested, please specify below. <input type="checkbox"/> I request inpatient/hospitalization records from _____ (facility), last treated in _____ (year). (NOTE: Fields are required) If available, you may receive copies of inpatient narrative summaries, operative reports, discharge summaries, etc. contained in the record.
<input type="checkbox"/>	<b>Dental Records:</b> Please check this box if ONLY dental records are needed from the medical record.
<input type="checkbox"/>	<b>Other (Please Specify):</b> _____
<b>2. PURPOSE:</b> (Required unless the request is from the veteran, government agencies under routine use, or for information releasable under FOIA. In all cases, it may help to provide the best possible response and ensure a faster reply.)	
<input checked="" type="checkbox"/> Benefits (explain) <input type="checkbox"/> Employment <input type="checkbox"/> VA Loan Programs <input type="checkbox"/> Medical <input type="checkbox"/> Genealogy <input type="checkbox"/> Correction <input type="checkbox"/> Personal <input type="checkbox"/> Other (explain)	
Explain here: <b>Disability Compensation</b>	

4. Complete Section 3.

# Request your Service Treatment Records (STRs)



5. Send form to the correct agency using the Matrix on page 3.

BRANCH	CURRENT STATUS OF SERVICE MEMBER	Personnel Record	Medical or Service Treatment Record
AIR FORCE	Discharged, deceased, or retired before 5/1/1994	14	14
	Discharged, deceased, or retired 5/1/1994 – 9/30/2004	14	11
	Discharged, deceased, or retired 10/1/2004 – 12/31/2013	1	11
	Discharged, deceased, or retired on or after 1/1/2014	1	13
	Active (including National Guard on active duty in the Air Force), TDRL, or general officers retired with pay	1	
	Reserve, IRR, Retired Reserve in non-pay status, current National Guard officers not on active duty in the Air Force, or National Guard released from active duty in the Air Force	2	
	Current National Guard enlisted not on active duty in the Air Force	2	13
COAST GUARD	Discharged, deceased, or retired before 1/1/1898	6	
	Discharged, deceased, or retired 1/1/1898 – 3/31/1998	14	14
	Discharged, deceased, or retired 4/1/1998 – 9/30/2006	14	11
	Discharged, deceased, or retired 10/1/2006 – 9/30/2013	3	11
	Discharged, deceased, or retired on or after 10/1/2013	3	14
	Active, Reserve, Individual Ready Reserve or TDRL	3	
MARINE CORPS	Discharged, deceased, or retired before 1/1/1895	6	
	Discharged, deceased, or retired 1/1/1895 – 12/31/1904	15	14
	Discharged, deceased, or retired 1/1/1905 – 4/30/1994	14	14
	Discharged, deceased, or retired 5/1/1994 – 12/31/1998	14	11
	Discharged, deceased, or retired 1/1/1999 – 12/31/2013	4	11
	Discharged, deceased, or retired on or after 1/1/2014	4	8
	Individual Ready Reserve	5	
	Active, Selected Marine Corps Reserve, TDRL	4	
ARMY	Discharged, deceased, or retired before 11/1/1912 (enlisted) or before 7/1/1917 (officer)	6	
	Discharged, deceased, or retired 11/1/1912 – 10/15/1992 (enlisted) or 7/1/1917 – 10/15/1992 (officer)	14	
	Discharged, deceased, or retired 10/16/1992 – 9/30/2002	14	11
	Discharged, deceased, or retired (including TDRL) 10/1/2002 – 12/31/2013	7	11
	Discharged, deceased, or retired (including TDRL) on or after 1/1/2014	7	9
	Current Soldier (Active, Reserve (including Individual Ready Reserve) or National Guard)	7	
NAVY	Discharged, deceased, or retired before 1/1/1886 (enlisted) or before 1/1/1903 (officer)	6	
	Discharged, deceased, or retired 1/1/1886 – 1/30/1994 (enlisted) or 1/1/1903 – 1/30/1994 (officer)	14	14
	Discharged, deceased, or retired 1/31/1994 – 12/31/1994	14	11
	Discharged, deceased, or retired 1/1/1995 – 12/31/2013	10	11
	Discharged, deceased, or retired on or after 1/1/2014	10	8
	Active, Reserve, or TDRL	10	
PHS	Public Health Service - Commissioned Corps officers only	12	

# Request your Service Treatment Records (STRs)



## ADDRESS LIST OF CUSTODIANS and SELF-SERVICE WEBSITES (BY CODE NUMBERS SHOWN ABOVE) – Where to write/send this form

1	HQ AF Personnel Center HQ AFPC/DPSOR ATTN: Military Personnel Records Custodian 550 C Street West JBSA-Randolph, TX 78150-4721 <a href="https://milconnect.dmdc.osd.mil/milconnect">https://milconnect.dmdc.osd.mil/milconnect</a>	6	National Archives & Records Administration Research Services (RDT1R) 700 Pennsylvania Avenue NW Washington, DC 20408-0001	11	Department of Veterans Affairs ATTN: Release of Information Claims Intake Center P.O. Box 4444 Janesville, WI 53547-4444 Fax: 844-531-7818 <a href="https://www.va.gov">https://www.va.gov</a>
2	HQ ARPC/DPTSC 18420 E Silver Creek Ave, MS 68 Buckley SFB, CO 80011 <a href="mailto:arpc.milrecs.3rdparty@us.af.mil">arpc.milrecs.3rdparty@us.af.mil</a> <a href="https://milconnect.dmdc.osd.mil/milconnect">https://milconnect.dmdc.osd.mil/milconnect</a>	7	US Army Human Resources Command's web page: <a href="https://www.hrc.army.mil/content/1113">https://www.hrc.army.mil/content/1113</a> 1-888-ARMYHRC (1-888-276-9472)  <a href="https://milconnect.dmdc.osd.mil/milconnect">https://milconnect.dmdc.osd.mil/milconnect</a>	12	Commissioned Corps Headquarters Division of Business Operations and Management Administrative Services Branch ATTN: PHS CCHQ Records Management Team 1101 Wootton Parkway, Suite 300 Rockville, MD 20852 <a href="mailto:PHSCCCHQRecordsManagementRequest@hhs.gov">PHSCCCHQRecordsManagementRequest@hhs.gov</a>
3	USCG Personnel Service Center Coast Guard Military Human Resource Record (CGMHRR) Section <a href="https://iperms.mymilrecord.uscg.mil">https://iperms.mymilrecord.uscg.mil</a>  Send questions to: <a href="mailto:HQS-SMB-CGPSC-MR-CustomerService@uscg.mil">HQS-SMB-CGPSC-MR-CustomerService@uscg.mil</a>	8	Navy Medicine Records Activity (NMRA) BUMED Detachment - St. Louis Robert A. Young Federal Building 1222 Spruce St., Room 9.308 St. Louis, MO 63103  <a href="https://www.med.navy.mil/Navy-Medicine-Records-Activity">https://www.med.navy.mil/Navy-Medicine-Records-Activity</a>	13	AF STR Processing Center ATTN: Release of Information 3370 Nacogdoches Road, Suite 116 San Antonio, TX 78217
4	Headquarters, U.S. Marine Corps Manpower Management Performance Branch (MMPB-21) 2008 Elliot Road Quantico, VA 22134-5030 <a href="mailto:SMB.MANPOWER.MMRP-10@usmc.mil">SMB.MANPOWER.MMRP-10@usmc.mil</a> <a href="https://milconnect.dmdc.osd.mil/milconnect">https://milconnect.dmdc.osd.mil/milconnect</a>	9	AMEDD Army Record Processing Center 3370 Nacogdoches Road, Suite 116 San Antonio, TX 78217  Fax Number: 210-201-8310	14	National Personnel Records Center (Military Personnel Records) 1 Archives Drive St. Louis, MO 63138-1002 <a href="https://www.archives.gov/veterans/military-service-records">https://www.archives.gov/veterans/military-service-records</a>
5	Marine Corps Forces Reserve 2000 Opelousas Avenue New Orleans, LA 70114 <a href="https://milconnect.dmdc.osd.mil/milconnect">https://milconnect.dmdc.osd.mil/milconnect</a>	10	Navy Personnel Command Records Management Policy Branch (PERS-313) 5720 Integrity Drive Millington, TN 38055-3130  <a href="https://milconnect.dmdc.osd.mil/milconnect">https://milconnect.dmdc.osd.mil/milconnect</a>	15	National Archives & Records Administration National Archives - St. Louis ATTN: RRPOR P.O. Box 38757 St. Louis, MO 63138-0757 <a href="mailto:stl.archives@nara.gov">stl.archives@nara.gov</a>

# Downloading Rating Decision Letters



1. Go to the following website: [www.va.gov/track-claims/your-claim-letters](http://www.va.gov/track-claims/your-claim-letters)
2. Select the “Download letter (PDF)” link.
  - Note: You may need to download multiple letters for multiple claims as in the example below.

## Your VA claim letters

You can download your claim letters. We also mail you these letters.

**July 1, 2021 letter**  
Notification letter  
 [Download July 1, 2021 letter \(PDF\)](#)

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**July 1, 2021 letter**  
Notification letter  
 [Download July 1, 2021 letter \(PDF\)](#)

3. Upload to the Rating Decision Letters folder.

# Screenshots for Windows and Mac



## 1. Windows / PC Tutorial (see link)

- a. Use “Ctrl + Shift + S”
- b. Select “Save full page”
- c. Select “Download”
- d. Go to the downloads folder and change the name of the screenshot.
- e. Alternate option: [Microsoft Snipping Tool Tutorial](#)

## 2. Mac Tutorial ([see link](#))

- a. Use “Cmd + Shift + 4”

## 3. Creating a “.zip” file

- a. Locate the file or folder that you want to zip.
- b. Press and hold (or right-click) the file or folder, select (or point to) “Send to”, and then select “Compressed (zipped) folder”.
- c. A new zipped folder with the same name is created in the same location. To rename it, press and hold (or right-click) the folder, select “Rename”, and then type the new name.

The End