

Veteran Health Identification Card (VHIC 4.7)

User Guide



Volume 3 - Card Deactivations and Administrator Only Tasks

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NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

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Instructions for Table Of Contents, Figures, and Tables:

List of Figures and List of Tables

In documents with five or more figures and/or tables, provide a separate list of figures and a separate list of tables.

NOTE: Table of Contents, List of Figures, and List of Tables should be generated using MS-Word commands, not manually created, so that page numbers can be updated programmatically.

1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating Veteran Health Identity Card requests using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into eight sections, allowing the user to quickly obtain the information needed.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA



NOTE: *The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).*

The second and third sections will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The fourth section will give the user an overview of what they need to do before starting a card request for a Veteran. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The fifth section will provide information for the VHIC Administrator on how to continue with the card request process when the Veteran already has a VHIC requested that falls within the ten (10) day window set aside for mailing.

The sixth section will provide information for the VHIC Administrator on how to deactivate the VHICs for a specific Veteran. A step-by-step process will navigate the VHIC Administrator through the card deactivation screens in the VHIC application. Once all of the required information has been provided, the final step in the card deactivation process will confirm that the deactivation of all VHICs associated with a Veteran have been deactivated.

The seventh section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles required for the VHIC application.
- User is using Internet Explorer to do their job of either creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Table 1: Documentation Symbols and Descriptions

<i>Symbol</i>	<i>Description</i>
	<i>NOTE:</i> Used to inform the reader of general information including references to additional reading material

- Descriptive text is presented in a proportional font (*as represented by this font*).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. National Service Desk and Organizational Contacts

The support contact information documented herein are intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation, and contact information (phone number and options to select).

Table 2: National Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	National Service Desk at 855-673-4357 and then select option #3 (Veteran Benefits Administration Support), then select option #4. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	National Service Desk at 855-673-4357 and then select option #3 (Veteran Benefits Administration Support), then select option #4. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	National Service Desk at 855-673-4357 and then select option #5 (Austin), then select option #3. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC associates use to issue VHICs to enrolled Veterans.



Figure 2-1: Example of what the VHIC looks like

2.1. Accessing the VHIC Application

VHIC is a web based application which users will access via a web browser. The recommended browser is Internet Explorer (currently version 11). The VHIC URL is <https://vic.iam.va.gov/VIC/faces/index.jsf> and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: <http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-11-win-7>.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

2.2. Browser

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session. Please do **NOT** use the *Refresh* button at the top of your browser window if you mistype the VHIC URL. The *Refresh* button will redirect you to the VA website. Please re-enter the VHIC URL and try again.

2.2.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View.

Examples of Image Misplacement and Other Misalignments:

Figure 2-2: Over-sized icon buttons on the Home Screen

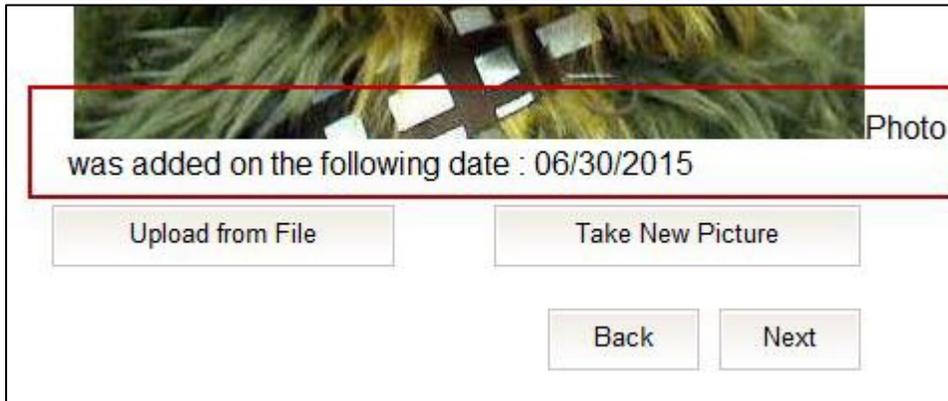
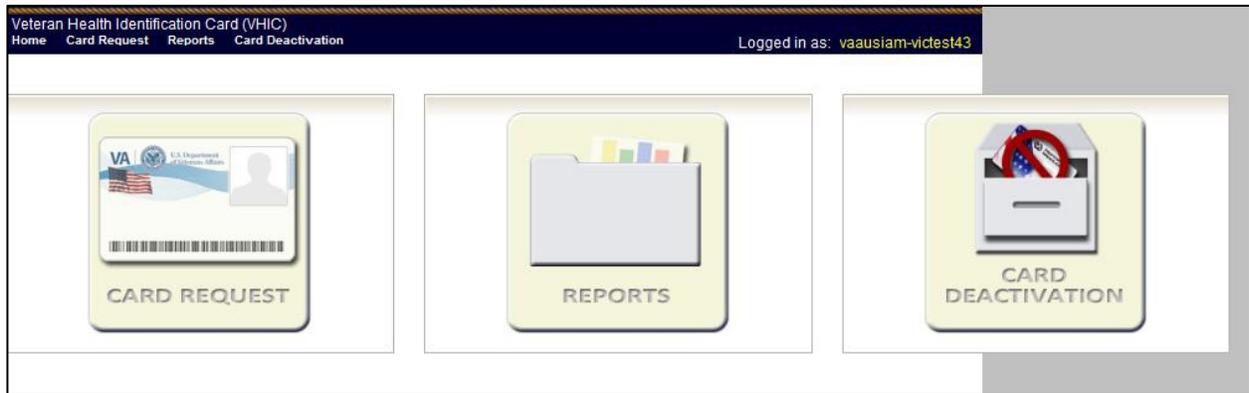


Figure 2-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details



Name as it will appear on card:
ASHLEY WECK

Address card will be mailed to:
ASHLEY WECK
23551 AVENIDA LA CAZA UNIT 132
COTO DE CAZA, CA 92679-3955 USA



Replacement Reason:
Lost

Content on the right is shifted down



Service Connected	Y	Card Number	
Medal of Honor	Y	Member ID	2013070902
Purple Heart	Y	ICN	1008532456V343881
Prisoner of War	Y	Plan ID	7346-243-588

Figure 2-4: Content on the right of the Step 5 screen is shifted down

Card Request Totals Report

Site Selection

National

VISN

Facility

VISN

- 1 - VA New England Health Care System
- 10 - VA Healthcare System of Ohio
- 11 - Veterans in Partnership
- 12 - VA Great Lakes Healthcare
- 15 - VA Heartland Network
- 16 - South Central VA Health
- 17 - VA Heart of Texas Health
- 18 - VA Southwest Healthcare

Facilities

- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 112 - OFFICE OF ENTERPRISE DEVLPMNT
- 116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

End Date

Figure 2-5: Both the VISN and Facility selection lists are displayed and shifted to the right

If you are experiencing misalignment issues, follow these steps to verify/update your browser compatibility settings:

1. With Internet Explorer open, right click in the blue area at the top of the browser window.
2. Click on Command Bar to display the Command Tool Bar.

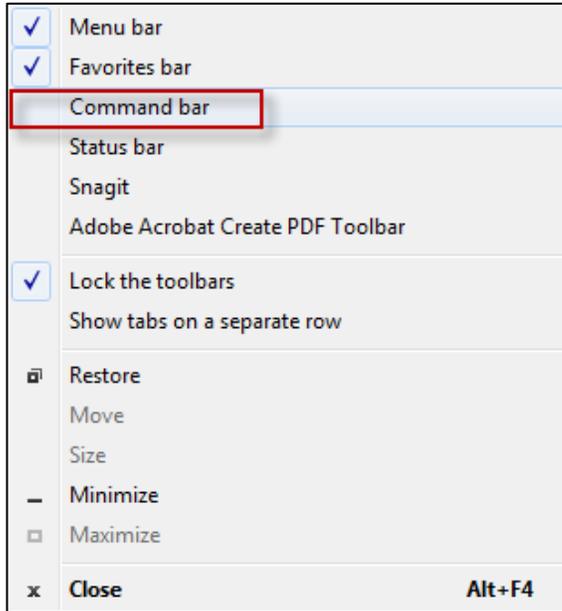


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

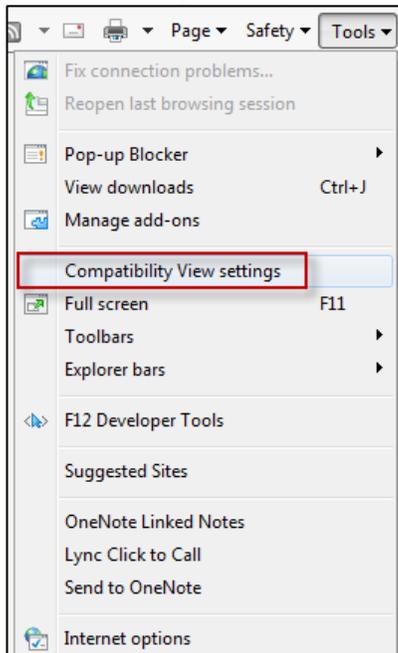


Figure 2-8: Tools drop-down menu

5. Uncheck the box next to Display intranet sites in Compatibility View.

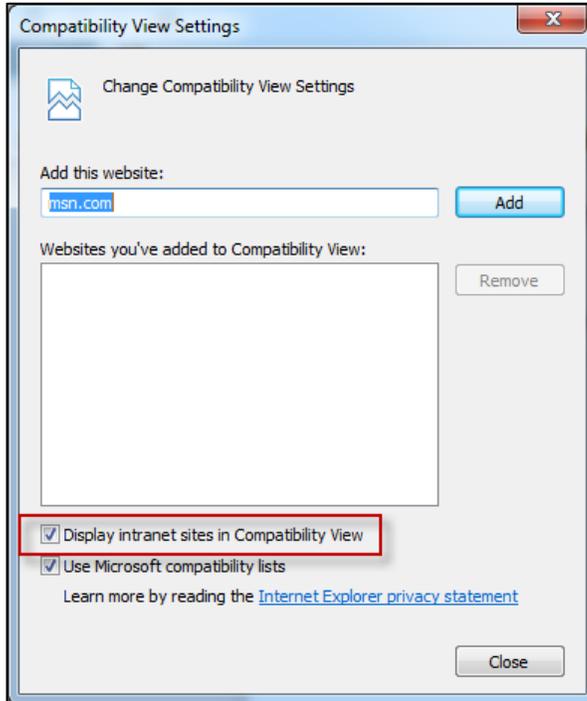


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

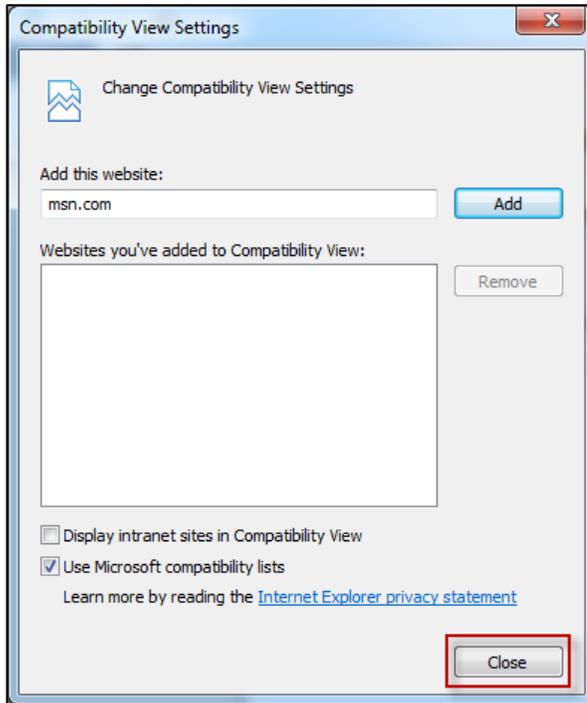


Figure 2-10: Compatibility View Settings Screen - Close



NOTE: Compatibility mode does need to be turned on in order to access other applications such as Notes in NUMI's CERMe and the Beneficiary Travel Dashboard. You can turn compatibility mode back on by following the above directions and checking the Display intranet sites in

Compatibility View checkbox.

2.3. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the *Back* and *Next* buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the *Back* button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.



Figure 2-11: VHIC Navigation Buttons

The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to the [3.2 System Menu section](#).



Figure 2-12: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu

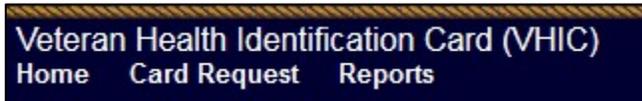


Figure 2-13: VHIC Associate and VHIC Supervisor menu

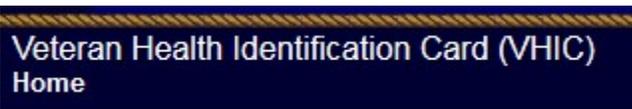


Figure 2-14: VHIC Auditor and VHIC Read-Only User menu

2.4. Roles within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

2.4.1. VHIC Associate

The VHIC Associate role shall be assigned to individuals responsible for processing card requests and resolving card request issues. Associates have the ability to create card requests and have access to a limited number of reports.

2.4.2. VHIC Supervisor

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. VHIC Supervisors have the ability to create card requests and have access to most available reports (excluding national versions).

2.4.3. VHIC Administrator

The VHIC Administrator role is reserved for the VHIC Business (HEC) team members responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC Administrator shall automatically inherit privileges given to the VHIC Supervisor. Administrators have the ability to create card requests, deactivate cards, and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

The VHIC Technical Administrator (Tier 3) automatically inherits all access and privileges given to the VHIC Administrator. Technical Administrators (Tier 3) have the ability to create card requests and have access to all available reports as well as access to the Administration page.

2.4.5. VHIC Auditor

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create card requests, but does have access to all available reports.

2.4.6. VHIC Read-Only User

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System. The VHIC Read-Only user does not have the ability to create card requests, but does have access to a limited number of reports.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the [URL](#) listed above or via the bookmark saved during an earlier session. Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

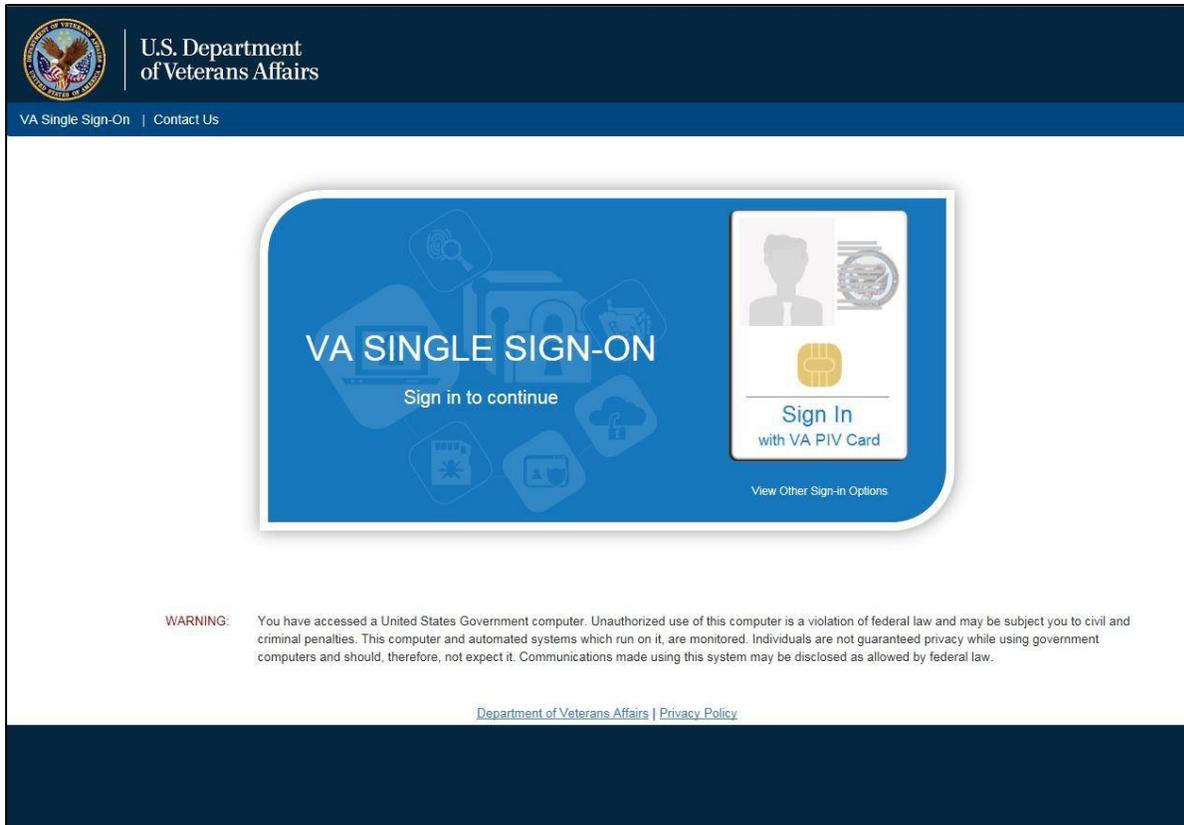


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below.

For more information on the areas of access that accompanies each role, please refer to [section 2.4](#).

- VHIC Associate
- VHIC Supervisor
- VHIC Administrator
- VHIC Technical Administrator (Tier 3)
- VHIC Auditor
- VHIC Read-Only User

3.3. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging to the VHIC application.

3.3.1. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: Card Requests, Reports and Card Deactivation. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3.2. VHIC Associate and Supervisor

The VHIC Associate and VHIC Supervisor users will be presented with two menu options: Card Requests and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3-3: VHIC Associate and VHIC Supervisor Home screen

3.3.3. VHIC Auditor and Read-Only User

The VHIC Auditor and VHIC Read-Only users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen.



Figure 3-4: VHIC Auditor and VHIC Read-Only User Home screen

3.4. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; call the National Service Desk at 855-673-4357 and then select option #6, option #1.

4. Before Requesting a VHIC Card

For detailed step-by-step process of how to access and complete the Identity Proofing Verification task in the Identity Management Toolkit application, please refer to section 4 in the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 1 - Card Requests – All Users** document.

5. Creating a VHIC Card – The Card Request Process

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 5 in the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 1 - Card Requests – All Users** document.

5.1. Requesting a VHIC for a Veteran within ten (10) days of a previous VHIC request

VHIC Supervisors and VHIC Associates will not be able to request a new VHIC for a Veteran if there has been a previous request made within the past ten (10) days. They will be shown a message on Step 2 of the VHIC card request process stating:

“This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received with 10 days after the request was submitted.”

The screenshot shows the 'Veteran Health Identification Card (VHIC)' application interface. At the top, there is a navigation bar with 'Home', 'Card Request', and 'Reports' links, and a user login status 'Logged in as: vaausiam-victest35'. Below the navigation bar is a progress indicator with five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 2 is highlighted in yellow, indicating the current step. Below the progress indicator is a red-bordered message box containing the text: 'This Veteran has a recent VHIC request in process. Please remind the Veteran the VHIC should be received within 10 days after the request was submitted.' Below the message box is a table displaying the veteran's information:

Picture	Full Name	SSN	DOB	Gender
	CARMEN D RIVERA	XXX-XX-1236	3/1/1932	FEMALE

At the bottom right of the table, there is a question mark icon and a 'Back' button.

Figure 5-1: Replacement Card has been requested within the past 10 days

If for some reason a new VHIC request must be made to include any changes, **ONLY** the **VHIC Administrator** will be able to submit a new card request within 10 days of the previous card request.

In this instance, the VHIC user will need to submit a request to the **VHA HEC VHIC Program Team** mail group via an encrypted message.

Information to include in the request is listed below:

- Veteran’s First and Last Name
- Date of Birth
- SSN
- Site Point of Contact
- Reason for needing a new card requested within 10 days of the previous request.

Using the information provided in the request sent to the **VHA HEC VHIC Program Team**, The **VHIC Administrator** would be able to submit a new card request for the Veteran indicated. The card request will follow the same guidelines and steps as creating a Replacement Card Request that is covered in section 4.4 *Replacement VHIC: Veteran Level 2 Proofed through Identity Management Toolkit* of the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 1 - Card Requests – All Users** document.

6. Deactivating Cards - The Card Deactivation Process

Table 3: Who can deactivate a card?

At a Glance...	
Who can deactivate a card?	<i>Administrator, Tech Admin (Tier 3)</i>

This section will walk the VHIC Administrator through the process of deactivating all cards for a Veteran.

The card deactivation process follows numbered steps shown next.

1. Enter Search Terms
2. Select Veteran
3. Select Deactivation Reason
4. Confirm Deactivation Request
5. Request a Replacement Card (when applicable)
6. Verifying Card Deactivation

These steps are fully explained below. We will now walk through the steps required to complete a VHIC card deactivation request for each of the available deactivation reasons.

The following is a list of reasons that are available to the VHIC Administrator for deactivating cards.

- Cancelled/Declined
- Damaged
- Deceased
- Identity Theft
- Lost
- Other

- Stolen

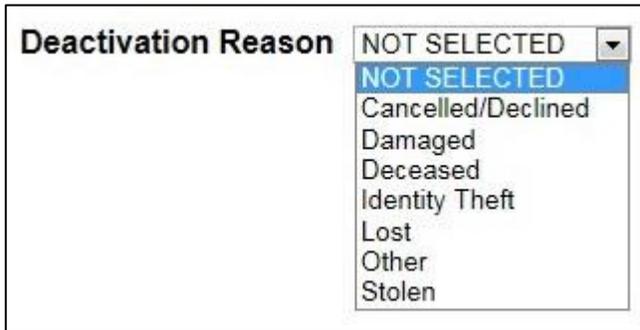


Figure 6-1: Card Deactivation Reasons drop-down menu

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances.

The deactivation reasons that will allow the Administrator to request a new card are:

- Damaged
- Lost
- Stolen

6.1. Cancelled/Declined

6.1.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-2: VHIC Administrator Home screen; click Card Deactivation

6.1.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran’s ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran’s VHIC
- Last Name, First Name, DOB and SSN



NOTE: *If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-3: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation Logged in as: vaausiam-vicest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name		Person	
Last Name	<input type="text" value="CHOCHREK"/>	Date of Birth	<input type="text" value="19480325"/> (DOB format: YYYYMMDD)
First Name	<input type="text" value="HARRISON"/>	Gender	<input type="text" value="Male"/> ▼
Middle Name	<input type="text"/>	Home Phone	<input type="text"/>
Address		Identification	
Street Address	<input type="text"/>	SSN	<input type="text" value="037199507"/> (format: #####)
City	<input type="text"/>	EDIPI / Member ID	<input type="text"/>
State	<input type="text"/>	ICN	<input type="text"/>
Zip Code	<input type="text"/>		

ⓘ Clear **Search**

Figure 6-4: Card Deactivation Enter Search Terms screen

Various error messages can be received throughout the Card Deactivation process. If the search yields no results, a message will be displayed above the search fields.

Card Deactivation

There are no matches for the criteria specified.

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name		Person	
Last Name	<input type="text" value="CHOCHREK"/>	Date of Birth	<input type="text" value="19480325"/> (DOB format: YYYYMMDD)
First Name	<input type="text" value="HARRISON"/>	Gender	<input type="text" value="Female"/>
Middle Name	<input type="text"/>	Home Phone	<input type="text"/>
Address		Identification	
Street Address	<input type="text"/>	SSN	<input type="text" value="037199507"/> (format: #####)
City	<input type="text"/>	EDIPI / Member ID	<input type="text"/>
State	<input type="text"/>	ICN	<input type="text"/>
Zip Code	<input type="text"/>		
<input type="button" value="Clear"/> <input type="button" value="Search"/>			

Figure 6-5: Enter Search Terms screen - No Match Found error

The user can then verify that the information entered is correct or make corrections as needed as well as add more information to increase the likelihood of finding a match.

6.1.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.

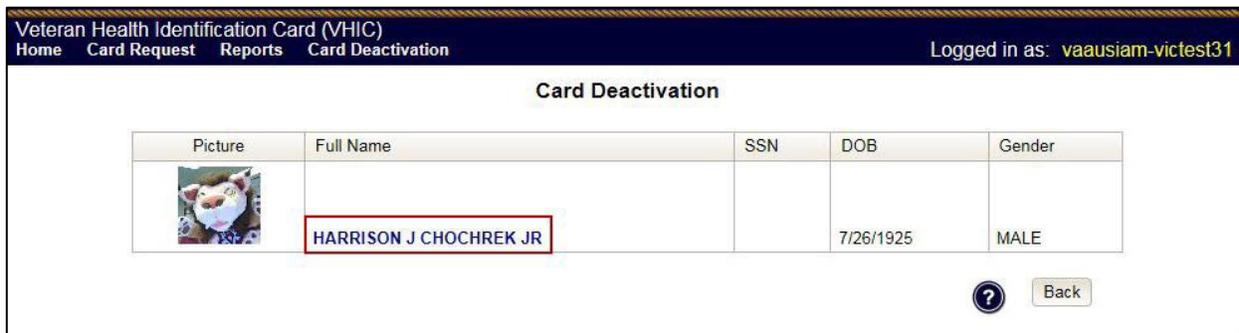


Figure 6-6: Card Deactivation Select Veteran screen

6.1.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Cancelled/Declined* reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [**Deactivate**] button to continue to the next step.

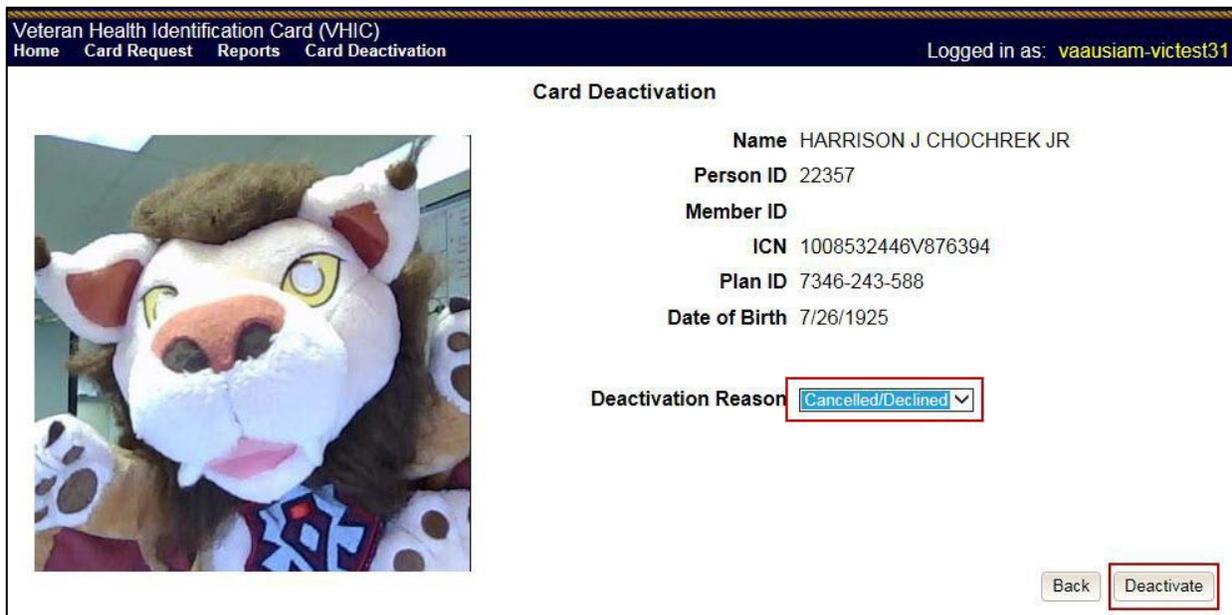


Figure 6-7: Select Deactivation Reason screen

6.1.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [**OK**] button on the pop up window to continue.



Figure 6-8: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Cancelled/Declined* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

Veteran Health Identification Card (VHIC) Home Card Request Reports Card Deactivation Logged in as: vaausiam-victest31

Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason Cancelled/Declined

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

IMPORTANT! VHIC is required to maintain access to Veteran images associated with Cancelled/Declined cards. The following steps **MUST** be performed to retain access to the Veteran's picture:

1. Create a new card request for the newly Cancelled/Declined Veteran.
2. On Step 3 select the existing picture of the Veteran.
3. On Step 6 check "Bad Data", enter the reason "Retain Picture", and place the card on-hold.

NOTE: If the veteran's status has already been updated in Enrollment, then you will not be able to get past Step 2. In which case, it will not be possible to retain the veteran's image.

Figure 6-9: All Cards Deactivated - Cancelled/Declined

6.1.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

Veteran Health Identification Card (VHIC) Home Card Request Reports Card Deactivation Logged in as: vaausiam-victest31

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration Request Progress Swipe/Scan

Card History Report

Search Criteria

Card ID

Person ID

Clear Report Create PDF

Figure 6-10: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK		Person ID: 22357	
Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	53
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 6119

	Card Issuer	Last Changed Date	Last Changed By	Card Type
	vausiam-vicest31	06/18/2015	vausiam-vicest31	VHIC
	Date Card Requested	Date of Mailing	Expiration Date	
	06/18/2015		06/02/2025	
Picture Comment	Current Card Status	Current MVI Status	Current Print Status	
	Deactivated	Unlinked	Cancelled	
Picture Effective Date	Branch of Service	VISN	Facility	
06/04/2015	ARMY	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran		
		1003 GOTHAM DRIVE SAINT JAMES NY, 11780		

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED	06/18/2015 13:54:23	vausiam-vicest31
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason
Poor Quality					Cancelled/Declined
Other					
Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED	06/18/2015 13:54:27	vausiam-vicest31
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason
Poor Quality					Cancelled/Declined
Other					

Figure 6-11: Card History Report - Cancelled/Declined

6.1.7. Saving a Card Request On-Hold to Retain Picture (For Cancelled/Declined enrollment only)

The next step in this process is to create a card request and manually save it On-Hold in order to be able to retain the Veteran's picture in MVI.

On Step 1 of the Card request process, Enter the *Veteran's ICN* that was copied from the Card Deactivation Confirmation screen and click the **[Search]** button.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation Logged in as: vaausiam-victes31

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to open Identity Management ToolKit in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name
Last Name
First Name
Middle Name

Person
Date of Birth (DOB format: YYYYMMDD)
Gender
Home Phone

Address
Street Address
City
State
Zip Code

Identification
SSN (format: #####)
EDIPI / Member ID
ICN

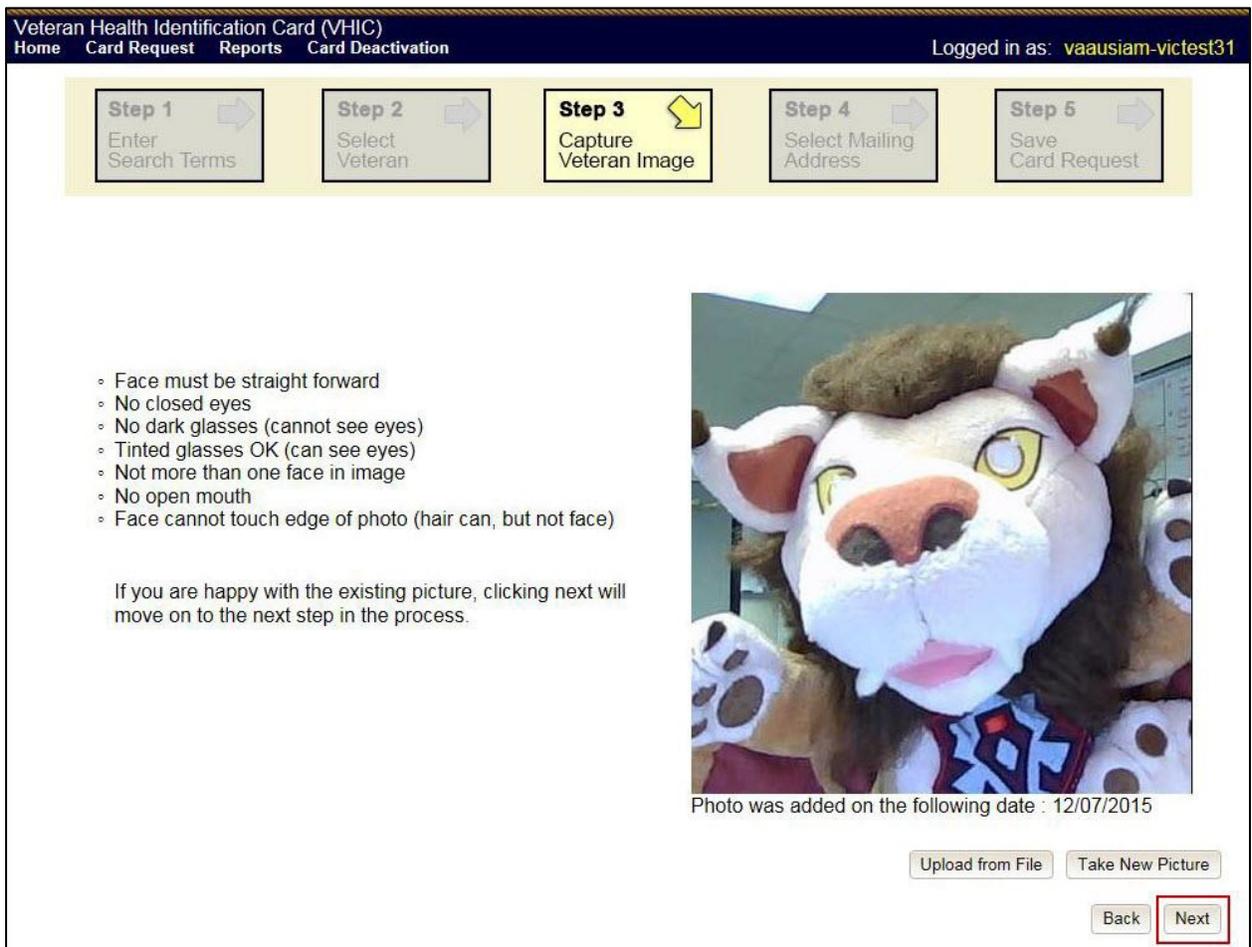
Figure 6-12: Step 1: Enter Search Terms

Select the Veteran you wish to create the card request for by clicking on the **Veteran's Name**.



Figure 6-13: Step 2: Select Veteran

Click the [Next] button to reuse the existing photo.



0

Figure 6-14: Step 3: Capture Veteran Image - Reuse Photo, Click Next button

Confirm that you want to use the existing photo by clicking on the [OK] button.

Veteran Health Identification Card (VHIC) Home Card Request Reports Card Deactivation Logged in as: vaausiam-victes131

Step 1 Enter Search Terms Step 2 Select Veteran Step 3 Capture Veteran Image Step 4 Select Mailing Address Step 5 Save Card Request

- Face must be straight forward
- No closed eyes
- No dark glasses (cannot see eyes)
- Tinted glasses OK (can see eyes)
- Not more than one face in image
- No open mouth
- Face cannot touch edge of photo (h

If you are happy with the existing picture, clicking next will move on to the next step in the process.

Message from webpage
Are you sure you want to reuse the photo?
OK Cancel

Photo was added on the following date : 12/07/2015

Upload from File Take New Picture

Back Next

Figure 6-15: Step 3: Confirm Reuse of Photo by clicking the OK button

On the Step 4: Select Mailing Address screen, select “*Incorrect Information*” from the drop down menu for *Replacement Reason*, and “*Other*” from the drop down menu that appears for *Incorrect Information*. Click the [Next] button to continue.

Veteran Identity Confirmation

Status

Card Request Status	Replacement
Replacement Reason	Incorrect Information ▼
Incorrect Information	Other ▼

Veteran Identity Attributes

First Name	HARRISON
Last Name	CHOCHREK
Date of Birth	7/26/1925

Address

Mail card to:

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility (632 - NORTHPORT VAMC)

Recipient EASTERN COLORADO HEALTH CARE SYSTEM - DENVER DIVSN

Street 1 1055 CLERMONT STREET

Street 2

Street 3

City DENVER

State CO

Zip Code 80220

Province

Postal Code

Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

Figure 6-16: Step 4: Select Mailing Address - Replacement Reason: Incorrect Information - Other

On the Step 5: Save Card Request screen, click on the checkbox next to *Bad Data* and enter “Retain Picture” in the *Details* text box. Click on the **[Hold]** button to save the card request.

Veteran Health Identification Card (VHIC)
 Home Card Request Reports Card Deactivation Logged in as: vaausiam-victest31

Step 1 Enter Search Terms
Step 2 Select Veteran
Step 3 Capture Veteran Image
Step 4 Select Mailing Address
Step 5 Save Card Request

Veteran Card Details



Name as it will appear on card:
HARRISON J CHOCHREK JR

Address card will be mailed to:
EASTERN COLORADO HEALTH CARE SYSTEM - DENVER DIVSN
1055 CLERMONT STREET
DENVER, CO 80220 USA

Replacement Reason:
Incorrect Information
Other

Service Connected	Y	Card Number	
Medal of Honor	N	Member ID	
Purple Heart	N	ICN	1008532446V876394
Prisoner of War	N	Plan ID	7346-243-588
		VISN	19
		Facility	554
		Date of Birth	7/26/1925

Card Status Pending
Card Request Date

Branch Of Service

Army
 Veteran Declines Branch of Service Logo

Reason for Hold:

Bad data

Details:

Figure 6-17: Step 5: Save Card Request - Select Bad Data - Details: Retain Picture

Confirm that the card request has been saved on hold by noting the color bar has gone from yellow to orange, and that the **Reason for Hold** is displayed as “*Bad Data: Retain Picture.*”

Veteran Health Identification Card (VHIC)
 Home Card Request Reports Card Deactivation Logged in as: vaausiam-victest31

Step 1
Enter Search Terms
Step 2
Select Veteran
Step 3
Capture Veteran Image
Step 4
Select Mailing Address
Step 5
Save Card Request

Veteran Card Details

 <p>Name as it will appear on card: HARRISON J CHOCHREK JR</p> <p>Address card will be mailed to: EASTERN COLORADO HEALTH CARE SYSTEM - DENVER DIVSN 1055 CLERMONT STREET DENVER, CO 80220 USA</p> <p>Replacement Reason: Incorrect Information Other</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Service Connected</td><td>Y</td><td>Card Number</td><td>7062</td></tr> <tr><td>Medal of Honor</td><td>N</td><td>Member ID</td><td></td></tr> <tr><td>Purple Heart</td><td>N</td><td>ICN</td><td>1008532446V876394</td></tr> <tr><td>Prisoner of War</td><td>N</td><td>Plan ID</td><td>7346-243-588</td></tr> <tr><td></td><td></td><td>VISN</td><td>19</td></tr> <tr><td></td><td></td><td>Facility</td><td>554</td></tr> <tr><td></td><td></td><td>Date of Birth</td><td>7/26/1925</td></tr> <tr><td></td><td></td><td>Expiration Date</td><td></td></tr> </table>	Service Connected	Y	Card Number	7062	Medal of Honor	N	Member ID		Purple Heart	N	ICN	1008532446V876394	Prisoner of War	N	Plan ID	7346-243-588			VISN	19			Facility	554			Date of Birth	7/26/1925			Expiration Date		<div style="background-color: #ffcc00; padding: 5px; border: 1px solid black; text-align: center;"> Card Status Saved On Hold Card Request Date 12/11/2015 </div> <p style="text-align: center; margin-top: 10px;">Veteran Declines Branch of Service Logo</p> <div style="border: 1px solid red; padding: 5px; margin-top: 10px; text-align: center;"> Reason for Hold: Bad data: Retain Picture </div>
Service Connected	Y	Card Number	7062																															
Medal of Honor	N	Member ID																																
Purple Heart	N	ICN	1008532446V876394																															
Prisoner of War	N	Plan ID	7346-243-588																															
		VISN	19																															
		Facility	554																															
		Date of Birth	7/26/1925																															
		Expiration Date																																

Figure 6-18: Step 5: Save Card Request - Saved on Hold - Reason for Hold - Bad Data: Retain Picture

The VHIC Administrator can verify that the card just requested for that Veteran has been saved on hold with the Bad Data: Retain Picture hold reason by looking at the Card History report. To see the card history for this card, search by using the Card ID that was displayed on the last step of the card request process.

Veteran Health Identification Card (VHIC)
 Home Card Request Reports Card Deactivation Logged in as: vaausiam-victest31

Veteran	Card	Print Services	Auditing				
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan

Card History Report

Search Criteria

Card ID	<input type="text"/>
Person ID	<input type="text" value="22357"/>

Figure 6-19: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *On Hold* and the *Current MVI Status* has been updated to *Active*.

The user will also see the Replacement Reason field is now showing “*Incorrect Information-Other*” and the Hold Reason is listed as “*Bad Data – Retain Picture*” in the Message history section.

VHIC Card History

Veteran ID: ANY Card ID: 7062

Veteran: HARRISON J CHOCHREK		Person ID: 22357	
Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: **7062**



Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST31	12/11/2015	VAAUSIAM-VICTEST31	VHIC
Date Card Requested			
12/11/2015			

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	On Hold	Active	Not Started

Picture Effective Date	Branch of Service	VISN	Facility
12/07/2015	DECLINE	19	EASTERN COLORADO HCS - 554
Mailed to Address		Address Selected By Veteran	
		1055 CLERMONT STREET DENVER CO, 80220	

Status	MVI	Print	Message	Status Change	Changed By
On Hold	Not Correlated	Not Started	PLACED ON HOLD - NOT CORRELATED.	12/11/2015 13:17:13	VAAUSIAM-VICTEST31

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason
Incorrect Information Other	BAD DATA - Retain Picture		

Figure 6-20: Card History Report - Hold Reason: Bad Data - Retain Picture

6.2. Damaged

6.2.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either

on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-21: VHIC Administrator Home screen; click Card Deactivation

6.2.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC
- Last Name, First Name, DOB and SSN



NOTE: *If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-22: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Figure 6-23: Card Deactivation Enter Search Terms screen

6.2.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.

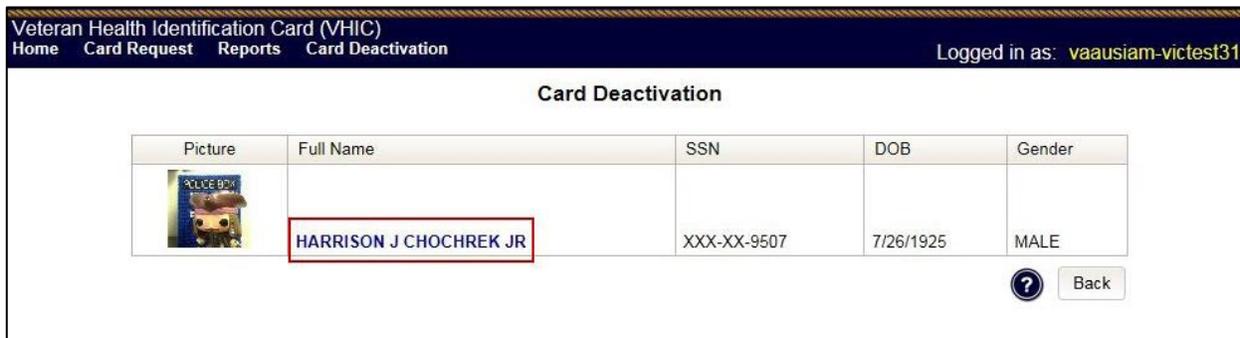


Figure 6-24: Card Deactivation Select Veteran screen

6.2.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select *Damaged* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [**Deactivate**] button to continue to the next step.

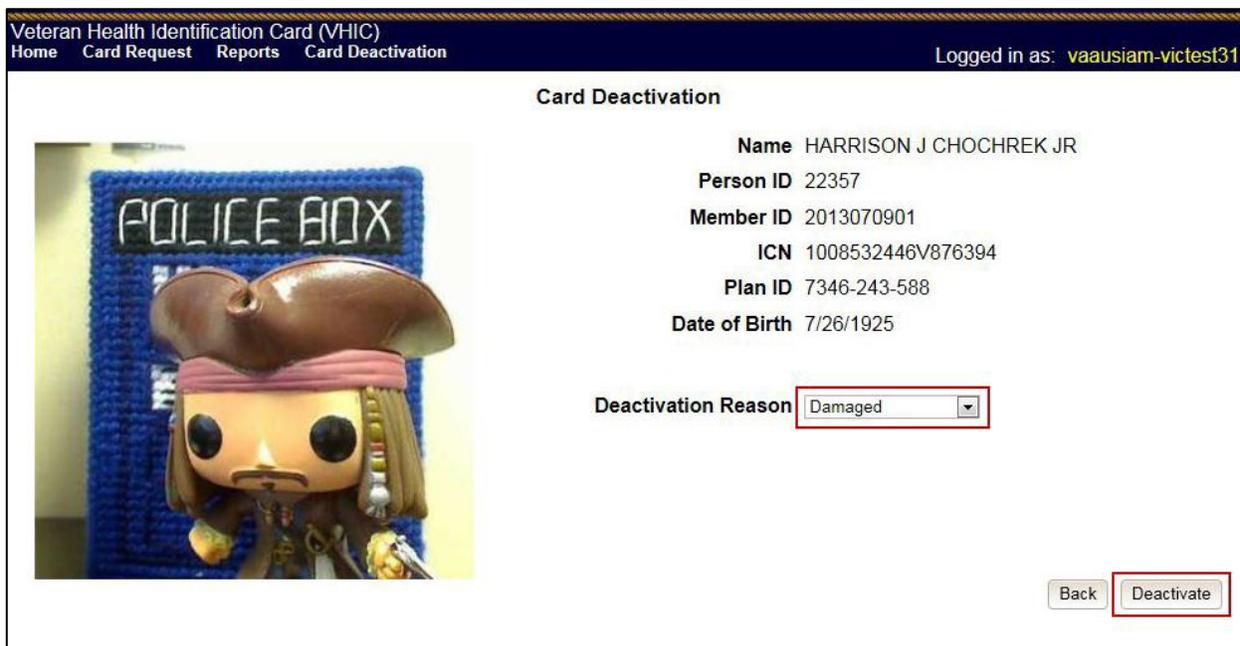


Figure 6-25: Select Deactivation Reason screen

6.2.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.

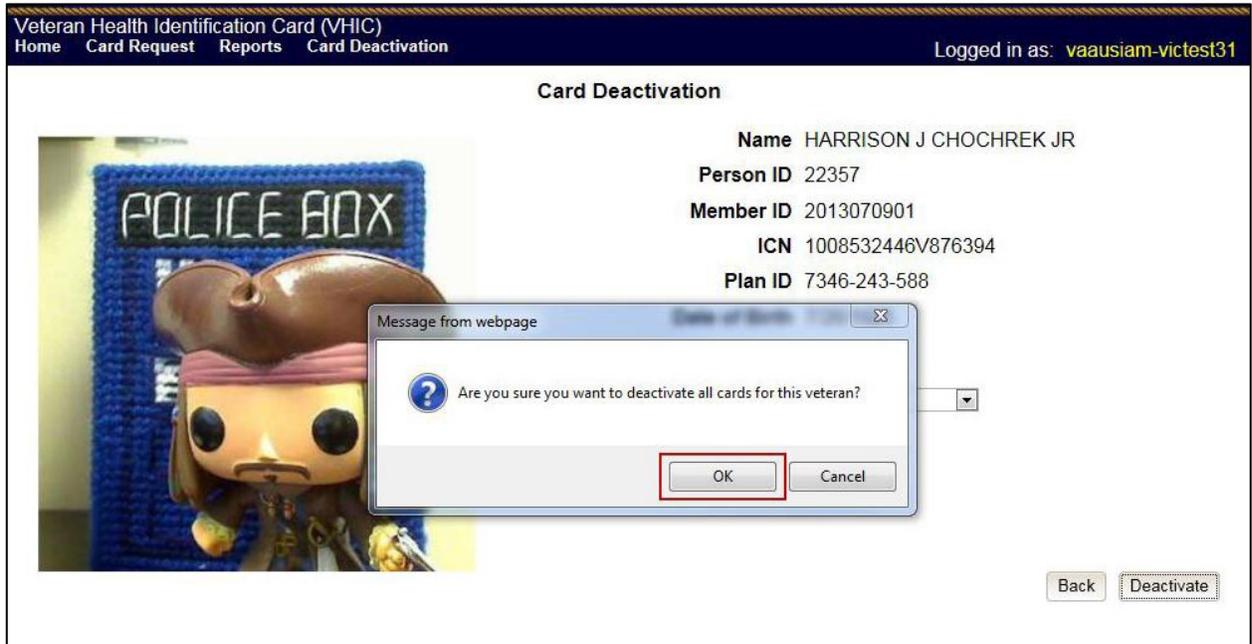


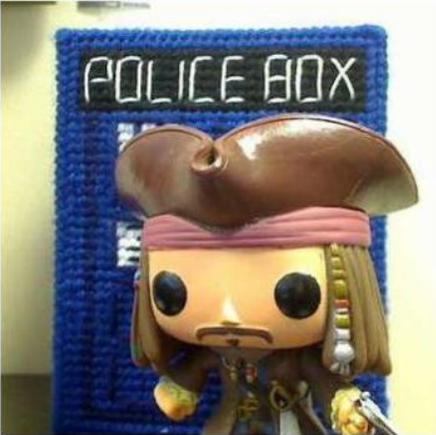
Figure 6-26: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Veteran Health Identification Card (VHIC) Home Card Request Reports Card Deactivation Logged in as: vaausiam-victest31

Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID 2013070901
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason Damaged

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

[Replace Card](#)

Figure 6-27: All Cards Deactivated - Damaged

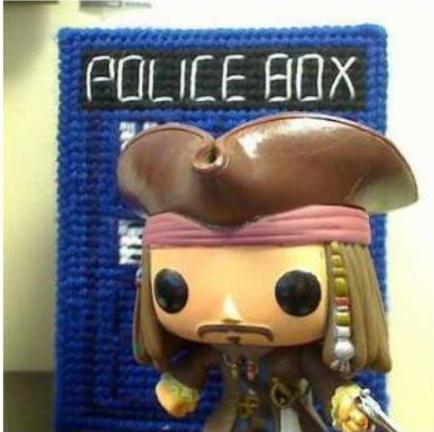
6.2.6. Request a Replacement Card

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances. Since *Damaged* was the deactivation reason selected, the VHIC Admin is presented with the option to request a new card for the Veteran.

To request a replacement card, click the **[Replace a Card]** button.



Card Deactivation



Name HARRISON J CHOCHREK JR
Person ID 22357
Member ID 2013070901
ICN 1008532446V876394
Plan ID 7346-243-588
Date of Birth 7/26/1925

Deactivation Reason Damaged

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

Replace Card

Figure 6-28: Replace Card

This will take the user to *Step 3: Capture Veteran Image* of the card request process.

Click [**Next**] to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

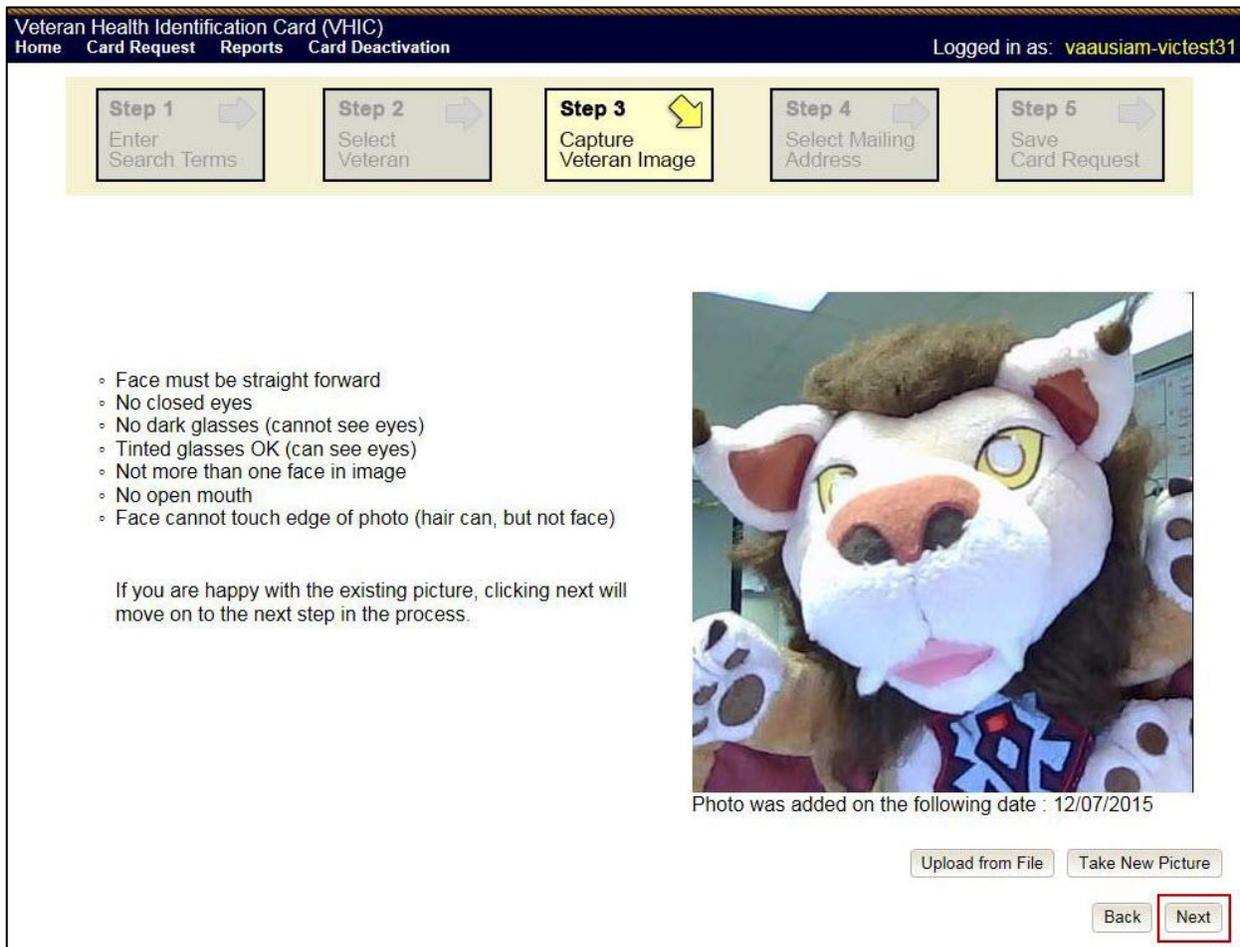


Figure 6-29: Step 3 Capture Veteran Image screen

6.2.7. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran’s Person ID, which was displayed on the last step of the card deactivation process.



Figure 6-30: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK		Person ID: 22357	
Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	54
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 6121



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested	Date of Mailing	Expiration Date	
06/18/2015		06/18/2025	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
06/04/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
		1003 GOTHAM DRIVE SAINT JAMES NY, 11780	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	06/18/2015 17:54:23	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 17:58:23	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Damaged	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 17:58:29	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Damaged	

Figure 6-31: Card History Report – Damaged

6.3. Deceased

Veteran Health Identification Card 4.7

User Guide – Volume 3 Card Deactivations

6.3.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-32: VHIC Administrator Home screen; click Card Deactivation

6.3.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC
- Last Name, First Name, DOB and SSN



NOTE: *If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-33: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Figure 6-34: Card Deactivation Enter Search Terms screen

6.3.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.

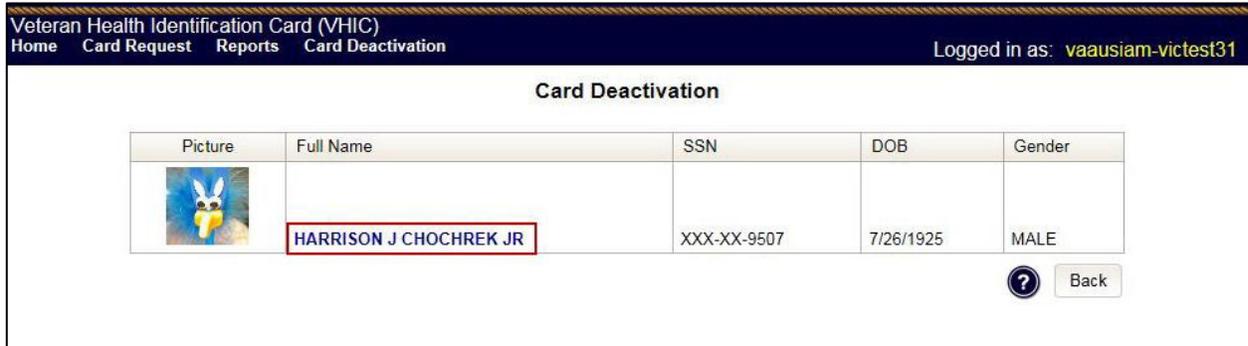


Figure 6-35: Card Deactivation Select Veteran screen

6.3.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Deceased* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [**Deactivate**] button to continue to the next step.

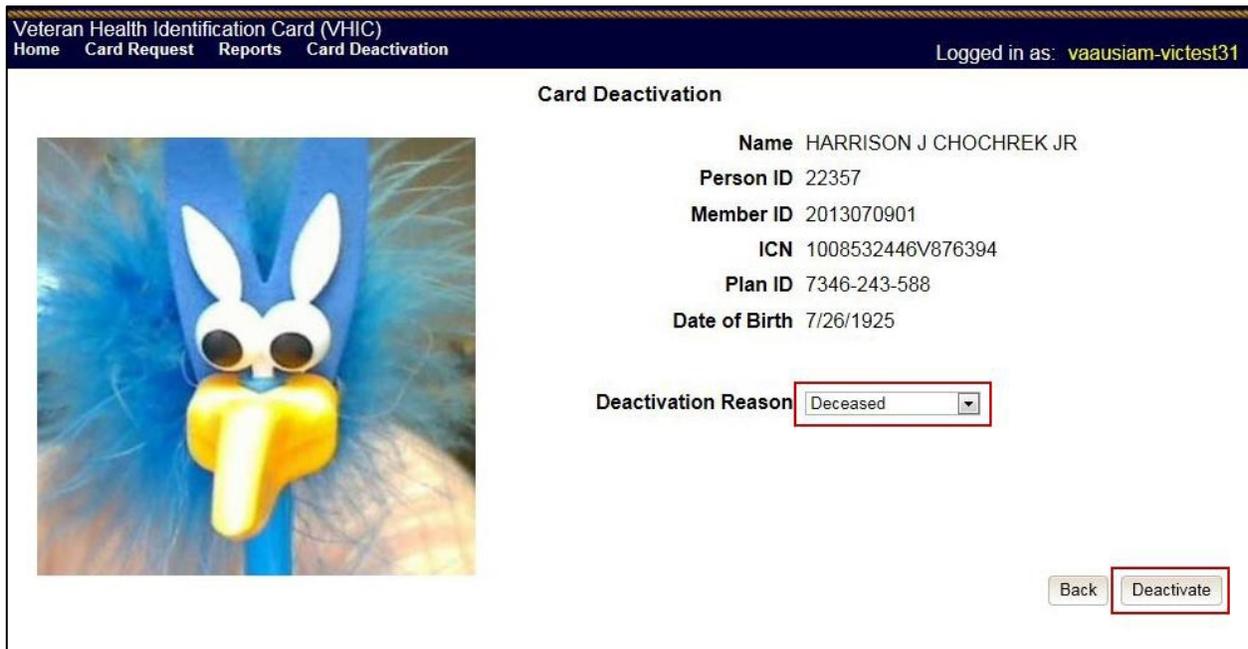


Figure 6-36: Select Deactivation Reason screen

6.3.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the **[OK]** button on the pop up window to continue.

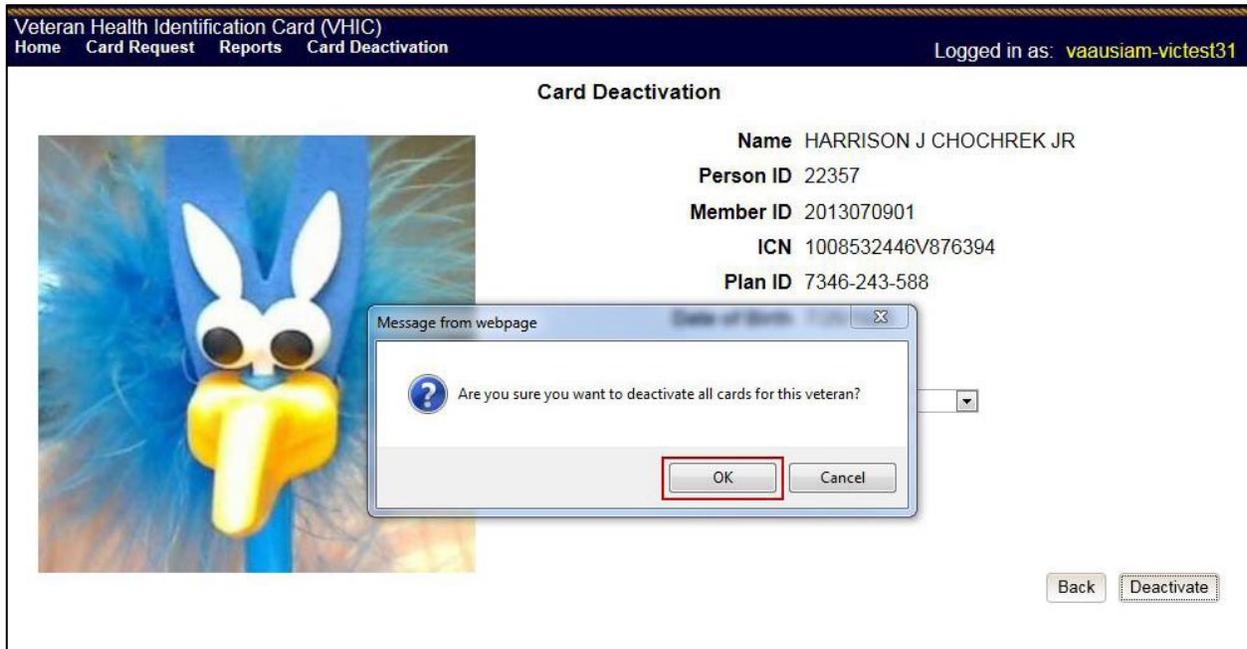


Figure 6-37: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Deceased* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.



Figure 6-38: All Cards Deactivated - Deceased

6.3.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran’s Person ID, which was displayed on the last step of the card deactivation process.

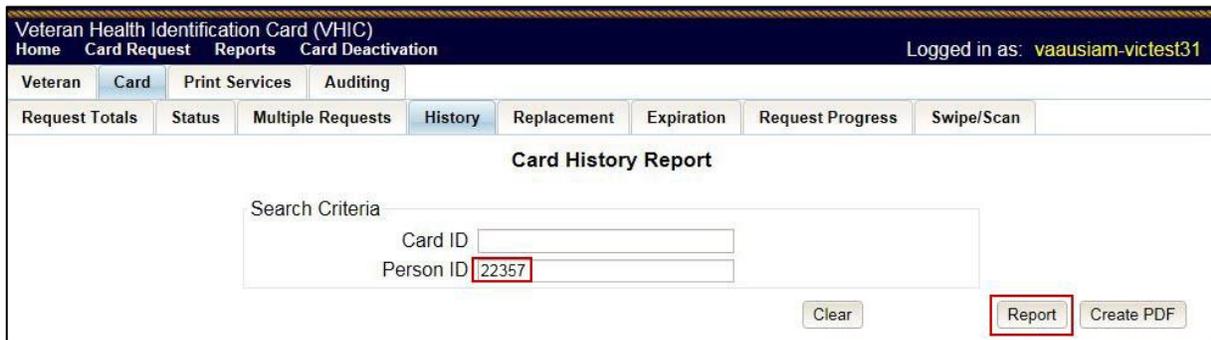


Figure 6-39: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22357 Card ID: ANY

Veteran: HARRISON J CHOCHREK		Person ID: 22357	
Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	55
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 6123

	Card Issuer	Last Changed Date	Last Changed By	Card Type
	vaausiam-victest31	06/19/2015	vaausiam-victest31	VHIC
	Date Card Requested	Date of Mailing	Expiration Date	
	06/19/2015		06/19/2025	
Picture Comment	Current Card Status	Current MVI Status	Current Print Status	
	Deactivated	Unlinked	Cancelled	

Picture Effective Date	Branch of Service	VISN	Facility
06/19/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address	Address Selected By Veteran		
	1003 GOTHAM DRIVE SAINT JAMES NY, 11780		

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING	06/19/2015 09:07:42	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/19/2015 09:39:19	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Deceased	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/19/2015 09:39:23	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Deceased	

Figure 6-40: Card History Report - Deceased

6.4. Identity Theft

6.4.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-41: VHIC Administrator Home screen; click Card Deactivation

6.4.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC
- Last Name, First Name, DOB and SSN



NOTE: *If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-42: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Figure 6-43: Card Deactivation Enter Search Terms screen

6.4.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.

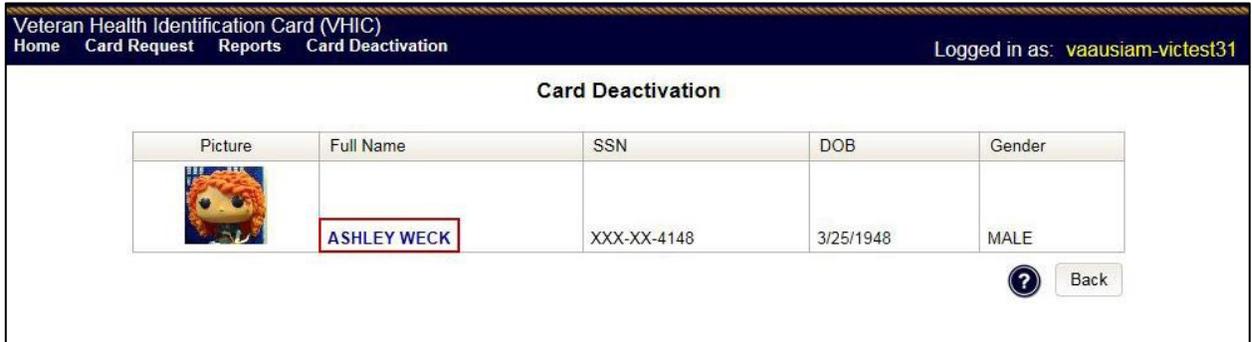


Figure 6-44: Card Deactivation Select Veteran screen

6.4.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Identity Theft* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the **[Deactivate]** button to continue to the next step.



Figure 6-45: Select Deactivation Reason screen

6.4.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [OK] button on the pop up window to continue.



Figure 6-46: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Identity Theft* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

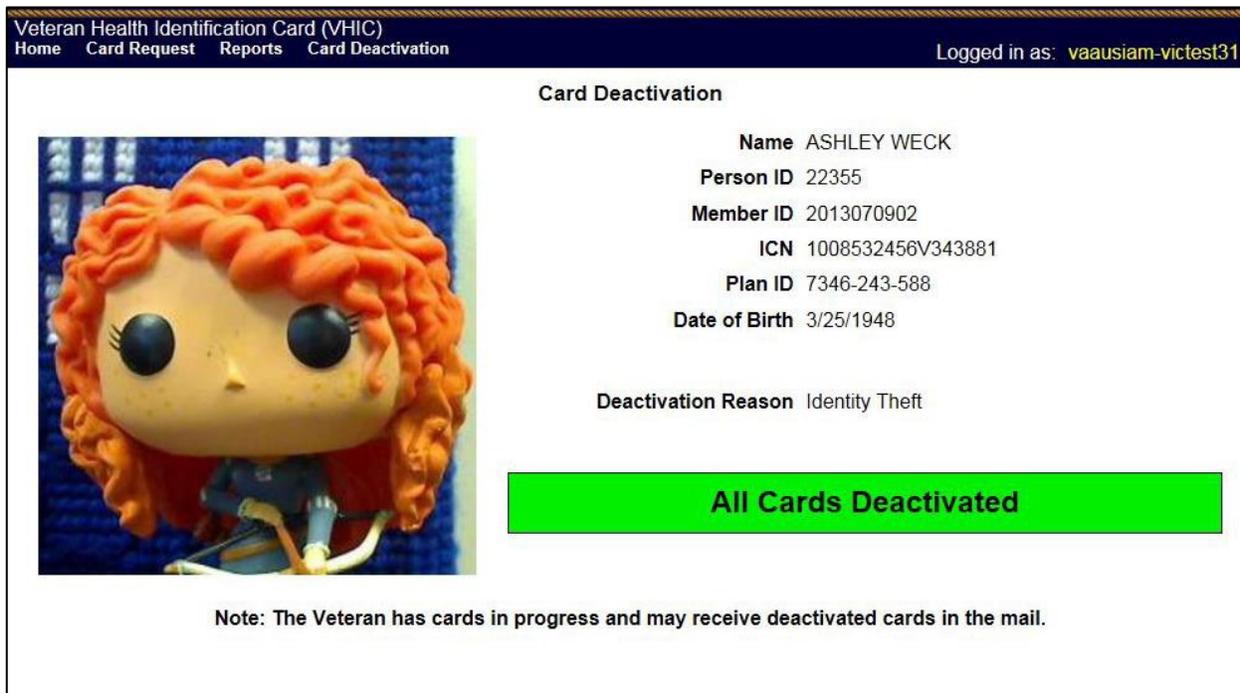


Figure 6-47: All Cards Deactivated - Identity Theft

6.4.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran’s Person ID, which was displayed on the last step of the card deactivation process.

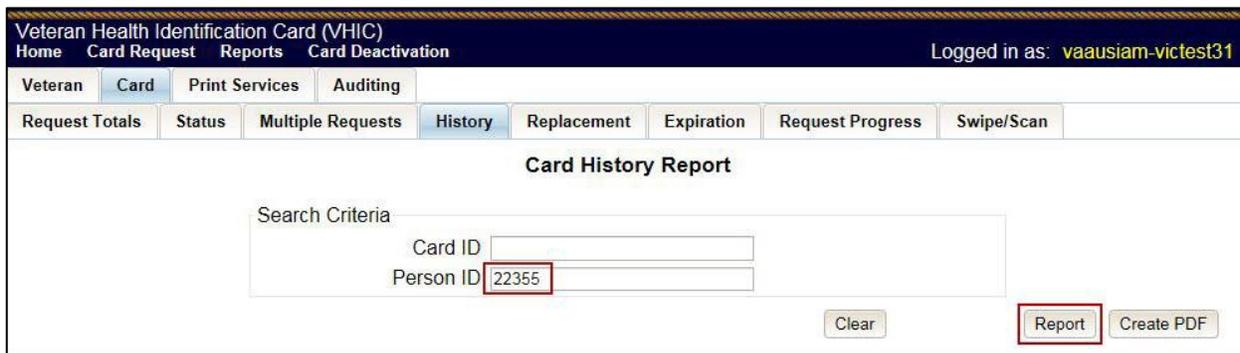


Figure 6-48: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK		Person ID: 22355	
Gender	Date of Birth	Service	Card Count
MALE	03/25/1948	YES	27
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
CONFIRMED	YES	ELIGIBLE	YES

Card ID: **6122**



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested	Date of Mailing	Expiration Date	
06/18/2015		06/18/2025	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
06/18/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
		23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 18:16:01	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 18:16:03	vaausiam-victest31

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason
Lost			Identity Theft

Figure 6-49: Identity Theft

6.5. Lost

6.5.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-50: VHIC Administrator Home screen; click Card Deactivation

6.5.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC
- Last Name, First Name, DOB and SSN



NOTE: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-51: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Figure 6-52: Card Deactivation Enter Search Terms screen

6.5.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 6-53: Card Deactivation Select Veteran screen

6.5.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select the *Lost* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [**Deactivate**] button to continue to the next step.

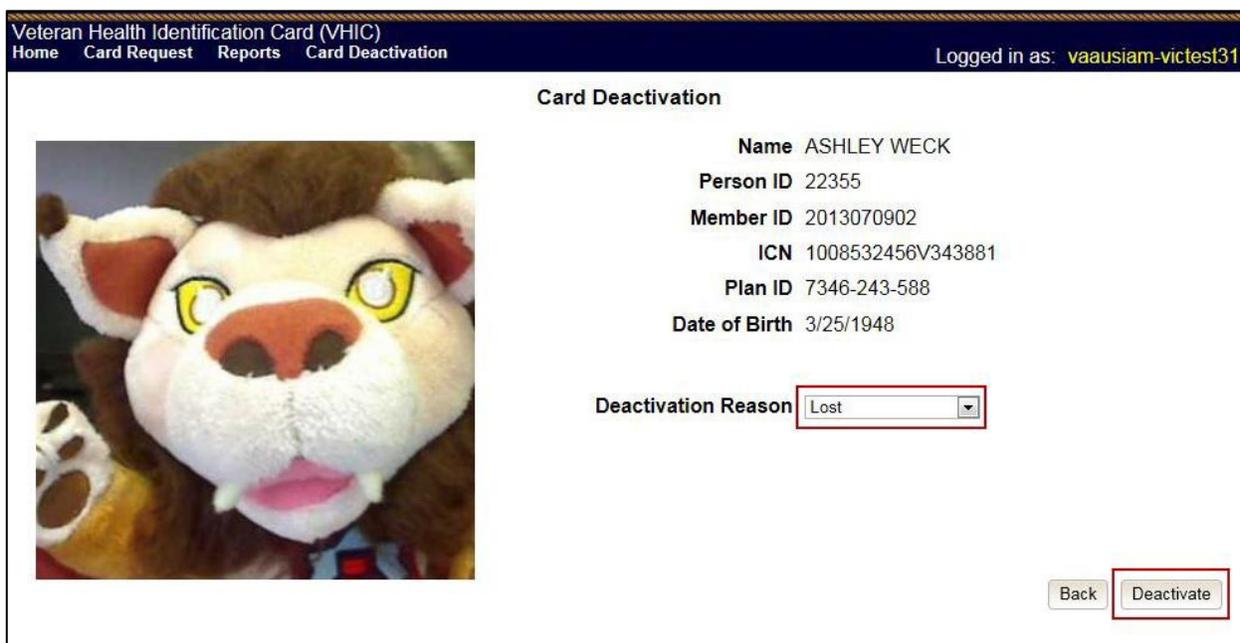


Figure 6-54: Select Deactivation Reason screen

6.5.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [**OK**] button on the pop up window to continue.



Figure 6-55: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

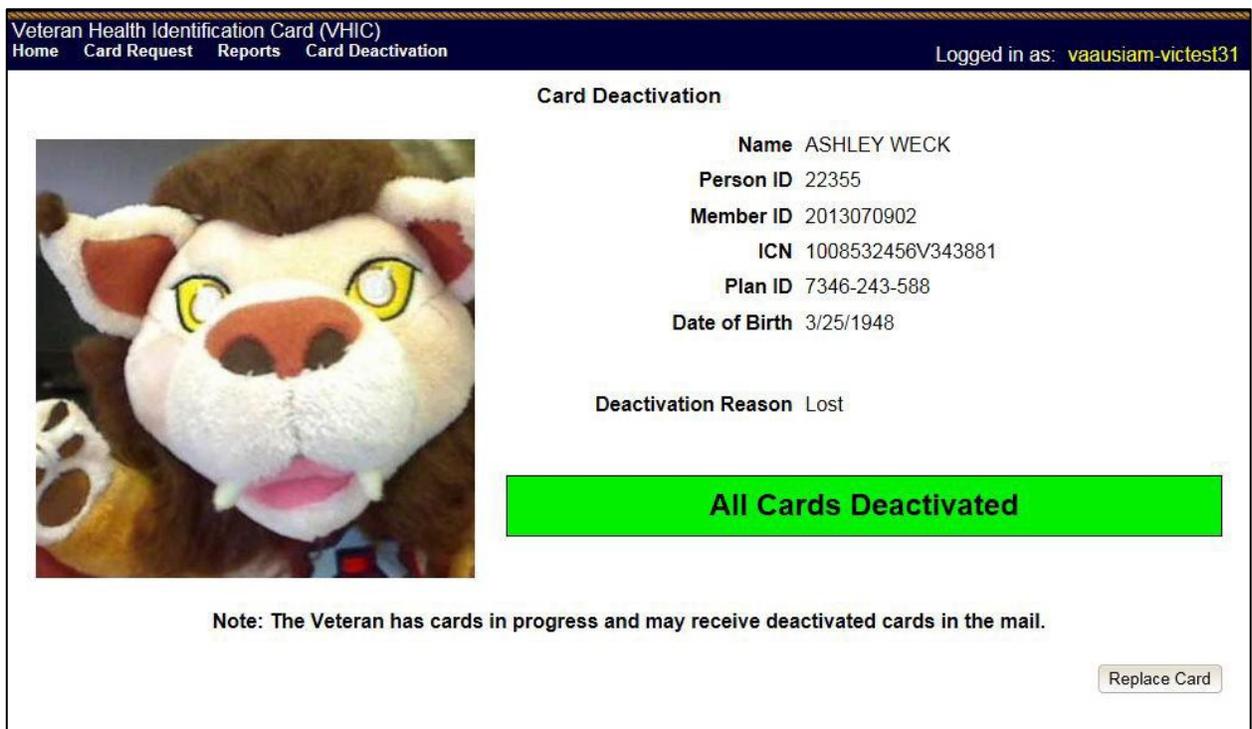


Figure 6-56: All Cards Deactivated - Lost

6.5.6. Request a Replacement Card

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances. Since *Lost* was the deactivation reason selected, the VHIC Admin is presented with the option to request a new card for the Veteran.

To request a replacement card, click the **[Replace a Card]** button.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation Logged in as: vaausiam-victes131

Card Deactivation

Name ASHLEY WECK
Person ID 22355
Member ID 2013070902
ICN 1008532456V343881
Plan ID 7346-243-588
Date of Birth 3/25/1948

Deactivation Reason Lost

All Cards Deactivated

Note: The Veteran has cards in progress and may receive deactivated cards in the mail.

Replace Card

Figure 6-57: Replace Card

This will take the user to *Step 3: Capture Veteran Image* of the card request process.

Click **[Next]** to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

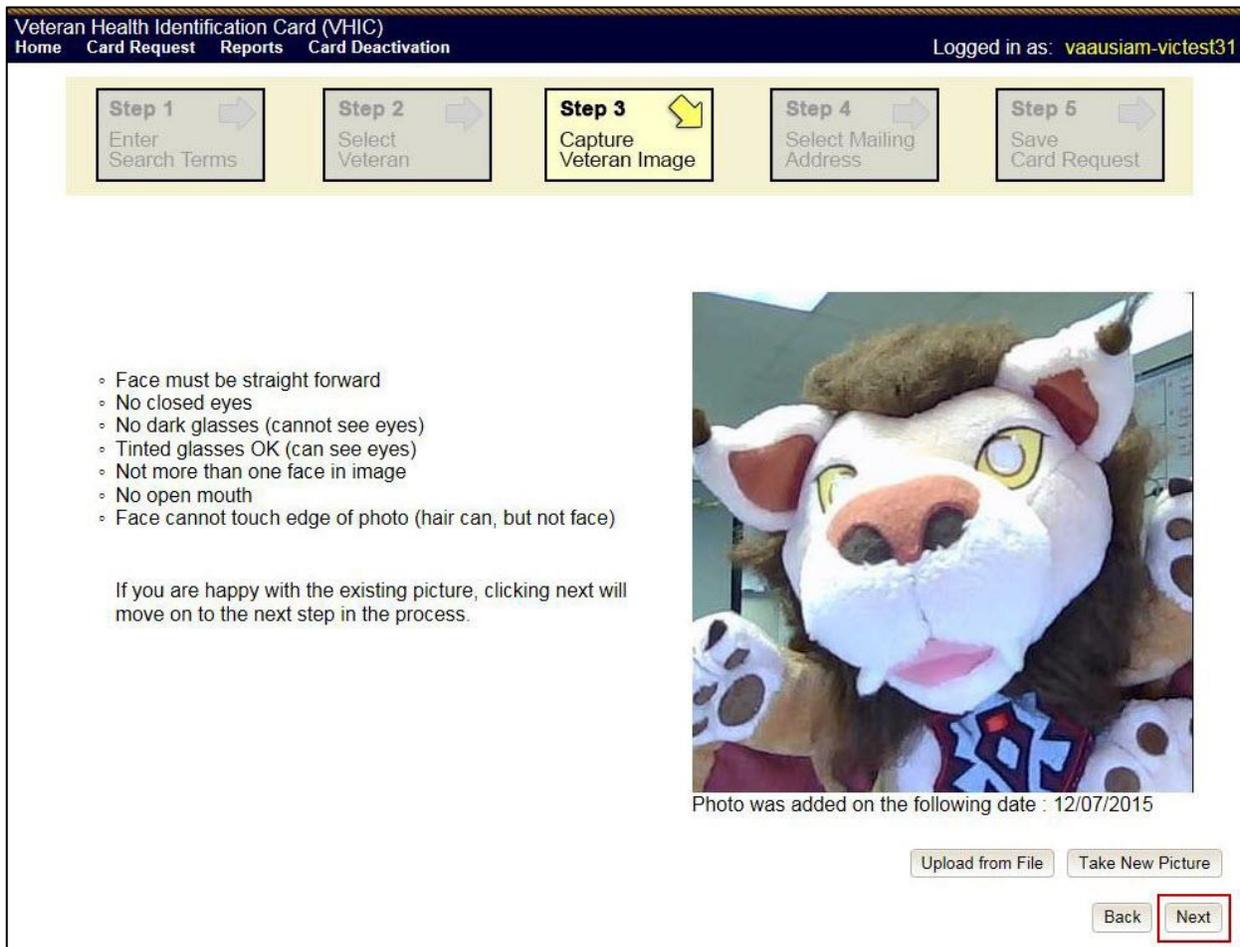


Figure 6-58: Step 3 Capture Veteran Image screen

6.5.7. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

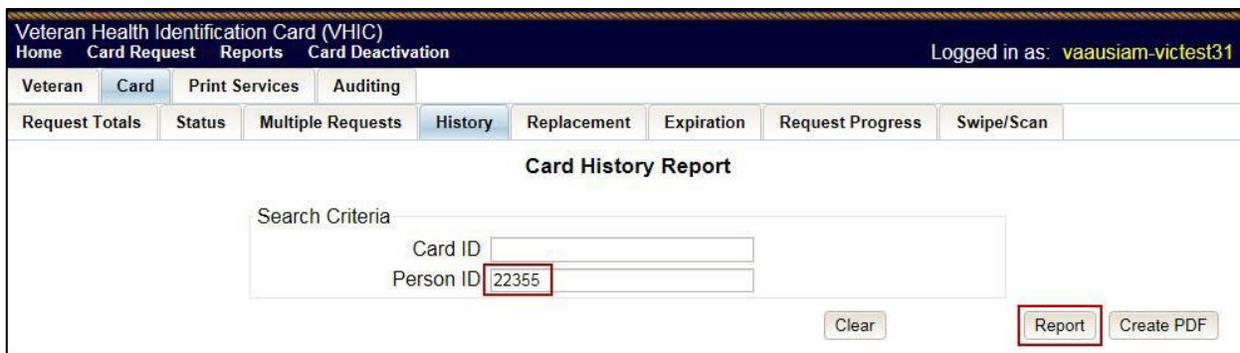


Figure 6-59: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK		Person ID: 22355	
Gender	Date of Birth	Service	Card Count
MALE	03/25/1948	YES	25
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
CONFIRMED	YES	ELIGIBLE	YES

Card ID: **6118**



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested	Date of Mailing	Expiration Date	
06/18/2015		06/18/2025	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
06/18/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
		23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING	06/18/2015 12:49:41	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 14:09:34	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Stolen				Lost	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 14:09:36	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Stolen				Lost	

Figure 6-60: Card History Report - Lost

6.6. Other

6.6.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-61: VHIC Administrator Home screen; click Card Deactivation

6.6.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC
- Last Name, First Name, DOB and SSN



NOTE: *If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-62: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Figure 6-63: Card Deactivation Enter Search Terms screen

6.6.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 6-64: Card Deactivation Select Veteran screen

6.6.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select *Other* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu and enter the details as to why the cards for this Veteran need deactivated using up to 50 characters.

Click on the [**Deactivate**] button to continue to the next step.

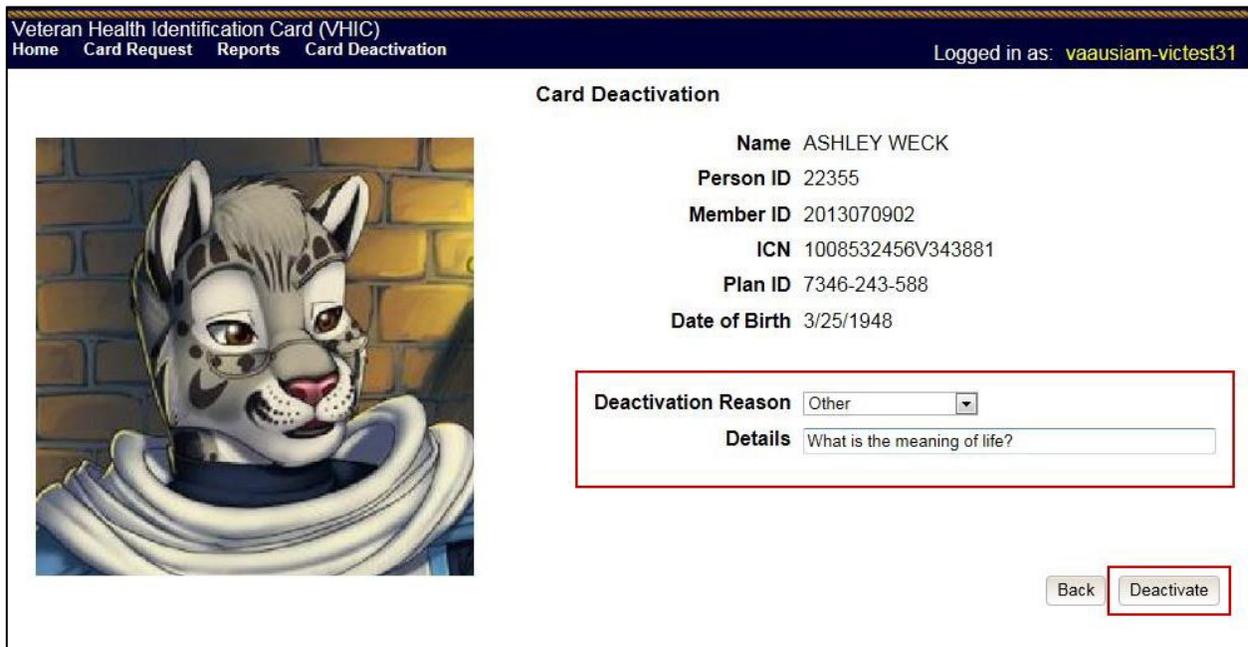


Figure 6-65: Select Deactivation Reason screen

6.6.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [**OK**] button on the pop up window to continue.

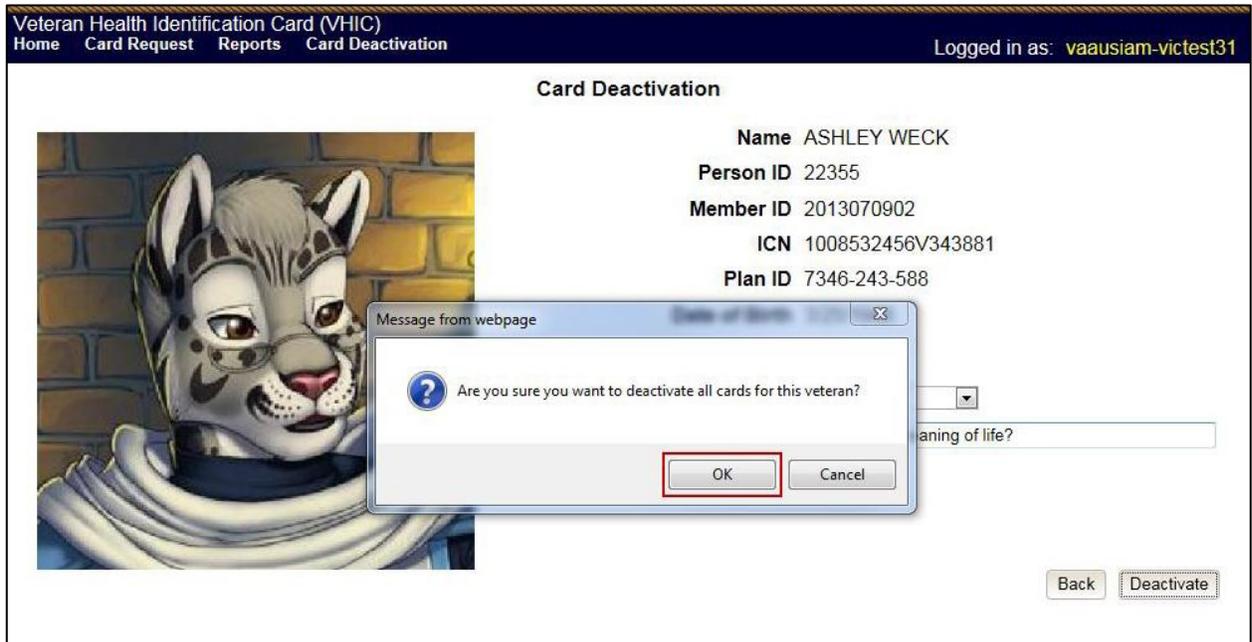


Figure 6-66: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.

Since *Other* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.



Figure 6-67: All Cards Deactivated - Other

6.6.6. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran’s Person ID, which was displayed on the last step of the card deactivation process.

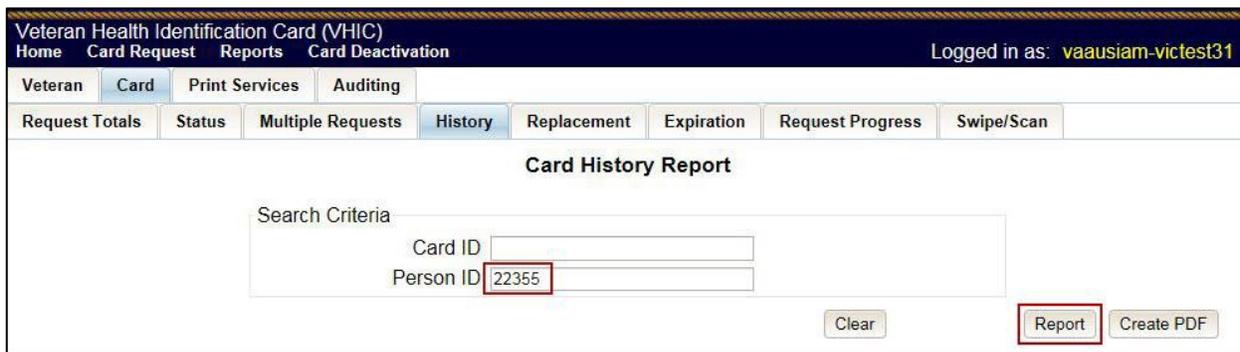


Figure 6-68: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK			Person ID: 22355
Gender	Date of Birth	Service	Card Count
MALE	03/25/1948	YES	26
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
CONFIRMED	YES	ELIGIBLE	YES

Card ID: 6120



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested	Date of Mailing	Expiration Date	
06/18/2015		06/18/2025	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
06/18/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
		23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING	06/18/2015 15:06:56	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 15:09:20	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Stolen	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 15:09:22	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Stolen	

Figure 6-69: Card History Report - Other

6.7. Stolen

6.7.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either on the links in the header at the top of the screen or on the icon buttons in the middle of the screen.

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.



Figure 6-70: VHIC Administrator Home screen; click Card Deactivation

6.7.2. Step 1: Enter Search Terms

The first step in the process is to find the Veteran in the system. This is accomplished by entering enough search criteria to trigger a match within Master Veteran Index (MVI). The top of the screen offers guidance regarding the set of traits recommended to ensure the best match is found. These are guidelines and not necessarily the required set of traits that must be entered.

However, for optimal search results, copy the Veteran's ICN from Toolkit and paste it into the ICN field on this screen.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC
- Last Name, First Name, DOB and SSN



NOTE: *If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification).*

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.



Figure 6-71: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

Once the information has been entered into the required fields, click on **[Search]** to proceed to the next step.

Veteran Health Identification Card (VHIC)
Home Card Request Reports Card Deactivation Logged in as: vausiam-vicest31

Card Deactivation

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste into the ICN field on this screen. Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- Last Name, First Name, DOB and SSN.

Note: If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, Identification).

Name Last Name <input type="text" value="WECK"/> First Name <input type="text" value="ASHLEY"/> Middle Name <input type="text"/>	Person Date of Birth <input type="text" value="19480325"/> (DOB format: YYYYMMDD) Gender <input type="text" value="Male"/> Home Phone <input type="text"/>
Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Identification SSN <input type="text" value="037314148"/> (format: #####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/>

Figure 6-72: Card Deactivation Enter Search Terms screen

6.7.3. Step 2: Select Veteran

If the search was successful and a possible match has been found, the results of that search will be displayed on screen. From the list provided (up to 10 matches may be returned), select the appropriate Veteran by clicking on the **Veteran's name** which is hyperlinked.

If the correct Veteran is not in the list, click the **[Back]** button and verify the traits entered are correct. If the traits are correct, try adding additional information to aid in triggering a match.



Figure 6-73: Card Deactivation Select Veteran screen

6.7.4. Select Deactivation Reason

Once the Administrator has selected the correct Veteran, the next step in the process is to select the reason for deactivating all the VHIC cards for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Select *Stolen* as the reason for deactivating the VHIC cards for this Veteran from the drop down menu.

Click on the [**Deactivate**] button to continue to the next step.

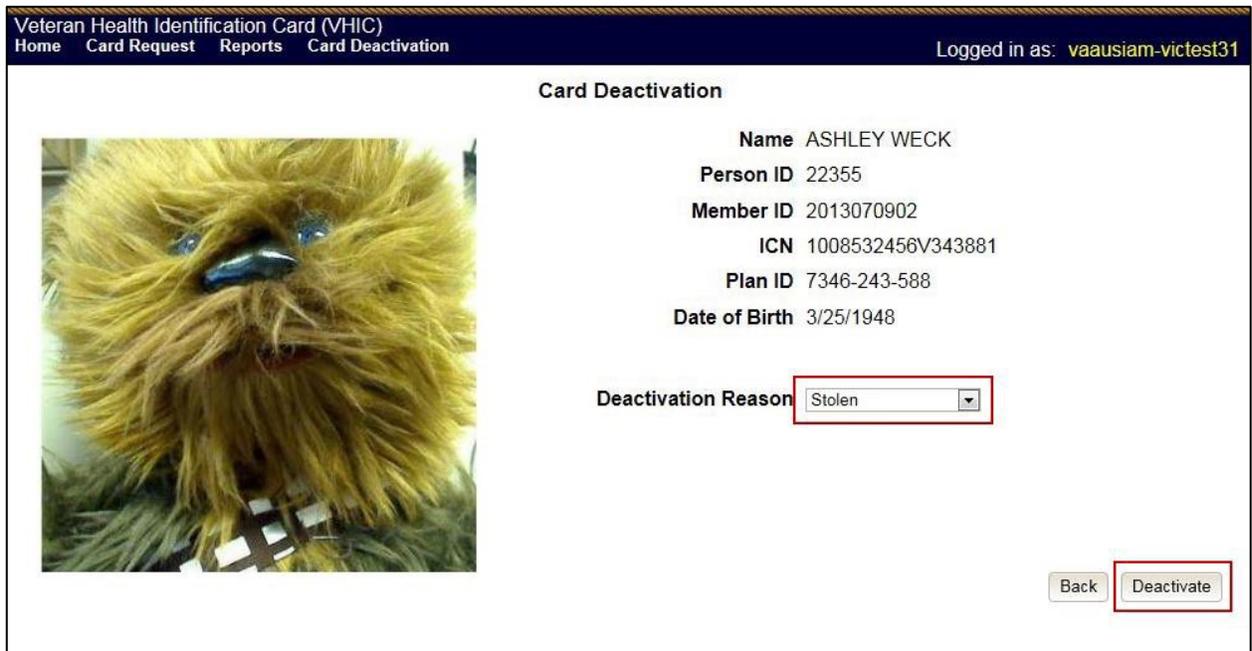


Figure 6-74: Select Deactivation Reason screen

6.7.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.

Click the [**OK**] button on the pop up window to continue.



Figure 6-75: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen.

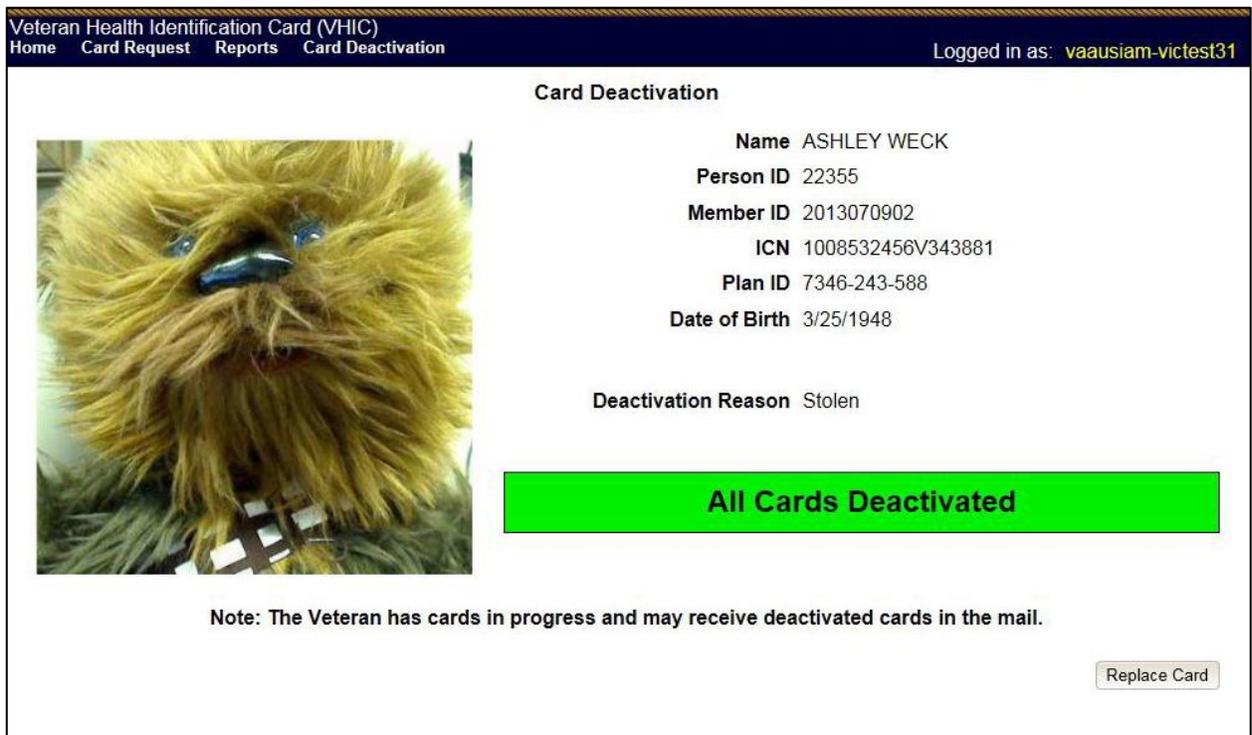


Figure 6-76: All Cards Deactivated - Stolen

6.7.6. Request a Replacement Card

The VHIC Administrator will have the option to request a replacement card at the end of the card deactivation process in select instances. Since *Stolen* was the deactivation reason selected, the VHIC Admin is presented with the option to request a new card for the Veteran.

To request a replacement card, click the **[Replace a Card]** button.

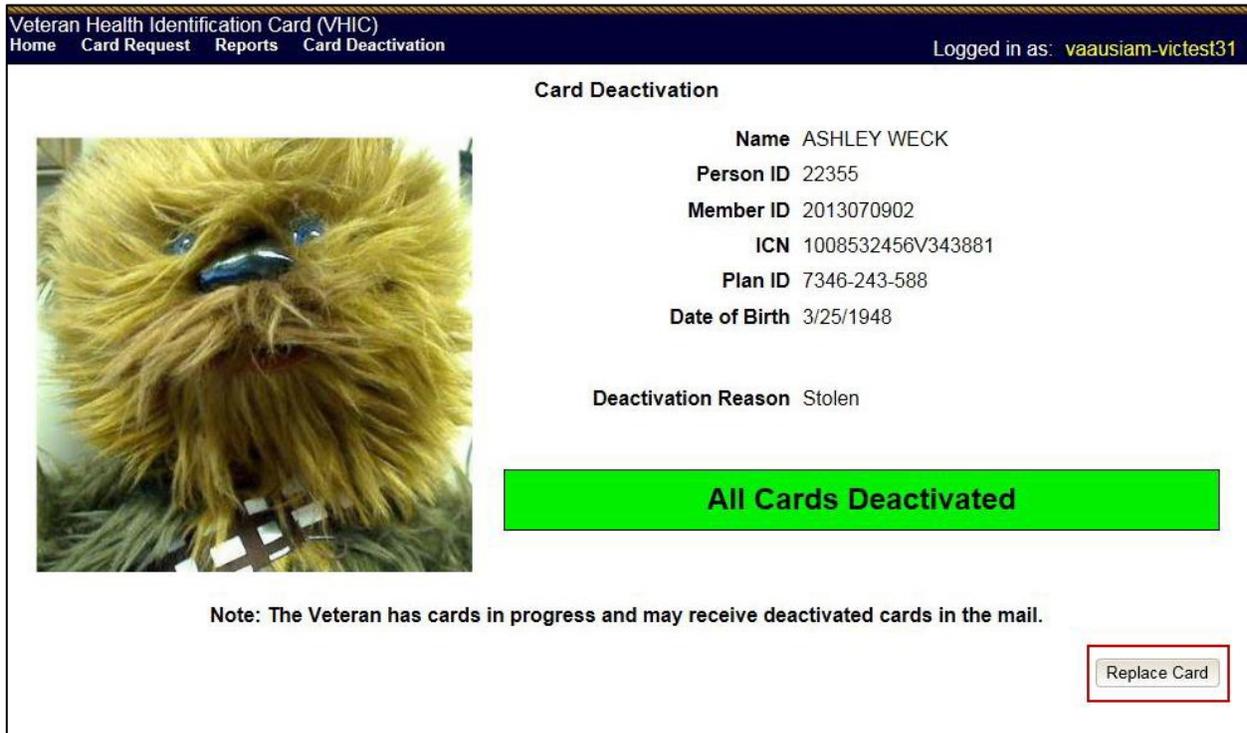


Figure 6-77: Replace Card

This will take the user to *Step 3: Capture Veteran Image* of the card request process.

Click **[Next]** to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

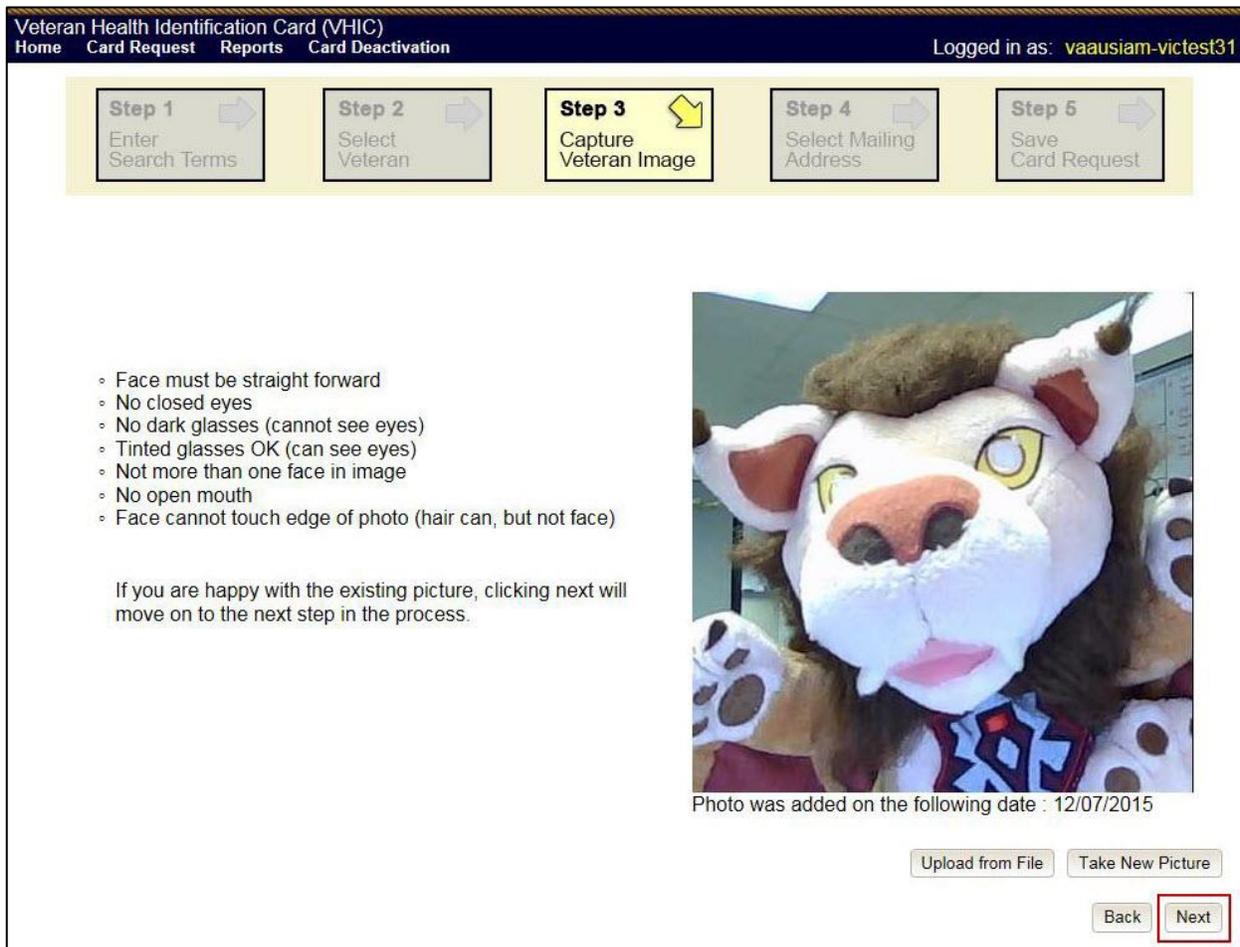


Figure 6-78: Step 3 Capture Veteran Image screen

6.7.7. Verifying Card Deactivation

The VHIC Administrator can verify that all of the cards for that Veteran have been deactivated by looking at the Card History report. To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

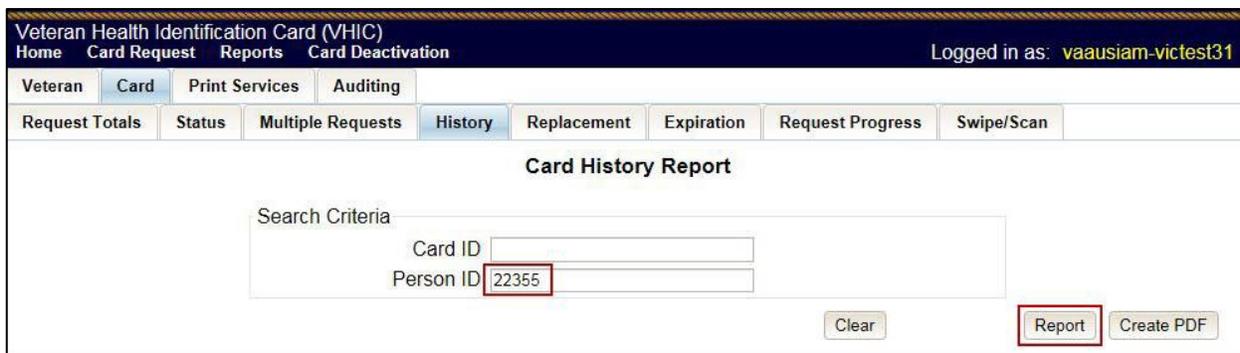


Figure 6-79: Card History Report Query Screen

When looking at the Card History report, the user will see that the *Current Card Status* has been updated to *Deactivated* and the *Current MVI Status* has been updated to *Unlinked*.

The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.

VHIC Card History

Veteran ID: 22355 Card ID: ANY

Veteran: ASHLEY WECK			Person ID: 22355
Gender	Date of Birth	Service	Card Count
MALE	03/25/1948	YES	26
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
CONFIRMED	YES	ELIGIBLE	YES

Card ID: **6120**



Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest31	06/18/2015	vaausiam-victest31	VHIC
Date Card Requested	Date of Mailing	Expiration Date	
06/18/2015		06/18/2025	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
06/18/2015	ARMY	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
		23551 AVENIDA LA CAZA UNIT 132 COTO DE CAZA CA, 926793955	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING	06/18/2015 17:06:56	vaausiam-victest31

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Cancelled	DEACTIVATED.	06/18/2015 15:09:20	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Stolen	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	06/18/2015 15:09:22	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost				Stolen	

Figure 6-80: Card History Report - Stolen

7. Reports

A comprehensive walkthrough of all of the different reports that are available to VHIC users and the types of metrics that can be obtained, as well as an explanation of the user role permissions for accessing the reports are included in the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 2 - Reports** document.

8. Troubleshooting

For a through set of troubleshooting guidelines, please refer to the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 4 - Troubleshooting** document.

Appendix A: VHIC Roles

Function/Report Title	Navigation	Selected Status from Drop Down Menu	IC Role					Read-Only User
			Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	
CARD REQUESTS								
Request Cards	(Card Requests icon on Home Screen/ Card Requests link in top Navigation Bar)	N/A	X	X	X	X		
Deactivate Cards	(Card Deactivation icon on Home Screen/ Card Deactivation link in top Navigation Bar)	N/A	X	X				
REPORTS								
Veteran (Direct Search)	(Reports icon on Home Screen/ Reports link in top Navigation Bar)							
<i>Basic (no national option)</i>								
Veteran Detail Report	Default view for Reports	N/A	X	X	X	X	X	X
Card Request Totals	(Card menu tab - Request Totals sub-menu tab)							
<i>National</i>								
VHIC Card Request Totals	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Request Totals	Click VISN radio button	N/A	X	X			X	X
<i>Facility</i>								

VHIC Card Request Totals	Click Facility ration button	N/A	X	X	X	X	X	X
Card Status - MVI Status Report	(Card menu tab - Status sub-menu tab - MVI Status radio button)							
<i>National</i>								
VHIC MVI Status National Report	Click National Checkbox	Active	X	X			X	
		Not Correlated	X	X			X	
		Rejected	X	X			X	
		Unlinked	X	X			X	
<i>VISN</i>								
VHIC MVI Status Summary Report	Click VISN radio button	Active	X	X			X	
		Not Correlated	X	X			X	
		Rejected	X	X			X	
		Unlinked	X	X			X	
<i>Facility</i>								
VHIC MVI Status Summary Report	Click Facility ration button	Active	X	X	X	X	X	
		Not Correlated	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Unlinked	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC MVI Status Detail Report	Click on the Facility Number	Active	X	X	X	X	X	
		Not Correlated	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Unlinked	X	X	X	X	X	
Card Status - Card Status Report	(Card menu tab - Status sub-menu tab - Card Status radio button)							

<i>National</i>								
VHIC Card Status National Report	Click National Checkbox	Replaced	X	X			X	
		Deactivated	X	X			X	
		Expired	X	X			X	
		On Hold	X	X			X	
		Pending	X	X			X	
		Requested	X	X			X	
		Defunct	X	X			X	
<i>VISN</i>								
VHIC Card Status Summary Report	Click VISN radio button	Replaced	X	X			X	
		Deactivated	X	X			X	
		Expired	X	X			X	
		On Hold	X	X			X	
		Pending	X	X			X	
		Requested	X	X			X	
		Defunct	X	X			X	
<i>Facility</i>								
VHIC Card Status Summary Report	Click Facility ration button	Replaced	X	X	X	X	X	
		Deactivated	X	X	X	X	X	
		Expired	X	X	X	X	X	
		On Hold	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Requested	X	X	X	X	X	
		Defunct	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Card Status Detail Report	Click on the Facility Number	Replaced	X	X	X	X	X	
		Deactivated	X	X	X	X	X	

		Expired	X	X	X	X	X	
		On Hold	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Requested	X	X	X	X	X	
		Defunct	X	X	X	X	X	
Card Status - Print Release Status Report	(Card menu tab - Status sub-menu tab - Print Status radio button)							
<i>National</i>								
VHIC Print Status National Report	Click National Checkbox	Cancelled	X	X			X	
		Error	X	X			X	
		Mailed	X	X			X	
		Not Started	X	X			X	
		Pending	X	X			X	
		Received	X	X			X	
		Rejected	X	X			X	
		Sent	X	X			X	
<i>VISN</i>								
VHIC Print Status Detail Report	Click VISN radio button	Cancelled	X	X			X	
		Error	X	X			X	
		Mailed	X	X			X	
		Not Started	X	X			X	
		Pending	X	X			X	
		Received	X	X			X	
		Rejected	X	X			X	
		Sent	X	X			X	
<i>Facility</i>								
VHIC Print Status Detail Report	Click Facility ration button	Cancelled	X	X	X	X	X	

		Error	X	X	X	X	X	
		Mailed	X	X	X	X	X	
		Not Started	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Received	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Sent	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Print Status Detail Report	Click on the Facility Number	Cancelled	X	X	X	X	X	
		Error	X	X	X	X	X	
		Mailed	X	X	X	X	X	
		Not Started	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Received	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Sent	X	X	X	X	X	
Card Request Progress	(Card menu tab - Request Progress sub-menu tab)							
<i>National</i>								
VHIC Card Request Progress National Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Request Progress VISN Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card Request Progress Facility	Click Facility ration button	N/A	X	X	X	X	X	

Summary Report								
<i>Facility Detail</i>								
VHIC Card Request Progress Facility Detail Report	Click on the Facility Number	N/A	X	X	X	X	X	
Multiple Requests	(Card menu tab - Multiple Requests sub-menu tab)							
Cards Requested	(Cards Requested radio button)							
<i>National</i>								
VHIC Summary Report for Number of Cards Requested	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Summary Report for Number of Cards Requested	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Detailed Report for Number of Cards Requested	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Facility Detail Report for Number of Cards Requested	Click on the Facility Number	N/A	X	X	X	X	X	
Cards Mailed	(Cards Mailed radio button)							
<i>National</i>								
VHIC Summary Report for Number of Cards Requested	Click National Checkbox	N/A	X	X			X	

<i>VISN</i>								
VHIC Summary Report for Number of Cards Requested	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Detailed Report for Number of Cards Mailed	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Facility Detail Report for Number of Cards Mailed	Click on the Facility Number	N/A	X	X	X	X	X	
Card History	(Card menu tab - History sub-menu tab)							
<i>Card ID</i>								
VHIC Card History	Enter Veteran's Card ID in the Card ID field	N/A	X	X	X	X	X	X
<i>Person ID</i>								
VHIC Card History	Enter Veteran's Person ID in the Person ID field	N/A	X	X	X	X	X	X
Expiration	(Card menu tab - Expiration sub-menu tab)							
<i>National</i>								
VHIC Card Expiration Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Expiration Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card	Click Facility ration	N/A	X	X	X	X	X	

Expiration Site Report	button							
<i>Facility Detail</i>								
VHIC Card Expiration Detail Report	Click on the Facility Number	N/A	X	X	X	X	X	
Replacement	(Card menu tab - Replacement sub-menu tab)							
<i>National</i>								
VHIC Card Replacement Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Replacement Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card Replacement Facility Report	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Sub-Reason Summary</i>								
VHIC Card Replacement Facility Subreason Report	Click # of Cards Replaced	N/A	X	X	X	X	X	
<i>Facility Sub-Reason Detail</i>								
VHIC Card Replacement Facility Subreason Detail	Click # of Cards Replaced	N/A	X	X	X	X	X	
On Hold	(Card menu tab - On-Hold sub-menu tab)							

<i>National</i>								
VHIC On Hold Card Status National Summary Report	Click National Checkbox	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	
		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>VISN</i>								
VHIC On Hold Card Status VISN Summary Report	Click VISN radio button	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	
		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>Facility</i>								
VHIC On Hold Card Status Facility Summary Report	Click Facility ration button	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	
		Bad Data	X	X	X	X	X	
		All	X	X	X	X	X	

<i>Facility Detail</i>								
VHIC On Hold Card Status Facility Detail Report	Click on Facility #	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	
		Bad Data	X	X	X	X	X	
		All	X	X	X	X	X	
Print Services Processing	(Print Services menu tab - Processing sub-menu tab)							
<i>National</i>								
VHIC Batch File Processing Status National Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Status Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Status Summary Report	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Batch File Processing Status Detail Report	Click on the Facility Code	N/A	X	X	X	X	X	
Print Error	(Print Services menu tab - Error sub-menu tab)							
Pending Not	(Pending Not Sent radio							

Sent button)								
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Pending Not Sent	Click on the Facility Number	N/A	X	X	X		X	
Sent Not Acknowledged (Sent Not Acknowledged radio button)								
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary	Click VISN radio button	N/A	X	X			X	

Report - VISN								
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Not Acknowledged	Click on the Facility Number	N/A	X	X	X		X	
Acknowledged Not Confirmed	(Acknowledged Not Confirmed radio button)							
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report -	Click on the Facility Number	N/A	X	X	X		X	

Acknowledged Not Confirmed								
Cards printed without Member ID	(Print Services menu tab - No Member ID sub-menu tab)							
<i>National</i>								
VHIC Cards Printed Without Member ID Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Cards Printed Without Member ID Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Cards Printed Without Member ID Report	Click Facility ration button	N/A	X	X	X	X	X	
Auditing	(Auditing menu tab)							
<i>Basic (no national option)</i>								
VHIC Auditing Report	Default view for Auditing menu tab	N/A	X	X	X		X	

Template Revision History

Date	Version	Description	Author
December 2015	1.6	Updated to align with current OI&T Documentation Standards, edited to conform with latest Section 508 guidelines, and remediated with Common Look Office tool	Process Management
June 2015	1.5	Edited to conform with Section 508 guidelines and remediated with Common Look Office tool	Process Management
May 2015	1.4	Reviewed and approved by PMAS Process Improvement Lockdown. Updated instructional test.	Process Management
November 2014	1.3	Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool	Process Management
April 2014	1.2	Changed title page to clarify that version number refers to software version	Process Management
April 2011	1.1	Formatted to current ProPath documentation standards and edited to conform with latest Alternative Text (Section 508) guidelines	Process Management
June 2009	1.0	Initial Version	PMAS Business Office