

Veteran Health Identification Card (VHIC 4.28)

User Guide



Volume 6 – Self-Service Request Processing

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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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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide information and a detailed walkthrough of processing a Veteran Health Identification Card request submitted by the veteran through the VA Access Self-Service application.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into six sections for quick access to 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.

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 (MPI), 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 explain system requirements and log in instructions

The fourth section review and discuss the information found on the VHIC Menu/Home page.

The fifth section will give the user step-by-step details of how to complete the Identity Proofing process for a Veteran that has submitted a VHIC Card request remotely. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

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 has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system such as:
 - How to log in
 - The use of commands

- Menu options
- Navigation tools
- User has an understanding of the roles within VHIC
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing 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.

- 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. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein is 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 1: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED, option 2. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at REDACTED, option 2. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED, option 2. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Self-Service VHIC Card Request – What is it?

The VHIC Self-Service Application was created to allow Veterans to request VHIC card(s) without having to visit their local facilities offering them convenience and safely limiting exposure to Covid 19. VHIC users will be responsible for monitoring and processing new card requests submitted through the Self-Service Tool. Self-Service New Card Requests require remote veteran proofing the process will be outlined in this user guide.

3. Getting Started

3.1. Accessing the VHIC Application

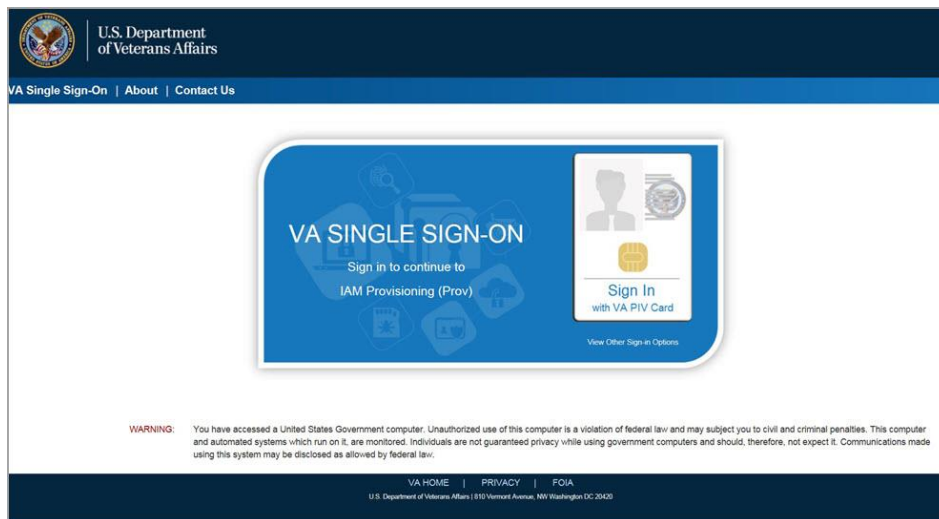
3.1.1. Single Sign-On Internal (SSOi)

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge*.

The VHIC URL is REDACTED 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.

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 1. SSOi Login Screen



3.2. System Menu

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. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

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

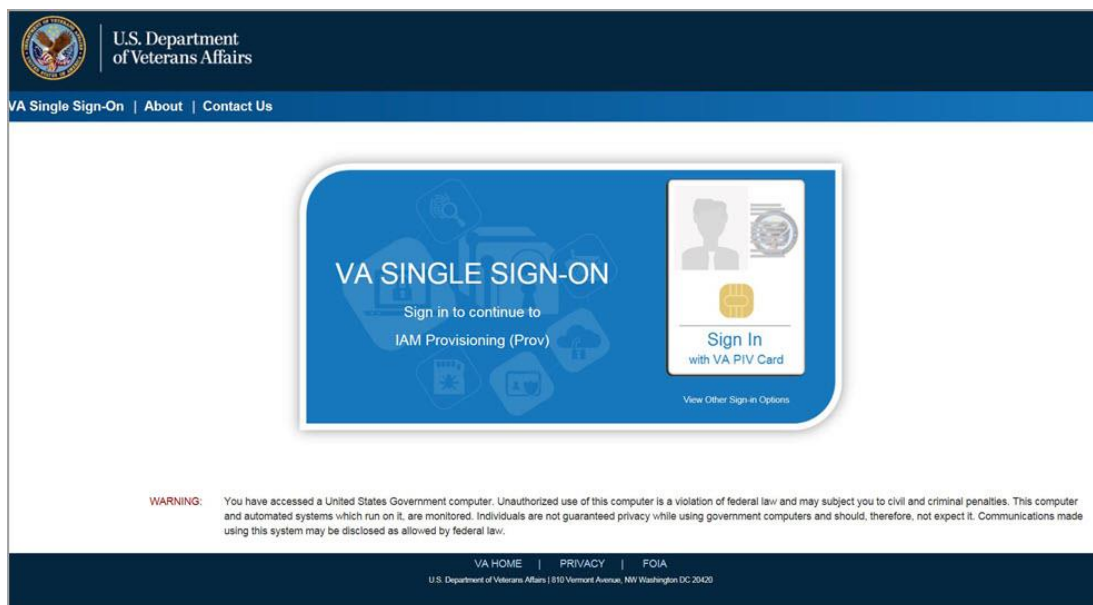
3.3. Accessing the Identity Management Toolkit

3.3.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using the URL in the next section entitled “SSOi.”

SSOi: REDACTED

Figure 2. Identity Management Toolkit SSOi Logon Screen



The URLs are case sensitive – they must be entered exactly as shown. After successfully logging into the Identity Management Toolkit application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

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

3.3.2. Accessing Identity Management Toolkit from within the VHIC Application

3.3.2.1. Step 1 of the VHIC Card Request

When the VHIC user starts the Card Request process, they will see a message on Step 1: Enter Search Terms. **“IMPORTANT: Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open REDACTED in another window)”**

The VHIC user can click on the blue words “REDACTED” which is a hyperlink that will take the user to the Identity Management Toolkit application.

Figure 3. Step 1: Enter Search Terms with Identity Management Toolkit hyperlink

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

3.3.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List

Selecting the Full Name link from the Assigned Request list will open the Toolkit directly to the **1998 Person Verification [Self-Service] Task**.

Figure 4. Veteran Link to MPI Toolkit Task

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management Toolkit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management Toolkit before clicking the link.

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen below.

Figure 5. Veteran Link to MPI Toolkit Task with Preferred Name

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013814854V243594	12/14/2021	NO EDIPI,REVIEW

Figure 6. MPI Toolkit Task

Identity Management Toolkit

ICN 3853661225V421294 ID STATE: PERMANENT
Name VAPATIENT, ONE
SSN 656 00 0001 SSN Verification Status:

Active Tasks

Task	Date Reported	Task Type	Correlation	Task Status	Caseworker
ISS - PARS (2) SELF-SERVICE TEL. SERVICE	03/24/2022	ISS - PARS (2) SELF-SERVICE TEL. SERVICE	202PROVIA PROVISIONING SYSTEM	NEW	

Related Requests(0)

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request ID#	ICN	Name
THERE ARE NO RELATED REQUESTS.									

4. VHIC Application Home Page

4.1. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime such as high volume or preferred browser reminder.

Figure 7. VHIC System Banner Page

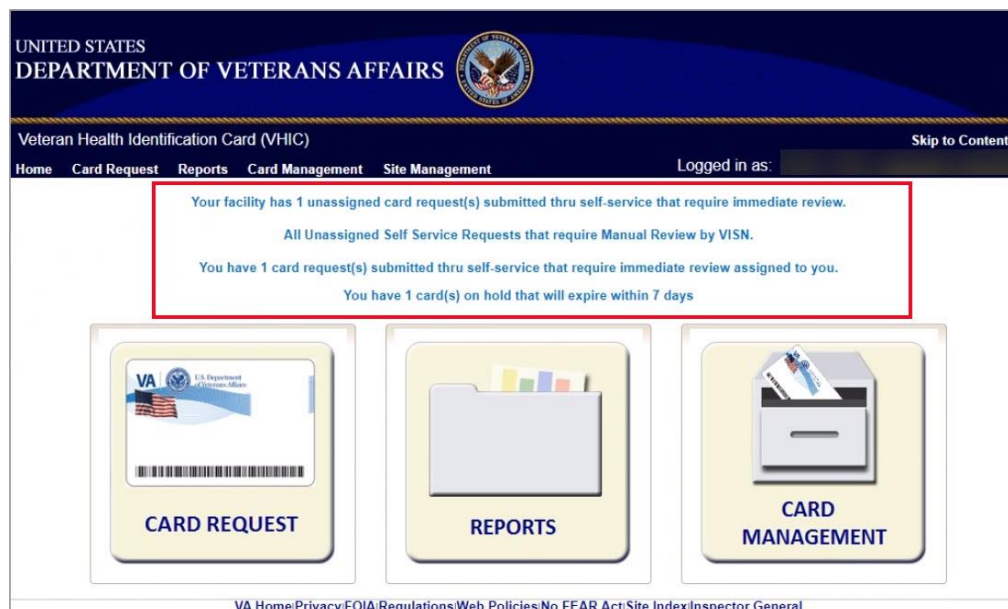
REDACTED

4.2. VHIC Self-Service Request Notifications

When the VHIC User logs into the VHIC Application, they will see Self-Service request information for their facility listed on the Home page. This information includes:

1. The number of **facility specific** requests that have been submitted through the Self-Service Application for that have not been assigned to a proofer for review.
2. The number of requests that the user has assigned to them
3. The number of requests that are in an ON HOLD status that will expire within seven days.

Figure 8. Self Service Request Notifications



4.3. Viewing Self Service New Card Requests

The Self-Service request information listed on the Home screen serves as a link to review the New Card Requests.

4.3.1. View Unassigned Requests by VISN

Clicking on the **VISN Unassigned Card Request** message will direct the user to the list of requests that need to be assigned to a Proofer within their VISN

Figure 9. Link to View Self Service Requests by VISN

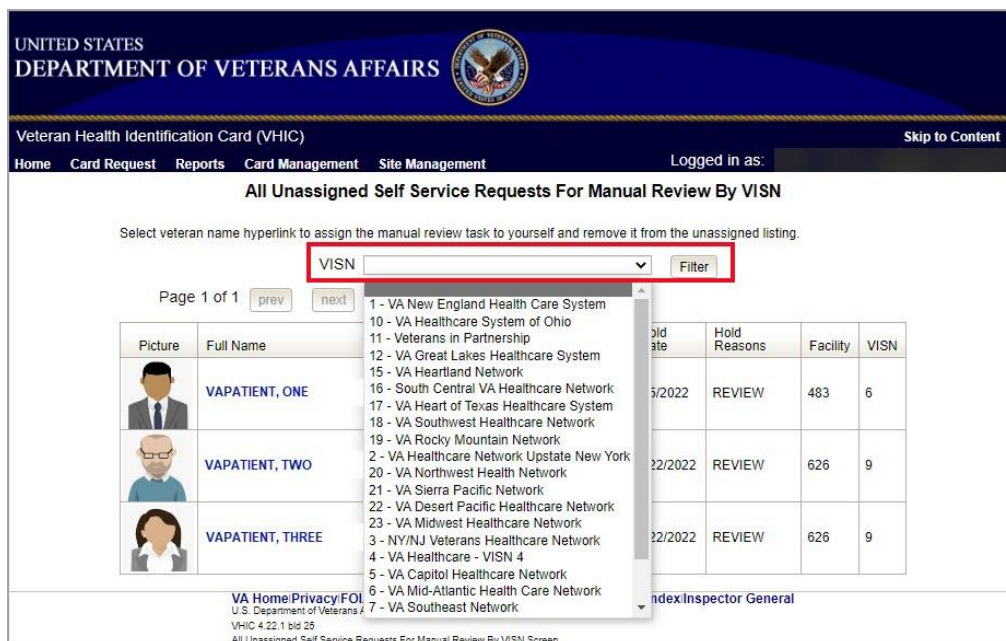


Figure 10. List of Requests Submitted by VISN



Users with the appropriate access will have the ability to view and filter the unassigned lists of other VISNs by selecting the VISN from the dropdown list.

Figure 11. Unassigned Self-Service Requests by VISN, additional VISN Selection List



After selecting the desired facility from the dropdown, click the filter button to see the list of unassigned requests from that VISN

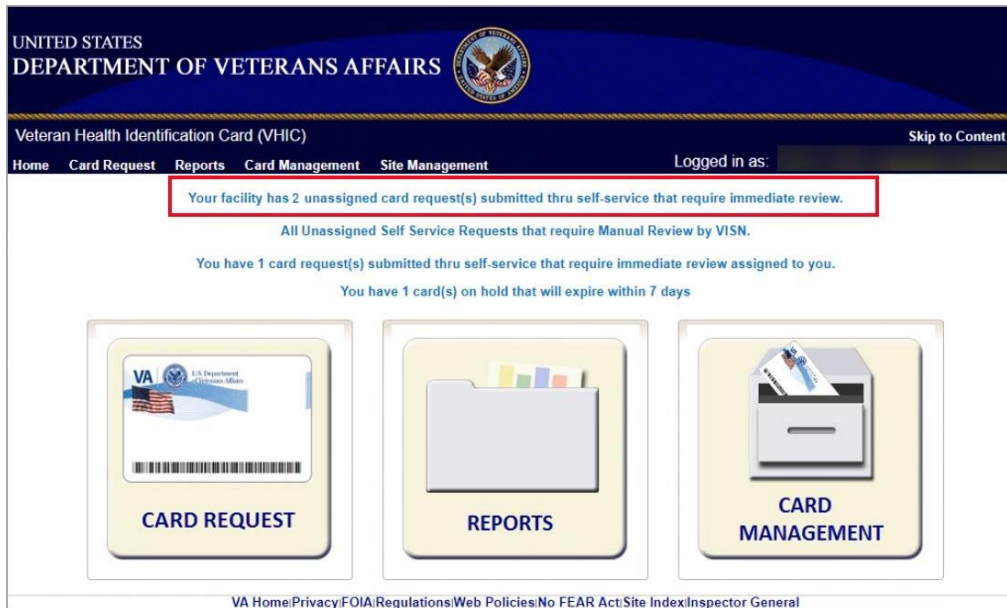
Figure 12. List of Unassigned Requests by Chosen VISN



4.3.2. View Unassigned Requests by Facility

Clicking on the **Facility Unassigned Card Request** message will direct the user to the list of facility requests that need to be assigned to a Proofer.

Figure 13. Facility Unassigned Request Information



A list of unassigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

Selecting the **Veteran Name Link** will assign the request to the user.

Figure 14. Unassigned Self-Service Requests for Manual Review

The screenshot shows the VA website interface for the Veteran Health Identification Card (VHIC) section. The page title is "Unassigned Self Service Requests For Manual Review". Below the title, there is a navigation bar with links for Home, Card Request, Reports, Card Management, and Site Management. The page content includes a table with the following data:

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, SEVEN	12953	1012900200V313855	1/21/2022	REVIEW
	VAPATIENT, ONE	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW

At the bottom of the page, there is a footer with the text: "VA Home Privacy FOIA Regulations Web Policies No FEAR Act Site Index Inspector General U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420 VHIC 4.20.1 bld 40 Unassigned Self Service Requests for Manual Review Screen". A red arrow points to the "VAPATIENT, ONE" row in the table.

The user will be able to see the updated number of requests in their queue on the home page.

Figure 15. Request Information Changed

The screenshot shows the VA website home page for the Veteran Health Identification Card (VHIC) section. The page title is "Request Information Changed". Below the title, there is a navigation bar with links for Home, Card Request, Reports, Card Management, and Site Management. The page content includes the following text:

Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review.

You have 4 card request(s) submitted thru self-service that require immediate review assigned to you.

You have 1 card(s) on hold that will expire within 7 days

Below the text, there are three large buttons: "CARD REQUEST", "REPORTS", and "CARD MANAGEMENT". At the bottom of the page, there is a footer with the text: "VA Home Privacy FOIA Regulations Web Policies No FEAR Act Site Index Inspector General U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420 VHIC 4.20.1 bld 40 Home Screen". A red arrow points to the "1 unassigned card request(s)" text.

4.3.3. Assigned Requests

Clicking on the **Assigned Card Request** message will direct the user to the list of facility requests assigned to them for proofing.

Figure 16. Assigned Request Information



The list of assigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

Figure 17. Assigned Self-Service Requests for Manual Review

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management Toolkit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management Toolkit before clicking the link.

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975588	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO (SIX)	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

[Home](#)
[Privacy](#)
[FOIA](#)
[Regulations](#)
[Web Policies](#)
[No FEAR Act](#)
[Site Index](#)
[Inspector General](#)
 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHIC 4.20.1 bld 40
 Assigned Self Service Requests for Manual Review Screen

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in *Error! Not a valid bookmark self-reference.*

Figure 18. Assigned Self-Service Requests for Manual Review with Preferred Name

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management Toolkit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management Toolkit before clicking the link.

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

When the user is ready to review the request(s) the Proofer will need to access the Toolkit through one of the methods listed in *Section 3.3 Accessing the Identity Management Toolkit*. Once Toolkit access has been established, selecting the **Veteran Name link** will open a new window giving the VHIC user access to the new **Proofing Task** in the Toolkit.

5. Self Service Request Processing

A new **1998 Person Verification [Self-Service] Task** is created in the Toolkit to proof veterans that have submitted VHIC card requests through the VA Access application. These requests will fall under two categories based on manual review performed by the VHIC User.

Veteran Health Identification Card 4.28

User Guide – Volume 6 Self-Service New Card Request

- Accepted Image
- Rejected Image

Reviewing a card request submitted thru VHIC Self Service requires the user to review the proofing document and photo submitted by the veteran. If either artifact does not meet required standards, then follow the steps outlined under Rejected Image. If both artifacts meet required standards, then follow the steps outlined under Accepted Image.

5.1. Person Verification Task- Accepted Image





Selecting the Full Name link from the Assigned Request list will open the **1998 Person Verification [Self-Service] Task**.

Figure 19. Link to Person Verification Task

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

Page 1 of 1 prev next

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975588	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

To process:

1. Select the **Task Number** to open the Task for review.

Figure 20. Select Task Number

The screenshot shows the 'Identity Management Toolkit' interface. At the top, there are navigation tabs: Primary View, Tasks(0)/Requests(0), Correlations(7), Primary View Audit, ICN History(#), ADR MPI PV Compare, Link Events, Milestones, and RJC. Below this, user information is displayed: ICN 1013659740V975586, ID STATE: PERMANENT, Name VAPATIENT, ONE, and SSN 666-00-0001. The 'Active Tasks' section contains a table with the following data:

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
1286433176	03/22/2022	1998 - PERSON VERIFICATION [SELF-SERVICE]	200PROV-VA PROVISIONING SYSTEM	NEW	

Below the 'Active Tasks' table, there are sections for 'Related Requests(0)' and 'Informational Tasks', both of which are currently empty.

2. The Proofer will need to navigate to the Task Notes tab to assign the Task to themselves.

Figure 21. Task Notes Tab

The screenshot shows the 'Identity Management Toolkit' interface with the 'Task Notes' tab selected. The navigation bar includes: Task Details, Resolved Tasks, Task Notes, Task Audit, Person Verification, and Override. The task details for task # 1286433176 are displayed, including the task description 'PERSON VERIFICATION AND IDENTITY TRAIT EDIT'. Below this, there is a table for 'Upload Files' and a 'Related Requests' section which is currently empty.

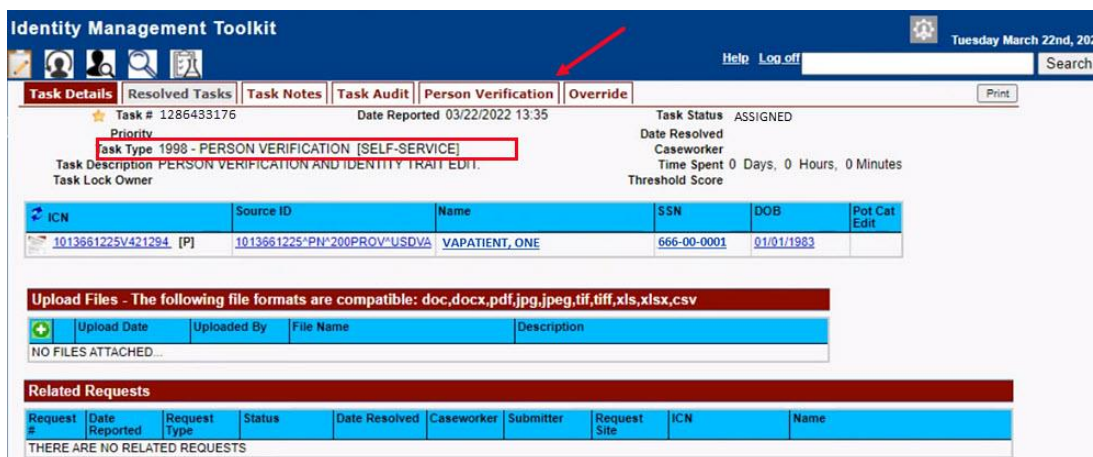
ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013661347V171151 [P]	1013661347*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0001	01/01/1981	

Figure 22. Assign Task



3. After assigning the Task they will open to Task Details Tab, then Select Person Verification Tab to process the Task

Figure 23. Figure 23. Person Verification Task Details



4. The Person Verification tab will open to the Data Review section of the Task. The Data Review tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran. The Identification can be found on the Self-Service Images tab.

Figure 24. Person Verification Data Review Screen

Identity Management Toolkit
Help Log off Search
Thursday September 1st, 2022

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override
Print

★ Task # 1330049428 Date Reported 08/03/2022 15:16 Task Status ASSIGNED

Priority Date Resolved

Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Caseworker

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes

Task Lock Owner Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013697734V551527 [P]	1013697734*PN*200PROV*USDVA	VAPATIENT_ONE	000-35-0117	11/20/1958	

PRIMARY VIEW DATA - Updated: SEP 02, 2022@14:08:13 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

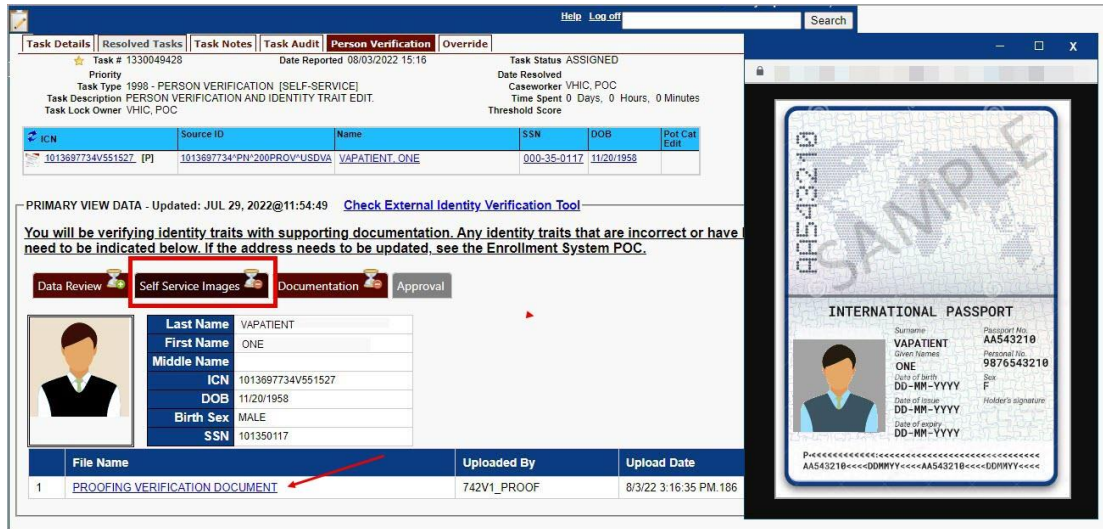
Data Review
Self Service Images
Documentation
Approval

Field Name	MVI Value	Verify	New Value
ICN	1013697734V551527		
Last Name	VAPATIENT	<input type="checkbox"/>	<input type="text"/>
First Name	ONE	<input type="checkbox"/>	<input type="text"/>
Middle Name		<input type="checkbox"/>	<input type="text"/>
Suffix		<input type="checkbox"/>	<input type="text"/>
DOB	NOVEMBER 20, 1958	<input type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Birth Sex	MALE	<input type="checkbox"/>	<input type="text"/>
SSN	101350117	<input type="checkbox"/>	<input type="text"/>
SSN Verification Status			

• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.

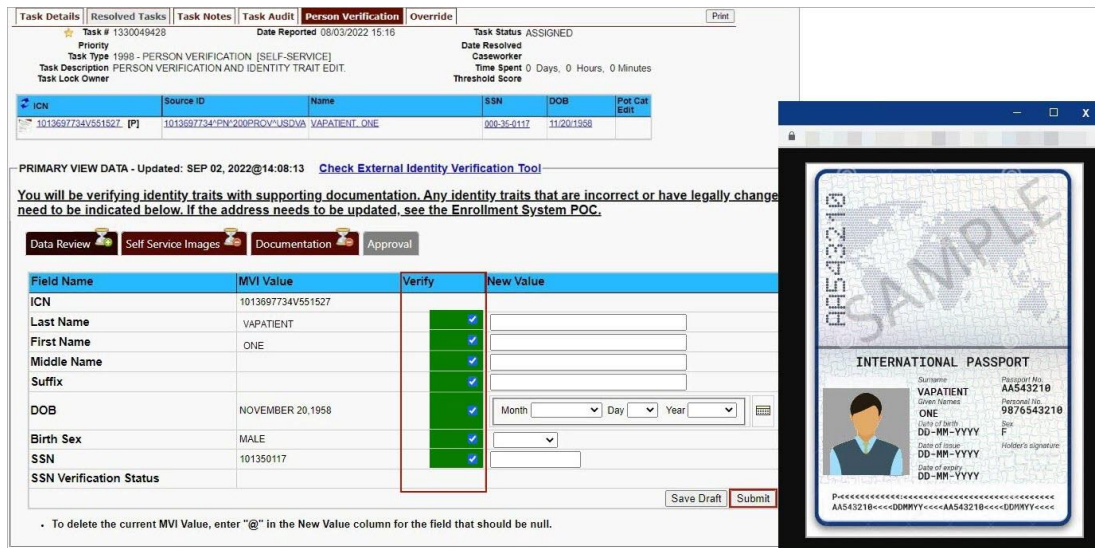
- On the **Self-Service Images** tab, click **Person Verification Document link (s)** to open the submitted images for review. The documents will open in a separate window. Review the **Proofing Document(s)** and return to the **Data Review** tab

Figure 25. Self Service Images Tab



- The MPI Value column will contain **Primary View** data. **Verify** matching traits by checking the corresponding check box in the **Verify** column. The target trait will highlight green. Click the **Submit** button after trait verification.

Figure 26. Data Review Tab Verify Traits



- The Profer will return to the **Self-Service Image** tab once the Traits are verified. The Data Review tab now shows a check mark indicating that section is complete. Here the Profer can **Accept** or **Reject** the uploaded image based on acceptability criteria.

Figure 27. Accept Veteran Submitted Image

The screenshot displays a software interface for 'Person Verification'. At the top, there are tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Person Verification' tab is active, showing task details for Task # 1330049428, Date Reported 08/03/2022 15:16, and Task Status ASSIGNED. Below this is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. The table contains one row with the following data: ICN: 1013897734V551527, Source ID: 1013897734*PN*200PROV*USDVA, Name: VAPATIENT.ONE, SSN: 101-35-8117, DOB: 11/20/1958. Below the table is a section for 'PRIMARY VIEW DATA' with a timestamp and a link to 'Check External Identity Verification Tool'. A warning message states: 'You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have need to be indicated below. If the address needs to be updated, see the Enrollment System POC.' Below the warning are buttons for 'Data Review', 'Self Service Images', 'Documentation', and 'Approval'. The 'Self Service Images' button is highlighted with a green checkmark. To the right of these buttons is a form for identity verification with fields for Last Name (VAPATIENT), First Name (ONE), Middle Name, ICN (1013897734V551527), DOB (11/20/1958), Birth Sex (MALE), and SSN (101350117). Below the form is a table with columns for File Name, Uploaded By, and Upload Date. The table contains one row: File Name: PROOFING VERIFICATION DOCUMENT, Uploaded By: 742V1_PROOF, Upload Date: 8/3/22 3:16:35 PM.186. At the bottom left are buttons for 'Accept Image' and 'Reject Image'. On the right side of the screenshot is a preview of an 'INTERNATIONAL PASSPORT' for VAPATIENT ONE, with a passport number AA543210 and a date of issue DD-MM-YYYY.

NOTE: The Veteran is informed during the Request Process that if a trait needs to be modified (for example, Last Name changes), they must come into the facility. If the Veteran submits a request under the following conditions:

- Photo submitted is not acceptable
- Verification document uploaded is not acceptable
- Identification traits do not match

The POC will need to make a note under the **Task Notes Tab** and continue through the *Person Verification Task- Rejected Image in Section 5.2*.

8. After accepting the uploaded image, the task will progress. The **Self-Service Images** tab will now show a check mark. and the Proofer will move to the **Documentation** tab.

Figure 28. Documentation Tab

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override

Task # 1330049428 Date Reported 08/03/2022 15:16 Task Status ASSIGNED

Priority 1998 - PERSON VERIFICATION (SELF-SERVICE) Date Resolved
 Task Type PERSON VERIFICATION (SELF-SERVICE) Caseworker VHC, POC
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
 Task Lock Owner VHC, POC Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013897734V551527	1013897734*PN*206PROV*USOVS	VAPATIENT_ONE	101-35-0117	11/20/1958	

PRIMARY VIEW DATA - Updated: JUL 29, 2022@11:54:49 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images **Documentation** Approval

Field Name	IMV Value	New Value
ICN	1013897734V551527	1013897734V551527
Last Name		
First Name		
Middle Name		
Suffix		
DOB	11/20/1958	11/20/1958
Birth Sex	MALE	MALE
SSN	101-35-0117	101-35-0117
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Changed Field	Allowed Documents
Level of Assurance	<ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB

Verification Document(s)

- State-Issued Driver's License
- Passport
- Federal, State, or Local Government-issued photo ID containing name and DOB
- Social Security Card
- Court Order for a Name Change
- Letter from SSA with updated SSN
- Birth Certificate
- Court Order for Gender Change
- Signed Licensed Physicians Statement on Office Letterhead

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Save Draft | Submit

INTERNATIONAL PASSPORT

Surname: VAPATIENT Passport No: AA543210
 Given Name: ONE Passport No: 9876543210
 Date of Birth: DD-MM-YYYY Sex: F
 Date of issue: DD-MM-YYYY Holder's signature: _____
 Date of expiry: DD-MM-YYYY

- The Proofer will select the documentation type submitted from the list of acceptable documents and click **Submit**.

Figure 29. Submit Document Details

Task # 133004928 Date Reported 08/03/2022 15:16 Task Status ASSIGNED

Priority 1998 - PERSON VERIFICATION (SELF-SERVICE) Date Resolved Caseworker VHC POC
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
Task Lock Owner VHC POC Threshold Score

ICN	Source ID	Name	SSN	DOB	Print Edit
1013897734V551527 (PI)	1013897734*PI*V00PROV*USDVA	VAPATIENT ONE	101-35-0117	11/20/1958	

PRIMARY VIEW DATA - Updated: JUL 25, 2022@11:54:49 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.

Data Review Self Service Images Documentation Approval

Field Name	IMVI Value	New Value
ICN	1013897734V551527	1013897734V551527
Last Name	VAPATIENT	VAPATIENT
First Name	ONE	ONE
Middle Name		
Suffix		
DOB	11/20/1958	11/20/1958
Birth Sex	MALE	MALE
SSN	101-35-0117	101-35-0117
SSN Verification Status		

Verification Document(s) Instructions

Please select one Primary Identification document (State-Issued Driver's License; Passport; Federal, State, or Local Government-issued photo ID with Name and DOB).

Changed Field **Allowed Documents**

Level of Assurance State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB

Verification Document(s)

State-Issued Driver's License

Passport

Passport Number: Expiration Date: N/A

Country of Issuance: State of Issuance:

ID Type: *REQUIRED

Federal, State, or Local Government-issued photo ID containing name and DOB

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

Appointment Status

Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Save Draft Submit

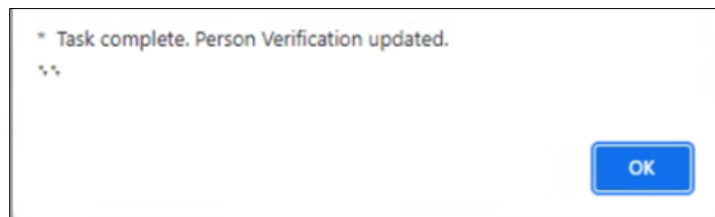
INTERNATIONAL PASSPORT

Surname: VAPATIENT Passport No: AA543210
Given Name: ONE Personal No: 9876543210
Date of Birth: DD-MM-YYYY Sex: F
Date of Issue: DD-MM-YYYY
Date of expiry: DD-MM-YYYY
Holder's signature: [Signature]

[Machine-readable zone: P<#####DDMMYY<<<<AA543210<<<<EE#RRYY<<<<]

10. A pop-up box will show that the task has been completed. Select **OK** button.

Figure 30. Select OK Button



Documentation Requirements Met, Check Marks indicate that all Proofing Tasks have been Completed

Figure 31. Task Completed

The screenshot shows the 'Person Verification' tab of the Identity Management Toolkit. A red box highlights a notification: 'Task complete. Person Verification updated.' Below this, task details for ID 1286433176 are shown, including 'Task Status: ASSIGNED' and 'Date Reported: 03/22/2022 12:57'. A table lists verification data for ICN 1013659740V975586, with fields for Source ID, Name (VAPATIENT.ONE), SSN (666-00-0001), and DOB (01/01/1980). A 'PRIMARY VIEW DATA' section contains a warning about identity verification and a row of status indicators: Data Review (green check), Self Service Images (green check), Documentation (green check), and Approval (grey). A table below shows 'Field Name', 'MVI Value', 'New Value', and 'Verification Document(s) Instructions'.

11. Once the Task is completed, the POC will need to go back to the Task Notes tab and mark it as Resolved.

Figure 32. Add Task Notes

The screenshot shows the 'Task Notes' tab of the Identity Management Toolkit. The 'Task Details' section shows 'Task # 1286433176' and 'Current Status: ASSIGNED'. The 'New Status' dropdown is set to 'Resolve'. The 'Time Spent' section has dropdowns for Days, Hours, and Minutes. A red arrow points to the 'Save' button in the top right corner. Below, a table lists verification data for ICN 1013045169V446555, with fields for Source ID, Name (VAPATIENT.ONE), SSN (666-00-0001), and DOB (09/06/1976).

From the **Primary View** the user can confirm that the LOA Changed to 2

Figure 33. LOA Changed

The screenshot shows the 'Primary View' of the Identity Management Toolkit for ICN 1013659740V975586. The 'Level of Assurance' is displayed as a circled '2'. A red arrow points to this indicator. Below, a table shows 'PRIMARY VIEW DATA' with columns for Field Name, Value, and Authority Score. The table includes rows for ICN, ID State (PERMANENT), and Text Record Indicator.

From the **Correlations** tab the user can confirm that the Proofing Correlation Added

Figure 34. Proofing Correlation Added

Primary View | Tasks(1)/Requests(0) | **Correlations(9)** | Primary View Audit | ICN History(#) | ADR MPI PV Compare | Link Events | Milestones | RJC | Accounts(#) | Print

ICN 1013659740V975586 ID STATE: PERMANENT
 Name VAPATIENT, ONE
 SSN 666-00-0001 SSN Verification Status:

All Correlations

Station ID	Correlation	IEN	Status	Name	SSN	DOB	Birth Sex	MMN	Pot Cat Edit Status	Date Last Treated
<input type="checkbox"/> 200DOD	200DOD DOD DEERS	2110365732-NI-USDOD	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE			
<input type="checkbox"/> 200ESR	200ESR ENROLLMENT SYSTEM REDESIGN	1013659740V975586-PI-USVHA	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE			
SITE ASSOCIATION										
<input type="checkbox"/> 200IP	200IP IDENTITY PROOFING	TKIP1286433176-PI-USVHA	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE			
<input type="checkbox"/> 200PROV	200PROV VA PROVISIONING SYSTEM	1013659740-PI-USDVA	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE			
<input type="checkbox"/> 200VETS	200VETS VETS360	1133273-PI-USDVA	ACTIVE	VAPATIENT, ONE	NO SSN					

5.2. Person Verification Task- Rejected Image

Processing a **Person Verification Task** when the Veteran has submitted an unacceptable image follows the same process outlined above, until the Proofer reaches the **Self-Service Images** approval page.

1. The VHIC Proofer will select the Full Name link from the Assigned Request list, which will open a window into the MPI Toolkit 1998 Person Verification [Self-Service] Task.

Figure 35. Link to Toolkit Task



Veteran Health Identification Card (VHIC) Skip to Content

Home | Card Request | Reports | Card Management | Site Management Logged in as:

Assigned Self Service Requests For Manual Review

Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.

Page 1 of 1 prev next

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	TWENTY VAPERSON	15902	1013896234V738535	2/21/2024	REVIEW
	TWELVE S VAPATIENT	15905	1013816278V874403	2/22/2024	REVIEW,NO EDIPI

2. To review, click on the **1998-Person verification [Self Service] Task** hyperlink.

Figure 36. MPI Toolkit Task Number Link

Primary View | **Tasks(1)/Requests(0)** | Correlations(0) | Print

★ ICN ID STATE:
Name
SSN SSN Verification Status:

Lists | Proofing

Verification Tasks

Request VA CSP | Proof History

Task #	Date Reported	Task Type	Task Status	Caseworker
1514980816	02/22/2024	1998 - PERSON VERIFICATION [SELF-SERVICE]	NEW	

New Proofing Task

Active Tasks

Task #	Date Reported	Task Type	Task Status	Caseworker
1514980816	02/22/2024	1998 - PERSON VERIFICATION [SELF-SERVICE]	NEW	

The **Task Details** page will open

Figure 37. New Person Verification Task Details

Task Details | Resolved Tasks | Task Notes | Task Audit | Person Verification | Override | Print

★ Task # 1514980816 Date Reported 02/22/2024 09:17 Task Status **NEW**
 Priority Date Resolved 02/22/2024 13:14
 Task Type **1998 - PERSON VERIFICATION [SELF-SERVICE]** Caseworker
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
 Task Lock Owner VHIC, Proofer Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE SIX	666-11-1151	06/16/1996	

Upload Files - The following file formats are compatible: doc, docx, pdf, jpg, jpeg, tif, tiff, xls, xlsx, csv

Upload Date	Uploaded By	File Name	Description
NO FILES ATTACHED...			

Related Requests

Request #	Date Reported	Request Type	Status	Date Resolved	Caseworker	Submitter	Request Site	ICN	Name
THERE ARE NO RELATED REQUESTS									

3. The Proofer will assign the Task to themselves on the **Task Notes** tab.

Figure 38. Assign Task

Task Details | Resolved Tasks | **Task Notes** | Task Audit | Person Verification | Override | Save | Print

Task # 1514980816 Priority Current Status NEW Task Role Group Caseworker *VHIC, POCProofer* New Status **Assign**
 Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Time Spent: Days 0 Hours 0 Minut
 Date Reported 02/22/2024 09:17 Task Lock Owner VHIC, POCProofer Date Resolved Threshold Score

ICN Add ICN

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE SIX	666-11-1151	06/16/1996	

- After assigning the **Task** they will open to **Task Details Tab**, then **Select Person Verification Tab** to process the **Task**

On the **Task Details** Screen, the user will need to click on the **Person Verification** tab to continue the Proofing Task.

Figure 39. Select Person Verification Tab

The screenshot shows the 'Task Details' screen with the 'Person Verification' tab selected. The 'Task Type' is highlighted with a red box, and a red arrow points to the 'Caseworker' field.

Task #	Priority	Current Status	Task Role Group	Caseworker	New Status
1514980816		ASSIGNED	VHIC	VHIC, POCProofer	

Task Type: 1998 - PERSON VERIFICATION [SELF-SERVICE]

Date Reported: 02/22/2024 09:17

Task Lock Owner: VHIC, POCPROOFER

ICN: Add ICN

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE SIX	666-11-1151	06/16/1996	

Task Notes

On February 22, 2024 at 13:07:06, VHIC, POCPROOFER Auto Note:
Assigned to

- The Person Verification tab will open to the **Data Review** section of the Task. The **Data Review** tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran. The Identification can be found on the **Self-Service Images** tab.

Figure 40. Select Self-Service Images Tab

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Override	Print
★ Task # 1514980816		Date Reported 02/22/2024 09:17		Task Status ASSIGNED		
Priority		Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE]		Date Resolved		
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.		Task Lock Owner		Caseworker		
				Time Spent 0 Days, 0 Hours, 0 Minutes		
				Threshold Score		
ICN	Source ID	Name	SSN	DOB	Pot Cat	Edit
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE SIX	666-11-1151	06/16/1996		
PRIMARY VIEW DATA - Updated: FEB 22, 2024@09:08:26 Check External Identity Verification Tool						
You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.						
Data Review	Self Service Images	Documentation	Approval			
Field Name	MVI Value	Verify	New Value			
ICN	1013816278V874403					
Last Name	VAPATIENT	<input type="checkbox"/>				
First Name	TWELVE	<input type="checkbox"/>				
Middle Name	SIX	<input type="checkbox"/>				
Suffix		<input type="checkbox"/>				
DOB	JUNE 16, 1996	<input type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>			
Birth Sex	MALE	<input type="checkbox"/>	<input type="text"/>			
SSN	666111151	<input type="checkbox"/>	<input type="text"/>			
SSN Verification Status						
				Save Draft	Submit	
• To delete the current MVI Value, enter "@" in the New Value column for the field that should be null.						

- On the Self-Service Images tab, clicking the **Proofing Verification Document** link will cause a separate window to open showing the supporting documentation the Veteran uploaded for the request.

Figure 41. Compare Veteran Images

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override

★ Task # 1514980816 Date Reported 02/22/2024 09:17 Task Status ASSIGNED

Priority
Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE]
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.
Task Lock Owner

ICN	Source ID	Name
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT

PRIMARY VIEW DATA - Updated: FEB 22, 2024@09:08:26 [Check E](#)

You will be verifying identity traits with supporting documents. Need to be indicated below. If the address needs to be updated, click the address icon.

Data Review Self Service Images Documentation

	Last Name VAPATIENT
	First Name TWELVE
	Middle Name SIX
	ICN 1013816278V874403
	DOB 06/16/1996
	Birth Sex MALE
	SSN 666111151

File Name
1 PROOFING VERIFICATION DOCUMENT

+/- Reject Reasons

Accept Image Reject Image

- Upon review if the images do not match, or if they fall under any other rejection reason, the user will select the +/- button. This will open the drop-down list of rejection reasons. VHIC Proofer will mark all check boxes that apply.

Figure 42. Rejection Reason Menu

File Name	Uploaded By	Upload Date
1 PROOFING VERIFICATION DOCUMENT	742V1_PROOF	2/22/24 9:17:35 AM.360

+/- Reject Reasons

- Altered photo
- Does not meet Facial Requirements
- Expired Proofing Document
- Glasses or Electronics (i.e. Ear Pods- not allowed)
- Missing Photo
- Missing Proofing Document
- No Black & White Photo
- Non-Solid Light-Colored Background
- Photo of an ID
- Picture of a Picture
- Unacceptable Proofing Document
- Unauthorized Head Gear/Attire
- Use of filters

Accept Image Reject Image

NOTE: Rejection reasons can include:

- Altered photo
- Does not meet Facial Requirements
- Expired Proofing Document
- Glasses or Electronics (i.e. Ear Pods, etc. not allowed)
- Missing Photo
- Non-Solid Light-Colored Background
- Phot of an ID
- Picture of a picture
- Unacceptable Proofing Document
- Unauthorized Head Gear/Attire
- Use of Filters


8. With the reasons selected, click the **Reject Image** button.

Figure 43. Select Reject Image Button

PRIMARY VIEW DATA - Updated: FEB 22, 2024@09:08:26 [Check External Identity Verification Tool](#)

You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.


Data Review Self Service Images Documentation Approval

	Last Name VAPATIENT
	First Name TWELVE
	Middle Name SIX
	ICN 1013816278V874403
	DOB 06/16/1996
	Birth Sex MALE
	SSN 866111151

	File Name	Uploaded By	Upload Date
1	PROOFING VERIFICATION DOCUMENT	742V1_PROOF	2/22/24 9:17:35 AM.360

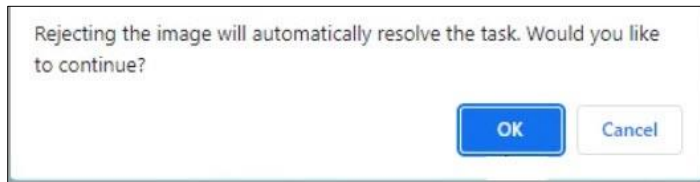
+/- Reject Reasons

Accept Image Reject Image



9. A pop up will appear to confirm the rejection. Select **OK** to confirm. Confirming the image rejection, the Proofing Task will auto-resolve and cancel the request.

Figure 44. Reject/Resolve Confirmation Message



Auto resolved tasks will go to **Task Details** tab instead of staying on the Person Verification Tab. Navigating to the **Task Notes** tab will show the Task Status as **Resolved** and will show the system generated notes showing the reason(s) for rejection.

Figure 45. Resolved Task Status

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013816278V874403 [PJ]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE SIX	666-11-1151	06/16/1996	

Task Notes

On February 22, 2024 at 13:07:06, VHIC, PROOFER Auto Note:
Assigned to

--On February 22, 2024 at 13:14:13, VHIC, PROOFER Auto Note:
SELF SERVICE IMAGE REJECTED. (Does not meet Facial Requirements|Glasses or Electronics (i.e. Ear Pods- not allowed)|Non-Solid Light-Colored Background|Photo of an ID)

--On February 22, 2024 at 13:14:14, VHIC, PROOFER Auto Note:
Task status set to RESOLVED. Resolved by VHIC, PROOFER

The LOA on the Primary View will remain at 1

Figure 46. Level of Assurance Does Not Change

Primary View | Tasks(1)/Requests(0) | Correlations(0) | Primary View Audit | ICN History(0) | ADR MPI PV Compare | Link Events | Milestones

★ ICN 1013816278V874403 ID STATE: PERMANENT
Name VAPATIENT, TWELVE SIX
SSN 666-11-1151 SSN Verification Status:

Level of Assurance: **1**

[Create OVR Task](#)

5.3. Communication For Veteran

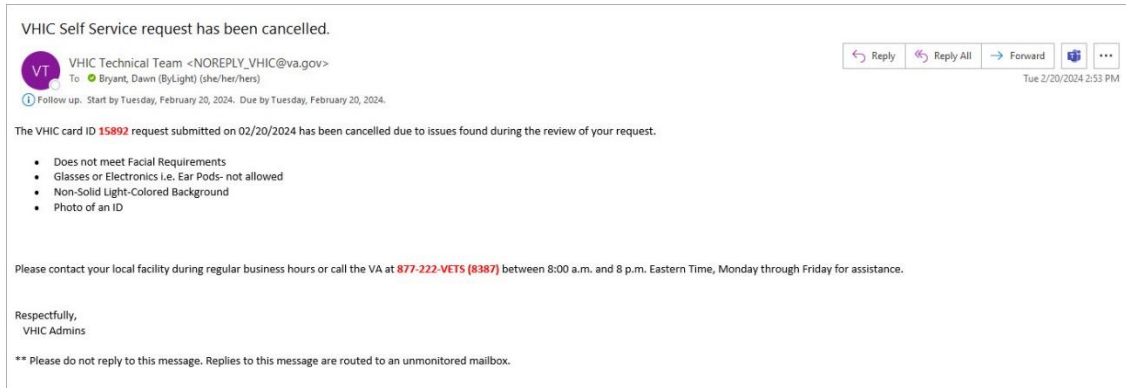
The Veteran will receive an email indicating that their request was cancelled and direct them to come into their nearest facility to resolve any issues that may keep them from qualifying for a VHIC card. Examples of these emails are:

Veteran Health Identification Card 4.28

User Guide – Volume 6 Self-Service New Card Request

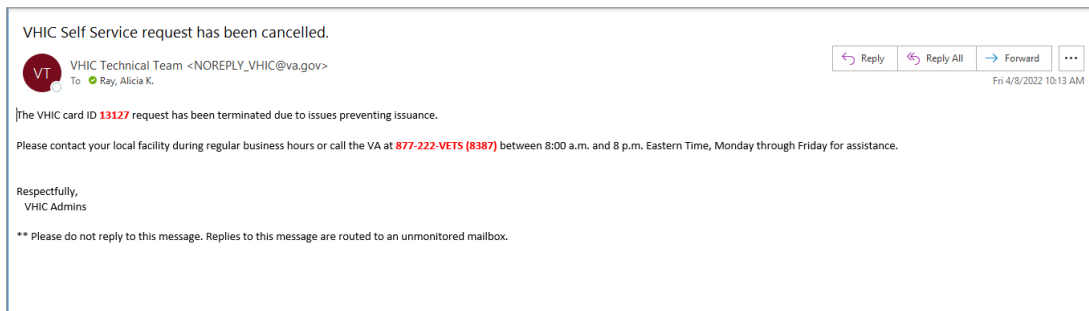
- The card request was cancelled due to review issues such as a bad photo, unacceptable documents submitted, etc.

Figure 47. Request Cancellation Review Issue



- The card request was cancelled due to other reasons such as 30-day timeout.

Figure 48. Request Cancellation Email Timed Out



6. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.