Veteran Health Identification Card (VHIC 4.29)

User Guide

Volume 3 - Card Management and

Administrator Only Tasks

May 2024

Department of Veterans Affairs

Office of Information and Technology (OI&T)

Revision History

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

Date	Revision	Description	Author
05/18/2024	12	Updated screen shots to reflect changes to photo capture functionality	REDACTED
03/17/2024	11.2	No functionality changes. Updates to date and version number, some screenshots, and mild style and formatting updates	REDACTED
12/14/2023	11.1	No functionality changes. Updates to date and version number	REDACTED
09/18/2023	11	No functionality changes. Updates to help desk number, date and version number	REDACTED
06/17/2023	10	Updated to reflect changes in functionality during VIP 25, removed duplicate information and information not relevant to Card Management	REDACTED
03/18/2023	9	Updated to reflect changes in functionality during VIP 24	REDACTED
12/17/2022	8.2	No Changes in functionality updated date and version number	REDACTED
09/18/2022	8.1	No Changes in functionality updated date and version number	REDACTED
06/18.2022	8	Updated to reflect changes from VIP 21 Release	REDACTED
04/18/2022	7.4	No Changes in functionality updated date and version number	REDACTED
09/18/2021	7.3	No Changes in functionality updated date and version number	REDACTED
06/20/2021	7.2	No Changes in functionality updated date and version number	REDACTED
03/20/2021	7.1	No Changes in functionality updated date and version number	REDACTED
12/19/2020	7	Updated for VIP 15 release	REDACTED
06/20/2020	6	Updated to reflect changes to application with VIP 13	REDACTED
02/15/2020	5	Updated to reflect changes to application with VIP 12 release	REDACTED
11/01/2019	4	Updated to reflect updates to VHIC completed in VIP 10 -Validation for ICN input fields on all search screens and shall add a usage tip	REDACTED
09/04/2019	3	Updated to reflect new functionality for VHIC 4.9 Release (Card Destruction) and updated formatting to comply with OIT Standards	REDACTED

Date	Revision	Description	Author
01/21/2018	2.1	Accepted all changes as approved on anomaly logs, re-paginated document, re-ran TOCs, and created Section 508 compliant PDF for uploading, with Word document, to RTC Jazz Tools as well as SharePoint.	REDACTED
01/19/2018	2.1	Re-paginated document. Readied document for creating Section 508 compliant PDF.	REDACTED
01/12/2018	2.1	Applied changes from first anomaly log dated 010418 as well as some additional internal anomalies identified by the VHIC Product Development Team.	REDACTED
12/21/2017	2.1	Updated images to include new "Skip To Content" link. Added Section 8 entitled "Card Destruction." Updated Appendix entitled "VHIC Roles." Checked Alt text for all images and figures. Added Alt text to figures without it. Re-ran TOCs.	REDACTED, REDACTED
08/25/2017	2.0	Checked Alt text for all images and figures. Added Alt text to figures without it. Changed name in footer from "Card Deactivation" to "Card Management." Re-ran TOCs and fixed content/figure pagination issues in the Word document. Document converted to Section 508 compliant PDF as part of VHIC 4.8. Updated document name to match VA naming conventions by replacing spaces in Word document name with underscores.	REDACTED
08/15/2017	2.0	Updated with content and images for first draft for VHIC 4.8.	REDACTED, REDACTED
08/17/2016	1.6	Completed technical writer review of document. Ran Spelling and Grammar, added Alt text to all images, and re-ran TOCs. Created a footer and page numbering for document Page 1 to match other volumes. Changed cover date from "August 2016" to match footer date of "September 2016" to match other Volumes.	REDACTED
08/04/2016	1.6	Updated content	REDACTED
01/06/2015	1.5	Updated content and Images	REDACTED
07/07/2015	1.4	Updated content and Images	REDACTED
07/07/2015	1.3	Rebuilt to capture content overhaul to VHIC System and divided this guide into three separate parts	REDACTED
05/20/2015	1.2	Updated Content and Images to reflect the Maintenance Releases	REDACTED
01/13/2015	1.1	Updated content and Images	REDACTED

Date	Revision	Description	Author
09/18/2014	1.0	Rebuilt to capture content overhaul to VHIC System	REDACTED

Table of Contents

Table of Figures

Table of Tables

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 also provide the detailed steps on how VHIC Administrators can deactivate all 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.

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 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 Management screens in the VHIC application. Once all of the required information has been provided, the final step in the Card Management process will confirm that the deactivation of all VHICs associated with a Veteran have been deactivated.

Additional sections cover the logging of VHIC cards received at the HEC for destruction and processing the destruction of these cards.

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 *Google Chrome or Microsoft Edge* 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.

- Descriptive text is presented in a proportional font (as represented by this font).
- Information of note will be identified with underlined, capitalized, and boldfaced font. Example:

<u>NOTE:</u>

- "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 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 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. Accessing the VHIC Application

2.1. Browser

VHIC is a web-based application which 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. 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.

2.1.1. 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. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

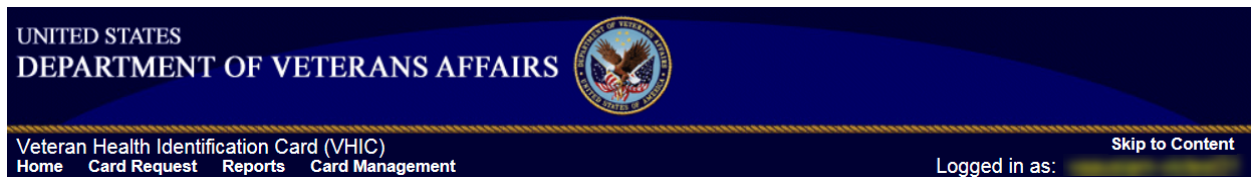## 2.2. Proper Navigation of the VHIC Application

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 1: 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 screen, refer to Section 3.3 System Menu.

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

NOTE: The "Skip To Content" link is a Section 508 compliance feature that skips repetitive navigation links so that page content can be quickly accessed.

2.3. Roles within VHIC

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.

For a detailed list of Roles and corresponding Access levels please refer to the **VHIC Roles and Access** document.

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

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome or Microsoft Edge* by either entering the URL listed in Section 2.1 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: SSOi Login Screen
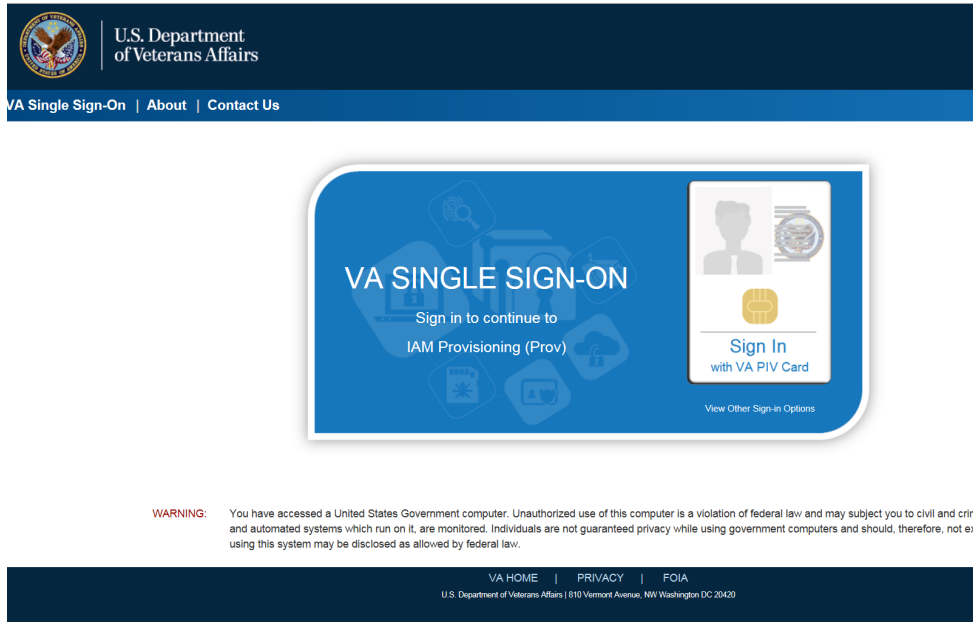
3.2. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: **Card Requests**, **Reports** and **Card Management**. 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 4: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

4. Card Management – The Card Deactivation Process

Table 2: Who can deactivate a card?

At a Glance…	VHIC Roles
Who can deactivate a card?	Administrator, Tech Admin (Tier 3)

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 walk through the steps required to complete a VHIC card deactivation request for each of the available deactivation reasons.:

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

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

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 Management. 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 Management link or the Card Management icon button.

Figure 5: VHIC Administrator Home screen; click Card Management
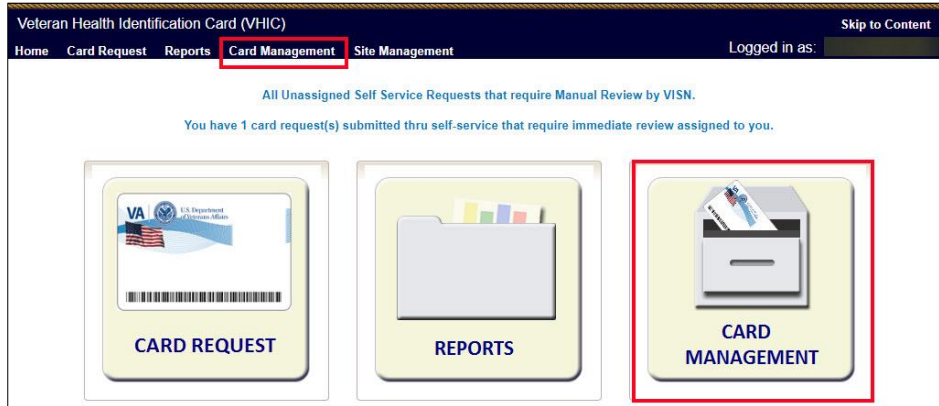
The **Card Deactivation** screen will show as the default screen following the selection of **Card Management**.

Figure 6: Card Deactivation Screen

4.1.1. Processing Card Deactivation

There are two modes of processing deactivations:

- **By Veteran** (meaning all cards will be deactivated for that veteran)
- **By Card ID** (meaning only the card ID specific will be deactivated)

4.1.1.1. Deactivation By Veteran

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 Person Index (MPI). 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

NOTES:

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

Figure 7: Help Icon

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

Figure 8: Card Management Deactivation Home screen. Search for Veteran

Various error messages can be received throughout the **Card Deactivation** process such as **Invalid ICN, Invalid Veteran ID**, **etc**. If the search yields no results, a message will be displayed above the search fields.

Figure 9: 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.

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 10: Select Veteran for Card(s) Deactivation

3. **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 card(s) for this Veteran. Choose from one of the several deactivation reasons VHIC provides.

Figure 11: Select Deactivation Reason from Dropdown

NOTE: If "**Other**" is selected as the reason for Deactivation the Administrator is required to add details in the space provided.

Figure 12: Add Details for Deactivation Reason if "Other" Chosen

Once the Deactivation Reason is provided the Administrator will click the **[Deactivate]** button to continue.

4. **Confirm Deactivation**

A pop up will appear asking to confirm the deactivation. Select **[OK]** to proceed with the Card Deactivation.

Figure 13: Select Deactivation and Confirm in Pop Up

5. **Deactivation Submitted**

The screen below shows that the **Card Deactivation** was completed successfully.

The selected deactivation reason will be displayed on this screen.

NOTE: 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.

Figure 14: Cards Deactivated - Cancelled/Declined

4.1.1.2. Deactivation By Card ID

Administrators will use **Deactivation by Card ID** when deactivating a specific card, not all cards.

1. The Administrator will use the search by **Card Id** function to begin the deactivation process.

Figure 15: Card Deactivation Search

2. Verify **Card ID** number and select the Veteran name link to continue.

Figure 16: Select Veteran by Card ID
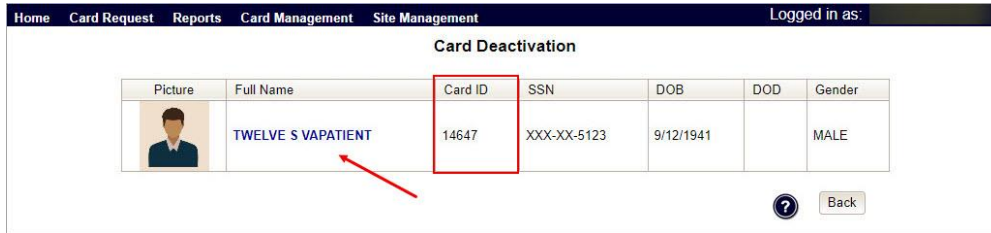
3. The **Card ID** will show in the details to the right of the Veteran photo. Select **Deactivation Reason** from the dropdown menu.

Figure 17: Select Deactivation Reason
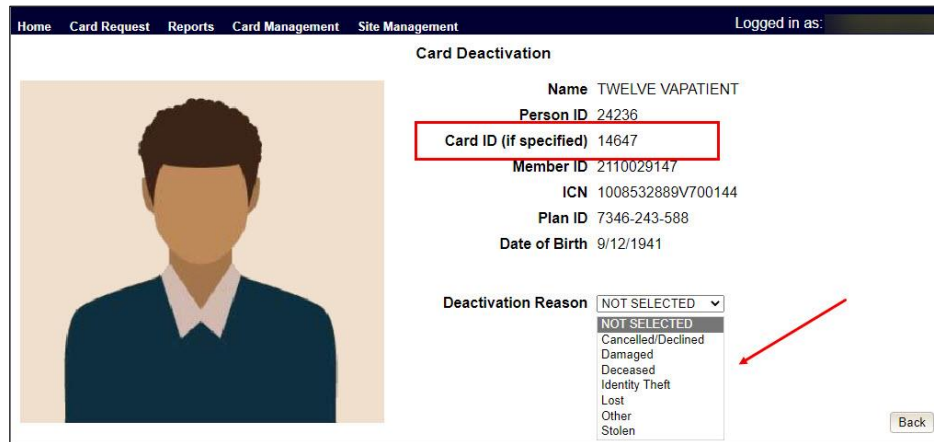
NOTES:

- Selecting **Other** requires an explanation in the text box that will be provided
- Administrators selecting reasons such as Damaged, Lost, etc., will need to submit a **Replacement Card** request

4. After clicking on the **Deactivation** button, a pop-up box will appear asking you to confirm the action. Select **OK** to continue the Deactivation.

Figure 18: Confirm Card Deactivation

5. The **Card Id** will show, and the Deactivation notification will appear.

Figure 19: Card Deactivated, Replace Card Button Shown

In the example above the **Deactivation Reason** is "**Damaged**". This card will need to be replaced.

6. Selecting the **Replace Card** button at the bottom of the screen will start the **Replacement Card** process taking the administrator to **Step 3**.

Figure 20: Replacement Card Process Started at Step 3
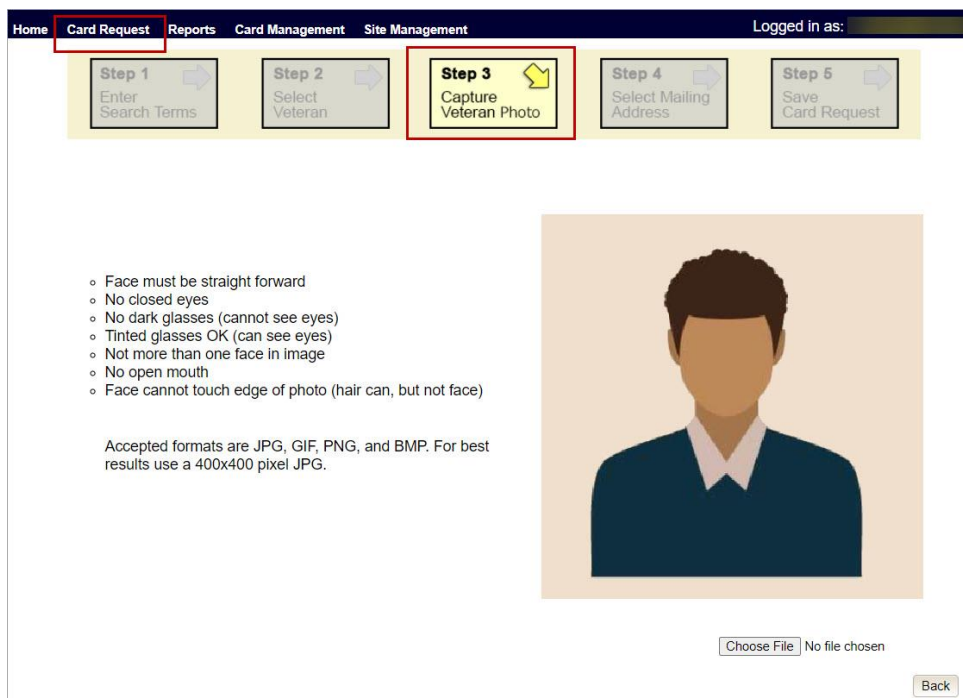
Continue Card Replacement process as in *Request a Replacement Card*.

4.2. Verifying Card Deactivation

The VHIC Administrator can verify that the cards for that Veteran have been deactivated by running different reports. Details regarding these **Reports** can be found in *VHIC User Guide Vol 2 Reports*.

1. **Card History Report by Person ID**

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 21: Card Deactivated Person ID Shown

Figure 22: Card History Report Query Screen

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

The Administrator will also see the messages for *Deactivated* and *MPI 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.

Figure 23: Card History Report - Cancelled/Declined

VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

| Veteran: | VGTESTTHIRTYFOU TESTFOURTYFIVE | | Person ID: | 22897 |

Gender	Date of Birth	Service	Card Count
MALE	11/11/1960	NO	3

Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6847

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC

Date Card Requested			
06/08/2017	06/14/2017		06/08/2027

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

Picture Effective Date	Branch of Service	VISN	Facility
04/19/2017	DECLINE	7	ATLANTA VAMC - 508

Mailed to Address	Address Selected By Veteran
10062 D STREET RESTON VA, 20191	10062 D STREET RESTON VA, 20191

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active		DEACTIVATED	06/08/2017 11:21:05	

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason
Poor Quality Other			Cancelled/Declined

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked		MVI CORRELATION UNLINKED	06/08/2017 11:21:05	

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason
Poor Quality Other			Cancelled/Declined

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

Figure 24. Card History by Person ID Report with Preferred Name

VHIC Card History by Person ID Report

Veteran ID: 23853 Card ID: ANY

Veteran:	VGTESTFIFTYNINE TESTSEVENTYONE (FIFTYNINE)	Person ID:	23853

Gender	Date of Birth	Service	Card Count
FEMALE	05/20/1950	YES	8

Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

2. **Veteran Detail Report**

Using the Basic Veteran Search will return the **Veteran Detail Report**. This report offers Veteran Details including VHIC Card information such as **Card Number(s), Card Status(es)**, and **MPI Status(es)**.

Figure 25: Veteran Report Screen

Figure 26: Veteran Detail Report Results

Veteran Detail Report

Veteran:	TWELVE SIX VAPATIENT		Person ID:	24236

Name	Date of Birth	Date of Death	ICN	Member ID
TWELVE SIX VAPATIENT	09/12/1941		1008532889V700144	2110029147

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14647	Deactivated	Unlinked	Mailed	03/01/2033

3. **Card Status Report** (Deactivated)

Using the Card Status Report, Administrators can select **[Deactivated]** along with the date range of the Deactivation(s) will return the number of Deactivated cards along with the information of the cards that were deactivated during that timeframe.

Figure 27: Card Status (Deactivated) Report

Figure 28: Card Status Report (Deactivated) Results

5. Replacing a Deactivated VHIC Card

For details on the Card Request process see *VHIC User Guide Vol 1 Card Requests – All Users*.

5.1. 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 in the below example, 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 after **Card Deactivation**.

Figure 29: Replace Card
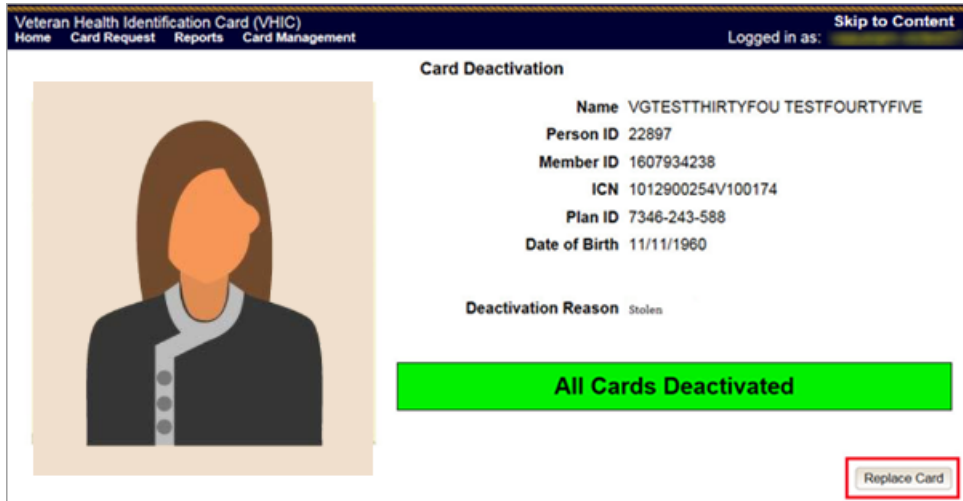
This will take the user to *Step 3: Capture Veteran Image* of the card request process.

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

Figure 30: Step 3 Capture Veteran Image screen
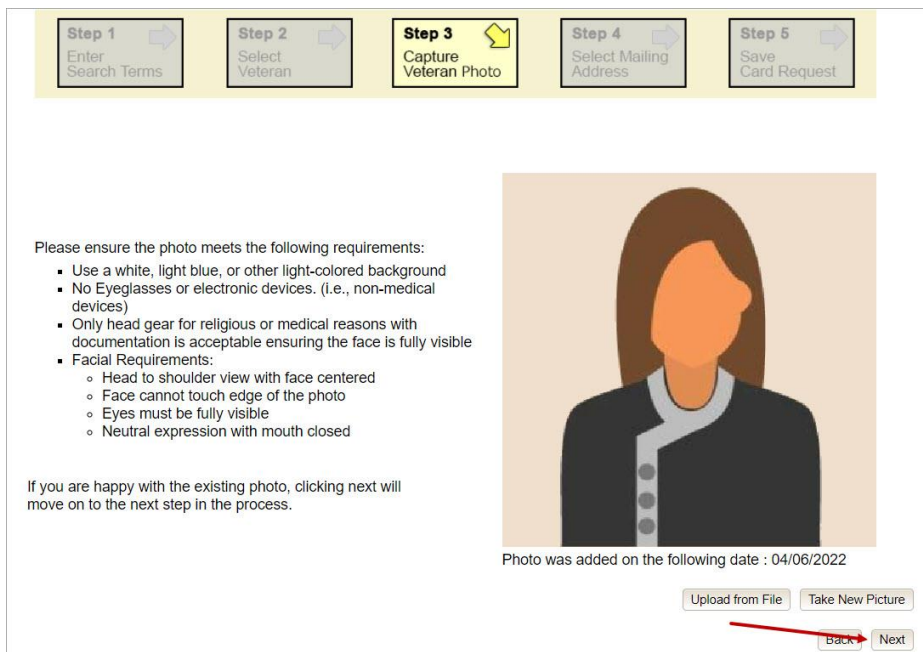
Confirm that you want to use the existing photo by clicking on the **[OK]** button.

Figure 31: Step 3: Confirm Reuse of Photo by clicking the OK button
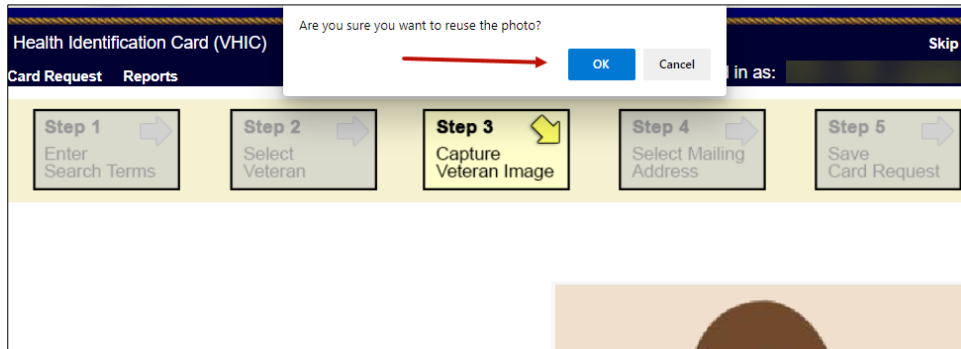
NOTE: Greyscale pictures are not permitted to appear on the VHIC card. Attempts to use a greyscale photo will result in an error and you will need to use the **[Back]** button to capture or upload a new photo.

Figure 32: Greyscale Photo Error
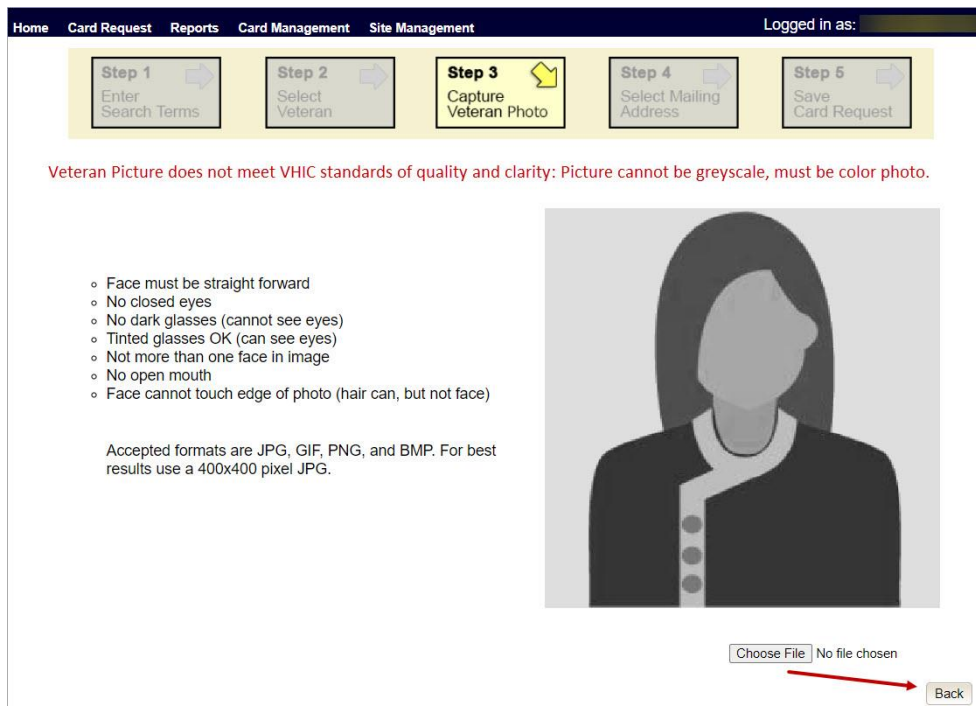
5.1.1.1.   Step 4: Review Verified Identity Attributes

Since the Card Request Status is Replacement, a selection must be made from the drop-down list as to why the card is being replaced. The available options are: Damaged, Expired, Incorrect Information, Lost, Poor Quality, or Stolen.

Figure 33: Replacement Card Step 4

5.1.2.   Step 5: Save Card Request

This brings us to *Step 5 – Save Card Request*. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

If the information on the screen is a correct match, and the Branch of Service is confirmed, select the **[Submit]** button in the lower right hand to move forward.

Figure 34: Save Card Request review screen

5.1.2.1.   Photograph Verification

As with any Card Request, the **Veteran Photo** must be verified before the request can be submitted.

Figure 35: Photo Does Not Meet VHIC Standards

Once veteran photo has been approved the user may continue with the request.

5.1.2.2.   Save Card Request: Replacement

Saving and submitting a replacement card request is essentially the same as submitting a new card request. The only variation will be the replacement reason. The selections made earlier in Step 4 will be reflected on this screen under the **Replacement Reason** section.

Figure 36: Replacement Card Request Submitted

6.   Card Receiving

Table 3: Who can receive a card?

At a Glance…	VHIC Roles
Who can receive a card?	Administrator, Tech Admin (Tier 3)

Per SOP, the proper disposal of Veteran Health Identification Cards (VHICs that are returned to the **Health Eligibility Center (HEC)** require both receiving and destructions logs which will be maintained for six years from the date of document creation, or last effective date, whichever is later.

This section will walk the **VHIC Administrator** through the process of logging VHIC cards received at the HEC for destruction and processing the destruction of these cards.

6.1. Cards Received

6.1.1.   Accessing Cards Received Screen

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Management. 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 Management** process, the VHIC Administrator would click on either the Card Management link or the Card Management icon button.

Figure 37: VHIC Administrator Home screen; click Card Management

The Card Management button will automatically take you to the **Card Deactivation Tab**. You will need to select Card Receiving by clicking on the Receiving Tab at the top of the page.

Figure 38: Select Card Receiving Tab

Figure 39: Card Received Screen

6.1.2. Step 1: Enter Search Terms

The first step in the process is to find the VHIC Card in the system. For optimal results, this is accomplished by **scanning the barcode** into the system. Once the barcode is captured, click the **[Scan]** button, and the Card ID will populate.

Figure 40: Card Scanned into system, Card ID populates

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).

Figure 41: Search by Member ID

Figure 42: Search by Veteran Name/SSN

Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.

Figure 43: 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.

6.1.3.   Step 2: Card Verification

After search is completed, the system will display the details of the VHIC card scanned. Verify that all information displayed is correct prior to clicking submit.

Figure 44: VHIC Card details displayed
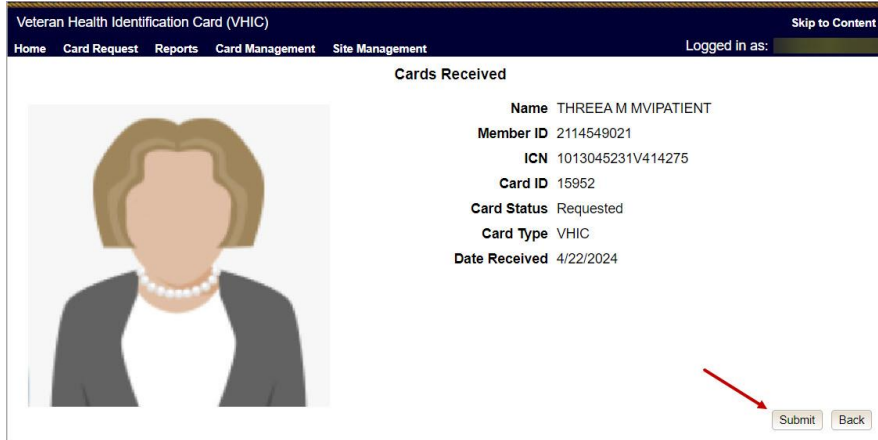
Submitting the card information will update the status of the VHIC card and log it into the system as having been received and pending destruction.

Figure 45: Card status updated - Pending Destruction
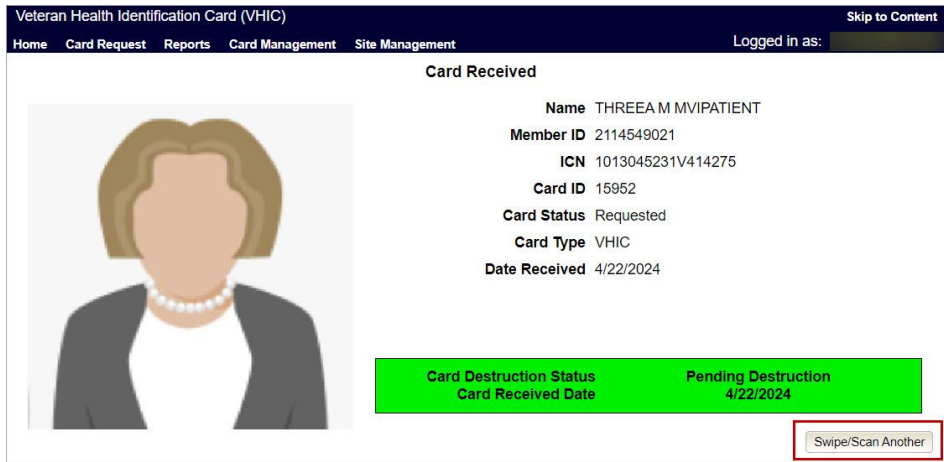
Selecting the Swipe/Scan Another button at the bottom of the screen will bring you back to the Receiving search page.

Figure 46: Receiving Search Page

7. Card Destruction

Table 4. Who can destroy a card?

At a Glance…	VHIC Roles
Who can destroy a card?	Administrator, Tech Admin (Tier 3)

Per SOP, the proper disposal of Veteran Health Identification Cards (VHICs that are returned to the **Health Eligibility Center** (**HEC**) require both receiving and destructions logs which will be maintained for six years from the date of document creation, or last effective date, whichever is later.

This section will walk the VHIC Administrator through the process of logging VHIC cards received at the HEC for destruction and processing the destruction of these cards. The system will track all VHIC cards received and destroyed, and the logs can be viewed by running the appropriate reports.

7.1. Card Destruction

7.1.1.   Accessing Card Destruction Screen

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Management. 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 Management process, the VHIC Administrator would click on either the Card Management link or the **Card Management** icon button.

Figure 47: VHIC Administrator Home screen; click Card Management

The Card Management button will automatically take you to the **Card Deactivation** Tab. You will need to select Card Destruction by clicking on the **[Destruction Tab]** at the top of the page.

Figure 48: Select Card Destruction Tab

Figure 49: Card Destruction Screen

7.1.2.   Step 1: Select Cards for Destruction

The **Card Destruction** screen shows a table of cards received, logged, and ready for destruction. The table indicates the **Received Date** and **Number of Cards Received**, allowing for batch destruction as needed.

NOTE: *To view details of cards received, you will need to run the Card Destruction Report see Veteran Health Identification Card User Guide - Volume 2 – Reports.* Select cards for destruction by clicking on the appropriate link found under **Received Date**.

Figure 50: Select Cards by Received Date for Destruction

7.1.3.   Select Date of Destruction

Once the Received Date has been selected, you will be directed to a new screen for entering the date of destruction. The **Date Destroyed** will be populated with the current date by default.

To provide a different date, you may enter it manually, or select it from the calendar dropdown. You will then click the **[Submit]** button.
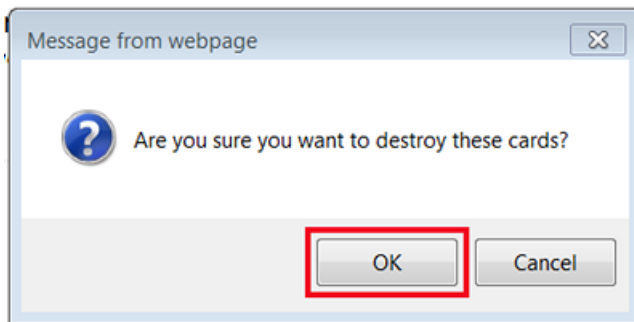
Figure 51: Select Date of Destruction

After Clicking submit, a pop-up message will appear to confirm destruction of the selected cards.

**Figure 52: Card Destruction Confirmation Message**

7.1.4. Card Destruction Status Displayed

Submitting the **Card Destruction Date** will update the status of the VHIC card(s) and log it into the system as having been destroyed.

You will have the options of either exiting the **Status Screen** or clicking the Destroy Another button to return to the main **Card Destruction** screen.

Figure 53: Card Destruction Status
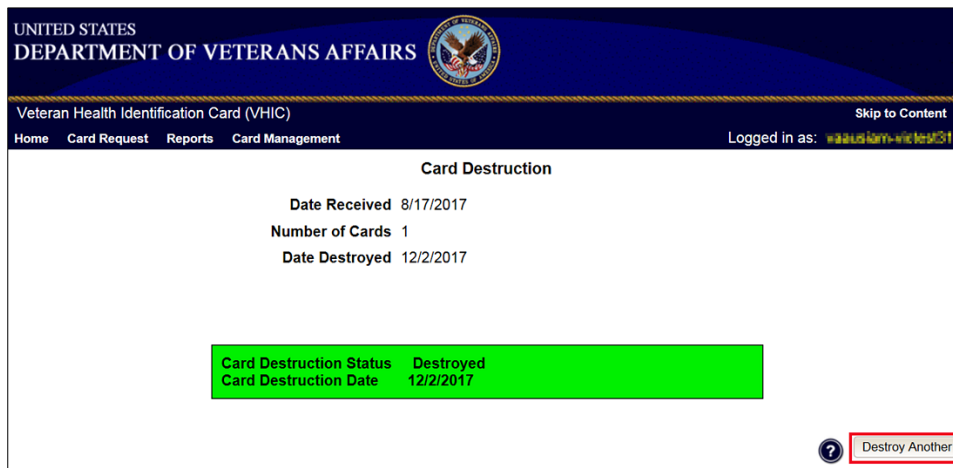
8. Reports

A comprehensive walkthrough of the different reports 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 Identification Card User Guide - Volume 2 - Reports* document.

9. Troubleshooting

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