Veteran Health Identification Card (VHIC 4.29)

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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Table of Contents

1.	Introduction	.1
	1.1. Purpose	. 1
	1.2. Document Orientation	. 1
	1.2.1. Organization of the Manual	. 1
	1.2.2. Assumptions	. 1
	1.2.3. Disclaimers	. 2
	1.2.3.1. Software Disclaimer	. 2
	1.2.3.2. Documentation Disclaimer	. 2
	1.2.4. Documentation Conventions	. 2
	1.3. Enterprise Service Desk and Organizational Contacts	. 3
2.	Self-Service VHIC Card Request – What is it?	.3
3.	Getting Started	.3
	3.1. Accessing the VHIC Application	. 3
	3.1.1. Single Sign-On Internal (SSOi)	. 3
	3.2. System Menu	. 4
	3.3. Accessing the Identity Management Toolkit	. 4
	3.3.1. Accessing the Identity Management Toolkit Directly	. 4
	3.3.2. Accessing Identity Management Toolkit from within the VHIC Application	. 5
	3.3.2.1. Step 1 of the VHIC Card Request	. 5
	3.3.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List	. 6
4.	VHIC Application Home Page	.7
	4.1. VHIC System Status Banner	. 8
	4.2. VHIC Self-Service Request Notifications	. 8
	4.3. Viewing Self Service New Card Requests	. 9
	4.3.1. View Unassigned Requests by VISN	10
	4.3.2. View Unassigned Requests by Facility	12
	4.3.3. Assigned Requests	14
5.	Self Service Request Processing 1	5
	5.1. Person Verification Task- Accepted Image	16
	5.2. Person Verification Task- Rejected Image	24
	5.3. Communication For Veteran	29
6.	Troubleshooting	30

Table of Figures

Figure 1. SSOi Login Screen	4
Figure 2. Identity Management Toolkit SSOi Logon Screen	5
Figure 3. Step 1: Enter Search Terms with Identity Management Toolkit hyperlink	6
Figure 4. Veteran Link to MPI Toolkit Task	6
Figure 5. Veteran Link to MPI Toolkit Task with Preferred Name	7
Figure 6. MPI Toolkit Task	7
Figure 7. VHIC System Banner Page	8
Figure 8. Self Service Request Notifications	9
Figure 9. Link to View Self Service Requests by VISN	10
Figure 10. List of Requests Submitted by VISN	10
Figure 11. Unassigned Self-Service Requests by VISN, additional VISN Selection List	11
Figure 12. List of Unassigned Requests by Chosen VISN	11
Figure 13. Facility Unassigned Request Information	12
Figure 14. Unassigned Self-Service Requests for Manual Review	13
Figure 15. Request Information Changed	13
Figure 16. Assigned Request Information	14
Figure 17. Assigned Self-Service Requests for Manual Review	15
Figure 18. Assigned Self-Service Requests for Manual Review with Preferred Name	15
Figure 19. Link to Person Verification Task	16
Figure 20. Select Task Number	17
Figure 21. Task Notes Tab	17
Figure 22. Assign Task	18
Figure 23. Figure 23. Person Verification Task Details	18
Figure 24. Person Verification Data Review Screen	19
Figure 25. Self Service Images Tab	19
Figure 26. Data Review Tab Verify Traits	20
Figure 27. Accept Veteran Submitted Image	20
Figure 28. Documentation Tab	21
Figure 29. Submit Document Details	22
Figure 30. Select OK Button	22
Figure 31. Task Competed	23
Figure 32. Add Task Notes	23
Figure 33. LOA Changed	23
Figure 34. Proofing Correlation Added	24
Figure 35. Link to Toolkit Task	24
Figure 36. MPI Toolkit Task Number Link	25
Figure 37. New Person Verification Task Details	25

Figure 38. Assign Task	25
Figure 39. Select Person Verification Tab	26
Figure 40. Select Self-Service Images Tab	26
Figure 41. Compare Veteran Images	27
Figure 42. Rejection Reason Menu	27
Figure 43. Select Reject Image Button	28
Figure 44. Reject/Resolve Confirmation Message	28
Figure 45. Resolved Task Status	29
Figure 46. Level of Assurance Does Not Change	29
Figure 47. Request Cancellation Review Issue	30
Figure 48. Request Cancellation Email Timed Out	30

Table of Tables

Table 1: Enterprise Service Desk Contact Information	3
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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:

- \circ 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.

2

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).

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.

 Table 1: Enterprise Service Desk Contact Information

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





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 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

d Request Reports	Card Management			Logged in as:
Step 1 Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Select Mailing Address	Save Card Request
IMPORTA	NT Have you Iden	ntity Proofed the Veteran in	n Identity Manager	nent Toolkit?
	(Click here to ope	en Identity Management ToolKit	in another window	V)
For optimal search res	ults, copy the Veteran's	s ICN from Identity Management	Toolkit and paste into	the ICN field on this
screen. Other search r	nethods include:			
The Member ID fro	m the front of the Veter	ran's VHIC.		
 Last Name, First N Note: If using LN/F 	ame, DOB and SSN. N/DOB/SSN combination	on, at a minimum, supply the Vel	teran's Last Name, plus	values from at least
		ddrage Identification)		
two of the other th	ree sections (Person, A	duress, identification).		
two of the other th	ree sections (Person, A	Person		
Name Last Name	ree sections (Person, A	Person Date of Birth	(0	OB format: YYYYMMDD)
Name Last Name First Name	ree sections (Person, A	Person Date of Birth Gender		C6 format: YYYYMMDD)
Name Last Name First Name Middle Name	ree sections (Person, A	Person Date of Birth Gender Home Phone		08 format: YYYYYMMDO)
Name Last Name First Name Middle Name	ree sections (Person, A	Person Date of Birth Gender Home Phone		26 format: YYYYNMDD)
Name Last Name First Name Middle Name	ree sections (Person, A	Person Date of Birth Gender Home Phone		DB format: YYYYYAMDD)
Name Last Name First Name Middle Name	ree sections (Person, A	Person Date of Birth Gender Home Phone		DB format: YYYYYAAXDO)
Name Last Name First Name Middle Name Address Street Address	ree sections (Person, A	Person Date of Birth Gender Home Phone		COB format: YYYYYABADO) format: ##########
Name Last Name First Name Middle Name Address Street Address City	ree sections (Person, A	Person Date of Birth Gender Home Phone Identification		DB format: YYYYYABADD) format: ##########j
Name Last Name First Name Middle Name Address Street Address City State	ree sections (Person, A	Person Date of Birth Gender Home Phone I Identification EDIPI / Member		CB format: YYYYYAMDD)

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

Select veters task review. Page	Assigne	ed Self Servi eparate window t in to the Identity	ce Requests For I to the Identity Management ToolKit be	Manual Re ent ToolKit for fore clicking t	you to conduct Person Verification
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 <u>Full Name</u> appears as seen below.

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

Home	Card Request Re	ports Card Management	Site Manager	nent		Logged in as.	and the second
		Assigne	d Self Servi	ice Requests For	Manual Re	eview	
	Select vetera task review. I Page	in name hyperlink to open a se Please ensure you are logged 1 of 1 prev next	parate window in to the Identity	to the Identity Managem / Management ToolKit be	ent ToolKit for fore clicking t	you to conduct Person Verification he link.	
	Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	
		VAPATIENT, ELEVEN (THIRTY) 12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW	

Figure 6. MPI Toolkit Task

	Identity Ma	nagement '	Toolkit					Tuesday March 22nd, 2022
	📝 🖸 🛃	Q 🕅				the Loos		Search
	Primary View	Tasks(1)/Request	ts(0) Correlations(9)	Primary View Audit DCN	History(#) ADR MPI PV	Compare Link Events Hilesto	nes R3C Accounts(#)	Print
VAPATIENT, ONE 666-00-0001 MALE	the set of the se							
🧕 🖯 🤌 🗎	Lists Document	ution MPI Historical E	xorptions Proofing					
Reminders	Active Tasks	1						
Point Of Contact Management	Task	Date Reported	Task Type	Correlation	Task Status	Caseworker		
UAM Provisioning	1280472800	03/22/2022	1888 - PERSON VERFICATION ISBUS- SERVICE	200PROWIA PROVISIONING SYSTEM	NEW			
Manage Persons Search								
Last Person Search(1) ICN: 1013659740V975586	Related Req	uests(0)						
Primary View Tasks(1)/Executed(8) Constations(9) PV Audit ICN History(#)	Request Date B Rep THERE ARE NO	orted Type	Status Date Resolver	Caseworker Subm	itter Request ICN Side	Name		

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

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS									
tification Card (VHIC)	***********		Skip to Content						
Reports Card Management	Site Management	Logged in as:	and the second second						
Your facility has 1 unassigne All Unassigne You have 1 card request(s) a You I	d card request(s) submitted thru se d Self Service Requests that require submitted thru self-service that require have 1 card(s) on hold that will expi nave 1 card(s) on card that will expi nave 1 card(s) on hold that will	If-service that require immediate review. a Manual Review by VISN. uire immediate review assigned to you. re within 7 days	ŗ						
VA Home Privacy FOIA	Regulations Web Policies No FEAF	R Act Site Index Inspector General							
	T OF VETERANS AF	T OF VETERANS AFFAIRS	Iffication Card (VHIC) Logged in as: Report Card Management Cite Management Courd for the self-service that require immediate review. All Unassigned card request(s) submitted thru self-service that require immediate review assigned to you. Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review assigned to you. All Unassigned Self Service Requests that require immediate review assigned to you. You have 1 card (s) on hold that will expire within 7 days You have 1 card(s) on hold that will expire within 7 days Image: A card Request Image: Card Management Reports Card Management Card Card (Card Card (Card Card (Card (Card Card (Card (Car						

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

Veteran Health Identification Card (VHIC) Skip to Content Home Card Request Reports Card Management Site Management Logged in as: Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review. All Unassigned Self Service Requests that require Manual Review by VISN. You have 1 card request(s) submitted thru self-service that require immediate review assigned to you. You have 1 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 Image: Card Request You have 1 card(s) on hold that will expire within 7 days Image: Card Request Image: Card Request Reports Image: Card Request	UNITED STATES DEPARTMENT OF VETERANS AFFAIRS								
Home Card Request Reports Card Management Site Management Logged in as: Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review. All Unassigned Self Service Requests that require Manual Review by VISN. You have 1 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 Image: Card Request Image: Card Request Card Request Card Request Card Request Card Request Card Card Card Card Card Card Card Card	Veteran Health Identification Card (VHIC)	Skip to Content							
Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review. All Unassigned Self Service Requests that require Manual Review by VISN. You have 1 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 Image: Self Service Requests Image: Self Service Requests Image: Self Service Requests You have 1 card(s) on hold that will expire within 7 days Image: Self Service Requests Image: Self Service Requests <td< th=""><th>Home Card Request Reports Card Management Site Management</th><th>Logged in as:</th></td<>	Home Card Request Reports Card Management Site Management	Logged in as:							
	All Unassigned Self Service Requests You have 1 card request(s) submitted thru self-servic You have 1 card(s) on hold the With the service of	hat require Manual Review by VISN. te that require immediate review assigned to you. at will expire within 7 days TIS CARD MANAGEMENT							

Figure 10. List of Requests Submitted by VISN

ne Caro	l Request R	eports	Card Management						
			Gal a management	Site Management		Logg	ed in as:		
	Pag	e 1 of 1	prev next	Card		Filte Hold	Hold		
	Picture	Full N	lame	Id	ICN	Date	Reasons	Facility	VISN
				420.45	10121502111/201210	9/5/2022	DEVIEW	493	6
		VAF	PATIENT, ONE	13845	10134593110201310	0/5/2022	REVIEW	405	Ů
		VAF	PATIENT, ONE	13845	1013439311V201310	8/22/2022	REVIEW	626	9

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

eran Hea	th Identificat	ion Card (VHIC	;)		Lor	ned in as:		Skip to Co
e Card	Request Re	All Una	assigne	d Self Service Requests For Manua	I Revie	w By VISN		
	Select vetera	an name hyperlink	to assign t	he manual review task to yourself and remove it	from the	unassigned listi	ng.	
			VISN	S	Fi	ter		
	Page	e 1 of 1 prev	next	1 - VA New England Health Care System				
	Picture	Full Name		10 - VA Healthcare System of Ohio 11 - Veterans in Partnership 12 - VA Great Lakes Healthcare System	old ate	Hold Reasons	Facility	VISN
		VAPATIENT, ON	IE	15 - VA Heartland Network 16 - South Central VA Healthcare Network 17 - VA Heart of Texas Healthcare System 18 - VA Southwest Healthcare Network	5/2022	REVIEW	483	6
	5	VAPATIENT, TW	vo	19 - VA Rocky Mountain Network 2 - VA Healthcare Network Upstate New York 20 - VA Northwest Health Network 21 - VA Sierra Pacific Network	2/202	2 REVIEW	626	9
	2	VAPATIENT, TH	IREE	22 - VA Desert Pacific Healthcare Network 23 - VA Midwest Healthcare Network 3 - NY/NJ Veterans Healthcare Network 4 - VA Healthcare - VISN 4	22/2023	2 REVIEW	626	9

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

ran Hea	alth Identificati	ion Card (VHIC)						Skip to
e Card	Request Rep	ports Card Management Sit	e Management		Logg	jed in as:		
		All Unassigned Se	It Service R	equests For Manu	al Review	W By VISN		
	Select veters	in name hyperlink to assign the ma	nual review task	k to yourself and remove	it from the ur	nassigned listin	a	
	OCIOCI VOIDI	an nume nyperink to usogin the nu					9-	
		VISN 9-V	A MidSouth Hea	althcare Network	✓ Filte	er		
	Page	1 of 1 prev next						
	Page	Full Name	Card	ICN	Hold Date	Hold Reasons	Facility	VISN
	Page	Full Name	Card Id	ICN 1013629637V419709	Hold Date 8/22/2022	Hold Reasons REVIEW	Facility 626	VISN 9
	Page	Full Name VAPATIENT, SIX	Card Id 13929	ICN 1013629637V419709	Hold Date 8/22/2022	Hold Reasons REVIEW	626	VISN 9
	Page	Full Name VAPATIENT, SIX	Card Id 13929	ICN 1013629637V419709	Hold Date 8/22/2022	Hold Reasons REVIEW	Facility 626	VISN 9

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

Veteran Health Identification Card (VHIC) Skip to Contend Home Card Request Reports Card Management Site Management Logged in as: Your facility has 2 unassigned card request(s) submitted thru self-service that require immediate review. All Unassigned Self Service Requests that require Manual Review by VISN. You have 1 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 Image: Card Request Card Request Reports Image: Card Card Card Card Card Card Card Card	UNITH DEP.	ED STATES ARTMENT	OF V	ETERANS AF	FAIRS			
Home Card Request Reports Card Management Site Management Logged in as: Your facility has 2 unassigned card request(s) submitted thru self-service that require immediate review. All Unassigned Self Service Requests that require Manual Review by VISN. You have 1 card request(s) submitted thru self-service that require immediate review assigned to you. You have 1 card request(s) submitted thru self-service that require immediate review assigned to you. You have 1 card request(s) on hold that will expire within 7 days Image: Card Request Card Request REPORTS	Vetera	an Health Identi	fication Ca	ard (VHIC)				Skip to Content
<text><text><text><text><text></text></text></text></text></text>	Home	Iome Card Request		Card Management				
All Unassigned Self Service Requests that require Manual Review by VISN. Tou have 1 card request(s) submitted thru self-service that require immediate review assigned to you. Tou have 1 card(s) on hold that will expire within 7 days			Your fa	cility has 2 unassigne	d card request(s) submitted t	hru self-service that req	uire immediate review.	
VA Home Privacy FOIA/Regulations/Web Policies/No FFAR Act/Site Index/Inspector General			You hu	All Unassigne ave 1 card request(s) You	d Self Service Requests that submitted thru self-service th have 1 card(s) on hold that w	equire Manual Review E at require immediate rev Il expire within 7 days	iy VISN. view assigned to you.	

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

Actual 11G	alun nuenunca	tion Card (VHIC)				Skip to	Conter
me Car	Request R	eports Card Management	Site Manageme	nt		Logged in as:	
		Unassign	ned Self Servi	ice Requests For	Manual R	eview	
	Select veter	ran name hyperlink to assign th	e manual review t	ask to yourself and remo	ve it from the	e unassigned listing.	
	Select verei	an name hyperlink to assign th	e manual leview i	aan to youraeli and reino	and a south the	e unessigned isong.	
	Pag	e 1 of 1 month					
		C I OI I [prev] [next]					
		C TOTT [PREV] [INEXC]	Card		Hold		
	Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	
	Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	
	Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	
	Picture	Full Name	Card	ICN	Hold Date	Hold Reasons	
	Picture	Full Name	Card Id	ICN 1012900200V313855	Hold Date	Hold Reasons	
	Picture	Full Name VAPATIENT, SEVEN	Card Id	ICN 1012900200V313855	Hold Date 1/21/2022	Hold Reasons	
	Picture	Full Name VAPATIENT, SEVEN	Card Id 12953	ICN 1012900200V313855	Hold Date	Hold Reasons REVIEW	
	Picture	Full Name VAPATIENT, SEVEN	Card Id 12953	ICN 1012900200V313855	Hold Date	Hold Reasons	
	Picture	Full Name VAPATIENT, SEVEN	Card Id 12953	ICN 1012900200V313855	Hold Date	Hold Reasons	
	Picture	Full Name VAPATIENT, SEVEN	Card Id 12953	ICN 1012900200V313855 1013861225V421284	Hold Date 1/21/2022 3/22/2022	Hold Reasons REVIEW NO FACILITY ADDRESS,NO	

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

Figure 15. Request Information Changed



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)

Select vater	an name hyperlink to open a second	te window	to the Identity Managem	ent Toolk't for	you to populat Person Verification
task review.	Please ensure you are logged in to	the Identity	Management ToolKit be	fore clicking t	he link.
Page	e 1 of 1 prev next				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
-					
	VAPATIENT, ELEVEN (THIRTY)	12000	1013614854\/243504	12/14/2021	NO EDIRI REVIEW
_		12000	10100110011210001	1211112021	
62					
	VAPATIENT, TEN	13323	1013008099\640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
0					
1		12220	10128812251421204	2/22/2022	NO SACU ITY ADDRESS NO.
	VAPATIENT, TWO (SIX)	13329	10130012200421204	572272022	EDIPI,REVIEW
	VA Home Privacy FOIA Reg	ulations W	eb Policies No FEAR A	ot Site Index	Inspector General

Figure 17. Assigned Self-Service Requests for Manual Review

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

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

	Assigned S	elf Servi	ce Requests For	Manual Re	eview
Select yet	ran name hyperlink to onen a senar	te window	to the Identity Managem	ent Toolkit for	you to conduct Person Verification
task reviev	v. Please ensure you are logged in to	the Identity	Management ToolKit be	fore clicking t	he link.
	,		•		
Pa	no 1 of 1				
Fa	ge i ol i prev neid				
-		Card			
Picture	Full Name	Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI, REVIEW
-		-			
P					
		-			
	VAPATIENT TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO

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.

- 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

Page	1 of 1 new new				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
-	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI, REVIEW
	VAPATIENT, TEN	13323	1013008099V840489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975588	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
--------	-----	--------	------	--------

							1	
ary View	Tasks(0)/Reques	ts(0) Correla	stions(7)	Primary View Audit	ICN History(#)	ADR MPI	PV Compare	Link Events Milestone
	EICN 1013659740 Name VAPATIENT, 0 SSN 666-00-0001	OV975586 ID ONE SSN Verificat	tion Statu	ERMANENT				
Documer	tation MPI Historical	Exceptions Proo	ofing					
		No. of Concession, Name					1	
k	Date Reported	Task Type		Correlation	Task Status	•	Caseworker	
6433178	Date Reported	Task Type	N LISELF-	200PROV-VA PROVISIONING SYST	EM NEW	\$	Caseworker	
k 8433178 Nated Rec	Date Reported 03/22/2022	Task Type 1008 - PERSOI VERIFICATION SERVICE]	N LISELF-	Correlation 200PROV-VA PROVISIONING SYST	NEW	5	Caseworker	
k 8433178 ated Rec uest Dat	Date Reported 03/22/2022 uests(0) e Request Type	Task Type 1998 - PERSON VERIFICATION SERVICEI Status	N LISELF.	Correlation 200PROVIVA PROVISIONING SYST	Task Statut EM NEW Submitter Re Sti	quest ICI	Caseworker	Name
k 6433176 Lated Rec uest Dat Rep IRE ARE N	Date Reported 03/22/2022 uests(0) e Request Type 0 RELATED REQUES	Task Type 1998 - PERSOL VERIFICATION SERVICE Status STS.	N LISELF- Date Resolv	Correlation 200PROVIVA PROVISIONING SYST Caseworker	Submitter Re	guest ICI	Caseworker	Name
k add Rec auest Dat Rep ERE ARE N	Date Reported 03/22/2022 UUESTS(0) e Type ORELATED REQUEST	Task Type 1000 - PERSOL VERIFICATION SERVICE Status STS.	N LISELF- Date Resolv	Correlation 200PROVIVA PROVISIONING SYST Caseworker	Submitter Re	guest ICt	Caseworker N	Name

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

Figure 21. Task Notes Tab

dentity Management	Toolkit		Help	<u>Log off</u>	ŵ	Thursday M
Task Details Resolved Tas	iks Task Notes Task Au 176 Date F RSON VERIFICATION ISELF VERIFICATION AND IDENTIT	dit Person Verification Over teported 03/24/2022 17:02 -SERVICE] Y TRAIT EDIT.	Task Status NE Date Resolved Caseworker Time Spent 0 I Threshold Score	W Days, 0 Hours, 01	Vinutes	Print
⊄ icn	Source ID	Name	SSN	DOB P	ot Cat dit	
2 1013661347V171151 [P]	1013661347^PN^200PROV^	USDVA VAPATIENT, ONE	<u>666-00-0001</u>	01/01/1981		
Upload Files - The followin Upload Date Uplo NO FILES ATTACHED	g file formats are compati	ble: doc,docx,pdf,jpg,jpeg,tif, Description	tiff,xls,xlsx,csv			
Related Requests						
Request # Date Reported Request Type THERE ARE NO RELATED REQU	Status Date Reso	lved Caseworker Submitter	Request ICN Site	Name		

Figure 22. Assign Task

lentity Managemen	t Toolkit				2	Tuesday Mar
i 🔉 🌡 🍳 🕅			Hel	<u>p</u> Log off		
Task Details Resolved 1	asks Task Notes Task Audit Rela	ationships				Save Print
Task # Priority C	urrent Status Task Role Group Ca	seworker POC, ONE	New S	tatus	ā	
1286433176 U	NASSIGNED 🔽 🖌	POC, ONE (PROOFER)	✓ Assign	~		
		Time	e Spent:			
Task Type 1998 - PERSON V	ERIFICATION [SELF-SERVICE]	Days 0 🗸 Hours	0 V Minutes	•		
Date Reported 09/16/2021 16:32						
Task Lock Da	ate Resolved Th	reshold Score				
🛱 ICN	Source ID	Name	SSN	DOB	Pot Cat Edit	
1013045169V446555 [P]	1013045169V446555*NI*200M*USVHA	VAPATIENT ONE	666-00-0001	09/06/1976		

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

entity Managemer	t Toolkit					\$	Tuesday Marc	h 22nd, 2
🖸 🧏 🔍 🕅				He	p Log off			Searc
Task Details Resolved	asks Task Notes Ta	sk Audit Person Verificat	ion Override				Print	
👷 Task # 12864	33176	Date Reported 03/22/2022 13:	35	Task Status	SSIGNED			
Priority	REPRON VERIFICATION		Da	te Resolved				
Task Description PERS Task Lock Owner	ON VERIFICATION AND I	DENTITY TRAIT EDIT.	Thre	Time Spent 0 shold Score	Days, 0 Hours	, 0 Minutes		
🕫 icn	Source ID	Name		SSN	DOB	Pot Cat Edit		
1013661225V421294 [P]	1013661225^PN^200	PROVAUSDVA VAPATIENT, ON	E	666-00-0001	01/01/1983			
Upload Files - The follow	ving file formats are co	mpatible: doc,docx,pdf,jpg De	g,jpeg,tif,tiff,xls,xl scription	sx,csv				
Related Requests								
Request Date Requ # Reported Type	est Status Da	te Resolved Caseworker Subr	mitter Request Site	ICN	Name			
THERE ARE NO RELATED RE	QUESTS							

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.

5. The Identification can be found on the Self-Service Images tab.

Figure 24. Person Verification Data Review Screen

				<u>Help</u>	Log off			1	Se
sk Details Resolved Tas	ks Task Notes Task Audit	Person Verification Over	rride				[Print	
Task # 13300494 Priority Task Type 1998 - PE Task Description PERSON Task Lock Owner	28 Date Reporte RSON VERIFICATION [SELF-SER\ VERIFICATION AND IDENTITY TRA	ed 08/03/2022 15:16 /ICE] NIT EDIT.	Tasi Date R Casi Tim Threshol	k Status ASS esolved eworker e Spent 0 D d Score	IGNED ays, 0 Hours	, 0 Minutes			
ICN	Source ID	Name	S	SN	DOB	Pot Cat			
1013697734V551527 [P]	1013697734^PN^200PROV^USDVA	VAPATIENT, ONE	0	00-35-0117	11/20/1958				
Data Review Self So	elow. If the address needs	ation The Approval	the Enrolli	<u>ment Sys</u>	tem POC.				
Data Review Self So	elow. If the address needs ervice Images Documenta MVI Value	ation Approval	the Enrolli	<u>ment Sys</u> New Value	tem POC.				
Data Review Self So Field Name	elow. If the address needs ervice Images Documenta MVI Value 1013697734V55	ation Approval Verify Verify	the Enrolli	<u>ment Sys</u> New Value	tem POC.				
Data Review Self Si Field Name ICN Last Name	elow. If the address needs ervice Images Documenta MVI Value 1013697734V55 VAPATIENT	to be updated, see f	y I	<u>ment Sys</u> New Value	tem POC.				
Teed to be indicated by Data Review Self Si Field Name ICN Last Name First Name	elow. If the address needs ervice Images Documenta MVI Value 1013697734V55 VAPATIENT ONE	Approval Approval Verify 11527	y I	<u>New Value</u>	tem POC.				
Data Review Self Si Field Name ICN Last Name First Name Middle Name	elow. If the address needs ervice Images Documenta MVI Value 1013697734V55 VAPATIENT ONE	Approval Approval Verify 1527	y I	New Value	tem POC.	L 			
Constraints of the second seco	elow. If the address needs ervice Images Documenta MVI Value 1013697734V55 VAPATIENT ONE	Approval Approval Verify 11527		New Value	tem POC.	L 			
Data Review Self St Field Name ICN Last Name First Name Middle Name Suffix DOB	elow, if the address needs envice Images Documenta MVI Value 1013697734V55 VAPATIENT ONE NOVEMBER 20,	Approval Approval Verify 1527 1958		New Value	tem POC.	Day	Year	~]	
Data Review Self St Field Name ICN Last Name First Name Middle Name Suffix DOB Birth Sex	elow, if the address needs ervice Images Documenta 1013697734V55 VAPATIENT ONE NOVEMBER 20, MALE	Approval Approval Verify 1527 1958		New Value	v	Day	Year	v]	
Data Review Self St Field Name ICN Last Name First Name Middle Name Suffix DOB Birth Sex SSN	In the address needs nee	Approval Approval Approval Verify 1527 1527 1528 1958		New Value	v	Day	Year	v]	
Data Review Self Si Field Name ICN Last Name Middle Name Suffix DOB Birth Sex SSN SSN Verification Statu:	elow. If the address needs ervice Images Documenta 1013697734V55 VAPATIENT ONE NOVEMBER 20, MALE 101350117	1958 to be updated, see f Approval Approval Verify 1958		New Value	• • • • • • • • • • • • • • • • • • •	Day	Year	•	

6. 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

Task # 133004 Priority Task Type 1998 - Task Description PERSC Task Lock Owner VHIC, F	9428 Date F PERSON VERIFICATION (SELF N VERIFICATION AND IDENTIT OC	eported 08/03/2022 15:16 -SERVICE] Y TRAIT EDIT.	Task Status ASS Date Resolved Caseworker VHI Time Spent 0 E Threshold Score	IGNED C, POC ays, 0 Hours,	0 Minutes	•		
ICN	Source ID	Name	SSN	DOB	Pot Cat	(D)		A CAT
1013697734V551527 [P]	1013697734^PN^200PROV^U	SDVA VAPATIENT, ONE	000-35-0117	11/20/1958				
u will be verifying ed to be indicated Data Review 🛣 Self	dentity traits with supp below. If the address no Service Images To Docu	porting documentation. eeds to be updated, se mentation The Approval	Any identity traits the Enrollment Sys	<u>at are inco</u> tem POC.	orrect or have	BR5		
u will be verifying ed to be indicated pata Review 26 Self	dentity traits with supp below. If the address m Service Images Docu Last Name First Name ICN 1013697734V5 DOB 112041958 Birth Sex M 101350117	mentation Approval	Any identity traits ti e the Enrollment Sys	nat are inco tem POC.	orrect or have		TERNATIONAL PAS	SSPORT Pageor No AA543210 Percent No 9875543210 Percent No Percent
u will be verifying ed to be indicated Data Review 20 Self	dentity traits with supp below. If the address in Service Images Docu Last Name VAPATIENT First Name ONE iddle Name ICN 1013697734V5 DOB 1120458 Birth Sex MALE SSN 101350117	Approval	Any identity traits ti e the Enrollment Sys	tem POC.	orrect or have		TERNATIONAL PAS	SSPORT Page 16 AA543210 Pagro543210 Pagro543210 Be Be F Holders agente

7. 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.

Task # 1330049 Priority Task Type 1998 - F Task Description PERSO Task Lock Owner	428 Date Report ERSON VERIFICATION [SELF-SER N VERIFICATION AND IDENTITY TR	ed 08/03/2022 15:16 VICE] AIT EDIT.	Task Status Date Resolved Caseworker Time Spent Threshold Score	ASSIGNED 0 Days, 0 Hours, 0 M	linutes				
ICN	Source ID	Name	SSN	DOB PO	ot Gat dit				1
1013697734V551527 [P]	1013597734^PN*200PROV*USDVA	VAPATIENT, ONE	000-35-011	7 11/20/1958			A		
Data Review 🍒 Self	Service Images To Document	ation The Approval					Ň		
			_				Ś.		
Field Name	MVI Value	Ver	ify New Va	lue			Ц Ц		
Field Name	MVI Value 1013697734V5	51527	ify New V	lue			ЦЦ ЦЦ	S.	
Field Name ICN Last Name	MVI Value 1013697734V5 VAPATIENT	51527	ify New V	llue			HAR I	2	
Field Name ICN Last Name First Name	MVI Value 1013697734V5 VAPATIENT ONE	Ver	ify New V:	lue			EES)	201	
Field Name ICN Last Name First Name Middle Name	MVI Value 1013697734V5 VAPATIENT ONE	Ver 51527	ify New V:	lue				NATIONAL PAS	SSPORT
Field Name ICN Last Name First Name Middle Name Suffix	MVI Value 1013697734/55 VAPATIENT ONE	51527	ify New V:	lue				NATIONAL PAS Surname VAPATIENT	SSPORT Passoort Mo AA543210
Field Name ICN Last Name First Name Middle Name Suffix DOB	MVI Value 1013697734V5 VAPATIENT ONE NOVEMBER 20	Ver 51527	ify New V	l iue n[Day	Year			NATIONAL PAS Summe Vare filtert Given filtert ONE ONE ONE	SSPORT Parepoor No AA543210 Percont No 987654321 Sex
Field Name ICN Last Name First Name Middle Name Suffix DOB Birth Sex	MVI Value 10139773495 VAPATIENT ONE NOVEMBER 20 MALE	Ver 51527	ify New V	silue	Vear	Y		NATIONAL PAS Suriaria Veren frame One One Do-Mh-Yyyy Date of barth DD-Mh-Yyyy Date of barth	SSPORT Passooni No PAS543210 Personal No 997654321 Pottors Economic
Field Name ICN Last Name First Name Middle Name Suffix DOB Birth Sex SSN	MVI Value 1013997734V50 VAPATIENT ONE NOVEMBER 20 MALE 101350117	Ver 51527	ify New V:	nlue	Year			NATIONAL PAS Surane Vapatient ONE ONE ONE ONE ONE ONE ONE ONE ONE ONE	SSPORT Passori No AA543210 Personi Ni 987654321 F Holder's signatur
Field Name First Name First Name Middle Name Suffix DOB Birth Sex SSN Verification Stat	MVI Value 101399773495 VAPATIENT ONE NOVEMBER 20 MALE 101350117 US	Ver 51527	fy New V:	lue	Year			NATIONAL PAS Numme VAPATIENT Cover form DD-HM-YYYY DD-HM-YYYY DD-HM-YYYY	SSPORT Passport Mo. AA543210 Perconet Ho. 987654321 Size F Holden's signer.

Figure 26. Data Review Tab Verify Traits

8. The Proofer 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 Proofer can **Accept** or **Reject** the uploaded image based on acceptability criteria.

Figure 27. Accept Veteran Submitted Image

★ Task # 1330049 Priority Task Type 1998 - Pl Task Description PERSON Task Lock Owner VHIC, PC	28 Date Reporte RSON VERIFICATION (SELF-SERV VERIFICATION AND IDENTITY TRA C	ed 08/03/2022 15:16 /ICE) NT EDIT.	Task Status AS Date Resolved Caseworker VH Time Spent 0 [Threshold Score	IGNED C, POC ays, 0 Hours, 0 M	linutes	*			
EN	Source ID	Name	SSN	DOB PO	ot Cat		O THE		
1013697734V551527 [P]	1013697734^PN^200PROV^USDVA	VAPATIENT, ONE	<u>101-35-0117</u>	11/20/1958					
will be verifying io d to be indicated b	entity traits with supportin elow. If the address needs	Check External Iden ng documentation. to be updated, see	Any identity traits t Any identity traits t the Enrollment Sys	at are incorre tem POC.	ect or have I		RP52		
will be verifying ic d to be indicated b ta Review Self Se Self Se	entity traits with supportin elow. If the address needs wice Images Documental Last Name VAPATIENT First Name ONE ICN 1013097734V551527	Check External Ide ng documentation. to be updated, ser tion C Approval	ntity Verification Tool Any identity traits t the Enrollment Sys	nat are incorre tem POC.	ect or have I			ATIONAL PAS Summe VAPATIENT Given Fumes ONE Que to fumit DO-HM-YYYY	SPORT A543210 Personal No 98755432116 Ser
will be verifying id d to be indicated b ta Review Self Se	entity traits with supportin elow. If the address needs vice Images Documentat ast Name VAPATIENT Trst Name ONE idle Name ICN 1013997734V551527 DOB 11/20/1959	Check External Ide ng documentation. to be updated, ser tion a Approval	ntity Verification Tool Any identity traits t a the Enrollment Sys	nat are incorre tem POC.	ect or have I			ATIONAL PAS Survey VAPATIENT ONE ONE DO-HIR-YYYY Darrison DD-HIR-YYYY	SPORT A543210 Personal No 9876543210 9876543210 Boo F Holder's algorature
t will be verifying ic d to be indicated b ta Review Self St Self St	entity traits with supportin elow. If the address needs rvice Images Documental ast Name VAPATIENT Traft Name ONE ddle Name ICN 1013997734V551527 DOB 11/20/1958 Birth Sex MALE	Check External Ide rg documentation. to be updated, set tion a Approval	ntity Verification Tool	nat are incorre tem POC.	ect or have I			ATIONAL PAS Survey VARATIENT ONE ONE ONE ONE ONE ONE ONE ONE ONE ONE	SPORT Ad543210 Person No. 9876543210 9876543210 Person Person Person Person Person Person Person Person Person Person Person Person Person Person Person Person Person Per
ta will be verifying is d to be indicated b ta Review Self Se	entity traits with supportin elow. If the address needs wice Images and Documental cast Name VAPATIENT Trat Name ONE dele Name ICN 1013097734V551527 DOB 1120/1958 Birth Sex MALE SSN 101350117	Check External Ide ng documentation. to be updated, ser tion 2 Approval	ntity Verification Tool Any identity traits t the Enrollment Sys	aat are incorre tem POC.	ect or have I			ATTONAL PAS Survey WARAFATER ONE ONE ONE DO-MM-YYYY DO-MM-YYYY DO-MM-YYYY	SPORT AdS43210 Persone No: 9876543210 Bio: F Holder's agnature
ta Review Self Su	entity traits with supportin elow. If the address needs vice Images Documental cast Name VAPATIENT First Name ONE dide Name ICN 1013697734V551527 DOB MALE SSN 101350117	Check External Ide ng documentation. to be updated, ser tion a Approval	untity Verification Tool Any identity traits t a the Enrollment Sys	tem POC.	ect or have I			ATIONAL PAS ATIONAL PAS Surgery With Anter Do-HR-YYYY Do-HR-YYYY Do-HR-YYYY Do-HR-YYYY Meny darpey Do-HR-YYYY Meny darpey Do-HR-YYYY	SPORT Action for Action 9876543218 Soc F Holder's algorative

<u>NOTE</u>: 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.*

9. 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

				Help Log off		Search			
sk Details	Resolved Tasks	Task Notes Task Audit	Person Verification Overrid	e					
🚖 Ta: Pric Task T Task Descrip Task Lock Ow	sk # 1330049428 writy ype 1998 - PERSOI tion PERSON VERI wner VHIC, POC	Date Report VERIFICATION [SELF-SER FICATION AND IDENTITY TR/	ed 08/03/2022 15:16 VICE] AIT EDIT.	Task Status ASSIGNED Date Resolved Caseworker VHIC, POC Time Spent 0 Days, 0 Ho Threshold Score	irs, 0 Minutes				
ICN	Sou	irce ID	Name	SSN DOB	Pot Cat				
1013697734V	551527 [P] 101	3697734^PN^200PROV^USDVA	VAPATIENT, ONE	101-35-0117 11/20/195	Edit				
u will be ver ed to be ind	rifying identity t licated below. If	raits with supporting do the address needs to be	cumentation. Any identity updated, see the Enrollin	traits that are incorrect or tent System POC.	have legally char	nged	0		
Field Name	MVI Value	New Value	Verification Docume	nt(s) Instructions			à		
ICN	1013697734V55152	7 1013697734V551527	Please select one Prim	ary Identification document (Sta	te-Issued Driver's Li	cense;	ST MAR		C. A. S.
Last Name			Passport; Federal, Sta	te, or Local Government-issued	photo ID with Name	and	LÜ .		
First Name			000).					동물 물건 목	
Middle Name			Changed Field	Allowed De	cuments		T		1000
Suffix				State-Issued Driver's License Desenord			(南北市)上市位南	An el al tent	Manile
DOB	11/20/1958	11/20/1958	Level of Assurance	 Federal, State, or Local Government name and DOB 	nent-issued photo ID cor	taining	INTER	NATTONAL PAS	SPORT
Birth Sex	MALE	MALE					PERMIT	Sumama	Parsont No.
SSN	101-35-0117	101-35-0117						VAPATIENT	AA543210
SSN			Verification Docume	nt(s)				Given Names	Personal No. 98765432
Status			State-Issued Dri	ver's License				Date of birth	Sex
			Passport					Date of issue	P Holder's signati
			Federal, State, or and DOB	r Local Government-issued p	hoto ID containing	name	Ň	DD-HM-YYYY Date of expline	
			Social Security	Card			137227103236	DD-MM-TTTT	
			Court Order for	a Name Change			P.eccecccccc	<:<<<<<<<<<<>CONTRACTOR CONTRACTOR CONTRACTICON CONTRACTICACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CONTRACTOR CO	<<<<<>>>>>>YWND##
			Letter from SSA	with updated SSN					
			Birth Certificate						
			Court Order for	Gender Change					
			Signed Licensed	Physicians Statement on Of	fice Letterhead				
			- Appointment Status						
			Is the person on site	for an appointment or have an upcomi	ng appointment within 24	hours?			

21

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

Figure 29. Submit Document Details

a totatelli (mealword taska) Task total ["mealword taska] (provide) Proved Pr					Help Log off	Search	3
Image: An ar 13080426 Control Contrel Control Contrel Control Control Control C	ask Details Re	solved Tasks Task No	tes Task Audit Person Verifi	cation Override		Print	-
	task	# 1330049428	Date Reported 08/03/2022	15:16 Task	Status ASSIGNED		
	Priorit			Date Ret	solved		
Take Law With CPOC to be the set of the set	Task Descriptio	PERSON VERIFICATION	N AND IDENTITY TRAIT EDIT.	Time	Spent 0 Days, 0 Hours, 0 Minutes		
with with the week with the set of	Task Lock Owne	r VHIC POC		Threshold	Score		
NUMBER220051022 (P) NUMBER220051022 (P) NUMBER22005102 (P) NUMBER2	ICN	Source ID	Name	55	N DOB Pot Cat		
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Save Draft Submit				~			
Save Draft Submit						•	
						Save Draft Submit	

11. 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 Competed

57.					
🚖 Task # 1286433	176 Date	e Reported 03/22/2022 12:57	Task Status	ASSIGNED	
Priority 1000 D			Date Resolved		
Task Type 1998 - P	VERIFICATION AND IDENT	ITY TRAIT EDIT	Caseworker Time Spent 0	Dave 0 Hours	0 Minutes
ask Lock Owner			Threshold Score	Duys, o Hours,	o minutos
		1. Second	farmer.	Inne	lance and
N	Source ID	Name	SSN	DOB	Pot Cat Edit
013659740V975586 [P]	1013659740^PN^200PRO\	VAUSDVA VAPATIENT, ONE	666-00-0001	01/01/1980	
	i: MAR 19, 2022@01:03:49	Check External Identity Verification	on Tool		

12. 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

dentity Management	Toolkit		Le recht		Tuesday March 29th, 20
7 🖸 🧏 🔍 🕅 .			Hel	<u>Log off</u>	Search
Task Details Resolved Tas	sks Task Notes Task Audit Rela	tionships			Save
Task #PriorityCurr1286433176AS	rent Status Task Role Group	Caseworker POC, ONE (PROOFER)	New Status Resolve	ē	5
Task Type 1998 - PERSON VER	IFICATION [SELF-SERVICE]	Time Spent:	Minutes 0 V	~	
Date Reported 09/16/2021 16:32					
Task Lock Date	Resolved Th	reshold Score			
🕫 ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013045169V446555 [P]	1013045169V446555^NI^200M^USVHA	VAPATIENT, ONE	666-00-0001	09/06/1976	

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

Figure 33. LOA Changed

	and the second se							
Primary View Tasks(1	L)/Requests(#) Correlations(#)	Primary View Audit	ICN History(#)	ADR MPI PV Compare	Link Events	Milestones	RJC Accounts(#)	Print
SSN 6	013659740V975586 ID STATE: F PATIENT, ONE 66-00-0001 SSN Verification Statu	PERMANENT						
Create OVR Task					Level of Assu	2		
Traits Relationships Cre PRIMARY VIEW DAT	edentials A - Updated: MAR 22, 2022@1	3:19:21		/				
Field Name	value	Authority Score	e					
ICN	1013659740V975586							
ID State	PERMANENT							
Test Record Indicato	or O							

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) Prin	nary View	Audit	N History(#) ADR MP	I PV Con	npare	Link Event	s Milestones	RJC	Accounts(#)	Print
	*ICN 1013659740V975 Name VAPATIENT, ONE SSN 666-00-0001 SSI	5586 ID STATE: PERM	ANENT										
All Correla	ations												
Station ID	Correlation	IEN	Status	Name	SSN	DOB	Birth Sex	MMN	Pot Cat I Edit 1 Status	ate Last reated			
200DOD	200DOD DOD DEERS	2110365732-NI- USDOD	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE						
200ESR	200ESR ENROLLMENT SYSTEM REDESIGN	1013659740V975586-PI- USVHA	ACTIVE	VAPATIENT ONE	,666-00-0001	01/01/1980	FEMALE						
>	200VETS VETS360			SITE AS	SOCATION	1							
200IP	200IP IDENTITY PROOFING	TKIP1286433176-PI- USVHA	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE						
200PROV	PROVISIONING SYSTEM	1013659740-PN- USDVA	ACTIVE	ONE	666-00-0001	01/01/1980	FEMALE						
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



2. To review, click on the **1998-Person verification [Self Service] Task** hyperlink. Figure 36. MPI Toolkit Task Number Link

Primary View	Tasks(1)/Reque	sts(0) Correlations(#) Print			
	★ICN ID STA Name SSN SSN Verit	TE: /ication Status:			
Lists Proofin	g n Tasks				
				Demost VA CCD	Des of Llisters
				Request VA CSP	Proof History
Task #	Date Reported	Task Type	Task Status	Caseworker	
<u>1514980816</u>	02/22/2024	1998 - PERSON VERIFICATION [SELF-SERVICE]	NEW		
-				Nev	v Proofing Task
Active Tas	ks				
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 Detail	Resolved Tasl	ks Task Notes	Task Audit	Person Veri	fication	Override				Prir
ta Task Des Task Loci	Task # 15149808 Priority sk Type 1998 - PE cription PERSON c Owner VHIC, Pro	16 RSON VERIFICATION A Dofer	Date Repor	ted 02/22/202 RVICE] ATT EDIT.	24 09:17	Tř	Task Status N Date Resolved 02 Caseworker Time Spent 0 Irreshold Score	IEW 2/22/2024 13:14 Days, 0 Hours	s, 0 Minutes	
🕫 ICN		Source ID	-	Name			SSN	DOB	Pot Cat Edit	
<u>10138162</u>	78V874403 [P]	1013816278^PN	^200PROV^USDV	A VAPATIENT	TWELVE S	<u>SIX</u>	<u>666-11-1151</u>	06/16/1996		
Upload File	s - The following	g file formats ar	e compatible:	doc,docx,p	df,jpg,jpe	g,tif,tiff,xls,	xlsx,csv			
O Uploa	d Date Uplo	aded By File N	lame		Descript	tion				
NO FILES ATT	ACHED									
Related Red	quests									
Request Dat	e Request	Status	Date Resolved	Caseworker	Submitter	Request	ICN	Name		
HERE ARE N	O RELATED REQUE	STS			32					

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 Verifica	tion Override				
Task #	Priority	Current Status	Task Role G	roup	Caseworker <u>VHIC, PO</u>	<u>CProofer</u>	New Status	6	
1514980816		NEW		~	VHIC, Proofer	5	Assign	V	
						Time Spent:	Assian		
Task Type	1998 - PERSON VE	RIFICATION [SELF	-SERVICE]		Days 0 🗸	Hours 0 🗸 M	Ainut Unissign	Marga	
Date Reported	02/22/2024 09:17						Resolve	il morgo	
Task Lock Owner	VHIC, POCProofer	Date Resolved			Threshold Score				
ICN									
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🕫 ICN		Source ID		Name		SSN	DOB	Pot Cat Edit	
1013816278V87	4403 [P]	1013816278^PN^2	00PROV^USD	VA VAPATIENT, TV	VELVE SIX	666-11-1151	06/16/1996		

4. 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

Task Details Resolved Task	s Task Notes Task Audit	Person Verification Override				Save	Print
Task # Priority 1514980816	Current Status Task Role ASSIGNED VHIC	Group	OCProofer	New Status	~		
Task Type 1998 - PERSON VI	ERIFICATION [SELF-SERVICE]	Days	Hours 0 V	Minutes 0 🗸			
Date Reported 02/22/2024 09:17							
Task Lock Owner VHIC, POCPROOFER	Date Resolved	Threshold Score					
	Add ICN						
🕫 ICN	Source ID	Name	SSN	DOB	Pot Cat Edit		
1013816278V874403 [P]	1013816278^PN^200PROV^USI	DVA VAPATIENT, TWELVE SIX	<u>666-11-1151</u>	06/16/1996			
Task Notes							

- 5. 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.
- 6. The Identification can be found on the Self-Service Images tab.

Figure 40. Select Self-Service Images Tab

Task # 1514980 Priority Task Type 1998 - F Task Description PERSO Task Lock Owner	2816 Date PERSON VERIFICATION [SEL N VERIFICATION AND IDENTI	Reported 02/22/2024 09:17 F-SERVICE] TY TRAIT EDIT.	Task Sta Date Resolv Casewor Time Sp Threshold Sc	tus ASSIGNED red ker ent 0 Days, 0 Hour pre	rs, 0 Minutes		
ICN	Source ID	Name	SSN	DOB	Pot Cat Edit		
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			1				
Data Review 🌆 🛛 Self	Service Images 🊈 Docu	mentation 🥌 Approval					
Data Review 🏜 Self Field Name	Service Images 🊈 Docu	mentation 絶 Approval	Verify	New Value			
Data Review As Self Field Name CN	Service Images 🍋 Docu	Approval Approval VI Value VI Value VI Value	Verify	New Value			
Data Review 🏜 Self Field Name CN Last Name	Service Images and Docu	Approval App	Verify	New Value			
Data Review 🌆 Self Field Name CN Last Name First Name	Service Images کی Docu ۱۵٬ ۷۵۵ ۲۳۸	IV Value VI Val	Verify	New Value			
Data Review 20 Self Field Name ICN Last Name First Name Middle Name	Service Images and Documents of the service Images and the service I	I Value Approval V Value Approval 38316278V874403 PATIENT ELVE :	Verify	New Value			
Data Review 🏜 Self Field Name ICN Last Name First Name Middle Name Suffix	Service Images Servic	I Value 3816278V874403 2ATIENT ELVE	Verify	New Value			
Data Review & Self Field Name ICN Last Name First Name Middle Name Suffix DOB	Service Images Servic	Immentation Approval // Value // Value // Value // Value // Santazzawa // Value PATIENT // Value ELVE // Value K // Value NE 16,1996 // Value	Verify Verify	New Value	∽ Day	✓ Year	~
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Data Review A Self Field Name ICN Last Name First Name Middle Name Suffix DOB Birth Sex SSN	Service Images Servic	Immentation Approval /1 Value 3816278V874403 >ATIENT ELVE ELVE	Verify Verify	New Value	 ✓ Day 	 ✓ Year 	~
Data Review A Self Field Name CN Last Name Viiddle Name Suffix DOB Birth Sex SSN SSN Verification Stati	Service Images Solocu	Approval /1 Value 3816278V874403 >ATIENT ELVE : NE 16,1996 LE 1111151	Verify Verify	New Value	 ✓ Day 	∨ Year	v

Veteran Health Identification Card 4.29 User Guide – Volume 6 Self-Service New Card Request Processing

26

7. 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.

	Resolved Tasks	Task Notes	Task Auult	Person vernication	overnue		
*	Task # 1514980816		Date Repor	ted 02/22/2024 09:17		Task Status AS	SIGNED
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Task Lock	Owner						
ICN	9	Source ID		Name			
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-	Las Firs Middld Bi	t Name VAP, t Name TWE Name SIX ICN 1013 DOB 06/1 rth Sex MAL SSN 6661	ATIENT ELVE 3816278V87440 6/1996 E 111151	3		NATIONAL PAS Surtaine VAPATIENT Over Names One One One Date of Insue Date of Insue Date of Insue Date of Insue Date of Insue	SSPORT Passport No: AA543210 Personal Vice 9876543210 Sox F Holder's signature
File	Las Firs Middle Bi Name	t Name VAP t Name TWE Name SIX ICN 1013 DOB 06/1 rth Sex MAL SSN 666	ATIENT ELVE 3816278V87440 6/1996 E 111151	3		NATIONAL PAS Surtanie VAPATIENT Over Names One Over Mannes Over Ma	esport Mo AA543210 Personal Vice 9876543210 Sor F Holder's algorature
File	Las Firs Middle Bi	t Name VAP, t Name TWE Name SIX ICN 1013 DOB 06/1 rth Sex MAL SSN 6661	ATIENT ELVE 3816278V87440 6/1996 E 111151	3		NATIONAL PAS Survey VAPATENT ONE ONE D-HM-YYYY DD-HM-YYYY DD-HM-YYYY DD-HM-YYYY	SPORT Parate Vie Parate Vie 9876543210 Parate Vie 9876543210 Parate Vie Parate Vie
File PRC	Las Firs Middle Bi Name	t Name VAP, t Name TWE Name SIX ICN 1013 DOB 06/1 rth Sex MAL SSN 6661	ATIENT ELVE 8816278V87440 6/1996 E 111151	3	INTER INTER Precesseree AA543218eeed	NATIONAL PAS Summe VAPATENT ONE DD-HM-YYYY DD-HM-YYYY DD-HM-YYYY	SPORT Paratra No AAS43210 Percent No 9876543210 Ber Percent No 9876543210 Ber Holder's supporter
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Figure 41. Compare Veteran Images

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 Proofers will mark all check boxes that apply.

Figure	40	De	laatian	Decen	Manu
rigure	4Z.	Re	jection	Reason	wenu

Fi	ile Name	Uploaded By	Upload Date
P	ROOFING VERIFICATION DOCUMENT	742V1_PROOF	2/22/24 9:17:35 AM.360
Rej	ect Reasons		
	Altered photo		
~	Does not meet Facial Requirements		
	Expired Proofing Document		
~	Glasses or Electronics (i.e. Ear Pods- not allow	wed)	
	Missing Photo		
	Missing Proofing Document		
	No Black & White Photo		
~	Non-Solid Light-Colored Background		
v	Photo of an ID		
	Picture of a Picture		
	Unacceptable Proofing Document		
	Unauthorized Head Gear/Attire		
	and the second		

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
- 9. With the reasons selected, click the **Reject Image** button.

Figure 43. Select Reject Image Button

vill be verify to be indica	ting identity train ted below. If the	ts with supporting docum address needs to be up	entation. Any identity traits t dated, see the Enrollment Sv	<u>that are incorrect or have legally ch</u> stem POC.
a Review 🌆	Self Service Image	s 絶 Documentation 4	Approval	
-	Last Name	VAPATIENT		
	First Name	TWELVE		
20	Middle Name	SIX		
	ICN	1013816278V874403		
	DOB	06/16/1996		
	Birth Sex	MALE		
	SSN	666111151		
File Name			Uploaded By	Upload Date
PROOFING	VERIFICATION DOG	CUMENT	742V1_PROOF	2/22/24 9:17:35 AM.360
Reject Reaso	ins			
nojoornoado				

10. 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

Rejecting the image will automa to continue?	tically resolve the task. Wo	uld you like
	ОК	Cancel

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.

i iguic 40. Resolucu rusk olulus

	neson cu rusks	TUSIC HOLCS	rusk Addit	i cison veni	overnue				Sars Tun
Task #	Priority	Current Statu	is Task Role	Group	Caseworker		New Status	S	
1514980816		RESOLVE	D VHC	~	VHIC, Proofer		~	~	
						Time Spent	:		
Task Type	1998 - PERSON VEF	RIFICATION [SELF	-SERVICE]		Days 0 🗸	Hours 0 v	Minutes 0 v		
Date Reported	02/22/2024 09:17								
Task Lock Owner	VHIC, PROOFER	Date Resolve	d 02/22/2024	13:14	Threshold Score				
ICN		Add ICN							
C ICN	1	Source ID		Name		SSN	DOB	Pot Cat Edit	
1013816278V87	7 <u>4403</u> [P]	1013816278^PN^2	00PROV^USE	VA VAPATIENT,	TWELVE SIX	<u>666-11-1151</u>	06/16/1996		
1013816278V8	744 <u>03</u> [P]	1013816278^PN^2	00PROV^USE	<u>VAPATIENT,</u>	TWELVE SIX	<u>666-11-1151</u>	06/16/1996		
1013816278V8	74403 [P] :	1013816278^PN^2	00PROV^USE	OVA VAPATIENT.	TWELVE SIX	<u>666-11-1151</u>	06/16/1996		
1013816278V8 Task Notes On Februar	74403 [P] :	1013816278^PN^2	00PROV^USE	DVA VAPATIENT,	TWELVE SIX	<u>666-11-1151</u>	06/16/1996		
1013816278V8 Task Notes On Februar Assigned t	74403 [P] : y 22, 2024 at	1013816278^PN^2	00PROV^USE	DVA VAPATIENT,	TWELVE SIX	666-11-1151	06/16/1996		
1013816278V8 Task Notes On Februar Assigned t On Febru	74403 [P] : y 22, 2024 at o ary 22, 2024 a	1013816278^PN^2 13:07:06, VH t 13:14:13,	00PROVAUSE	DVA VAPATIENT. Au	TWELVE SIX to Note: Auto Note:	666-11-1151	06/16/1996		
1013816278V8 Task Notes On Februar Assigned t On Febru SELF SERVI	74403 [P] : y 22, 2024 at o ary 22, 2024 a ce IMAGE REJEC	1013816278^PN^2 13:07:06, VH t 13:14:13, TED. (Does 1	UOPROV^USE	Autor Contraction	TWELVE SIX to Note: Auto Note: irements Glasses	666-11-1151	06/16/1996	Ear Pods-	not allowed) [No
Task Notes On Februar Assigned t On Febru SELF SERVI Solid Ligh	Y 22, 2024 at o arv 22, 2024 at c cc IMAGE REJEC t-Colored Back	1013816278^PN^2 13:07:06, VH t 13:14:13, TED. (Does r ground Photo	NOPROV [®] USE IIC, PROOFER VHIC, PROOF not meet 1 o of an II	DVA VAPATIENT. Au ER j Facial Requi	TWELVE SIX to Note: Auto Note: irements Glasses	<u>666-11-1151</u> or Electro	06/16/1996	Ear Pods-	not allowed) Nc
1013816278V8 Task Notes On Februar Assigned t On Febru SELF SERVI Solid Ligh	74403 [P] y 22, 2024 at o arv 22, 2024 at CE IMAGE REJEC t-Colored Back	1013816278*PN*2 13:07:06, VH t 13:14:13, TED. (Does r ground Photo	NOPROVAUSE NIC, PROOFER VHIC, PROOF Not meet 1 p of an 11	ER Autorial Requipolation (Contraction Contraction Con	TWELVE SIX to Note: Auto Note: irements Glasses	666-11-1151 or Electro	06/16/1996	Ear Pods-	not allowed) Nc
1013816278V8 Task Notes On Februar Assigned t On Febru SelF SERVI Solid Ligh On Febru	74403 [P] y 22, 2024 at o arv 22, 2024 at CE IMAGE REJEC t-Colored Back arv 22, 2024 a	13:07:06, VH t 13:14:13, TED. (Does : ground Photo t 13:14:14,	NOPROVAUSE NIC, PROOFER Not meet 1 o of an 11 VHIC, PROOF	DVA VAPATIENT. Au ER i Facial Requi D)	TWELVE SIX to Note: Auto Note: irements Glasses Auto Note:	<u>666-11-1151</u> or Electro	06/16/1996	Ear Pods-	not allowed) Nc

The LOA on the Primary View will remain at 1

Figure 46. Level of Assurance Does Not Change



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:

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

Figure 47. Request Cancellation Review Issue

REDACTED

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

Figure 48. Request Cancellation Email Timed Out

REDACTED

6. Troubleshooting

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