

Veteran Health Identification Card (VHIC 4.29)

User Guide



Volume 6 – Self-Service Request Processing

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Revision History

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

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1. Introduction

1.1. Purpose

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

1.2. Document Orientation

1.2.1. Organization of the Manual

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

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

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

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

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

The second and third sections will explain system requirements and log in instructions

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

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

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

1.2.2. Assumptions

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

- User has basic knowledge of the operating system such as:

- How to log in
- The use of commands
- Menu options
- Navigation tools
- User has an understanding of the roles within VHIC
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

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

1.2.3.2. Documentation Disclaimer

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

1.2.4. Documentation Conventions

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

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

1.3. Enterprise Service Desk and Organizational Contacts

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

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

Table 1: Enterprise Service Desk Contact Information

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

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

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

3. Getting Started

3.1. Accessing the VHIC Application

3.1.1. Single Sign-On Internal (SSOi)

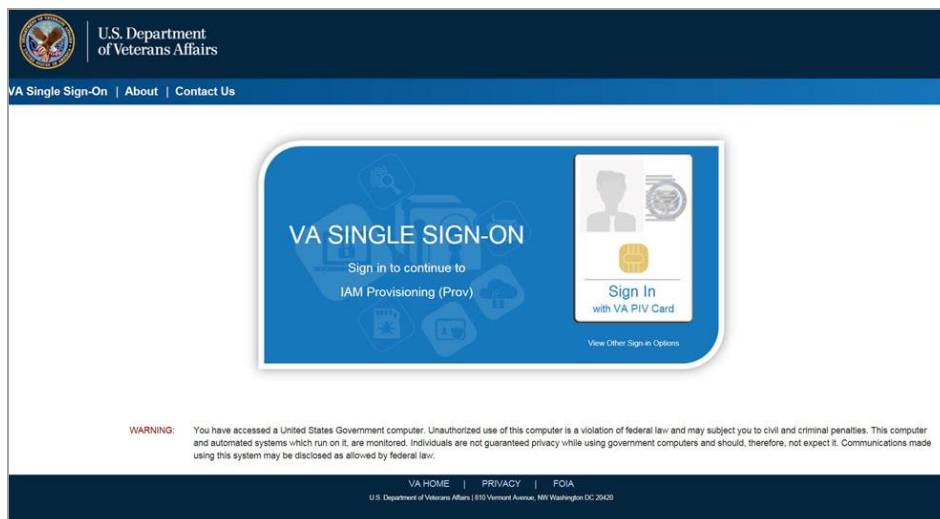
VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge*.

The VHIC URL is REDACTED and is case sensitive – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future.

Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

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

Figure 1. SSOi Login Screen



3.2. System Menu

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

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

3.3. Accessing the Identity Management Toolkit

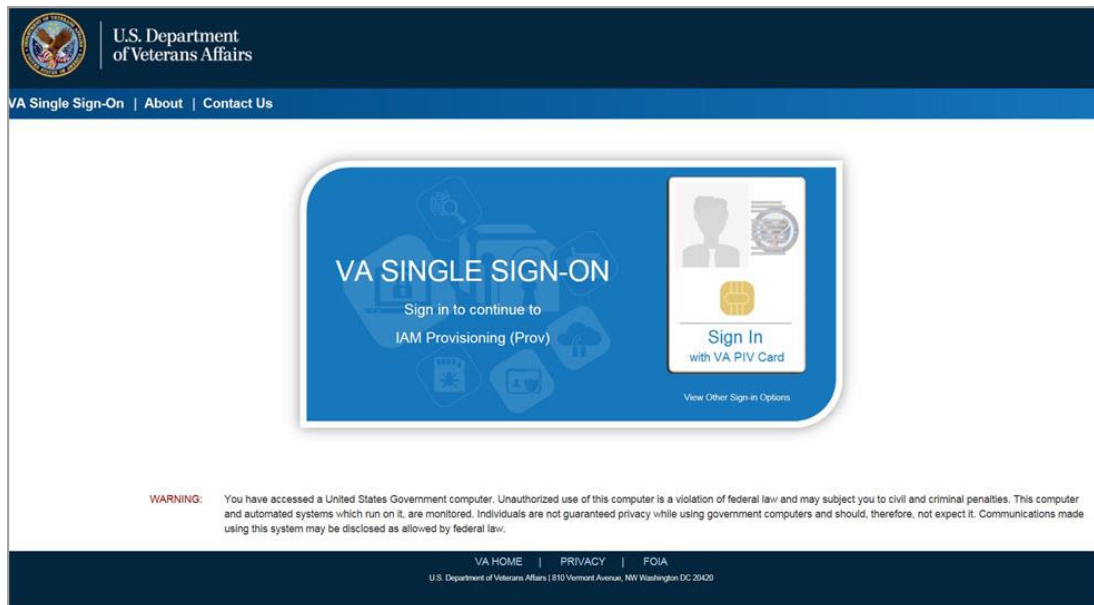
3.3.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process.

The Identity Management Toolkit can be accessed by using the URL in the next section entitled “SSOi.”

SSOi: REDACTED

Figure 2. Identity Management Toolkit SSOi Logon Screen



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

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

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

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

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

Assigned Self Service Requests For Manual Review

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

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPL/REVIEW

Figure 6. MPI Toolkit Task

Identity Management Toolkit

Primary View **Tasks(1)/Requests(0)** Correlations(0) Primary View Audit ICN History(4) ADR MPI PV Compare Link Events Milestones RUC Accounts(4) Print

ICN 3093661225V432294 ID STATE: PERMANENT
Name VAPATIENT, ONE
SSN 656 00 0001 SSN Verification Status:

Links Documentation MPI Historical Exceptions Proofing

Active Tasks

Task	Date Reported	Task Type	Correlation	Task Status	Caseworker
1299072458	03/22/2022	ISS - PASSPORT REQUEST, NEW RECORD	200PROVIAK PROVISIONING SYSTEM	NEW	

Related Requests(0)

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

4. VHIC Application Home Page

4.1. VHIC System Status Banner

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

Figure 7. VHIC System Banner Page

REDACTED

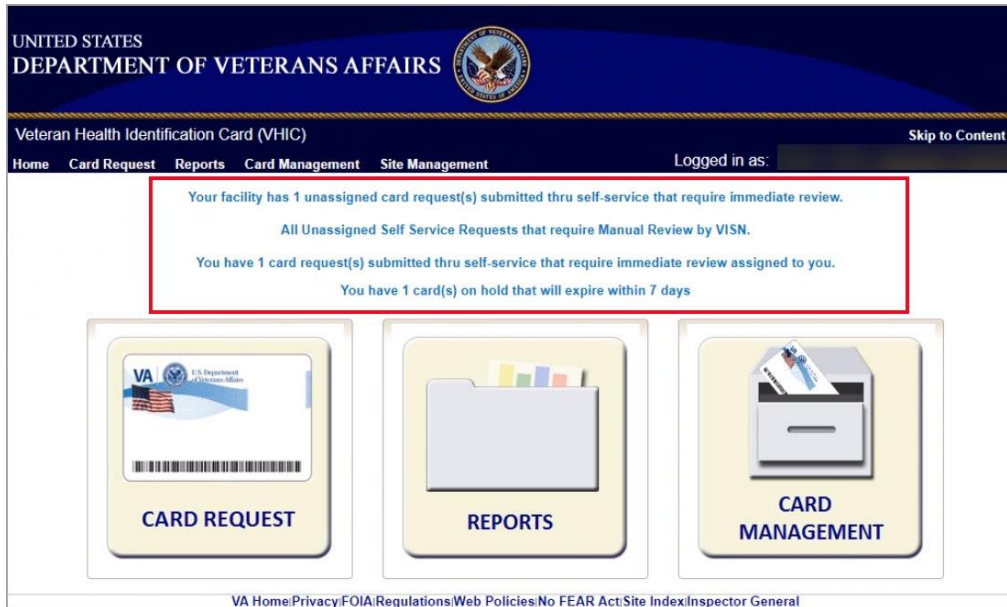
4.2. VHIC Self-Service Request Notifications

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

This information includes:

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

Figure 8. Self Service Request Notifications



4.3. Viewing Self Service New Card Requests

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

4.3.1. View Unassigned Requests by VISN

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

Figure 9. Link to View Self Service Requests by VISN

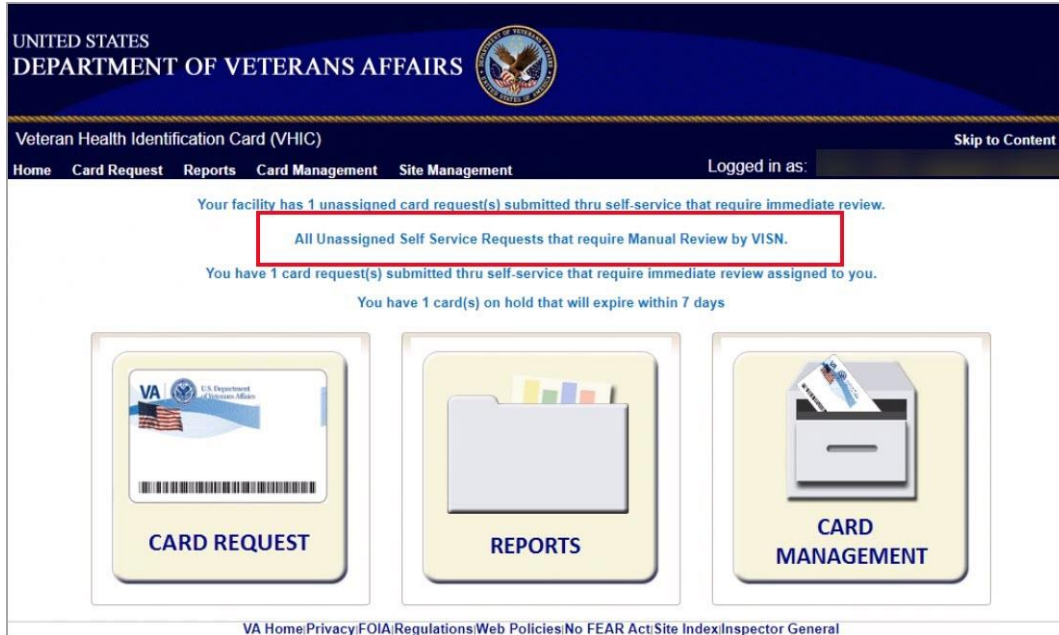


Figure 10. List of Requests Submitted by VISN



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

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

The screenshot shows the 'All Unassigned Self Service Requests For Manual Review By VISN' page. A dropdown menu is open, listing various VA healthcare networks. The 'Filter' button is highlighted with a red box. Below the dropdown, a table shows the filtered results for the selected VISN.

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, ONE						
	VAPATIENT, TWO						
	VAPATIENT, THREE						

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

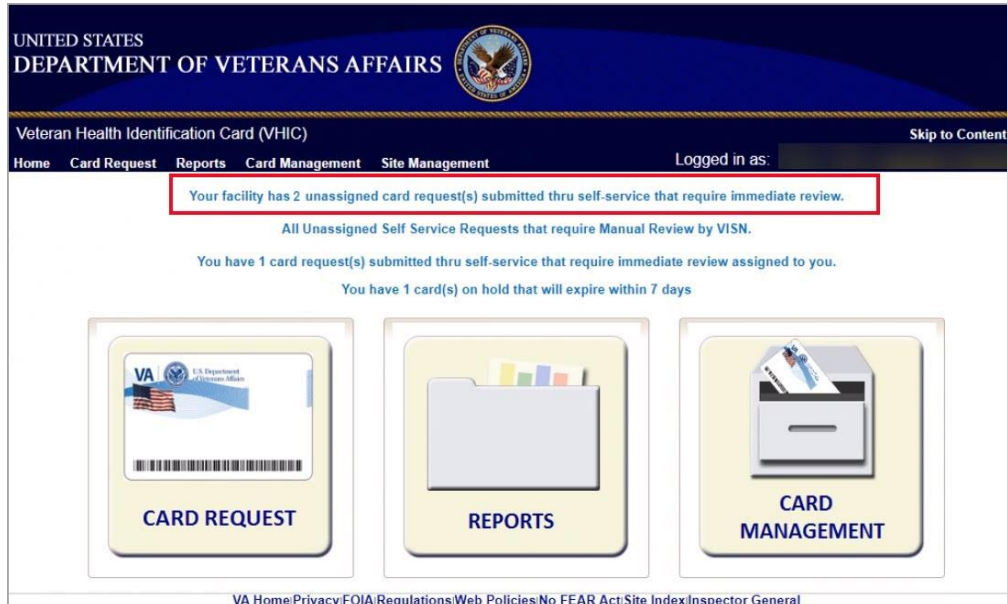
The screenshot shows the same page as Figure 11, but with the dropdown menu set to '9 - VA MidSouth Healthcare Network'. The 'Filter' button is highlighted with a red box. The table below shows the filtered results.

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	VAPATIENT, SIX	13929	1013629637V419709	8/22/2022	REVIEW	626	9
	VAPATIENT, EIGHT	13931	1013629671V029777	8/22/2022	REVIEW	626	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



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

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

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

Figure 14. Unassigned Self-Service Requests for Manual Review

The screenshot shows the 'Unassigned Self Service Requests For Manual Review' page. At the top, there is a navigation bar with 'Home', 'Card Request', 'Reports', 'Card Management', and 'Site Management'. A red box highlights the title 'Unassigned Self Service Requests For Manual Review'. Below the title, there is a message: 'Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing.' The page shows 'Page 1 of 1' with 'prev' and 'next' buttons. A table lists two requests:

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, SEVEN	12953	1012900200V313855	1/21/2022	REVIEW
	VAPATIENT, ONE	13329	1013861225V421294	3/22/2022	NO FACILITY ADDRESS, NO EDIPI, REVIEW

A red arrow points to the 'VAPATIENT, ONE' entry. At the bottom, there is a footer with links: 'VA Home Privacy FOIA Regulations Web Policies No FEAR Act Site Index Inspector General'.

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

Figure 15. Request Information Changed

The screenshot shows the VA website home page. At the top, there is a navigation bar with 'Home', 'Card Request', 'Reports', 'Card Management', and 'Site Management'. A red arrow points to 'Card Management'. Below the navigation bar, there is a message: 'Your facility has 1 unassigned card request(s) submitted thru self-service that require immediate review.' Another red arrow points to 'You have 4 card request(s) submitted thru self-service that require immediate review assigned to you.' Below this, there is a message: 'You have 1 card(s) on hold that will expire within 7 days.' The page features three main sections: 'CARD REQUEST' (with a VA card icon), 'REPORTS' (with a folder icon), and 'CARD MANAGEMENT' (with a printer icon). At the bottom, there is a footer with links: 'VA Home Privacy FOIA Regulations Web Policies No FEAR Act Site Index Inspector General'.

4.3.3. Assigned Requests

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

Figure 16. Assigned Request Information



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

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

Figure 17. Assigned Self-Service Requests for Manual Review

Assigned Self Service Requests For Manual Review

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

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Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, TWO (SIX)	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

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

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

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

Assigned Self Service Requests For Manual Review

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

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

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

5. Self Service Request Processing

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

Veteran Health Identification Card 4.29

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- Accepted Image
- Rejected Image

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

5.1. Person Verification Task- Accepted Image





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

Figure 19. Link to Person Verification Task

Assigned Self Service Requests For Manual Review

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

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

To process:

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

Figure 20. Select Task Number

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

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

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

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

Figure 21. Task Notes Tab

The screenshot shows the 'Identity Management Toolkit' interface with the 'Task Notes' tab selected. The task details are as follows:

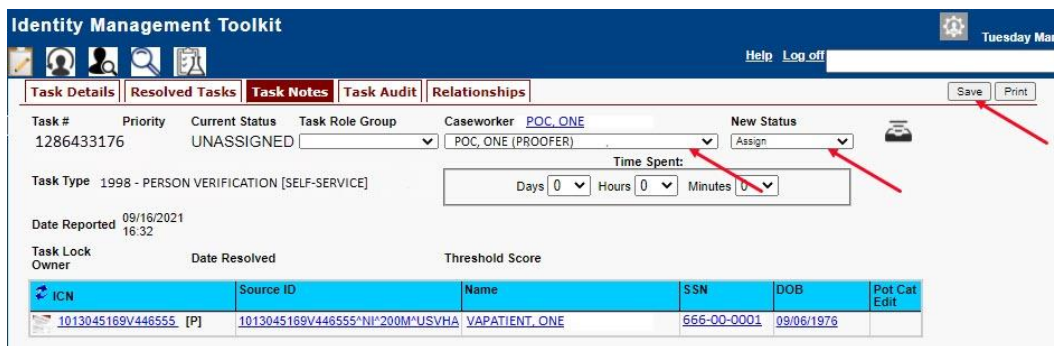
- Task # 1286433176
- Date Reported 03/24/2022 17:02
- Task Status NEW
- Priority
- Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE]
- Date Resolved
- Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.
- Caseworker
- Task Lock Owner
- Time Spent 0 Days, 0 Hours, 0 Minutes
- Threshold Score

Below the task details, there is a table with the following data:

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

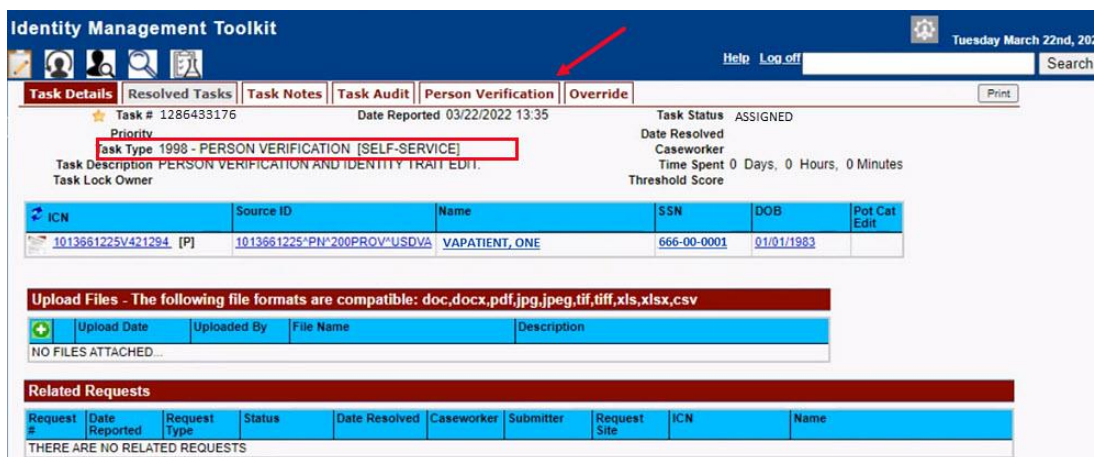
There is also an 'Upload Files' section with a table for file uploads, which is currently empty. Below that, the 'Related Requests' section is also empty.

Figure 22. Assign Task



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

Figure 23. Figure 23. Person Verification Task Details



4. The Person Verification tab will open to the **Data Review** section of the Task. The **Data Review** tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran.

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

Figure 24. Person Verification Data Review Screen

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

Figure 25. Self Service Images Tab

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

Figure 26. Data Review Tab Verify Traits

The screenshot shows the 'Data Review' tab with a table of fields to be verified. The 'Verify' column contains green checkmarks for all fields, and the 'New Value' column is empty. A red box highlights the 'Verify' column. The 'Submit' button is highlighted in red.

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

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

Figure 27. Accept Veteran Submitted Image

The screenshot shows the 'Data Review' tab with the 'Self-Service Images' tab selected. A green checkmark is visible next to the 'Data Review' tab. A red arrow points to the 'Accept Image' button.

File Name	Uploaded By	Upload Date
1 PROOFING VERIFICATION DOCUMENT	742V1_PROOF	8/3/22 3:16:35 PM:186

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

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- 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

The screenshot displays the 'Documentation Tab' of a software application. At the top, there is a navigation bar with tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Person Verification' tab is active. Below the navigation bar, task details are shown, including 'Task # 1330049428', 'Date Reported 08/03/2022 15:16', and 'Task Status ASSIGNED'. A table below this shows a list of records with columns for 'ICN', 'Source ID', 'Name', 'SSN', 'DOB', and 'Pat Cat Edit'. The primary record is highlighted.

Below the table, there is a section for 'PRIMARY VIEW DATA' with a timestamp and a link to 'Check External Identity Verification Tool'. A warning message states: 'You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have legally changed need to be indicated below. If the address needs to be updated, see the Enrollment System POC.' Below this, there are four tabs: 'Data Review', 'Self Service Images', 'Documentation', and 'Approval'. The 'Documentation' tab is selected.

The 'Documentation' section contains a table with columns 'Field Name', 'MV/ Value', and 'New Value'. Below this is the 'Verification Document(s) Instructions' section, which includes a list of allowed documents: State-Issued Driver's License, Passport, Federal, State, or Local Government-issued photo ID containing name and DOB, Social Security Card, Court Order for a Name Change, Letter from SSA with updated SSN, Birth Certificate, Court Order for Gender Change, and Signed Licensed Physicians Statement on Office Letterhead. There is also an 'Appointment Status' section with a dropdown menu and a checkbox.

On the right side of the interface, there is a preview of an 'INTERNATIONAL PASSPORT'. The passport details include: Surname: VAPATIENT, Given Name: ONE, Date of Birth: DD-MM-YYYY, Sex: F, Date of Issue: DD-MM-YYYY, Date of expiry: DD-MM-YYYY, Passport No: AA543210, and Personal No: 9876543210. The passport number is also displayed at the bottom: AA543210<====DDRRYY<<<<AA543210<<<<DDRRYY<<<<

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

Figure 29. Submit Document Details

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

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

Priority Task Type 1908 - PERSON VERIFICATION (SELF-SERVICE) Date Resolved
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT Caseworker VHC POC
 Task Lock Owner VHC POC Time Spent 0 Days, 0 Hours, 0 Minutes
 Threshold Score

ICN	Source ID	Name	SSN	DOB	Pol/Cat
1013897734V551527	1013897734PN*205PROV/VSDVA	VAPATIENT_ONE	101-35-8117	11/20/1958	

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

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

Data Review Self Service Images Documentation Approval

Field Name	IMVI Value	New Value
ICN	1013897734V551527	1013897734V551527
Last Name	VAPATIENT	VAPATIENT
First Name	ONE	ONE
Middle Name		
Suffix		
DOB	11/20/1958	11/20/1958
Birth Sex	MALE	MALE
SSN	101-35-8117	101-35-8117
SSN Verification Status		

Verification Document(s) Instructions

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

Changed Field Allowed Documents

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

Verification Document(s)

State-Issued Driver's License

Passport

ID Number: Expiration Date:

Country of Issuance: State of Issuance:

ID Type: *REQUIRED

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

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

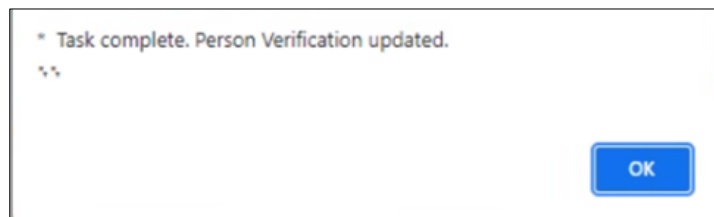
Appointment Status

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

Save Draft Submit

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 Completed

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

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

The screenshot shows the 'Task Notes' tab for task 1286433176. The 'Current Status' is 'ASSIGNED' and 'New Status' is set to 'Resolve'. The 'Caseworker' is 'POC_ONE (PROOFER)'. A 'Time Spent' section has dropdowns for Days, Hours, and Minutes. A red arrow points to the 'Save' button in the top right corner. Below the task details is a table with columns for ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit.

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

Figure 33. LOA Changed

The screenshot shows the 'Primary View' for ICN 1013659740V975586. The 'ID STATE' is 'PERMANENT' and the 'Name' is 'VAPATIENT.ONE'. The 'SSN' is '666-00-0001'. A 'Level of Assurance' section shows a large number '2' in a box, with a red arrow pointing to it. Below this is a table with columns for 'Field Name', 'Value', and 'Authority Score', showing 'ICN', 'ID State', and 'Text Record Indicator'.

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

Figure 34. Proofing Correlation Added

Primary View | Tasks(1)/Requests(0) | **Correlations(9)** | Primary View Audit | ICN History(4) | ADR MPI PV Compare | Link Events | Milestones | RJC | Accounts(4) | Print

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

All Correlations

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

5.2. Person Verification Task- Rejected Image

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

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

Figure 35. Link to Toolkit Task

Veteran Health Identification Card (VHIC) Skip to Content

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

Assigned Self Service Requests For Manual Review

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

Page 1 of 1 prev next

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

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

Figure 36. MPI Toolkit Task Number Link

The screenshot shows the MPI Toolkit interface. At the top, there are tabs for 'Primary View', 'Tasks(1)/Requests(0)', 'Correlations(#)', and 'Print'. Below this is a user profile section with fields for ICN, ID STATE, Name, and SSN. A 'Proofing' button is visible. The main section is titled 'Verification Tasks' and contains a table with columns: Task #, Date Reported, Task Type, Task Status, and Caseworker. A red arrow points to the first row in the table, which has Task # 1514980816, Date Reported 02/22/2024, Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE], and Task Status NEW. Below the table is a 'New Proofing Task' button. Another section titled 'Active Tasks' shows the same task listed.

The **Task Details** page will open

Figure 37. New Person Verification Task Details

The screenshot shows the 'Task Details' page for task 1514980816. The page has tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The task information includes: Task # 1514980816, Date Reported 02/22/2024 09:17, Task Status NEW, Date Resolved 02/22/2024 13:14, Caseworker, Time Spent 0 Days, 0 Hours, 0 Minutes, and Threshold Score. The task type is 1998 - PERSON VERIFICATION [SELF-SERVICE] and the task description is PERSON VERIFICATION AND IDENTITY TRAIT EDIT. The task lock owner is VHIC, Proofer. Below this is a table with columns: ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. The first row has ICN 1013816278V874403, Source ID 1013816278*PN*200PROV*USDVA, Name VAPATIENT_TWELVE SIX, SSN 666-11-1151, and DOB 06/16/1996. There is an 'Upload Files' section with a table for file uploads and a 'Related Requests' section with a table for related requests. A red arrow points to the 'Task Status' field.

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

Figure 38. Assign Task

The screenshot shows the 'Task Notes' tab in the 'Task Details' page. The page has tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The task information includes: Task # 1514980816, Priority, Current Status NEW, Task Role Group, Caseworker VHIC, POCProofer, New Status Assign, Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE], Date Reported 02/22/2024 09:17, Task Lock Owner VHIC, POCProofer, Date Resolved, and Threshold Score. The 'Time Spent' section has dropdowns for Days (0), Hours (0), and Minutes. A dropdown menu is open for 'New Status' with options: Assign, Unassign, Pending Local Merge, and Resolve. A red arrow points to the 'Assign' option. There is also a 'Save' button and a 'Print' button. Below this is a table with columns: ICN, Source ID, Name, SSN, DOB, and Pot Cat Edit. The first row has ICN 1013816278V874403, Source ID 1013816278*PN*200PROV*USDVA, Name VAPATIENT_TWELVE SIX, SSN 666-11-1151, and DOB 06/16/1996.

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

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

Figure 39. Select Person Verification Tab

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

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

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

Figure 40. Select Self-Service Images Tab

Field Name	MVI Value	Verify	New Value
ICN	1013816278V874403		
Last Name	VAPATIENT	<input type="checkbox"/>	
First Name	TWELVE	<input type="checkbox"/>	
Middle Name	SIX	<input type="checkbox"/>	
Suffix		<input type="checkbox"/>	
DOB	JUNE 16, 1996	<input type="checkbox"/>	Month: <input type="text"/> Day: <input type="text"/> Year: <input type="text"/>
Birth Sex	MALE	<input type="checkbox"/>	<input type="text"/>
SSN	666111151	<input type="checkbox"/>	<input type="text"/>
SSN Verification Status			

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

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

Figure 41. Compare Veteran Images

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

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

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

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

You will be verifying identity traits with supporting documents. The address you need to be indicated below. If the address needs to be updated, click the 'Data Review' button.

Data Review Self Service Images Documentation

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

File Name
1 PROOFING VERIFICATION DOCUMENT

+/- Reject Reasons

Accept Image Reject Image

INTERNATIONAL PASSPORT

Suriname
VAPATIENT
Given Names
ONE
Date of Birth
DD-MM-YYYY
Date of Issue
DD-MM-YYYY
Date of Expiry
DD-MM-YYYY

Passport No.
AA543210
Personal No.
9876543210
Sex
F
Holder's signature

P<=====AA543210<<<<DDMMYY<<<<AA543210<<<<DDMMYY<<<<

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

Figure 42. Rejection Reason Menu

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

+/- Reject Reasons

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

Accept Image Reject Image

NOTE: Rejection reasons can include:

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

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

Figure 43. Select Reject Image Button

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

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

Data Review Self Service Images Documentation Approval

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

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

+/- Reject Reasons

Accept Image Reject Image

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 automatically resolve the task. Would you like to continue?

OK 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.

Figure 45. Resolved Task Status

The screenshot shows the 'Task Notes' tab for task # 1514980816. The current status is 'RESOLVED'. The task type is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. The date reported is 02/22/2024 09:17. The task lock owner is VHC, PROOFER. The date resolved is 02/22/2024 13:14. The notes section contains the following text:

```

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

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

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

The LOA on the Primary View will remain at 1

Figure 46. Level of Assurance Does Not Change

The screenshot shows the 'Primary View' tab for the individual with ICN 1013816278V874403 and SSN 666-11-1151. The ID STATE is PERMANENT. The name is VAPATIENT, TWELVE SIX. A red arrow points to the 'Level of Assurance' field, which is set to '1'. There is also a 'Create OVR Task' link.

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