## Revision History

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List of Figures and List of Tables

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

1.1. Purpose

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

1.2. Document Orientation

1.2.1. Organization of the Manual

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

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

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

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

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

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

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

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

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

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

1.2.2.  Assumptions

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

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

1.2.3.  Disclaimers

1.2.3.1.  Software Disclaimer

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

1.2.3.2.  Documentation Disclaimer

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

1.2.4.  Documentation Conventions

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

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:
Table 1: Documentation Symbols and Descriptions

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
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<tbody>
<tr>
<td>📃</td>
<td>NOTE: Used to inform the reader of general information including references to additional reading material</td>
</tr>
</tbody>
</table>

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

### 1.3. National Service Desk and Organizational Contacts

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

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

Table 2: National Service Desk Contact Information

<table>
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<tr>
<th>Issue</th>
<th>Contact Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Provisioning Issues</td>
<td>National Service Desk at 855-673-4357 and then select option #3 (Veteran Benefits Administration Support), then select option #4. When contacted by a support specialist, be ready to supply the employee’s full name, VA user ID and email address.</td>
</tr>
<tr>
<td>For Proofing Issues</td>
<td>National Service Desk at 855-673-4357 and then select option #3 (Veteran Benefits Administration Support), then select option #4. When contacted by a support specialist, be ready to supply the Veterans’ full name, full SSN, and DOB.</td>
</tr>
<tr>
<td>For All Other VHIC System Issues</td>
<td>National Service Desk at 855-673-4357 and then select option #5 (Austin), then select option #3. When contacted by a support specialist, be ready to supply the Veterans’ full name, full SSN, and DOB.</td>
</tr>
</tbody>
</table>
2. Veteran Health Identification Card – What is it?

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

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

2.1. Accessing the VHIC Application

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

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

2.2. Browser

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

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

Examples of Image Misplacement and Other Misalignments:

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

Figure 2-3: Words wrapping around the displayed photo on Step 3
Figure 2-4: Content on the right of the Step 5 screen is shifted down
If you are experiencing misalignment issues, follow these steps to verify/update your browser compatibility settings:

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

4. Click on Compatibility View Settings.

5. Uncheck the box next to Display intranet sites in Compatibility View.
6. Click the Close button.

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

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

![Figure 2-11: VHIC Navigation Buttons](image)

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

![Figure 2-12: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu](image)

![Figure 2-13: VHIC Associate and VHIC Supervisor menu](image)

![Figure 2-14: VHIC Auditor and VHIC Read-Only User menu](image)

2.4. **Roles within VHIC**

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

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

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

2.4.2. **VHIC Supervisor**

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

2.4.3. **VHIC Administrator**

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

2.4.4. **VHIC Technical Administrator (Tier 3)**

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

2.4.5. **VHIC Auditor**

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

2.4.6. **VHIC Read-Only User**

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

3. **Getting Started**

3.1. **Single Sign-On Internal (SSOi)**

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

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

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to section 2.4.

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

3.3. System Menu

Depending on the VHIC users’ role, they will be presented different Home screens upon logging to the VHIC application.
3.3.1. VHIC Administrator and Technical Administrator Tier 3

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

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

3.3.2. VHIC Associate and Supervisor

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

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

3.4. Changing User ID and Password

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


5. **Creating a VHIC Card – The Card Request Process**

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

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

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

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

![User Guide - Volume 3 Card Deactivations](image)

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

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

In this instance, the VHIC user will need to submit a request to the VHA HEC VHIC Program Team mail group via an encrypted message.
Information to include in the request is listed below:

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

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

6. **Deactivating Cards - The Card Deactivation Process**

<table>
<thead>
<tr>
<th>Table 3: Who can deactivate a card?</th>
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</thead>
<tbody>
<tr>
<td>At a Glance…</td>
</tr>
<tr>
<td>Who can deactivate a card?</td>
</tr>
</tbody>
</table>

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

The card deactivation process follows numbered steps shown next.

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

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

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

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

![Deactivation Reason Dropdown](image)

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

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

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

• Damaged
• Lost
• Stolen

6.1. Cancelled/Declined

6.1.1. Accessing Card Deactivation

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

To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.
6.1.2. Step 1: Enter Search Terms

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

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

Other search methods include:

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

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

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

Figure 6-3: Help icon

This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.
Once the information has been entered into the required fields, click on [Search] to proceed to the next step.

![Card Deactivation Enter Search Terms screen](image)

Various error messages can be received throughout the Card Deactivation process. If the search yields no results, a message will be displayed above the search fields.
The user can then verify that the information entered is correct or make corrections as needed as well as add more information to increase the likelihood of finding a match.

6.1.3. Step 2: Select Veteran

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

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

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

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

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

6.1.5. Confirm Deactivation Request

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

Click the **[OK]** button on the pop up window to continue.
This screen shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen. Since *Cancelled/Declined* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.
6.1.6. Verifying Card Deactivation

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

When looking at the Card History report, the user will see that the \textit{Current Card Status} has been updated to \textit{Deactivated} and the \textit{Current MVI Status} has been updated to \textit{Unlinked}. 
The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

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

---

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

**6.1.7. Saving a Card Request On-Hold to Retain Picture (For Cancelled/Declined enrollment only)**
The next step in this process is to create a card request and manually save it On-Hold in order to be able to retain the Veteran’s picture in MVI.

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

![Figure 6-12: Step 1: Enter Search Terms]

Select the Veteran you wish to create the card request for by clicking on the Veteran’s Name.
Click the [Next] button to reuse the existing photo.

Confirm that you want to use the existing photo by clicking on the [OK] button.
Figure 6-15: Step 3: Confirm Reuse of Photo by clicking the OK button

On the Step 4: Select Mailing Address screen, select “Incorrect Information” from the drop down menu for Replacement Reason, and “Other” from the drop down menu that appears for Incorrect Information. Click the [Next] button to continue.
On the Step 5: Save Card Request screen, click on the checkbox next to Bad Data and enter “Retain Picture” in the Details text box. Click on the [Hold] button to save the card request.
Confirm that the card request has been saved on hold by noting the color bar has gone from yellow to orange, and that the **Reason for Hold** is displayed as “Bad Data: Retain Picture.”
The VHIC Administrator can verify that the card just requested for that Veteran has been saved on hold with the Bad Data: Retain Picture hold reason by looking at the Card History report. To see the card history for this card, search by using the Card ID that was displayed on the last step of the card request process.

When looking at the Card History report, the user will see that the Current Card Status has been updated to On Hold and the Current MVI Status has been updated to Active.
The user will also see the Replacement Reason field is now showing “Incorrect Information-Other” and the Hold Reason is listed as “Bad Data – Retain Picture” in the Message history section.

![VHIC Card History](image)

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

### 6.2. Damaged

#### 6.2.1. Accessing Card Deactivation

When the VHIC Administrator logs in to the VHIC application, they are presented with three menu options: Card Request, Reports, and Card Deactivation. The Administrator can click either
To begin the Card Deactivation process, the VHIC Administrator would click on either the Card Deactivation link or the card Deactivation icon button.

**6.2.2. Step 1: Enter Search Terms**

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

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

Other search methods include:
- The Member ID from the front of the Veteran’s VHIC
- Last Name, First Name, DOB and SSN

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

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.
This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

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

### 6.2.3. Step 2: Select Veteran

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

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

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

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

Click on the [Deactivate] button to continue to the next step.
6.2.5. Confirm Deactivation Request

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

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

![Confirm Deactivation pop-up window](image)

Figure 6-26: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.

The selected deactivation reason will be displayed on this screen.
6.2.6. Request a Replacement Card

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

To request a replacement card, click the [Replace a Card] button.
Figure 6-28: Replace Card

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

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

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

When looking at the Card History report, the user will see that the Current Card Status has been updated to Deactivated and the Current MVI Status has been updated to Unlinked.
The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

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

Veteran Health Identification Card 4.7
User Guide – Volume 3 Card Deactivations
6.3.1. Accessing Card Deactivation

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

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

![VHIC Administrator Home screen; click Card Deactivation](image)

6.3.2. Step 1: Enter Search Terms

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

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

Other search methods include:
- The Member ID from the front of the Veteran’s VHIC
- Last Name, First Name, DOB and SSN

**NOTE:** If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification). The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.
This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

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

6.3.3. Step 2: Select Veteran

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

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

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

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

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

6.3.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.
Click the [OK] button on the pop up window to continue.

Figure 6-37: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.
The selected deactivation reason will be displayed on this screen.
Since *Deceased* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.
6.3.6. Verifying Card Deactivation

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

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

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

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.
### Card History Report - Deceased

**Figure 6-40:** Card History Report - Deceased

#### 6.4. Identity Theft

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

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

![VHIC Administrator Home screen; click Card Deactivation](image)

### 6.4.2. Step 1: Enter Search Terms

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

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

Other search methods include:
- The Member ID from the front of the Veteran’s VHIC
- Last Name, First Name, DOB and SSN

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

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.
This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

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

6.4.3. Step 2: Select Veteran

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

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

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

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

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

6.4.5. Confirm Deactivation Request

The VHIC application will ask the user to confirm that they really want to deactivate all of the cards for this Veteran.
Click the [OK] button on the pop up window to continue.

Figure 6-46: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen. Since *Identity Theft* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.
6.4.6. Verifying Card Deactivation

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

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

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

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.
Figure 6-49: Identity Theft

6.5. Lost

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

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

![VHIC Administrator Home screen; click Card Deactivation](image)

**6.5.2. Step 1: Enter Search Terms**

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

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

Other search methods include:

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

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

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.
This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

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

6.5.3. Step 2: Select Veteran

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

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

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

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

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

6.5.5. **Confirm Deactivation Request**

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

Click the [OK] button on the pop up window to continue.
This screen shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen.

Figure 6-56: All Cards Deactivated - Lost

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

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

![Figure 6-57: Replace Card](image)

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

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

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

When looking at the Card History report, the user will see that the Current Card Status has been updated to Deactivated and the Current MVI Status has been updated to Unlinked.
The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.
Figure 6-60: Card History Report - Lost

6.6. Other
6.6.1. Accessing Card Deactivation

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

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

![VHIC Administrator Home screen; click Card Deactivation](image)

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

6.6.2. Step 1: Enter Search Terms

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

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

Other search methods include:

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

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

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.
Figure 6-62: Help icon

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

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

6.6.3. Step 2: Select Veteran

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

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

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

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

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

6.6.5. Confirm Deactivation Request

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

Click the [OK] button on the pop up window to continue.
Figure 6-66: Confirm Deactivation pop-up window

This screen shows that the Card Deactivation was completed successfully.
The selected deactivation reason will be displayed on this screen.
Since *Other* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.
6.6.6. Verifying Card Deactivation

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

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

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

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

Figure 6-69: Card History Report - Other
**6.7.1. Accessing Card Deactivation**

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

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

![Figure 6-70: VHIC Administrator Home screen; click Card Deactivation](image)

**6.7.2. Step 1: Enter Search Terms**

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

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

Other search methods include:

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

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

The more traits entered, the more likely a match will be returned. Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.
This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

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

6.7.3. Step 2: Select Veteran

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

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

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

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

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

6.7.5. Confirm Deactivation Request

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

Click the [OK] button on the pop up window to continue.
This screen shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen.
6.7.6. Request a Replacement Card

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

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

![Figure 6-77: Replace Card](image)

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

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

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

When looking at the Card History report, the user will see that the Current Card Status has been updated to Deactivated and the Current MVI Status has been updated to Unlinked.
The user will also see the messages for *Deactivated* and *MVI Correlation Unlinked* in the Message history section.

The Deactivation Reason field will also be populated with the deactivation reason that was selected during the card deactivation process.
Figure 6-80: Card History Report - Stolen
7. **Reports**

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

8. **Troubleshooting**

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

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<tr>
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Veteran Health Identification Card 4.7
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| Facility Detail                |                   |             |       |       |       |       |
| VHIC Batch File Processing     | Status Detail      | Click on the Facility Code | N/A   | X     | X     | X     |
| Report                         |                    |             |       |       |       |       |

| Print Error                    |                   |             |       |       |       |       |
| (Print Services menu tab       | Error sub-menu tab) |             |       |       |       |       |

Pending Not (Pending Not Sent radio)
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## Template Revision History

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<td>Updated to align with current OI&amp;T Documentation Standards, edited to conform with latest Section 508 guidelines, and remediated with Common Look Office tool</td>
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