Veteran Health Identification Card (VHIC 4.24)

User Guide



Volume 6 – Self-Service Request Processing

March 2023

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

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

Date	Revision	Description	Author
03/18/2023	2.2	No changes to functionality during VIP 24 release Date and version numbers updated	REDACTED
12/17/2022	2.1	No changes to functionality during VIP 23 release Date and version numbers updated	REDACTED
09/18/2022	2.0	Updated to reflect changes to functionality during VIP 22 release	REDACTED
06/18/2022	1.0	Updated to reflect changes to functionality during VIP 21	REDACTED
04/18/2022	0.1	Created to support ACS Self-Service VHIC card requests	REDACTED

Table of Contents

1.	Introduction	1
	1.1. Purpose	1
	1.2. Document Orientation	
	1.2.1. Organization of the Manual	
	1.2.2. Assumptions	
	1.2.3. Disclaimers	
	1.2.3.1. Software Disclaimer	2
	1.2.3.2. Documentation Disclaimer	2
	1.2.4. Documentation Conventions	
	1.3. Enterprise Service Desk and Organizational Contacts	3
2.	Self-Service VHIC Card Request – What is it?	4
3.	Getting Started	4
	3.1. Single Sign-On Internal (SSOi)	4
	3.2. Accessing the VHIC Application	4
	3.3. Logging On	5
	3.4. System Menu	5
	3.5. Accessing the Identity Management Toolkit	
Vet	eran Health Identification Card 4.24	

	3.5.1. Accessing the Identity Management Toolkit Directly	5
	3.5.1.1. SSOi	5
	3.5.2. Accessing Identity Management Toolkit from within the VHIC Application	6
	3.5.2.1. Step 1 of the VHIC Application	6
	3.5.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List	7
4.	VHIC Application Home Page	9
	4.1. VHIC System Status Banner	9
	4.2. VHIC Self-Service Request Notifications	9
	4.3. Viewing Self Service New Card Requests	10
	4.3.1. View Unassigned Requests by VISN	.11
	4.3.2. View Unassigned Requests by Facility	.14
	4.3.3. Assigned Requests	.16
5.	Self Service Request Processing	18
	5.1. Person Verification Task- Accepted Image	18
	5.2. Person Verification Task- Rejected Image	27
6.	Troubleshooting	34

Table of Figures

Figure 3-1: SSOi Login Screen	. 4
Figure 3-2: Identity Management Toolkit SSOi Logon Screen	. 6
Figure 3-3: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink	. 7
Figure 3-4. Veteran Link to MPI Toolkit Task	. 7
Figure 3-5. Veteran Link to MPI Toolkit Task with Preferred Name	. 8
Figure 3-6. MPI Toolkit Task	. 8
Figure 4-1. VHIC System Banner Page	. 9
Figure 4-2. Self Service Request Notifications	. 9
Figure 4-3. Link to View Self Service Requests by VISN	11
Figure 4-4. List of Requests Submitted by VISN	11
Figure 4-5. Unassigned Self Service Requests by VISN, additional VISN Selection List	t
	12
Figure 4-6. List of Unassigned Requests by Chosen VISN	13
Figure 4-7. Facility Unassigned Request Information	
Figure 4-8. Unassigned Self Service Requests for Manual Review	15
Figure 4-9. Request Information Changed	15
Figure 4-10. Assigned Request Information	16
Figure 4-11. Assigned Self-Service Requests for Manual Review	17
Figure 4-12. Assigned Self-Service Requests for Manual Review with Preferred Name	
	17

Veteran Health Identification Card 4.24

User Guide – Volume 6 Self-Service New Card Request

Figure 5-1. Link to Person Verification Task	18
Figure 5-2. Select Task Number	19
Figure 5-3. Task Notes Tab	19
Figure 5-4. Assign Task	20
Figure 5-5. Person Verification Task Details	20
Figure 5-6. Self Service Images Tab	21
Figure 5-7. Review Proofing Documents	21
Figure 5-8. Data Review Tab	22
Figure 5-9. Verification Document Details	23
Figure 5-10. Submit Document Details	24
Figure 5-11. Select OK Button	25
Figure 5-12. Task Competed	25
Figure 5-13. Add Task Notes	26
Figure 5-14. LOA Changed	26
Figure 5-15. Proofing Correlation Added	26
Figure 5-16. Link to Toolkit Task	27
Figure 5-17. MPI Toolkit Task Number Link	27
Figure 5-18. New Person Verification Task Details	28
Figure 5-19. Task Notes Tab	28
Figure 5-20. Assign Task	29
Figure 5-21. Select Person Verification Tab	29
Figure 5-22. Attached Person Verification Document(s)	30
Figure 5-23. Compare Veteran Images	30
Figure 5-24. Enter Rejection Notes	31
Figure 5-25. Select Reject Image Button	32
Figure 5-26. Reject/Resolve Confirmation Message	32
Figure 5-27. Resolved Task Status	33
Figure 5-28. Level of Assurance Does Not Change	33
Figure 5-29. Request Cancellation Review Issue	33
Figure 5-30. Request Cancellation Email Timed Out	34

Table of Tables

Table 1: Documentation Symbols and Descriptions	. 3
Table 2: Enterprise Service Desk Contact Information	. 3

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 to allow you to obtain quickly the information you need.

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 (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 log in, the use of commands, menu options, and navigation tools).
- User has 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.

• 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

Symbol	Description
1	NOTE: Used to inform the reader of general information including references to additional reading 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).

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. 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 3 (Applications), then option 1. 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 3 (Applications), then option 1 When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

 Table 2: Enterprise Service Desk Contact Information

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

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

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome or Microsoft Edge* (IE) by either entering the REDACTED 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.

Figure 3-1: SSOi Login Screen

3.2. Accessing the VHIC Application

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge* (currently version 11). The VHIC URL is REDACTED and is case sensitive – it must be entered exactly as shown. After successfully

logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

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

3.3. 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 **VHIC Roles and Access** document.

3.4. System Menu

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

<u>NOTE</u>: Some features of the VHIC application will not function correctly in IE. You will need to copy the URL link and open in Chrome or Edge.

3.5. Accessing the Identity Management Toolkit

3.5.1. 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."

3.5.1.1. SSOi

SSOi: REDACTED



Figure 3-2: Identity Management Toolkit SSOi Logon Screen

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

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

3.5.2. Accessing Identity Management Toolkit from within the VHIC Application

3.5.2.1. Step 1 of the VHIC Application

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.

rd Request Reports	d (VHIC) Card Management		La	Skip to C ogged in as:
Step 1 Search Terms	Step 2 Select Veteran	Step 3 Capture Veteran Image	Step 4 Select Mailing Address	Step 5
IMPORTA	NT Have you Identi	ity Proofed the Veteran in I	dentity Manageme	nt Toolkit?
	(Click here to oper	N Identity Management ToolKit IN	another window)	
For optimal search re-	ults, copy the Veteran's	ICN from Identity Management To	olkit and paste into the	ICN field on this
screen. Other search				
• The Member ID fro	m the front of the Vetera	n's VHIC.		
	lame, DOB and SSN.			
	N/DOB/SSN combination ree sections (Person, Ad	n, at a minimum, supply the Vetera Idress, Identification).	n's Last Name, plus val	ues from at least
Name		Person		
				ormat YYYYMMDO)
Last Name		Date of Birth	(DOB N	ma, IIIImmooy
Last Name First Name		Date of Birth Gender	(DOB N	ma, ffffmm, U)
				ina. III Inniadoj
First Name		Gender		2008. 1111 Himsony
First Name		Gender		maa, 1111mm, Juj
First Name		Gender Home Phone	V	
First Name Middle Name		Gender Home Phone	V	st. energener
First Name Middle Name Address		Gender Home Phone	V	
First Name Middle Name Address Street Address		Gender Home Phone	V	
First Name Middle Name Address Street Address City		Gender Home Phone Identification SSN EDIPI / Member ID	V	

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

3.5.2.2. 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.**

Page 1 of 1 prev next Picture Full Name Card Id ICN Hold Date Hold Reason	
notare notare not	5
VAPATIENT, ELEVEN 12990 1013614854V243594 12/14/2021 NO EDIPI,RE	/IEW

Figure 3-4. Veteran Link to MPI Toolkit Task

Veteran Health Identification Card 4.24

```
User Guide – Volume 6 Self-Service New Card Request
Processing
```

<u>NOTE</u>: If the Veteran has a Preferred Name on file it will appear within parenthesis where the <u>Full Name</u> appears as seen in *Figure 3-5*. *Veteran Link to MPI Toolkit Task with Preferred Name*

Home	Card Request Re	ports Card Management Sit	e Managen	nent		Logged in as.
		Assigned S	elf Servi	ice Requests For I	Manual Re	eview
	task review.	an name hyperlink to open a separa Please ensure you are logged in to e 1 of 1 prev next				[2] S. M.
	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

Figure 3-5. Veteran Link to MPI Toolkit Task with Preferred Name

	Identity Ma	anagement	Toolkit					Tuesday 1	farch 22nd, 2022
	2 🖸 🕹	Q 🕅				Hel	e Log.off		Search
	Primary View	Tasks(1)/Reques	ts(0) Correlations(9)	Primary View Audit DCN	History(#) ADR MPI P	V Compare Link Events	Hilestones R.K	Accounts(#) Print	
		_							
Reminders	Active Tasks								
Point Of Contact Management	Task	Date Reported	Task Type	Correlation	Task Status	Caseworker			
MM Provisioning On boarding/Off boarding	1200472000	03-22-2022	1994 - PERSON VERFICATION ISELF- SERVICE	200PROVUA PROVISIONING SYSTEM	NEW				
Manage Persons Search Lant Person Search(1) ICN: 10136591404935566 Primary Vew Tasks(1)Requests(8) Constations(9) PV Audi			Status Date Resolve	d Caseworker Subm	itter Request ICN Side	Name			

Figure 3-6. MPI Toolkit Task

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.

REDACTED

Figure 4-1. VHIC System Banner Page

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 4-2. 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 4-3. Link to View Self Service Requests by VISN

Home	Card Request	Reports							Skip to
		reports	Card Management	Site Management		Logg	ed in as:		
	Pa	ge 1 of 1	VISN	72,308		✓ Filte			
	Picture	Full N	lame	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
		VAF	PATIENT, ONE	13845	1013459311V261310	8/5/2022	REVIEW	483	6
	9	VA	PATIENT, TWO	13929	1013629637V419709	8/22/2022	REVIEW	626	9

Figure 4-4. 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.

	ED STATES PARTMENT (OF VETER	ANS A	FFAIRS					
	an Health Identifica				1.000	rad in as:		Skip to Con	tent
Home	Card Request R	eports Card N				jed in as:			
	Select vete			d Self Service Requests For Manual he manual review task to yourself and remove it		nassigned listi	ng.		
	Pag	VISN Page 1 of 1 prev next		1 - VA New England Health Care System 10 - VA Healthcare System of Ohio	^				
	Picture	Full Name		10 - VA Healthcare System of Ohio 11 - Veterans in Partnership 12 - VA Great Lakes Healthcare System 15 - VA Heartland Network 16 - South Central VA Healthcare Network 17 - VA Heart of Texas Healthcare System 18 - VA Southwest Healthcare Network	old ate	Hold Reasons	Facility	VISN	
		VAPATIENT, C	ONE		5/2022	REVIEW	483	6	
	W	VAPATIENT, T	wo	19 - VA Rocky Mountain Network 2 - VA Healthcare Network Upstate New York 20 - VA Northwest Health Network 21 - VA Sierra Pacific Network	22/2022	REVIEW	<mark>62</mark> 6	9	
	?	VAPATIENT, 1	THREE	22 - VA Desert Pacific Healthcare Network 23 - VA Midwest Healthcare Network 3 - NY/NJ Veterans Healthcare Network 4 - VA Healthcare - VISN 4	2/2022	REVIEW	626	9	
	41- 	VHIC 4.22.1	bld 25	5 - VA Capitol Healthcare Network 6 - VA Mid-Atlantic Health Care Network 7 - VA Southeast Network Requests For Manual Review By VISN Screen	ndexilns	pector Gener	al		

Figure 4-5. Unassigned Self Service Requests by VISN, additional VISN Selection List

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

	aith identifica	tion Card	I (VHIC)						Skip t
me Card	Request R	eports C	Card Management Site	Management		Logg	ed in as:		
		,	All Unassigned Self	Service R	equests For Manu	iai Reviev	V BY VISN		
	Select vete	an name h	yperlink <u>to assign the mar</u>	ual review task	to yourself and remove	it from the ur	nassigned listin	g.	
			VISN 9-VA	MidSouth Hea	althcare Network	✓ Filte			
	Dag	e 1 of 1							
	Fay	eron	prev	10			(
	Picture	Full Nar	me	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
		VAPA	TIENT, SIX	13929	1013629637V419709	8/22/2022	REVIEW	626	9
						1 <u>.</u>			(<u> </u>
			TIENT, EIGHT	13931	1013629671V029777	8/22/2022	REVIEW	626	9

Figure 4-6. List of Unassigned Requests by Chosen VISN

4.3.2. View Unassigned Requests by Facility

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

	ED STATES ARTMENT	OF V	ETERANS AI	FFAIRS			
Vetera	an Health Identi	fication Ca	ard (VHIC)				Skip to Content
Home	Card Request	Reports	Card Management	Site Management	Logo	ged in as:	And in case of the local division of the loc
		Your fa	cility has 2 unassigne	ed card request(s) submitted t	hru self-service that requ	uire immediate review.	
			All Unassigne	d Self Service Requests that	equire Manual Review b	y VISN.	
		You h	ave 1 card request(s)	submitted thru self-service th	at require immediate rev	iew assigned to you.	
			You	have 1 card(s) on hold that w	II expire within 7 days		
		RD RE(REPORTS		CARD	
						WIANAGEWIENT	
			VA Home Privacy FOI	ARegulations/Web Policies/No	FEAR Act Site Index Ins	pector General	

Figure 4-7. 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.

/eteran H	lealth Identificat	tion Card (VHIC)				Skip to C
lome Ca	ard Request Re	eports Card Management	Site Manageme	int		Logged in as:
		Unassigne	d Self Servi	ice Requests For	Manual R	leview
	Select veter	an name hyperlink to assign the	nanual review t	ask to yourself and remo	ve it from the	e unassigned listing.
	Page	e 1 of 1 prev next				
	Page	e 1 of 1 prev next	Card	ICN	Hold Date	Hold Reasons
				ICN		Hold Reasons
		Full Name		ICN 1012900200V313855	Date	Hold Reasons
			ld		Date	
		Full Name	ld		Date	

Figure 4-8. Unassigned Self Service Requests for Manual Review



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

Figure 4-9. Request Information Changed

4.3.3. Assigned Requests

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

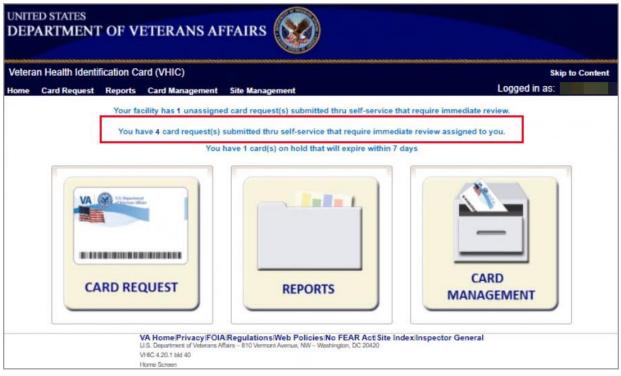


Figure 4-10. Assigned Request Information

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)

	an name hyperlink to open a separa				
task review.	Please ensure you are logged in to	the identity	Management ToolKit be	fore clicking t	he link.
Pag	e 1 of 1 prev next				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI, REVIEW
	VAPATIENT, TEN	13323	1013008099V840489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS, NO EDIPI.REVIEW
8	VAPATIENT, TWO (SIX)	13329	1013661225V421204	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

Figure 4-11. Assigned Self-Service Requests for Manual Review

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in *Figure 4-12. Assigned Self-Service Requests for Manual Review with Preferred Name.*

Home Card Reque	est Re	ports Card Management Site	e Managen	nent		Logged in as.
		Assigned S	elf Servi	ce Requests For	Manual Re	eview
	k review. I	n name hyperlink to open a separa Please ensure you are logged in to				you to conduct Person Verification he link.
	Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
1	-	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
		VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI.REVIEW

Figure 4-12. Assigned Self-Service Requests for Manual Review with Preferred Name

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 3.5 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:

- Accepted Image
- Rejected 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.

Page	e 1 of 1 prev next				
Picture	Full Name	Card	ICN	Hold Date	Hold Reasons
4	VAPATIENT, ELEVEN	12990	1013814854V243594	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

Figure 5-1. Link to Person Verification Task

To process:

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

k Status Caseworker	
k Status Caseworker	
N	
Request ICN Name	
Site	
R	equest ICN Name

Figure 5-2. Select Task Number

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

	Toolkit						14	Thursd
Ω 🕹 🔍 🕅					He	p Log off		
sk Details Resolved Tas	ks Task Notes	Task Audit	Person Verification	Override				
Task # 12864331 Priority Task Type 1998 - PE Task Description PERSON Task Lock Owner	RSON VERIFICAT	ION [SELF-SER			Task Status N Date Resolved Caseworker Time Spent 0 preshold Score	EW Days, 0 Hours	s, 0 Minutes	
ICN	Source ID		Name		SSN	DOB	Pot Cat Edit	
1013661347V171151 [P]	1013661347^PN	200PROV^USDV	VAPATIENT, ONE		666-00-0001	01/01/1981		
pload Files - The followin		e compatible: o				01/01/1981		

Figure 5-3. Task Notes Tab

Veteran Health Identification Card 4.24 User Guide – Volume 6 Self-Service New Card Request Processing

entity Manag	ement Too	lkit						Tuesday Mar
I 💽 匙 Ĉ	园				Hel	<u>p</u> <u>Log off</u>		
Task Details Re	solved Tasks	Task Notes	ask Audit Rela	ationships				Save
Task # Prior	ity Current S	tatus Task Rol	e Group Ca	seworker POC, ONE	New S	tatus	ā	
1286433176	UNASSI	GNED	v [F	POC, ONE (PROOFER)	✓ Assign	~	~~~	
			·	Time	Spent:			
Task Type 1998 - P	ERSON VERIFICA	TION [SELF-SERVI	CE]	Days 0 🗸 Hours	0 V Minutes	•	~	
Date Reported 09/16	6/2021 2							
Task Lock Owner	Date Reso	lved	Th	reshold Score				
🕏 ICN	S	ource ID		Name	SSN	DOB	Pot Cat Edit	
1013045169V44	SEEE 101 1/	12045100/44655	5^NI^200M^USVHA	VADATIENT ONE	666-00-0001	09/06/1976		

Figure 5-4. Assign Task

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

dentity Manageme	nt Toolkit		1 de la			4	Tuesday March	1 22nd, 20
i 💽 🚨 🔍 🗓	<u>k</u>			He	le Log off			Search
Task Details Resolved	Tasks Task Notes	ask Audit Person Ver	ification Override				Print	
	433176 - PERSON VERIFICATIO ION VERIFICATION AND		3	Task Status A Date Resolved Caseworker Time Spent 0 hreshold Score	Days, 0 Hours	, 0 Minutes		
2 ICN	Source ID	Name		SSN	DOB	Pot Cat Edit		
1013661225V421294 [P	1013661225^PN^2	OPROVAUSDVA VAPATIEN	IT, ONE	666-00-0001	01/01/1983			
Upload Files - The follo	wing file formats are o Uploaded By File Nam		df,jpg,jpeg,tif,tiff,xls	xlsx,csv,				
Related Requests								
Request Date Req # Reported Type		ate Resolved Caseworker	Submitter Reques Site	t ICN	Name			

Figure 5-5. Person Verification Task Details

4. On the Person Verification Tab, the user will be taken to the **Self Service Image Tab**, Click **Person Verification Document link (s)** to open submitted images for review.

🚖 Task # 12	86433176	Date Reporte	ed 03/22/2022 12:57		Task Status			
Priority			1051	Da	te Resolved			
		ICATION [SELF-SERV				Days, 0 Hours,	0 Minutes	
Task Lock Owner				Thre	shold Score			
ICN	Source ID		Name		SSN	DOB	Pot Cat Edit	
1013659740V975586	[P] <u>101365974</u>	0^PN^200PROV^USDVA	A VAPATIENT, ONE		666-00-0001	01/01/1980		
10000			Check Externa	,				
ed to be indicat	ng identity trait	ts with supporting address needs Documenta	ng documentati to be updated,	ion. Any ide see the En	ntity traits	that are inco	orrect or I	have legally chan
ed to be indicat	ng identity train ted below. If the Self Service Image Last Name	ts with supporting address needs Documenta VAPATIENT	ng documentati to be updated,	ion. Any ide see the En	ntity traits	that are inco	orrect or I	have legally chan
ed to be indicat	ng identity trais ted below. If the Self Service Image Last Name First Name	ts with supporting address needs Documenta VAPATIENT	ng documentati to be updated,	ion. Any ide see the En	ntity traits	that are inco	orrect or I	have legally chan
ed to be indicat	ng identity train ted below. If the Self Service Image Last Name	ts with supportin a address needs Documenta VAPATIENT ONE	ng documentati s to be updated, ation Approv	ion. Any ide see the En	ntity traits	that are inco	orrect or I	have legally chan
ed to be indicat	ng identity trait ted below. If the Self Service Image Last Name First Name Middle Name	ts with supportin a address needs Documenta VAPATIENT ONE	ng documentati s to be updated, ation Approv	ion. Any ide see the En	ntity traits	that are inco	orrect or I	have legally chan
ed to be indicat	ng identity trail ted below. If the Self Service Image Last Name First Name Middle Name ICN	vapatient 0NE 1013659740v975586	ng documentati s to be updated, ation Approv	ion. Any ide see the En	ntity traits	that are inco	orrect or I	have legally chan
ed to be indicat	ng identity trail ted below. If the Self Service Image Last Name First Name Middle Name ICN DOB	vapatient 0NE 1013659740v975586	ng documentati s to be updated, ation Approv	ion. Any ide see the En	ntity traits	that are inco	prrect or I	have legally chan
ed to be indicat	ng identity trail ted below. If the Self Service Image Last Name First Name Middle Name ICN DOB Gender	vapatient 0NE 1013659740v975586	ng documentati s to be updated, ation Approv	ion. Any ide see the En	<u>ntity traits</u> coliment Sy	that are inco		have legally chan

Figure 5-6. Self Service Images Tab

5. The documents will open in a separate window. Review **Proofing Document**(s) and click **Accept Image** to continue if correct.



Figure 5-7. Review Proofing Documents

6. The Proofer will be directed to the **Data Review** tab of the Person Verification Tool which will be used to verify the identity traits and/or document changes to the traits. The

MPI Value column will contain **Primary View** data. **Verify** traits by checking the corresponding check box in the **Verify** column. The target trait will highlight green.

			Iment System POC.
Data Review 🌆 Self Service Ir	nages 🥙 Documentation 🌆 Ap	proval	
Field Name	MVI Value	Verify	New Value
ICN	1013659740V975586		
Last Name	VAPATIENT		
First Name	ONE		
Middle Name			
Suffix			
DOB	JANUARY 01,1980		V Month V Day Vear V
Birth Sex	FEMALE		V
SSN	666-00-0001		
SSN Verification Status			
SSN Verification Status			

Figure 5-8. Data Review Tab

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 in to the facility. If the Veteran submits a request under the following conditions:

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

The POC will need to make a note under the **Task Notes Tab** and continue through the *Rejection Process page 26*

7. The verification will move to the **Documentation tab** where the Proofer enters the **Verification Document(s)** details normally

Data Review 🔍	Self Service Imag		on 🍒	Approval	
Field Name	MVI Value	New Value		fication Document	
ICN	10136597V975586	10136597V975586			y Identification document (State-Issued Driver's License; Passport Government-issued photo ID with Name and DOB).
Last Name	VAPATIENT				
First Name	ONE				only be submitted for corrections such as typos and misspellings Il requests submitted with only the 1010 as documentation will be
Middle <mark>N</mark> ame				ewed by HC IdM for	
Suffix				Changed Field	Allowed Documents
DOB	01/01/1980				State-Issued Driver's License Passport
Birth Sex	FEMALE		Le	vel of Assurance	 Federal, State, or Local Government-issued photo ID containing name an DOB
SSN	666-00-0001		_		1010 (For Corrections Only)
SSN Verification Status				fication Document	
				State-Issued Driv	er's License
				Passport	
					Local Government-issued photo ID containing name and DO
				Social Security C	
				Court Order for a	
				Letter from SSA v	vith updated SSN
				Birth Certificate	
				Court Order for G	
					Physicians Statement on Office Letterhead
				1010 (For Correct	ions Only)
				ppointment Status-	
				Is the person on site for	an appointment or have an upcoming appointment within 24 hours?

Figure 5-9. Verification Document Details

8. After the document information details have been entered, Click Submit.

ata Review	Self Service Imag	Documentat	
			Verification Document(s) Instructions Please select one Primary Identification document (State-Issued Driver's License; Passpor
CN	10136597V975586	10136597V975586	Federal, State, or Local Government-issued photo ID with Name and DOB).
ast Name	VAPATIENT		Please note the 1010 can only be submitted for corrections such as typos and misspelling
irst Name	ONE		but not legal changes. All requests submitted with only the 1010 as documentation will be
Aiddle Name	•		reviewed by HC IdM for approval.
Suffix			Changed Field Allowed Documents
DOB	01/01/1980		State-Issued Driver's License Passport
Birth Sex	FEMALE		Level of Assurance Federal, State, or Local Government-issued photo ID containing name and DOB
SSN	666-00-0001		1010 (For Corrections Only)
SSN /erification Status			Verification Document(s)
lulus			State-Issued Driver's License
			* Id 1234567890 * Expiration 12/20/2029 Number: Date: N/A * Country of Issuance: USA State of Issuance: Image: Country of Issuance: ID Type: Passport * REQUIRED Federal, State, or Local Government-issued photo ID containing name and DC
			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
			1010 (For Corrections Only)
			Appointment Status
			Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Figure 5-10. Submit Document Details

9. Select **OK** button in the Task Complete pop up box

REDACTED

Figure 5-11. Select OK Button

Documentation Requirements Met, Green Check Indicators all marked that Proofing Task Completed

Task # 1286433 Priority Task Type 1998 - PE Task Description PERSON Task Lock Owner	ERSON VERIFICATION [Task Status / Date Resolved Caseworker Time Spent 0 Threshold Score	ASSIGNED Days, 0 Hours,	0 Minutes
IN	Source ID	Name	SSN	DOB	Pot Cat Edit
013659740V975586 [P]	1013659740^PN^200PF	ROV^USDVA VAPATIENT, ONE	<u>666-00-0001</u>	01/01/1980	
	ty traits with supporti	Check External Identity Verification ing documentation. Any identity to s to be updated, see the Enrollme	raits that are incorre	ect or have leg	ally changed

Figure 5-12. Task Competed

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

dentity Manaç	gement Too	lkit						Tuesday March	29th, 2023
n 🖸 🔊 🖉	2 国 -				Hel	<u>p</u> Log off		I	Search
Task Details Re	solved Tasks	Task Notes	Task Audit Rel	ationships				Save	
Task # Prio 1286433176 Task Type 1998 - F	ASSIGN PERSON VERIFICA	ED 🗌	Role Group	Caseworker POC, ONE (PROOFER) Time Spe Days V Hours V			æ		
Task Lock Owner	2 Date Reso	lved	ŢI	nreshold Score	SSN	DOB	Pot Cat		
CN <u>1013045169V44</u>			6555^NI^200M^USVH/		<u>666-00-0001</u>	09/06/1976	Edit		

Figure 5-13. Add Task Notes

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

dentity Manager	nent Toolkit						Q.	Tuesday
🛯 🖸 🛃 🔍 🛽	五				<u>Help</u>	Log off		
Primary View Tasks(1)	/Requests(#) Correlations(#)	Primary View Audit	ICN History(#)	ADR MPI PV Compare	Link Events	Milestones	RJC Accounts(#) Print
Name VAP	3659740V975586 ID STATE: P ATIENT, ONE							
Create OVR Task	entials - Updated: MAR 22, 2022@13				Level of Assura			
Field Name	Value	Authority Sco	e	/				
ICN	1013659740V975586							
ID State	PERMANENT							
Test Record Indicator	0							

Figure 5-14. LOA Changed

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

Primary View	Tasks(1)/Requests(0)	Correlations(9) Prim	ary View	Audit IC	N History(#) ADR MP	PI PV Con	npare	Link Ev	ents Milesto	nes RJ	Acco	unts(#)	P
	CN 1013659740V975		ANENT											
All Correla		N Verification Status:												_
Station ID	Correlation	IEN	Status	Name	SSN	DOB	Birth Sex	MMN	Pot Cat Edit Status	Date Last Treated				
200DOD	200DOD DOD DEERS	2110365732-NI- USDOD	ACTIVE	VAPATIENT, ONE	666-00-0001	01/01/1980	FEMALE							
200ESR	200ESR ENROLLMENT SYSTEM REDESIGN	1013659740V975586-PI- USVHA	ACTIVE	VAPATIENT	,666-00-0001	01/01/1980	FEMALE							
>	200VETS VETS360		- 10 - 10 - 10 - 10 - 10 - 10 - 10 - 10	SITE AS	SOCATION		о. — т	0. N						
200IP	200IP IDENTITY PROOFING	TKIP1286433176-PI- USVHA	ACTIVE	VAPATIENT ONE	666-00-0001	01/01/1980	FEMALE							
200PROV	PROVISIONING SYSTEM	1013659740-PN- USDVA	ACTIVE	ONE VAPATIENT	666-00-0001	01/01/1980	FEMALE				1			
	200VETS VETS360	1133273-PI- USDVA	ACTIVE	VAPATIENT, ONE	NO SSN									

Figure 5-15. Proofing Correlation Added

Veteran Health Identification Card 4.24

User Guide - Volume 6 Self-Service New Card Request

5.2. Person Verification Task- Rejected Image

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

Page	e 1 of 1 prev next				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
-	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975588	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

Figure 5-16. Link to Toolkit Task

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

ք հ	QB								the Log off
mary View	Tasks(0)/Reques	ts(0) Correlat	tions(7)	Primary View Audit	ICN History(#)	ADR MPI PV	Compare	Link Events	Milestones
	Mame VAPATIENT, 0		STATE: PE	ERMANENT					
1.1	SSN 666-00-0001	SSN Verificati	ion Status						
-	manual frameworks	and the second second							
s Documer	Protocol Construction	Exceptions Proof	fing						
Documer	Protocol Construction	Exceptions Proof	fing						
Documer	Protocol Construction	Exceptions Proof	fing	Correlation	Task Status		Caseworker		
-	s			Correlation 200PROVVA PROVISIONING SYSTI	NEW		Caseworker		
Documer tive Task	S Date Reported	Task Type		200PROV-VA	NEW		Caseworker		
s Documer ctive Task	S Date Reported 03/22/2022	Task Type		200PROV-VA	NEW		Caseworker		

Figure 5-17. MPI Toolkit Task Number Link

Task Details page will open

ack Data						Hel	p Log.off			Search
ask Deta	Is Resolved Task	S Task Notes Ta	sk Audit Person V	/erification Ov	erride				Print	
1	Task # 128647395	6	Date Reported 03/22/	2022 13:35	Tasl	k Status Ne	W			
	Priority					esolved				
		SON VERIFICATION				eworker	Davis 0 110	A Manufactory		
	escription PERSON V ck Owner	ERIFICATION AND IL	DENTITY TRAIT EDIT.		Tim		Days, 0 Hours	s, o Minutes		
Task Lu	CK Owner				Threshol	u score				
t icn		Source ID	Name		SSN		DOB	Pot Cat Edit		
1013661	225V421294 [P]	1013661225^PN^200	PROV^USDVA VAPAT	TENT, ONE	666	-00-0001	01/01/1983			
	les - The following	file formats are co	mpatible: doc,doc:	x,pdf,jpg,jpeg,tif	,tiff,xls,xlsx,c	sv				
Opioad Fi		aded By File Name		Description						
	oad Date Uploa									
C Upi	A DAM IN TO MARK									
	A DAM IN TO MARK									
C Upi	TTACHED									

Figure 5-18. New Person Verification Task Details

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

Identity Management To	oolkit				ŵ	Thursday Ma
🖉 🔉 🤱 🔍 🕅			<u>Hel</u> ş	<u>Log off</u>		
Task Details Resolved Tasks	Task Notes Task Audit	Person Verification Overrid	le			Print
	5 Date Reports SON VERIFICATION ISELF-SERI ERIFICATION AND IDENTITY TRA		Task Status NE Date Resolved Caseworker Time Spent 0 Threshold Score	W Days, 0 Hours,	0 Minutes	
₽ ICN	Source ID	Name	SSN	DOB	Pot Cat Edit	
2 1013661347V171151 [P]	1013661347^PN^200PROV^USDVA	VAPATIENT, ONE	666-00-0001	01/01/1981		
NO FILES ATTACHED	file formats are compatible: d ded By File Name	loc,docx,pdf,jpg,jpeg,tif,tiff, Description	xls,xlsx,csv			
Related Requests						
Request # Date Reported Request Type THERE ARE NO RELATED REQUES		Caseworker Submitter Reg Site	uest ICN	Name		

Figure 5-19. Task Notes Tab

entity Mana	gement To	oolkit					4	Tuesday Ma
i 🔉 🛴 🤇	2 🖸				Hel	p Log off		
Task Details R	esolved Tasks	Task Notes Tas	sk Audit Rela	ntionships				Save Print
Task# Pric	ority Current	Status Task Role C	Group Ca	seworker POC, ONE	New S	itatus	ā	
1286433176	UNAS	SIGNED	✓ F	OC, ONE (PROOFER)	✓ Assign		~~~	
			_	Time	e Spent:			
Task Type 1998 -	PERSON VERIFI	CATION [SELF-SERVICE]	Days 0 🗸 Hours	0 V Minutes	•		
Date Reported 09/1	16/2021 32					,		
Task Lock Owner	Date Re	esolved	Th	reshold Score				
🕫 ICN		Source ID		Name	SSN	DOB	Pot Cat Edit	
1013045169V4	46555 [P]	1013045169V446555^I		VAPATIENT, ONE	666-00-0001	09/06/1976		

Figure 5-20. Assign Task

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

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

lentity Management	Toolkit						8	Tuesday Ma	ch 22nd, 20
1 🖸 🚨 🔍 🔯					<u>B</u>	ele Log off			Search
Task Details Resolved Ta	sks Task Notes	Task Audit Pe	erson Verificati	ion Override				Print	
Task # 1286473 Priority Task Type 1998 - P Task Description PERSON Task Lock Owner	ERSON VERIFICAT	ION [SELF-SERVI			Task Status Date Resolved Caseworker Time Spent 0 reshold Score	ASSIGNED	0 Minutes		
2 ICN	Source ID		Name		SSN	DOB	Pot Cat Edit		
1013661225V421294 [P]	1013661225^PN	200PROV/USDVA	VAPATIENT, ON	E	666-00-0001	01/01/1983			
(BC)	12/11/11/11/11				. In a second				
Upload Files - The following	ng file formats are			g,jpeg,tif,tiff,xls, scription	xlsx,csv				

Figure 5-21. Select Person Verification Tab

On the Proofing Verification tab the **Self Service Images** tab is displayed. Select the **Proofing Verification Document** link to view and compare the document(s) submitted by the Veteran.

₽ ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013662077V050762 [P]	1013662077^PN^200PROV^USDVA	VAPATIENT, ONE	<u>666-00-0002</u>	<u>01/01/1983</u>	
ou will be verifying eed to be indicated	Ipdated: MAR 29, 2022@07:26:34 identity traits with supportin below. If the address needs f Service Images a Documenta	ng documentation. A to be updated, see	ny identity traits	that are inc	correct or have legally change
	Last Name VAPATIENT First Name ONE				
	Aiddle Name ICN 1013662077V050762				
	DOB 01/01/1983				
	Birth Sex MALE				
	SSN				
File Name		u	Iploaded By	Uplo	ad Date
1 PROOFING VER	IFICATION DOCUMENT	7	42V1_PROOF	3/29/	22 9:48:29 AM.191
Accept Image Reject In	mage				

Figure 5-22. Attached Person Verification Document(s)

Upon review, if the images do not match, or if they fall under any other rejection reason, the user will need to close the window and move to the **Task Notes** tab.

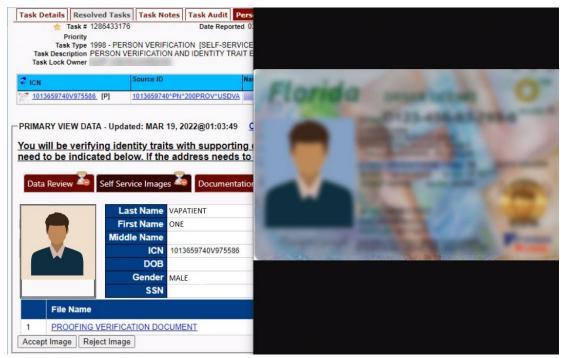


Figure 5-23. Compare Veteran Images

Note: Rejection reasons can include:

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

Enter reason for rejection under the Task Notes and return to the Person Verification tab

als Dataila	Resolved Tasks	Tool Notes	Taala Audit	Denne 10	to the stress	Quantida				Save	Print	
sk Details	Resolved Tasks	Task Notes		Person V	erification	Override				Save	Print	
sk#	Priority	Current Status	Task Role Gro	oup	Caseworker	PROOFER, ON	E	New Status		æ		
95146856		ASSIGNED	POC	~	PROOFER, C	ONE (PROOFER)		•	~			
							Time Spent:					
sk Type	1998 - PERSON VE	RIFICATION [SELF-	SERVICE]			Days 0 🗸 H	ours 0 🗸 Mi	nutes 0 🗸				
te Reported	03/29/2022 09:48											
sk Lock	PROOFER, ONE	Date			Threshold So	core						
iner	r noor en, one			Interne	11110011010-01		LCCN.	Ince	DetCat			
iner	Theorem, one	Source ID		Name			SSN	DOB	Pot Cat Edit			
ICN 101366207	7 <u>V050762</u> [P]		00PROV^USD				SSN <u>666-00-0002</u>	DOB 01/01/1983	Pot Cat Edit			
ICN 101366207 Isk Notes		Source ID 1013662077^PN^2							Pot Cat Edit			
ICN 101366207 Isk Notes	7 <u>V050762</u> [P]	Source ID 1013662077^PN^2 :38:18, PROOF			T <u>IENT, ONE</u>				Pot Cat Edit			
ICN 101366207 Isk Notes	7 <u>V050762</u> [P] 9, 2022 at 10	Source ID 1013662077*PN*2 :38:18, PROOF PROOFER)	FER, ONE (PROG	/A <u>VAPAT</u> DFER) Au	T <u>IENT, ONE</u>				Pot Cat Edit)		
ICN 1013662077 sk Notes March 2 signed t	7 <u>V050762</u> [P] 9, 2022 at 10 0 PROOFER, ONE (Source ID 1013662077^PN^2 :38:18, PROOF PROOFER) 10:42:51, PROOF	FER, ONE (PROG	/A <u>VAPAT</u> DFER) Au	T <u>IENT, ONE</u> ato Note:				Pot Cat Edit			_
ICN 1013662077 sk Notes March 2 signed t On March	7 <u>v050762</u> [P] 9, 2022 at 10 0 PROOFER, ONE (29, 2022 at	Source ID 1013662077^PN^2 :38:18, PROOF PROOFER) 10:42:51, PROOF	FER, ONE (PRO	/A <u>VAPAT</u> DFER) Au	T <u>IENT, ONE</u> ato Note:				Pot Cat Edit		_	
ICN 1013662077 sk Notes March 2 signed t	7 <u>v050762</u> [P] 9, 2022 at 10 0 PROOFER, ONE (29, 2022 at	Source ID 1013662077^PN^2 :38:18, PROOF PROOFER) 10:42:51, PROOF	FER, ONE (PRO	/A <u>VAPAT</u> DFER) Au	T <u>IENT, ONE</u> ato Note:				Pot Cat Edit		_	
ICN 1013662077 sk Notes March 2 signed t	7 <u>v050762</u> [P] 9, 2022 at 10 0 PROOFER, ONE (29, 2022 at	Source ID 1013662077^PN^2 :38:18, PROOF PROOFER) 10:42:51, PROOF	FER, ONE (PRO	/A <u>VAPAT</u> DFER) Au	T <u>IENT, ONE</u> ato Note:				Pot Cat Edit			

Figure 5-24. Enter Rejection Notes

Under Self Service Images tab, click the Reject Image button

ICN	Source ID		Name	SSN	DOB	Pot Cat Edit	
1013662077V050762 [P]	1013662077^PM	M200PROV*USDVA	VAPATIENT, ONE	666-00-0002	01/01/1983		
RIMARY VIEW DATA - U ou will be verifying i				entity Verification To		orrect or	have legally chang
ed to be indicated							nave legally chang
Data Review 🔏 Self	Service Images	Documenta	ition The Approval				
	Last Name VA	PATIENT					
	First Name ON						
	liddle Name	E					
	NATIONAL PROPERTY OF AN	13662077V050762					
	DOB 01/	01/1983					
	Birth Sex MA	LE					
	SSN						
File Name				Uploaded By	Uplo	ad Date	
PROOFING VERI	FICATION DOCUM	IENT		742V1_PROOF	3/29/	22 9:48:29 A	M.191
ccept Image Reject In	ane						

Figure 5-25. Select Reject Image Button

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 5-26. Reject/Resolve Confirmation Message

Auto-resolved will go to Task Details tab instead of staying on the Person Verification Tab

			Hel	<u>p Log off</u>			Sear
ask Details Resolved Task	ks Task Notes Task Audit P	erson Verification	verride		_	Print)
📩 Task # 128647395	56 Date Reporter	d 03/22/2022 13:35	Task Status RE	SOLVED			
Priority		I OF	Date Resolved US	22/2022 13.40			
	RSON VERIFICATION [SELF-SERV		Caseworker Time Sport 0		0 Minutor		
	VERIFICATION AND IDENTITY TRA			Days, 0 Hours	0 Minutes		
Task Description PERSON \			Time Spent 0	Days, 0 Hours	0 Minutes		
Task Description PERSON \			Time Spent 0	Days, 0 Hours	0 Minutes		
Task Description PERSON V Task Lock Owner	VERIFICATION AND IDENTITY TRA	IT EDIT.	Time Spent 0 Threshold Score		Pot Cat		
Task Description PERSON \ Task Lock Owner	VERIFICATION AND IDENTITY TRA	IT EDIT.	Time Spent 0 Threshold Score	DOB	Pot Cat		
Task Description PERSON \ Task Lock Owner	VERIFICATION AND IDENTITY TRA	IT EDIT.	Time Spent 0 Threshold Score	DOB	Pot Cat		
Task Description PERSON V Task Lock Owner	VERIFICATION AND IDENTITY TRA	IT EDIT. Name VAPATIENT, ONE	SSN 666-00-0001	DOB	Pot Cat		

Figure 5-27. Resolved Task Status

The LOA on the Primary View will remain at 1

Identity Managem	ent Toolkit						¢	Tuesd
2 🖸 🔏 🕅					<u>He</u>	p Log off		
Primary View Tasks(1)/F	Requests(#) Correlations(#)	Primary View Audit	ICN History(#)	ADR MPI PV Compare	Link Events	Milestones	RJC Accounts(#) Print
Name MVIP	662077V050762 ID STATE: P ATIENT, ONE -0001 SSN Verification Status							
Create OVR Task	tials Updated: MAR 29, 2022@07	126.24			Level of Assu	rance:		
Field Name	Value	Authority Scor	re.					
ICN	1013662077V050762							
ID State Test Record Indicator	PERMANENT 0							

Figure 5-28. Level of Assurance Does Not Change

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

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

VHIC Self Service request has been cancelled.				
VHIC Technical Team <noreply_vhic@va.gov> To O VAIAMTEST@vaaviamapp576.Jocaldomain</noreply_vhic@va.gov>	S Reply	≪ Reply All	→ Forward Fri 4/8/2022 10	0:13 AM
The VHIC card ID 13329 request submitted on 03/22/2022 has been cancelled due to issues found during the review of your request.				
Please contact your local facility during regular business hours or call the VA at 877-222-VETS (8387) between 8:00 a.m. and 8 p.m. Eastern Time, Monday through Friday	for assistance.			
Respectfully, VHIC Admins ** Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.				

Figure 5-29. Request Cancellation Review Issue

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

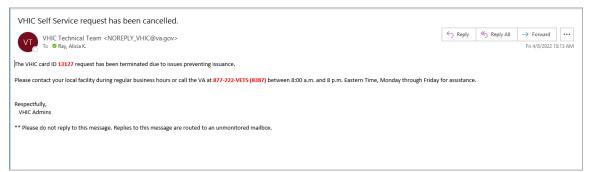


Figure 5-30. Request Cancellation Email Timed Out

6. Troubleshooting

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