

Veteran Health Identification Card (VHIC 4.20)

User Guide



Volume 6 – Self-Service Request Processing

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Revision History

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1. Introduction

1.1. Purpose

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

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into six sections 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 |
|---|---|
|  | 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).

Table 2: Enterprise Service Desk Contact Information

| 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. |

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.

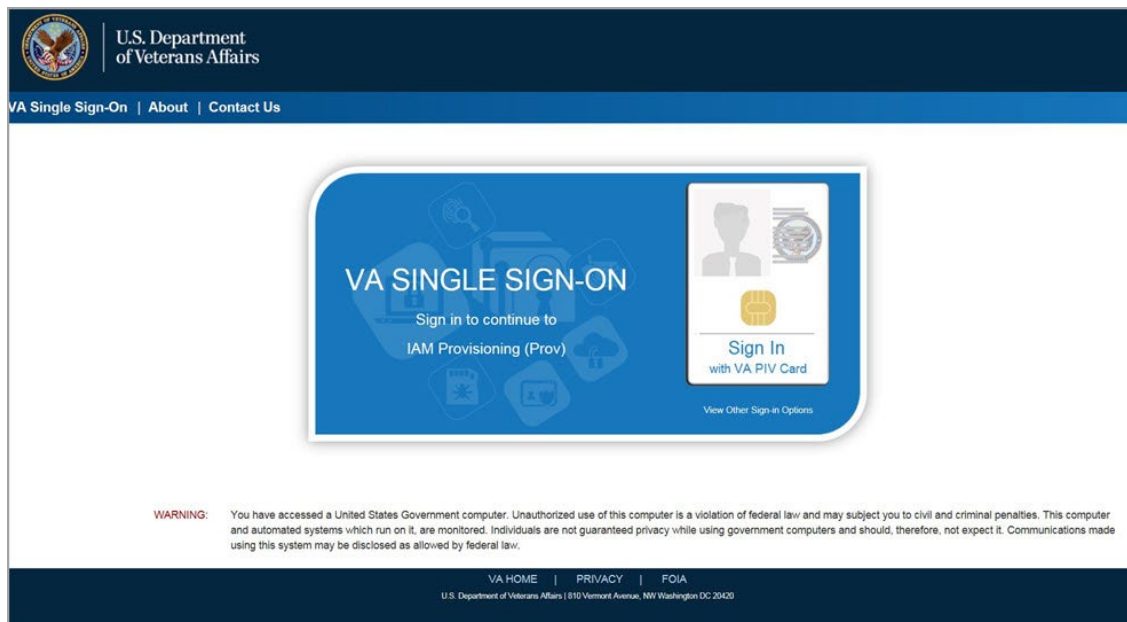


Figure 3-1: SSOi Login Screen

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

Veteran Health Identification Card 4.20

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Processing

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.



NOTE: 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

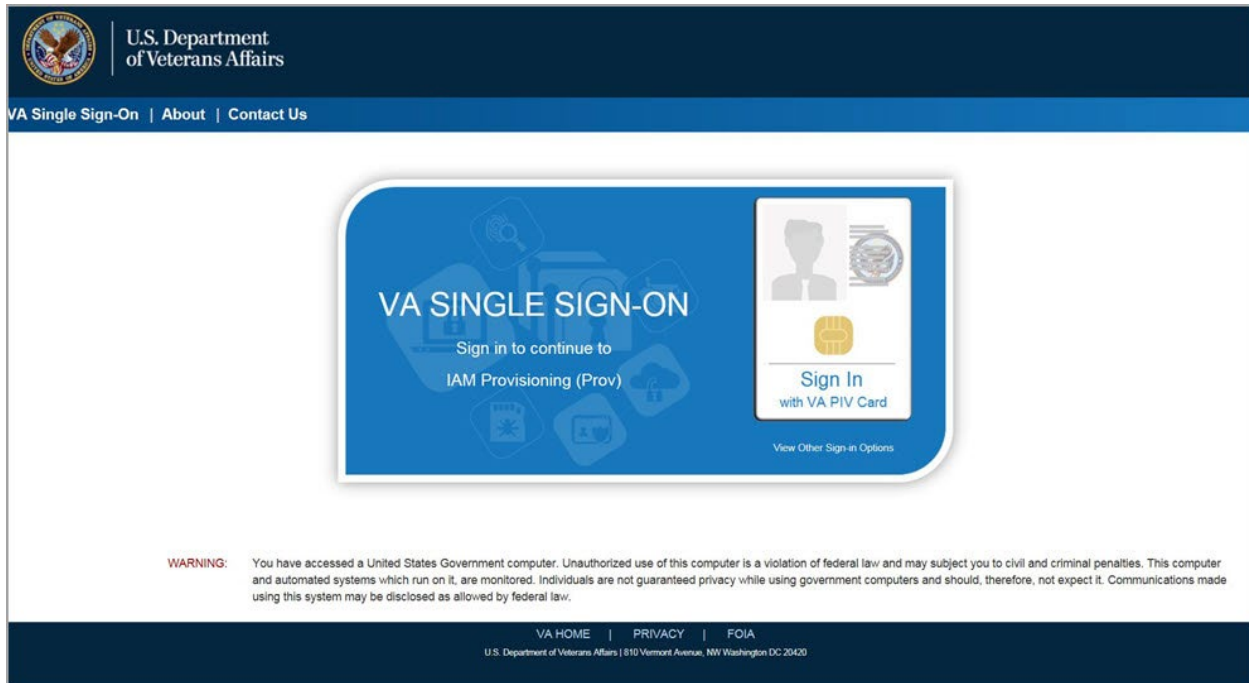


Figure 3-2: Identity Management Toolkit SSOi Logon Screen

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.

Veteran Health Identification Card (VHIC) Skip to Content
 Home Card Request Reports Card Management Logged in as:

Step 1
 Enter Search Terms

Step 2
 Select Veteran

Step 3
 Capture Veteran Image

Step 4
 Select Mailing Address

Step 5
 Save Card Request

IMPORTANT Have you Identity Proofed the Veteran in Identity Management Toolkit?
 (Click here to open [Identity Management Toolkit](#) in another window)

For optimal search results, copy the Veteran's ICN from Identity Management Toolkit and paste 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, Identification).

| | |
|---|--|
| Name Last Name <input type="text"/> First Name <input type="text"/> Middle Name <input type="text"/> | Person Date of Birth <input type="text"/> (DOB format: YYYYMMDD) Gender <input type="text"/> Home Phone <input type="text"/> |
| Address Street Address <input type="text"/> City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/> | Identification SSN <input type="text"/> (format: #####-####) EDIPI / Member ID <input type="text"/> ICN <input type="text"/> |

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.



| Assigned Self Service Requests For Manual Review | | | | | |
|---|-------------------|---------|-------------------|------------|-------------------------------------|
| Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link. | | | | | |
| Page 1 of 1 <input type="button" value="prev"/> <input type="button" value="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 |

Figure 3-4. Veteran Link to MPI Toolkit Task



The screenshot shows the Identity Management Toolkit interface. The user is logged in as VAPATIENT, ONE. The main content area displays a task with the following details:

| Task # | Date Reported | Task Type | Correlation | Task Status | Caseworker |
|-----------|---------------|--|-----------------------|-------------|------------|
| 140842858 | 03-22-2022 | NEW - PENDING SELF-PROVISIONING SYSTEM | ICN 1013614854V243594 | NEW | |

Below the task list, there is a section for Related Requests, which is currently empty.

Figure 3-5. 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.



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. VHIC Self-Service New Card Request Information

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. Unassigned Requests

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

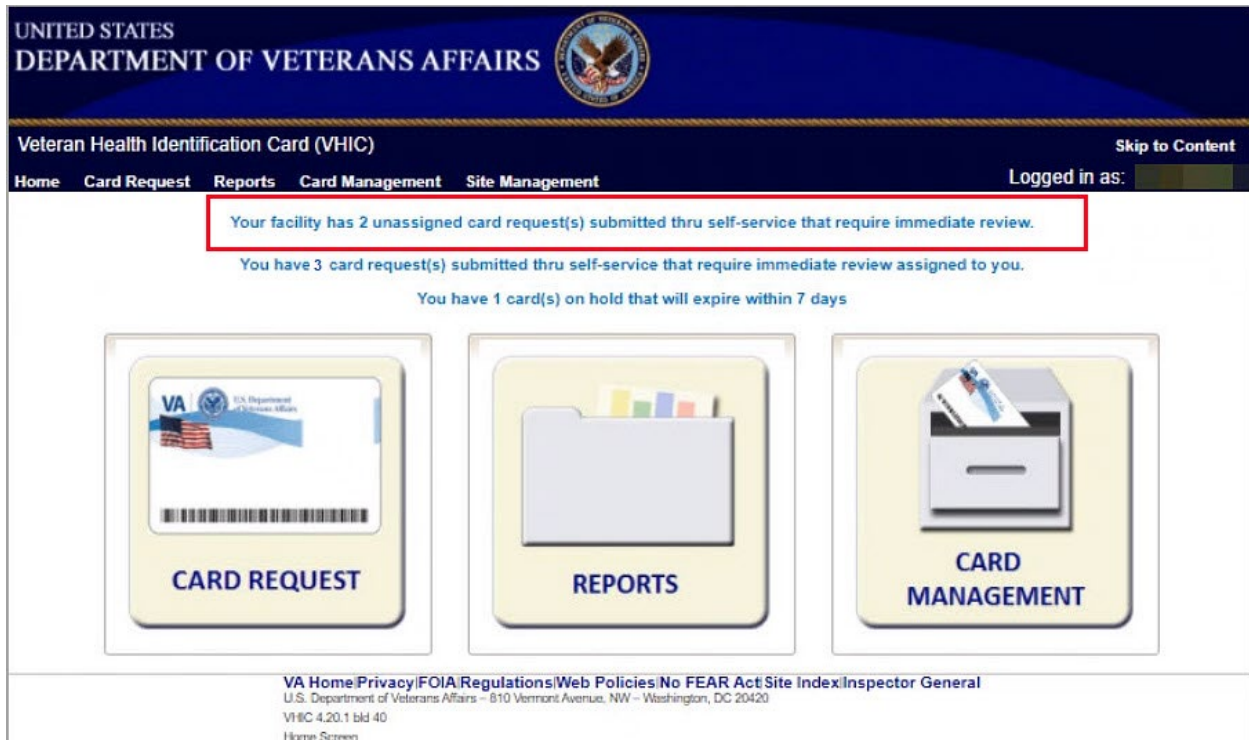


Figure 4-3. Unassigned Request Information

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.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: [User Name]

Unassigned Self Service Requests For Manual Review

Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing.

Page 1 of 1 prev next

| Picture | Full Name | Card Id | ICN | Hold Date | Hold Reasons |
|---|----------------------------------|---------|-------------------|-----------|-------------------------------------|
|  | VAPATIENT, SEVEN | 12953 | 1012900200V313855 | 1/21/2022 | REVIEW |
|  | VAPATIENT, ONE | 13329 | 1013661225V421294 | 3/22/2022 | NO FACILITY ADDRESS,NO EDIPI,REVIEW |

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

Figure 4-4. 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 4-5. Request Information Changed

4.3.2. 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 4-6. 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)

| 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 | 1013659740V975586 | 3/22/2022 | NO FACILITY ADDRESS,NO EDIPI,REVIEW |
| | VAPATIENT, TWO | 13329 | 1013661225V421294 | 3/22/2022 | NO FACILITY ADDRESS,NO EDIPI,REVIEW |

Figure 4-7. Assigned Self-Service Requests for Manual Review

When the user is ready to review the request(s) the Proofer will need to access the Toolkit through one of the methods listed in *Section 3.5 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**.

Assigned Self Service Requests For Manual Review

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

Page 1 of 1





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

Figure 5-1. Link to Person Verification Task

To process:

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

Identity Management Toolkit Help Log off

Primary View | **Tasks(0)/Requests(0)** | Correlations(7) | Primary View Audit | ICN History(#) | ADR MPI PV Compare | Link Events | Milestones | RJC

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

Lists | Documentation | MPI Historical Exceptions | Proofing

Active Tasks

| Task # | Date Reported | Task Type | Correlation | Task Status | Caseworker |
|----------------------------|---------------|---|--------------------------------|-------------|------------|
| 1288433176 | 03/22/2022 | 1998 - PERSON VERIFICATION [SELF-SERVICE] | 200PROV-VA PROVISIONING SYSTEM | NEW | |

Related Requests(0)

| Request # | Date Reported | Request Type | Status | Date Resolved | Caseworker | Submitter | Request Site | ICN | Name |
|-------------------------------|---------------|--------------|--------|---------------|------------|-----------|--------------|-----|------|
| THERE ARE NO RELATED REQUESTS | | | | | | | | | |

Informational Tasks

| Task # | Date Reported | Task Type | Correlation | Source ID |
|----------------------------------|---------------|-----------|-------------|-----------|
| THERE ARE NO INFORMATIONAL TASKS | | | | |

Figure 5-2. Select Task Number

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

Identity Management Toolkit Help Log off Thursday Mar

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

Task # 1288433176 Date Reported 03/24/2022 17:02 Task Status NEW
 Priority 1288433176
 Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Date Resolved
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker
 Task Lock Owner Time Spent 0 Days, 0 Hours, 0 Minutes
 Threshold Score

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

Upload Files - The following file formats are compatible: doc,docx,pdf,jpg,jpeg,tif,tiff,xls,xlsx,csv

| Upload Date | Uploaded By | File Name | Description |
|----------------------|-------------|-----------|-------------|
| NO FILES ATTACHED... | | | |

Related Requests

| Request # | Date Reported | Request Type | Status | Date Resolved | Caseworker | Submitter | Request Site | ICN | Name |
|-------------------------------|---------------|--------------|--------|---------------|------------|-----------|--------------|-----|------|
| THERE ARE NO RELATED REQUESTS | | | | | | | | | |

Figure 5-3. Task Notes Tab

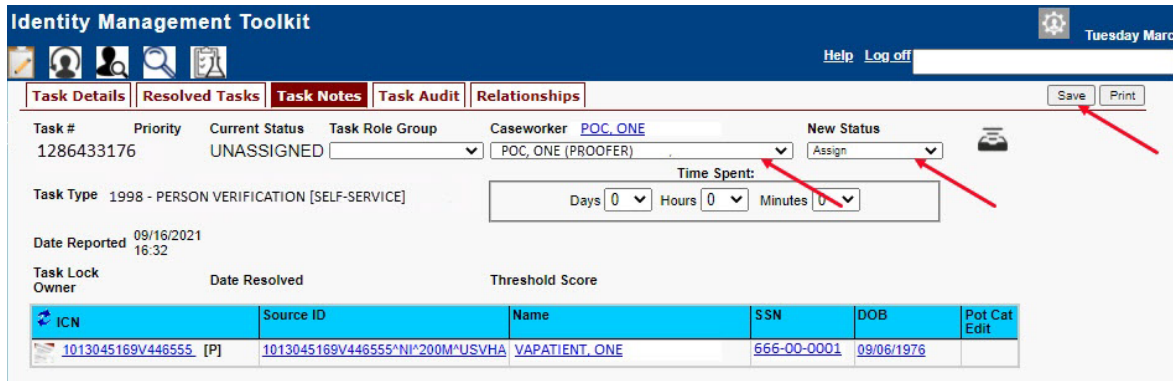


Figure 5-4. Assign Task

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

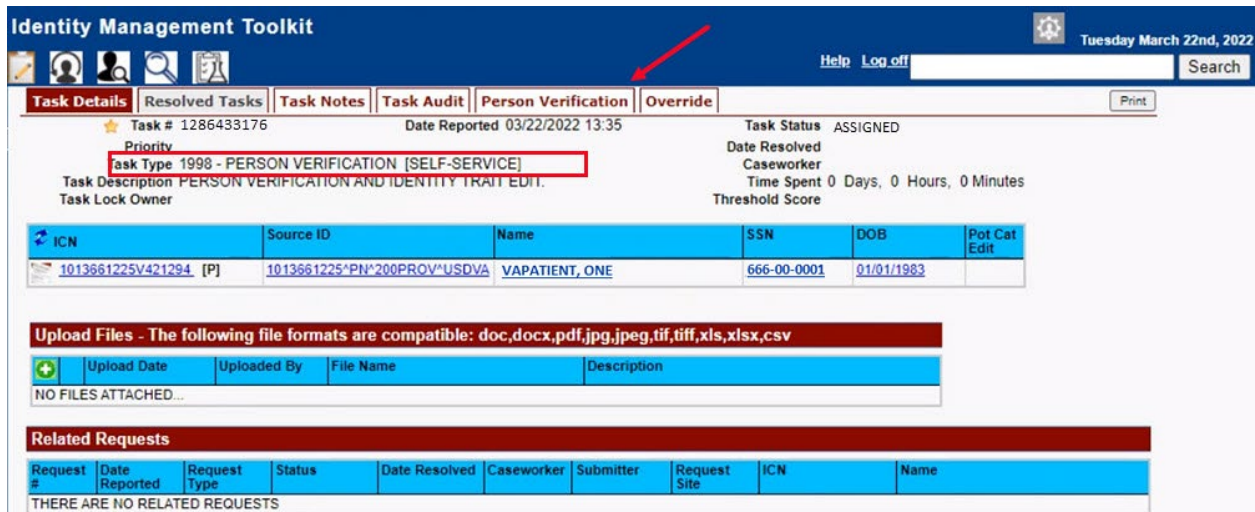


Figure 5-5. Person Verification Task Details

1. 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 Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override | [Print](#)

Task # 1286433176 Date Reported 03/22/2022 12:57 Task Status

Priority Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Date Resolved

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker

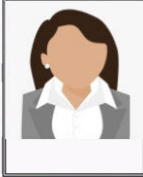
Task Lock Owner Threshold Score Time Spent 0 Days, 0 Hours, 0 Minutes

| ICN | Source ID | Name | SSN | DOB | Pot Cat Edit |
|-----------------------|-----------------------------|----------------|-------------|------------|--------------|
| 1013659740V975586 [P] | 1013659740*PN*200PROV*USDVA | VAPATIENT, ONE | 666-00-0001 | 01/01/1980 | |

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 [Check External Identity Verification Tool](#)

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

Data Review | **Self Service Images** | Documentation | Approval

| | |
|---|---|
|  | Last Name VAPATIENT First Name ONE Middle Name ICN 1013659740V975586 DOB Gender FEMALE SSN |
|---|---|

| File Name | Uploaded By | Upload Date |
|--|-------------|-------------------------|
| 1 PROOFING VERIFICATION DOCUMENT | 742V1_PROOF | 3/22/22 12:57:31 PM.033 |

Accept Image | Reject Image

Figure 5-6. Self Service Images Tab

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

Task Details | Resolved Tasks | Task Notes | Task Audit | **Person Verification** | Override | [Print](#)

Task # 1286433176 Date Reported 03/24/2022 17:02 Task Status

Priority Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Date Resolved

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker

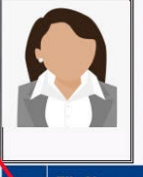
Task Lock Owner Threshold Score Time Spent 0 Days, 0 Hours, 0 Minutes

| ICN | Source ID | Name | SSN |
|-----------------------|-----------------------------|------|-----|
| 1013661347V171151 [P] | 1013661347*PN*200PROV*USDVA | | |

PRIMARY VIEW DATA - Updated: MAR 23, 2022@01:05 [Check External Identity Verification Tool](#)

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

Data Review | **Self Service Images** | Documentation | Approval

| | |
|---|---|
|  | Last Name VAPATIENT First Name ONE Middle Name ICN 1013661347V171151 DOB 01/01/1981 Birth Sex FEMALE SSN |
|---|---|

| File Name | Uploaded By |
|--|-------------|
| 1 PROOFING VERIFICATION DOCUMENT | 742V1_PROOF |

Accept Image | Reject Image







Figure 5-7. Review Proofing Documents

- 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.

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 [Check External Identity Verification Tool](#)

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

Data Review  Self Service Images  Documentation  Approval

| Field Name | MVI Value | Verify | New Value |
|-------------------------|-------------------|-------------------------------------|---|
| ICN | 1013659740V975586 | | |
| Last Name | VAPATIENT | <input checked="" type="checkbox"/> | <input type="text"/> |
| First Name | ONE | <input checked="" type="checkbox"/> | <input type="text"/> |
| Middle Name | | <input checked="" type="checkbox"/> | <input type="text"/> |
| Suffix | | <input checked="" type="checkbox"/> | <input type="text"/> |
| DOB | JANUARY 01, 1980 | <input checked="" type="checkbox"/> | Month <input type="text"/> Day <input type="text"/> Year <input type="text"/> |
| Birth Sex | FEMALE | <input checked="" type="checkbox"/> | <input type="text"/> |
| SSN | 666-00-0001 | <input checked="" type="checkbox"/> | <input type="text"/> |
| SSN Verification Status | | | |

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

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 23*

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

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

Data Review Self Service Images Documentation Approval

| Field Name | MVI Value | New Value |
|-------------------------|-------------------|-------------------|
| ICN | 1013659740V975586 | 1013659740V975586 |
| Last Name | VAPATIENT | |
| First Name | ONE | |
| Middle Name | | |
| Suffix | | |
| DOB | 01/01/1980 | |
| Birth Sex | FEMALE | |
| SSN | 666-00-0001 | |
| SSN Verification Status | | |

Verification Document(s) Instructions

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

| Changed Field | Allowed Documents |
|--------------------|--|
| Level of Assurance | <ul style="list-style-type: none"> State-Issued Driver's License Passport Federal, State, or Local Government-issued photo ID containing name and DOB |

Verification Document(s)

- State-Issued Driver's License
- Passport
- Federal, State, or Local Government-issued photo ID containing name and DOB
- Social Security Card
- Court Order for a Name Change
- Letter from SSA with updated SSN
- Birth Certificate
- Court Order for Gender Change
- Signed Licensed Physicians Statement on Office Letterhead

Appointment Status

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

Figure 5-9. Verification Document Details

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

| | | |
|-------------------------|--------|--------|
| Birth Sex | FEMALE | FEMALE |
| SSN | | |
| SSN Verification Status | | |

Verification Document(s)

State-Issued Driver's License

Passport

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

Social Security Card

Court Order for a Name Change

Letter from SSA with updated SSN

Birth Certificate

Court Order for Gender Change

Signed Licensed Physicians Statement on Office Letterhead

Appointment Status

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

Figure 5-10. Submit Document Details

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



Figure 5-11. Select OK Button

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

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

- Task complete. Person Verification updated.

★ Task # 1286433176 Date Reported 03/22/2022 12:57 Task Status ASSIGNED
 Priority Date Resolved
 Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Caseworker
 Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Time Spent 0 Days, 0 Hours, 0 Minutes
 Task Lock Owner Threshold Score

| ICN | Source ID | Name | SSN | DOB | Pot Cat Edit |
|---------------------------------------|---|---------------|-----------------------------|----------------------------|--------------|
| 1013659740V975586 [P] | 1013659740*PN*200PROV*USDVA | VAPATIENT.ONE | 666-00-0001 | 01/01/1980 | |

PRIMARY VIEW DATA - Updated: MAR 19, 2022@01:03:49 [Check External Identity Verification Tool](#)

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

Data Review ✔
Self Service Images ✔
Documentation ✔
Approval

| Field Name | MVI Value | New Value | Verification Document(s) | Instructions |
|------------|-----------|-----------|--------------------------|--------------|
| | | | | |

Figure 5-12. Task Completed

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

Identity Management Toolkit Help Log off Tuesday March 29th, 2022

Task Details | Resolved Tasks | **Task Notes** | Task Audit | Relationships Save Print

Task # 1286433176 Priority Current Status ASSIGNED Task Role Group Caseworker POC, ONE (PROOFER) New Status **Resolve**
 Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Time Spent: Days 0 Hours 0 Minutes 0
 Date Reported 09/16/2021 16:32
 Task Lock Owner Date Resolved Threshold Score

| ICN | Source ID | Name | SSN | DOB | Pot Cat Edit |
|---------------------------------------|---|---------------|-----------------------------|----------------------------|--------------|
| 1013045169V446555 [P] | 1013045169V446555*NI*200M*USVHA | VAPATIENT.ONE | 666-00-0001 | 09/06/1976 | |

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

The screenshot shows the 'Identity Management Toolkit' interface. At the top, there are navigation tabs: Primary View, Tasks(1)/Requests(0), Correlations(9), Primary View Audit, ICN History(4), ADR MPI PV Compare, Link Events, Milestones, RJC, and Accounts(4). Below the tabs, the user's information is displayed: ICN 1013659740V975586, ID STATE: PERMANENT, Name VAPATIENT, ONE, and SSN 666-00-0001. A 'Level of Assurance' box is highlighted with a red circle and the number '2', with a red arrow pointing to it from the right. Below this, there is a 'PRIMARY VIEW DATA' table with columns for Field Name, Value, and Authority Score.

| Field Name | Value | Authority Score |
|-----------------------|-------------------|-----------------|
| ICN | 1013659740V975586 | |
| ID State | PERMANENT | |
| Test Record Indicator | () | |

Figure 5-13. LOA Changed

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

The screenshot shows the 'Correlations(9)' tab selected. The user information is the same as in Figure 5-13. Below the user information, there is a section for 'All Correlations' with a table listing various correlations. One row is highlighted with a red box, indicating a 'PROOFING' correlation.

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

Figure 5-14. Proofing Correlation Added

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**.

Assigned Self Service Requests For Manual Review

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

Page 1 of 1 [prev](#) [next](#)

| Picture | Full Name | Card Id | ICN | Hold Date | Hold Reasons |
|---------|-------------------|---------|-------------------|------------|---------------------------------------|
| | 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 | 1013659740V975586 | 3/22/2022 | NO FACILITY ADDRESS, NO EDIPI, REVIEW |
| | VAPATIENT, TWO | 13329 | 1013661225V421294 | 3/22/2022 | NO FACILITY ADDRESS, NO EDIPI, REVIEW |

Figure 5-15. Link to Toolkit Task

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

Identity Management Toolkit

Help Log off

Primary View **Tasks(0)/Requests(0)** Correlations(7) Primary View Audit ICN History(#) ADR MPI PV Compare Link Events Milestones RJC

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

Lists Documentation MPI Historical Exceptions Proofing

Active Tasks

| Task # | Date Reported | Task Type | Correlation | Task Status | Caseworker |
|----------------------------|---------------|---|--------------------------------|-------------|------------|
| 1288433178 | 03/22/2022 | 1998 - PERSON VERIFICATION [SELF-SERVICE] | 200PROV-VA PROVISIONING SYSTEM | NEW | |

Related Requests(0)

| Request # | Date Reported | Request Type | Status | Date Resolved | Caseworker | Submitter | Request Site | ICN | Name |
|--------------------------------|---------------|--------------|--------|---------------|------------|-----------|--------------|-----|------|
| THERE ARE NO RELATED REQUESTS. | | | | | | | | | |

Figure 5-16. MPI Toolkit Task Number Link

Task Details page will open

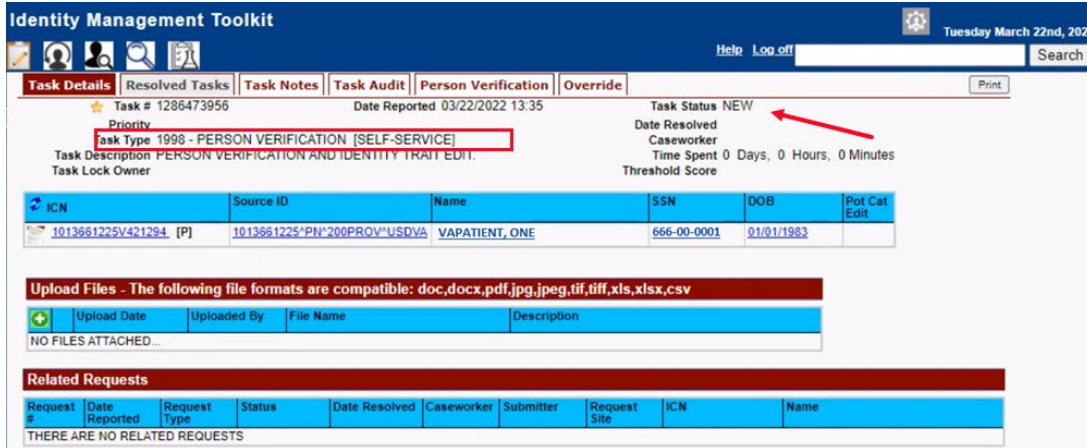


Figure 5-17. New Person Verification Task Details

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

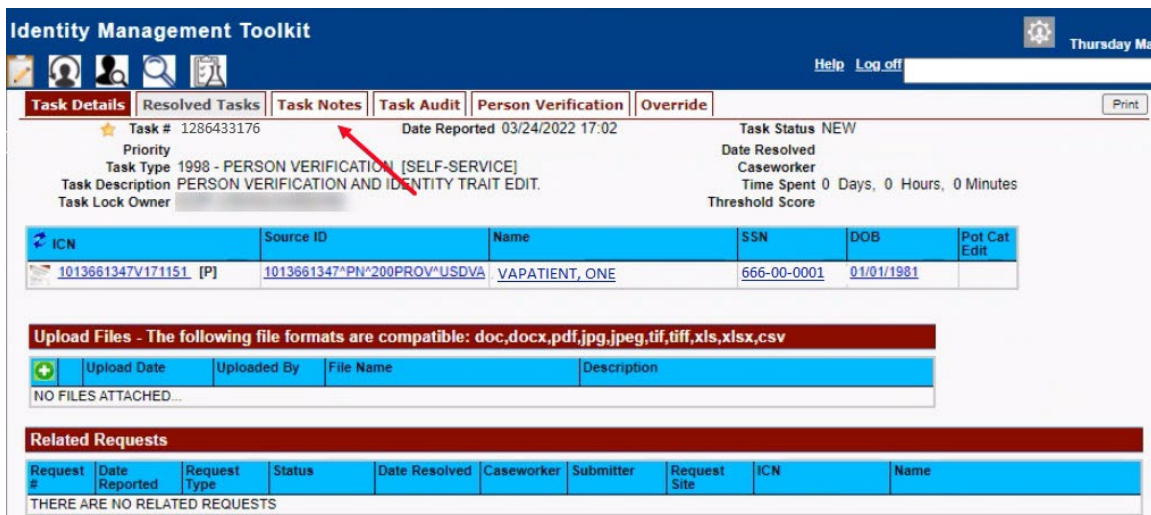


Figure 5-18. Task Notes Tab

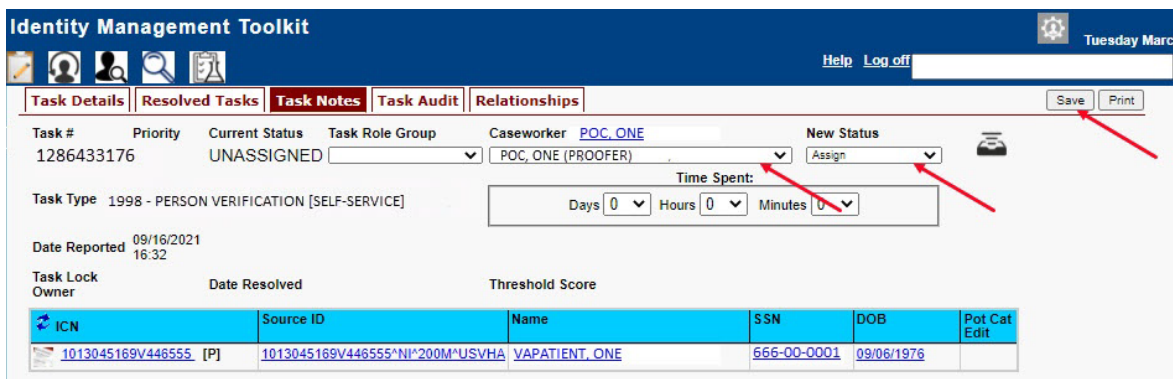


Figure 5-19. Assign Task

- 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

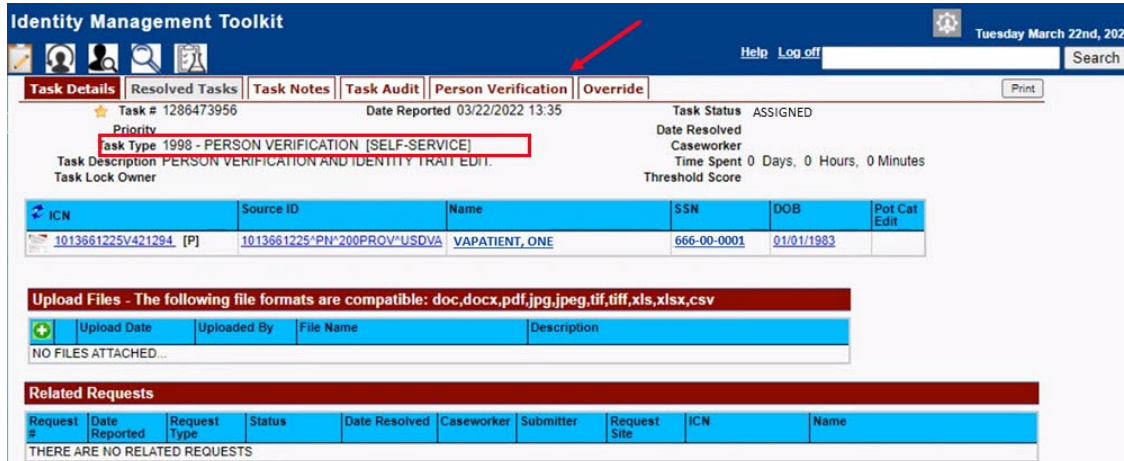


Figure 5-20. Select Person Verification Tab

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.

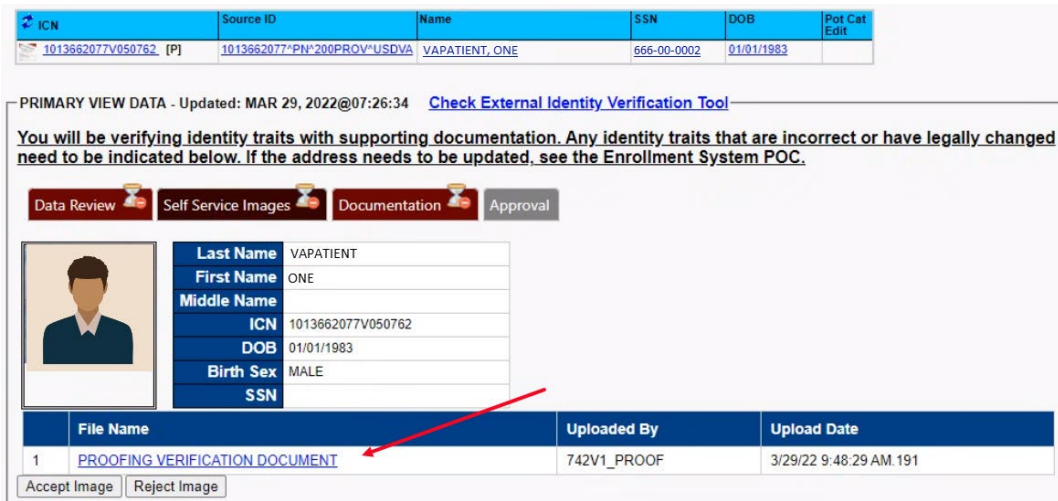


Figure 5-21. Attached Person Verification Document(s)

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.

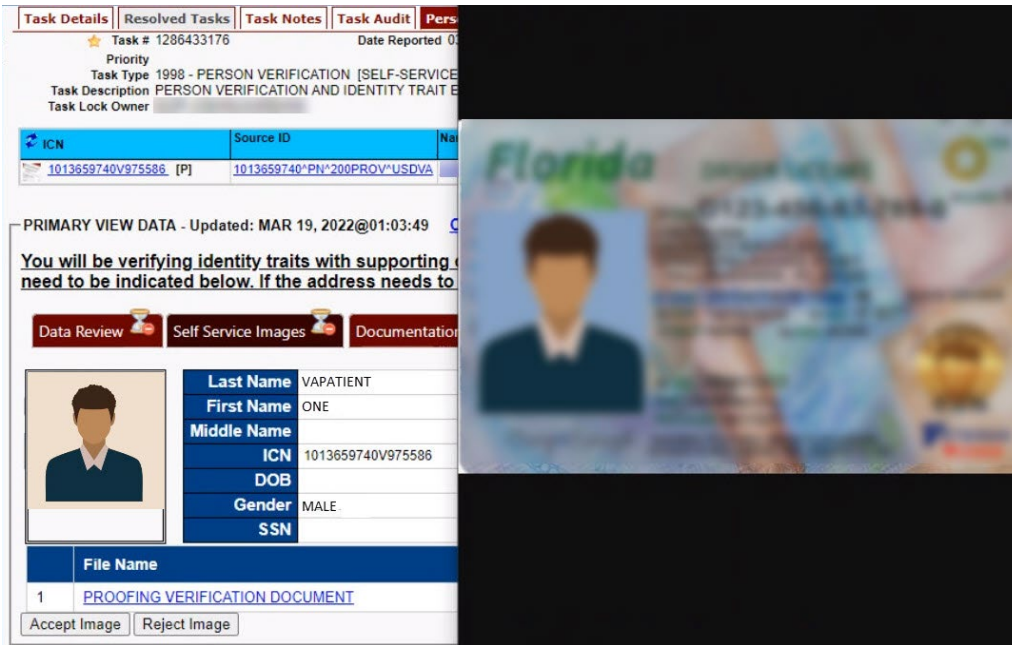


Figure 5-22. Compare Veteran Images

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

Identity Management Toolkit Tuesday March 29th, 2022

Help Log off Search

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

Task # 1295146856 Priority Current Status ASSIGNED Task Role Group POC Caseworker PROOFER, ONE New Status

Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Time Spent: Days 0 Hours 0 Minutes 0

Date Reported 03/29/2022 09:48 Task Lock Owner PROOFER, ONE Date Resolved Threshold Score

| ICN | Source ID | Name | SSN | DOB | Pot Cat Edit |
|---------------------------------------|---|--------------------------------|-----------------------------|----------------------------|--------------|
| 1013662077V050762 [P] | 1013662077*PN*200PROV*USDVA | VAPATIENT, ONE | 666-00-0002 | 01/01/1983 | |

Task Notes

On March 29, 2022 at 10:38:18, PROOFER, ONE (PROOFER) Auto Note: Assigned to PROOFER, ONE (PROOFER)

--On March 29, 2022 at 10:42:51, PROOFER, ONE (PROOFER) wrote: Rejecting - Bad Quality Pic

Add Task Note Save Clear PDAT

Figure 5-23. Enter Rejection Notes

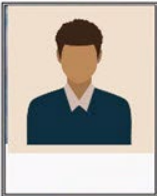
Under **Self Service Images** tab, click the **Reject Image** button

| ICN | Source ID | Name | SSN | DOB | Pot Cat Edit |
|---------------------------------------|---|--------------------------------|-----------------------------|----------------------------|--------------|
| 1013662077V050762 [P] | 1013662077*PN*200PROV*USDVA | VAPATIENT, ONE | 666-00-0002 | 01/01/1983 | |

PRIMARY VIEW DATA - Updated: MAR 29, 2022@07:26:34 [Check External Identity Verification Tool](#)

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

Data Review | **Self Service Images** | Documentation | Approval

| | |
|---|---|
|  | Last Name VAPATIENT First Name ONE Middle Name ICN 1013662077V050762 DOB 01/01/1983 Birth Sex MALE SSN |
|---|---|

| File Name | Uploaded By | Upload Date |
|--|-------------|------------------------|
| 1 PROOFING VERIFICATION DOCUMENT | 742V1_PROOF | 3/29/22 9:48:29 AM.191 |

Accept Image **Reject Image**

Figure 5-24. 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.

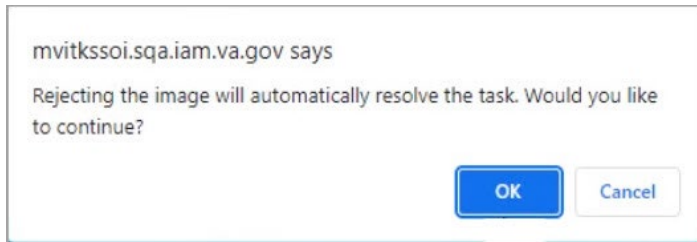


Figure 5-25. Reject/Resolve Confirmation Message

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



Figure 5-26. Resolved Task Status

The LOA on the Primary View will remain at 1

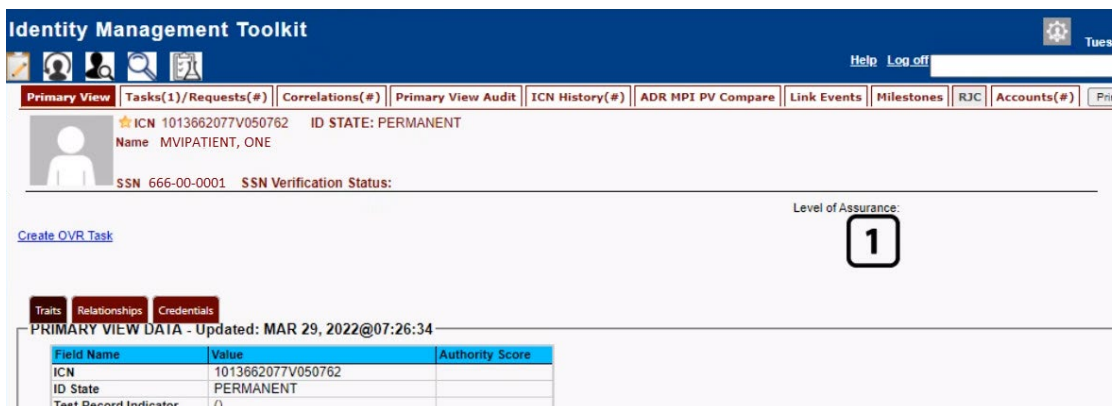


Figure 5-27. Level of Assurance Does Not Change

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.

REDACTED

Figure 5-28. Request Cancellation Review Issue

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

REDACTED

Figure 5-29. Request Cancellation Email Timed Out

6. Troubleshooting

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