Veteran Health Identification Card (VHIC 4.20)

Roles and Access Guide



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# Introduction

## Purpose

The purpose of this User Guide is to provide accessibility and user roles with the VHIC application.

## Document Orientation

### Organization of the Manual

This User Guide is divided into two sections to allow you to obtain quickly the information you need.

The first section will provide a description of the various user roles and their accessibility within the VHIC application. The second section provides a table with this information for quick look up.

### 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 the use of commands, menu options, and navigation tools).
* User has been provided the appropriate active roles required for the VHIC application.
* User is using *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.

## Disclaimers

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# Roles within VHIC

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

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

## VHIC Associate

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

The VHIC Associate user will be presented with two menu options: Card Request and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen as seen in *Figure 1. Associate Home Page.*



Figure 1. Associate Home Page

Selecting the Card Request option will start the Associate on the Card Request Process. Details regarding the Card Request Process are available in *Veteran Health Identification Card User Guide – Volume 1 Card Request*.

Selecting the Reports option will take the Associate to the Reports menu.



Figure 2: Associate Reports Menu

The reports menu is broken down into three types of reports the Veteran Report, Card Reports, and Print Services Reports. The details and instructions for all the reports can be found in *Veteran Health Identification Card (VHIC) User Guide Volume 2 – Reports*.

The Associate access grants the user access to the following reports:

**Veteran Report**

* Individual Veteran Report

**Card Request Totals**

* Facility Report

**Card Status**

* Facility Report

**Card Status – MVI Status Report**

* Facility Report

**Card Status – Print Release Status Report**

* Facility Report

**Multiple Requests (Card – Multiple Requests):**

* Cards Requested
* Cards Mailed
  + Facility Report

**Card History (Card – History):**

* Card ID
* Person ID

**Replacement (Card – Replacement)**:

* Facility Report

**Expiration (Card – Expiration):**

* Facility Report

**Request Progress Report (Card – Request Progress)**

* Facility Report

**On Hold (Card – On Hold Reason)**

* Facility Report

**Print Services Processing**

* Facility Report

**Self Service Activity Report**

* Facility Report

**Self Service Audit Log**

* ICN
* Card ID

**Self Service Manual Review Activity Report**

* Facility Report

## VHIC Supervisor

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

The VHIC Associate user will be presented with two menu options: Card Request and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen as seen below.



Figure 3: VHIC Associate and VHIC Supervisor Home screen

Selecting the Card Request option will start the Supervisor on the Card Request Process. Details regarding the Card Request Process are available in *Veteran Health Identification Card User Guide – Volume 1 Card Request*.

Selecting the Reports option will take the Supervisor to the Reports menu.



Figure 4: Supervisor Reports Menu

The reports menu is broken down into three types of reports the Veteran Report, Card Reports, and Print Services Reports. The details and instructions for all the reports can be found in *Veteran Health Identification Card) User Guide Volume 2 – Reports*.

The Supervisor access grants the user access to the following reports:

**Veteran Report**

* Individual Veteran Report

**Card Request Totals**

* Facility Report

**Card Status**

* Facility Report

**Card Status – MVI Status Report**

* Facility Report

**Card Status – Print Release Status Report**

* Facility Report

**Multiple Requests (Card – Multiple Requests):**

* Cards Requested
* Cards Mailed
  + Facility Report

**Card History (Card – History):**

* Card ID
* Person ID

**Replacement (Card – Replacement)**:

* Facility Report

**Expiration (Card – Expiration):**

* Facility Report

**Request Progress Report (Card – Request Progress)**

* Facility Report

**On Hold (Card – On Hold Reason)**

* Facility Report

**Print Services Processing**

* Facility Report

**Print Error Report**

* Facility Report

**Auditing Report**

* User ID

**Card Requests by User Report**

* Facility Report

**No Edipi Report**

* Facility Report

**Self Service Activity Report**

* Facility Report

**Self Service Audit Log**

* ICN
* Card ID

**Self Service Manual Review Activity Report**

* Facility Report

## VHIC Administrator

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

The VHIC Administrator users will be presented with three menu options: **Card Request**, **Reports** and **Card Management.** They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen as seen in *Figure 5. VHIC Administrator Home Page*.



Figure 5. VHIC Administrator Home Page

Selecting the Card Request option will start the Administrator on the Card Request Process. Details regarding the Card Request Process are available in *Veteran Health Identification Card User Guide – Volume 1 Card Request*.

Selecting the Reports option will take the Administrator to the Reports menu.



Figure 6: Administrator Reports Menu

The reports menu is broken down into three types of reports the Veteran Report, Card Reports, and Print Services Reports. The details and instructions for all the reports can be found in *Veteran Health Identification Card (VHIC) User Guide Volume 2 – Reports*.

The Administrator access grants the user access to the following reports:

**Veteran Report**

* Individual Veteran Report

**Card Request Totals**

* National Report
* VISN Report
* Facility Report

**Card Status**

* National Report
* VISN Report
* Facility Report

**Card Status – MVI Status Report**

* National Report
* VISN Report
* Facility Report

**Card Status – Print Release Status Report**

* National Report
* VISN Report
* Facility Report

**Multiple Requests (Card – Multiple Requests)**

* Cards Requested
  + National Report
  + VISN Report
  + Facility Report
* Cards Mailed
  + National Report
  + VISN Report
  + Facility Report

**Card History (Card – History)**

* Card ID
* Person ID

**Replacement (Card – Replacement)**

* National Report
* VISN Report
* Facility Report

**Expiration (Card – Expiration)**

* National Report
* VISN Report
* Facility Report

**Request Progress Report (Card – Request Progress)**

* National Report
* VISN Report
* Facility Report

**Swipe/Scan Report**

* Card Number

**On Hold (Card – On Hold Reason)**

* National Report
* VISN Report
* Facility Report

**Destruction (Card – Destruction)**

* Pending Destruction
* Destroyed

**Print Services Processing**

* National Report
* VISN Report
* Facility Report

**Print Error Report (Print Services – Error)**

* Sent Not Acknowledged
* Acknowledged Not Confirmed
* Pending Not Sent

**Auditing Report**

* Direct Search

**Card Requests by User Report**

* National Report
* VISN Report
* Facility Report

**No EDIPI Report**

* National Report
* VISN Report
* Facility Report

**Self Service Activity Report**

* Facility Report

**Self Service Audit Log**

* ICN
* Card ID

**Self Service Manual Review Activity Report**

* National Report
* VISN Report
* Facility Report

The Administrator role also has access to the Card Management Tab.

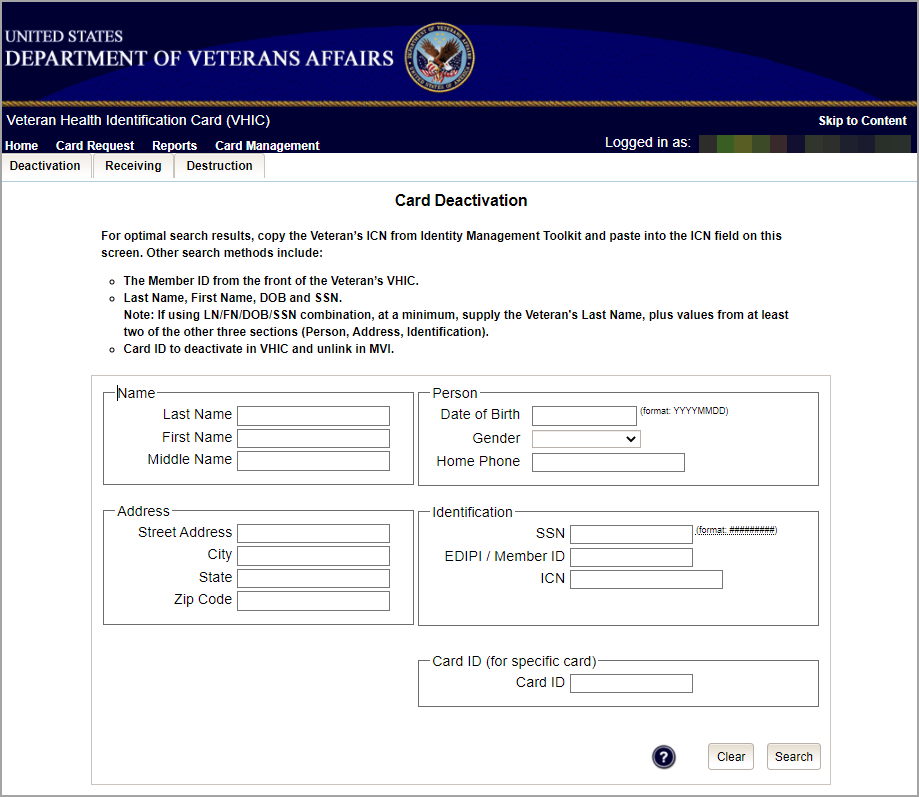


Figure 7: Administrator Card Management Tab

Functionality available to the Administrator include:

**Deactivation**

* Card Deactivation (Direct Search)

**Receiving**

* Cards Received (Direct Search)

**Destruction**

* Card Destruction (By Date Received)

## VHIC Technical Administrator (Tier 3)

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

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



Figure 8: VHIC Technical Administrator (Tier 3) Home screen

Selecting the Card Request option will start the VHIC Technical Administrator Tier 3 on the Card Request Process. Details regarding the Card Request Process are available in *Veteran Health Identification Card User Guide – Volume 1 Card Request*.

Selecting the Reports option will take the VHIC Technical Administrator Tier 3 to the Reports menu.



Figure 9. VHIC Technical Administrator Tier 3 Reports Menu

The reports menu is broken down into three types of reports the Veteran Report, Card Reports, and Print Services Reports. The details and instructions for all the reports can be found in *Veteran Health Identification Card (VHIC) User Guide Volume 2 – Reports*.

The VHIC Technical Administrator Tier 3 access grants the user access to the following reports:

**Veteran Report**

* Individual Veteran Report

**Card Request Totals**

* National Report
* VISN Report
* Facility Report

**Card Status**

* National Report
* VISN Report
* Facility Report

**Card Status – MVI Status Report**

* National Report
* VISN Report
* Facility Report

**Card Status – Print Release Status Report**

* National Report
* VISN Report
* Facility Report

**Multiple Requests (Card – Multiple Requests)**

* Cards Requested
  + National Report
  + VISN Report
  + Facility Report
* Cards Mailed
  + National Report
  + VISN Report
  + Facility Report

**Card History (Card – History)**

* Card ID
* Person ID

**Replacement (Card – Replacement)**

* National Report
* VISN Report
* Facility Report

**Expiration (Card – Expiration)**

* National Report
* VISN Report
* Facility Report

**Request Progress Report (Card – Request Progress)**

* National Report
* VISN Report
* Facility Report

**Swipe/Scan Report**

* Card Number

**On Hold (Card – On Hold Reason)**

* National Report
* VISN Report
* Facility Report

**Destruction (Card – Destruction)**

* Pending Destruction
* Destroyed

**Print Services Processing**

* National Report
* VISN Report
* Facility Report

**Print Error Report (Print Services – Error)**

* Sent Not Acknowledged
* Acknowledged Not Confirmed
* Pending Not Sent

**Auditing Report**

* Direct Search

**Card Requests by User Report**

* National Report
* VISN Report
* Facility Report

**No EDIPI Report**

* National Report
* VISN Report
* Facility Report

**Self Service Activity Report**

* Facility Report

**Self Service Audit Log**

* ICN
* Card ID

**Self Service Manual Review Activity Report**

* National Report
* VISN Report
* Facility Report

The VHIC Technical Administrator Tier 3 role also has access to the Card Management Tab.



Figure 10. Card Management Menu

Functionality available to the VHIC Technical Administrator Tier 3 include:

**Deactivation**

* Card Deactivation (Direct Search)

**Receiving**

* Cards Received (Direct Search)

**Destruction**

Card Destruction (By Date Received)

## VHIC Auditor

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

The VHIC Auditor users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen as seen below.



Figure 11: VHIC Auditor User Home screen

Available reports include:

**Veteran Report**

* Individual Veteran Report

**Card Request Totals**

* National Report
* VISN Report
* Facility Report

**Card Status**

* National Report
* VISN Report
* Facility Report

**Card Status – MVI Status Report**

* National Report
* VISN Report
* Facility Report

**Card Status – Print Release Status Report**

* National Report
* VISN Report
* Facility Report

**Multiple Requests (Card – Multiple Requests)**

* Cards Requested
  + National Report
  + VISN Report
  + Facility Report
* Cards Mailed
  + National Report
  + VISN Report
  + Facility Report

**Card History (Card – History)**

* Card ID
* Person ID

**Replacement (Card – Replacement)**

* National Report
* VISN Report
* Facility Report

**Expiration (Card – Expiration)**

* National Report
* VISN Report
* Facility Report

**Request Progress Report (Card – Request Progress)**

* National Report
* VISN Report
* Facility Report

**Swipe/Scan Report**

* Card Number

**On Hold (Card – On Hold Reason)**

* National Report
* VISN Report
* Facility Report

**Destruction (Card – Destruction)**

* Pending Destruction
* Destroyed

**Print Services Processing**

* National Report
* VISN Report
* Facility Report

**Print Error Report (Print Services – Error)**

* Sent Not Acknowledged
* Acknowledged Not Confirmed
* Pending Not Sent

**Auditing Report**

* Direct Search

**Card Requests by User Report**

* National Report
* VISN Report
* Facility Report

**No EDIPI Report**

* National Report
* VISN Report
* Facility Report

**Self Service Activity Report**

* Facility Report

**Self Service Audit Log**

* ICN
* Card ID

**Self Service Manual Review Activity Report**

* National Report
* VISN
* Facility Report

## VHIC Read-Only User

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

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



Figure 12: VHIC Read-Only User Home screen

Reports Available to the Read Only User include:

**Veteran Report**:

* Direct Search

**Card History (Card – History):**

* Card ID
* Person ID

**Card Request Totals (Card – Request Totals)**:

* VISN
* Facility

**Self Service Activity Report**

* Facility Report

**Self Service Audit Log**

* ICN
* Card ID

**Self Service Manual Review Activity Report**

* VISN
* Facility Report

## VHIC Card Replacement Enrollment Services Users

The VHIC Card Replacement User role shall be assigned to Enrollment System (ES) users with limited access to the VHIC System. The VHIC Card Replacement user does not have the ability to create a new card request but does have access to the Card Replacement functionality.

An eligible VHIC Card Replacement Enrollment Services Users will be able to click on a hyperlink in the Enrollment System and be directed to VHIC. After the hyperlink has been selected, a second browser tab will be opened and VHIC Users will be directed to the Home screen assigned to their roles. To the eligible HEC ES users (Card Replacement Role), the Veteran Card Details page serves as their Home page for the application.

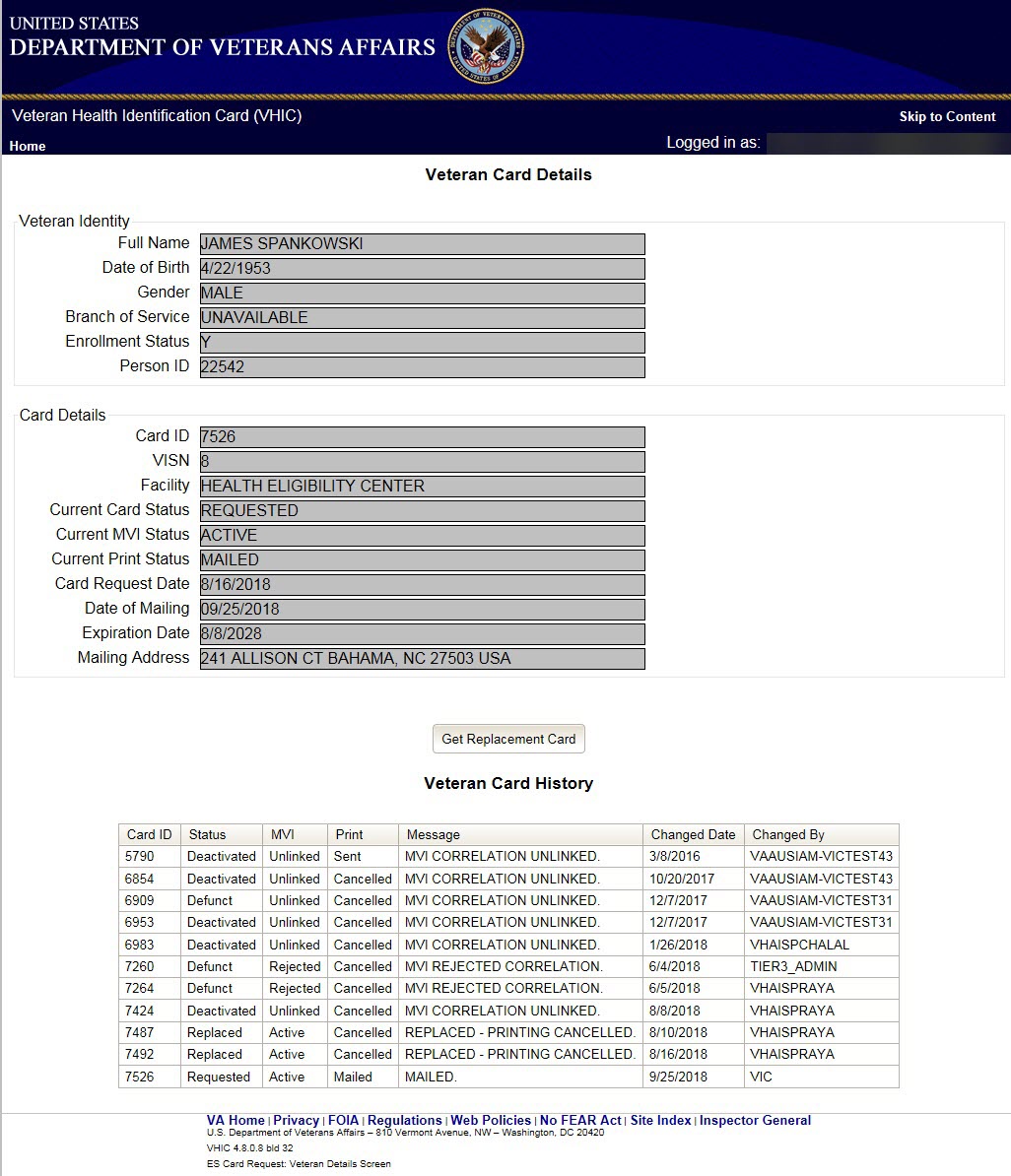


Figure 13: VHIC ES User Home Page

# VHIC Roles and Access Quick Reference Table

Table 1. VHIC Roles and Access Table

|  | **VHIC Roles** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Function | Administrator | Technical Administrator  Tier 3 | Supervisor | Associate | Auditor | Read-Only User | Card Replacement User (Enrollment System User) |
| **Card Requests** | | | | | | | |
| Request Cards | X | X | X | X |  |  | X |
| **Reports** | | | | | | | |
| **Veteran Tab** | | | | | | | |
| **Veteran (Direct Search)**: | | | | | | | |
| Basic (No National Option) | X | X | X | X | X | X |  |
| Card Tab | | | | | | | |
| **Card Request Totals (Card – Request Totals)**: | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X | X |  |
| Facility | X | X | X | X | X | X |  |
| **Card Status – Card Status Report (Card – Status)**: | | | | | | | |
| National: | | | | | | | |
| Replaced | X | X |  |  | X |  |  |
| Deactivated | X | X |  |  | X |  |  |
| Expired | X | X |  |  | X |  |  |
| On Hold | X | X |  |  | X |  |  |
| Pending | X | X |  |  | X |  |  |
| Requested | X | X |  |  | X |  |  |
| Defunct | X | X |  |  | X |  |  |
| Pending Destruction | X | X |  |  | X |  |  |
| Destroyed | X | X |  |  | X |  |  |
| VISN: | | | | | | | |
| Replaced | X | X |  |  | X |  |  |
| Deactivated | X | X |  |  | X |  |  |
| Expired | X | X |  |  | X |  |  |
| On Hold | X | X |  |  | X |  |  |
| Pending | X | X |  |  | X |  |  |
| Requested | X | X |  |  | X |  |  |
| Defunct | X | X |  |  | X |  |  |
| Pending Destruction | X | X |  |  | X |  |  |
| Destroyed | X | X |  |  | X |  |  |
| Facility: | | | | | | | |
| Replaced | X | X | X | X | X |  |  |
| Deactivated | X | X | X | X | X |  |  |
| Expired | X | X | X | X | X |  |  |
| On Hold | X | X | X | X | X |  |  |
| Pending | X | X | X | X | X |  |  |
| Requested | X | X | X | X | X |  |  |
| Defunct | X | X | X | X | X |  |  |
| Pending Destruction | X | X | X | X | X |  |  |
| Destroyed | X | X | X | X | X |  |  |
| **Card Status – MVI Status Report (Card – Status)**: | | | | | | | |
| National: | | | | | | | |
| Active | X | X |  |  | X |  |  |
| Not Correlated | X | X |  |  | X |  |  |
| Rejected | X | X |  |  | X |  |  |
| Unlinked | X | X |  |  | X |  |  |
| VISN: | | | | | | | |
| Active | X | X |  |  | X |  |  |
| Not Correlated | X | X |  |  | X |  |  |
| Rejected | X | X |  |  | X |  |  |
| Unlinked | X | X |  |  | X |  |  |
| Facility: | | | | | | | |
| Active | X | X | X | X | X |  |  |
| Not Correlated | X | X | X | X | X |  |  |
| Rejected | X | X | X | X | X |  |  |
| Unlinked | X | X | X | X | X |  |  |
| **Card Status – Print Release Status Report (Card – Status)**: | | | | | | | |
| National: | | | | | | | |
| Cancelled | X | X |  |  | X |  |  |
| Error | X | X |  |  | X |  |  |
| Mailed | X | X |  |  | X |  |  |
| Not Started | X | X |  |  | X |  |  |
| Pending | X | X |  |  | X |  |  |
| Received | X | X |  |  | X |  |  |
| Rejected | X | X |  |  | X |  |  |
| Sent | X | X |  |  | X |  |  |
| VISN: | | | | | | | |
| Cancelled | X | X |  |  | X |  |  |
| Error | X | X |  |  | X |  |  |
| Mailed | X | X |  |  | X |  |  |
| Not Started | X | X |  |  | X |  |  |
| Pending | X | X |  |  | X |  |  |
| Received | X | X |  |  | X |  |  |
| Rejected | X | X |  |  | X |  |  |
| Sent | X | X |  |  | X |  |  |
| Facility: | | | | | | | |
| Cancelled | X | X | X | X | X |  |  |
| Error | X | X | X | X | X |  |  |
| Mailed | X | X | X | X | X |  |  |
| Not Started | X | X | X | X | X |  |  |
| Pending | X | X | X | X | X |  |  |
| Received | X | X | X | X | X |  |  |
| Rejected | X | X | X | X | X |  |  |
| Sent | X | X | X | X | X |  |  |
| Multiple Requests (Card – Multiple Requests): | | | | | | | |
| Cards Requested: | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X |  |  |
| Cards Mailed: | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X |  |  |
| **Card History (Card – History):** | | | | | | | |
| Card ID | X | X | X | X | X | X |  |
| Person ID | X | X | X | X | X | X |  |
| **Replacement (Card – Replacement)**: | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X |  |  |
| Expiration (Card – Expiration): | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X |  |  |
| Request Progress Report (Card – Request Progress) | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X |  |  |
| Swipe/Scan (Card- Swipe Scan) | | | | | | | |
| Swipe/Scan (Direct Search) | X | X |  |  | X |  |  |
| On Hold (Card – On Hold Reason) | | | | | | | |
| National: | | | | | | | |
| All | X | X |  |  | X |  |  |
| Bad Data | X | X |  |  | X |  |  |
| Eligibility Pending | X | X |  |  | X |  |  |
| ES Unavailable | X | X |  |  | X |  |  |
| Not Correlated | X | X |  |  | X |  |  |
| Not Proofed | X | X |  |  | X |  |  |
| No Photo | X | X |  |  | X |  |  |
| VISN: | | | | | | | |
| All | X | X |  |  | X |  |  |
| Bad Data | X | X |  |  | X |  |  |
| Eligibility Pending | X | X |  |  | X |  |  |
| ES Unavailable | X | X |  |  | X |  |  |
| Not Correlated | X | X |  |  | X |  |  |
| Not Proofed | X | X |  |  | X |  |  |
| No Photo | X | X |  |  | X |  |  |
| Facility: | | | | | | | |
| All | X | X | X | X | X |  |  |
| Bad Data | X | X | X | X | X |  |  |
| Eligibility Pending | X | X | X | X | X |  |  |
| ES Unavailable | X | X | X | X | X |  |  |
| Not Correlated | X | X | X | X | X |  |  |
| Not Proofed | X | X | X | X | X |  |  |
| No Photo | X | X | X | X | X |  |  |
| Destruction (Card – Destruction) | | | | | | | |
| Pending Destruction | | | | | | | |
| All | X | X |  |  | X |  |  |
| Legacy | X | X |  |  | X |  |  |
| Mass Reissuance | X | X |  |  | X |  |  |
| VHIC | X | X |  |  | X |  |  |
| Destroyed | | | | | | | |
| All | X | X |  |  | X |  |  |
| Legacy | X | X |  |  | X |  |  |
| Mass Reissuance | X | X |  |  | X |  |  |
| VHIC | X | X |  |  | X |  |  |
| Print Services Tab | | | | | | | |
| **Processing (Print Services – Processing)**: | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X |  |  |
| **Print Error Report (Print Services – Error)**: | | | | | | | |
| Sent Not Acknowledged | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X |  | X |  |  |
| **Acknowledged Not Confirmed** | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X |  | X |  |  |
| Pending Not Sent | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X |  | X |  |  |
| **Auditing**: | | | | | | | |
| **Auditing Report** | | | | | | | |
| Basic (Direct Search) | X | X | X |  | X |  |  |
| Card Requests by User Report | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X |  | X |  |  |
| No EDIPI Report | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X |  | X |  |  |
| Self Service | | | | | | | |
| Activity | | | | | | | |
| Facility | X | X | X | X | X | X |  |
| Audit Log | | | | | | | |
| ICN | X | X | X | X | X | X |  |
| Card ID | X | X | X | X | X | X |  |
| Manual Review | | | | | | | |
| National | X | X |  |  | X |  |  |
| VISN | X | X |  |  | X |  |  |
| Facility | X | X | X | X | X | X |  |
| Card Management | | | | | | | |
| Deactivation | | | | | | | |
| Card Deactivation (Direct Search) | X | X |  |  |  |  |  |
| Receiving | | | | | | | |
| Cards Received (Direct Search) | X | X |  |  |  |  |  |
| Destruction | | | | | | | |
| Card Destruction (By Date Received) | X | X |  |  |  |  |  |