

Veteran Health Identification Card (VHIC 4.20)

Roles and Access Guide



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1. Introduction

1.1. Purpose

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

1.2. Document Orientation

1.2.1. 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.

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 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.

1.3. Disclaimers

1.3.1. Software Disclaimer

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1.3.2. Documentation Disclaimer

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2. Roles within VHIC

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

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

2.1. 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

2.2. VHIC Supervisor

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. VHIC Supervisors have the ability to create 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.

The screenshot shows the top navigation bar of the VHIC system with the Department of Veterans Affairs logo and the text 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS'. Below this is the 'Veteran Health Identification Card (VHIC)' header and a 'Skip to Content' link. A secondary navigation bar includes 'Home', 'Card Request', and 'Reports'. The 'Reports' section is expanded to show 'Veteran', 'Card', 'Print Services', 'Auditing', and 'Self Service'. The 'Veteran Report' form contains the following search criteria fields: Last Name, First Name, DOB (with a calendar icon), Last 4 of SSN, ICN, Member ID, Card ID, and Person ID. 'Clear' and 'Query' buttons are located at the bottom right of the form.

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

2.3. VHIC Administrator

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

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Veteran Health Identification Card (VHIC) Skip to Content

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

Veteran Card Print Services Auditing Self Service

Veteran Report

Search Criteria

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

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.

The screenshot displays the 'Card Deactivation' form within the 'Card Management' tab of the 'Veteran Health Identification Card (VHIC)' system. The page header includes the 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS' logo and navigation links for 'Home', 'Card Request', 'Reports', and 'Card Management'. A 'Logged in as:' indicator is visible in the top right. The form itself is titled 'Card Deactivation' and provides instructions for optimal search results, including copying the Veteran's ICN from the Identity Management Toolkit. It lists search methods: Member ID, Last Name/First Name/DOB/SSN, and Card ID. A note specifies that the LN/FN/DOB/SSN combination requires at least two other fields. The form contains several input sections: 'Name' (Last, First, Middle), 'Person' (Date of Birth, Gender, Home Phone), 'Address' (Street, City, State, Zip), 'Identification' (SSN, EDIPI / Member ID, ICN), and a 'Card ID (for specific card)' section. A 'Search' button and a 'Clear' button are located at the bottom right of the form area.

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)

2.4. VHIC Technical Administrator (Tier 3)

The VHIC Technical Administrator (Tier 3) automatically inherits all access and privileges given to the VHIC Administrator. Technical Administrators (Tier 3) have the ability to create 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.

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Veteran Health Identification Card (VHIC) Skip to Content

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

Veteran Card Print Services Auditing Self Service

Veteran Report

Search Criteria

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

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.

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Veteran Health Identification Card (VHIC) Skip to Content

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

[Deactivation](#) | [Receiving](#) | [Destruction](#) | [Duplicate IDs](#)

Card Deactivation

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).
- Card ID to deactivate in VHIC and unlink in MVI.

<p>Name</p> <p>Last Name <input type="text"/></p> <p>First Name <input type="text"/></p> <p>Middle Name <input type="text"/></p>	<p>Person</p> <p>Date of Birth <input type="text"/> (format: YYYYMMDD)</p> <p>Gender <input type="text" value="v"/></p> <p>Home Phone <input type="text"/></p>
<p>Address</p> <p>Street Address <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text"/></p> <p>Zip Code <input type="text"/></p>	<p>Identification</p> <p>SSN <input type="text"/> (format: #####)</p> <p>EDIPI / Member ID <input type="text"/></p> <p>ICN <input type="text"/></p>
<p>Card ID (for specific card)</p> <p>Card ID <input type="text"/></p>	

?

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)

2.5. VHIC Auditor

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create 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

2.6. VHIC Read-Only User

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System. The VHIC Read-Only user does not have the ability to create 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

2.7. 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.

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Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as:

Veteran Card Details

Veteran Identity

Full Name	JAMES SPANKOWSKI
Date of Birth	4/22/1953
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22542

Card Details

Card ID	7526
VISN	8
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	REQUESTED
Current MVI Status	ACTIVE
Current Print Status	MAILED
Card Request Date	8/16/2018
Date of Mailing	09/25/2018
Expiration Date	8/8/2028
Mailing Address	241 ALLISON CT BAHAMA, NC 27503 USA

[Get Replacement Card](#)

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
5790	Deactivated	Unlinked	Sent	MVI CORRELATION UNLINKED.	3/8/2016	VAAUSIAM-VICTEST43
6854	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	10/20/2017	VAAUSIAM-VICTEST43
6909	Defunct	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	12/7/2017	VAAUSIAM-VICTEST31
6953	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	12/7/2017	VAAUSIAM-VICTEST31
6983	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	1/26/2018	VHAISPCHALAL
7260	Defunct	Rejected	Cancelled	MVI REJECTED CORRELATION.	6/4/2018	TIER3_ADMIN
7264	Defunct	Rejected	Cancelled	MVI REJECTED CORRELATION.	6/5/2018	VHAISPRAYA
7424	Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	8/8/2018	VHAISPRAYA
7487	Replaced	Active	Cancelled	REPLACED - PRINTING CANCELLED.	8/10/2018	VHAISPRAYA
7492	Replaced	Active	Cancelled	REPLACED - PRINTING CANCELLED.	8/16/2018	VHAISPRAYA
7526	Requested	Active	Mailed	MAILED.	9/25/2018	VIC

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 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHIC 4.8.0.8 bld 32
 ES Card Request: Veteran Details Screen

Figure 13: VHIC ES User Home Page

3. VHIC Roles and Access Quick Reference Table

Table 1. VHIC Roles and Access Table

Function	VHIC Roles						
	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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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							

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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		

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
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							

Function	VHIC Roles						
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User	Card Replacement User (Enrollment System User)
Card Destruction (By Date Received)	X	X					