

# **Veteran Health Identification Card (VHIC 4.25)**

## **User Guide**



### **Volume 3 - Card Management and Administrator Only Tasks**

**June 2023**

**Department of Veterans Affairs**

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

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# 1. Introduction

## 1.1. Purpose

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

### 1.1.1. Organization of the Manual

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

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

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

The fourth section will provide information for the VHIC Administrator on how to deactivate the VHICs for a specific Veteran. A step-by-step process will navigate the VHIC Administrator through the Card Management screens in the VHIC application. Once all of the required information has been provided, the final step in the Card Management process will confirm that the deactivation of all VHICs associated with a Veteran have been deactivated.

Additional sections cover the logging of VHIC cards received at the HEC for destruction and processing the destruction of these cards.

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.

### 1.1.2. Assumptions

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

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

### 1.1.3. Disclaimers

#### 1.1.3.1. 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.

#### 1.1.3.2. 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.

### 1.1.4. Documentation Conventions

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

- Descriptive text is presented in a proportional font (as represented by this font).
- Information of note will be identified with underlined, capitalized, and boldfaced font.  
Example:

#### **NOTE:**

- “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.

## 1.2. Enterprise Service Desk and Organizational Contacts

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

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



**Table 1: Enterprise Service Desk Contact Information**

<b>Issue</b>	<b>Contact Info</b>
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED. 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. 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. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

## **2. Accessing the VHIC Application**

### **2.1. Browser**

VHIC is a web-based application that users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge* . You can access the VHIC website REDACTED. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do that can be found 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.

#### **2.1.1. Browser Incompatibility Issue**

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

### **2.2. Proper Navigation of the VHIC Application**

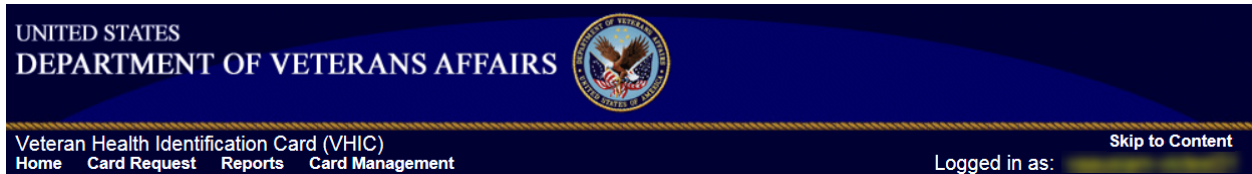
The correct way to navigate through the VHIC application is to use the **[Back]** and **[Next]** buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the **[Back]** button at the top of your browser window to navigate back to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

**Figure 1: VHIC Navigation Buttons**



The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user’s assigned role will determine which links are available as seen below. To see the full home screen, refer to [Section 3.3 System Menu](#).

**Figure 2: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu**



**NOTE:** The “Skip To Content” link is a Section 508 compliance feature that skips repetitive navigation links so that page content can be quickly accessed.

## 2.3. Roles within VHIC

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.

For a detailed list of Roles and corresponding Access levels please refer to the **VHIC Roles and Access** document.

## 3. Getting Started

### 3.1. Logging On

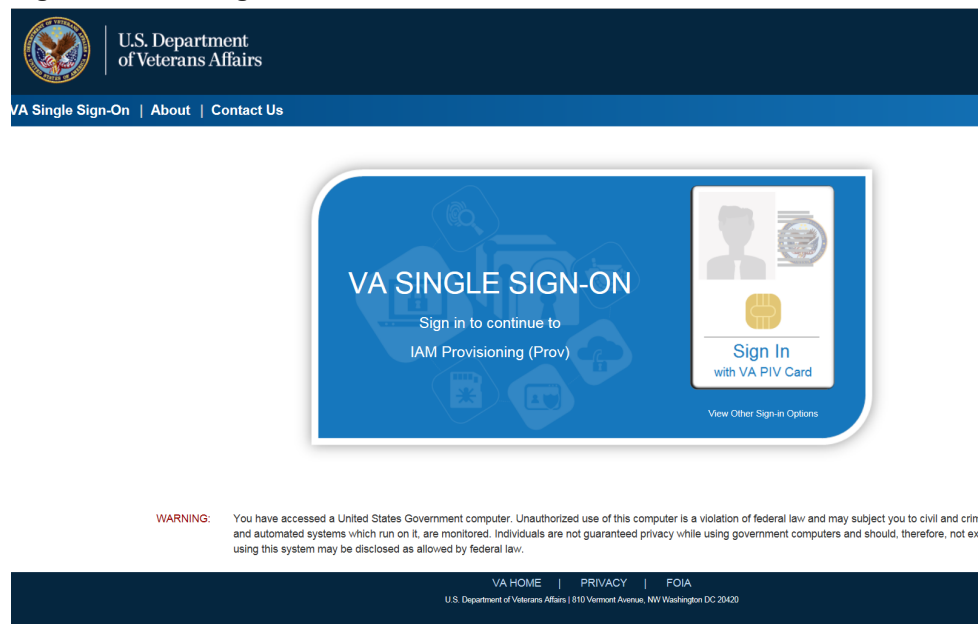
The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. For more information on the areas of access that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

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome* or *Microsoft Edge* by either entering the URL listed in [Section 2.1](#) 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.

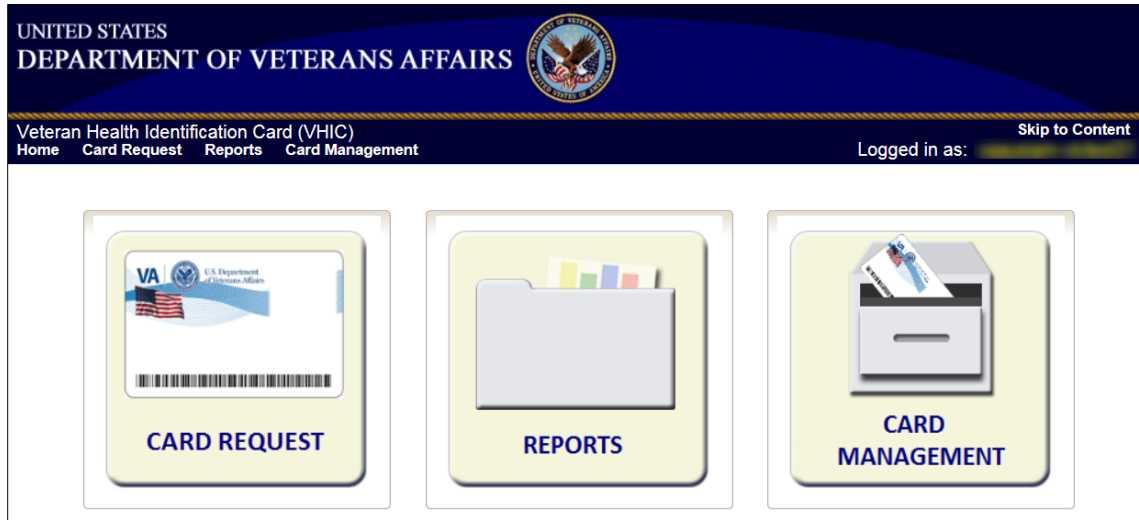
**Figure 3: SSOi Login Screen**



### 3.2. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: **Card Requests**, **Reports** and **Card 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 4: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen



## 4. Card Management – The Card Deactivation Process

Table 2: Who can deactivate a card?

At a Glance...	VHIC Roles
Who can deactivate a card?	Administrator, Tech Admin (Tier 3)

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

The card deactivation process follows numbered steps shown next.

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

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

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

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

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

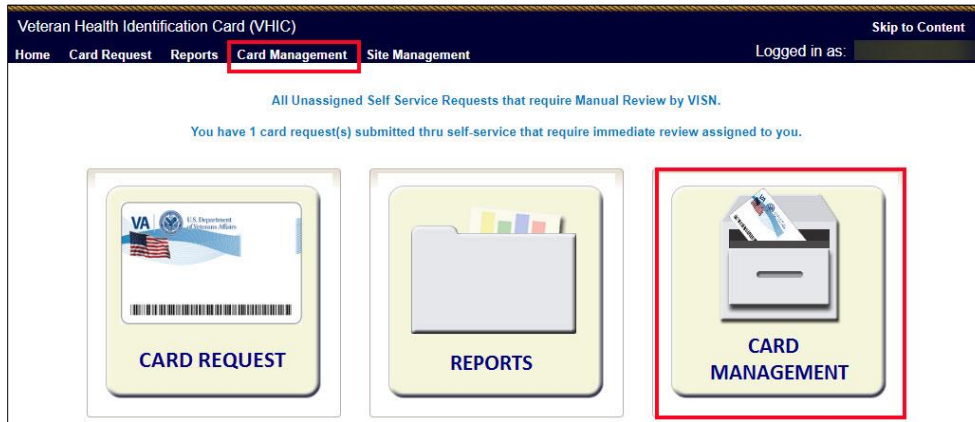
- Damaged
- Lost
- Stolen

## **4.1. Accessing Card Deactivation**

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

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

**Figure 5: VHIC Administrator Home screen; click Card Management**



The Card Deactivation screen will show as the default screen following the selection of Card Management.

**Figure 6: Card Deactivation Screen**

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.

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

Card ID (for specific card)  
Card ID

### 4.1.1. Processing Card Deactivation

There are two modes of processing deactivations:

1. By Veteran (meaning all cards will be deactivated for that veteran)
2. By Card ID (meaning only the card ID specific will be deactivated).

#### 4.1.1.1. Deactivation By Veteran

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

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

Other search methods include:

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

#### **NOTES:**

- If using LN/FN/DOB/SSN combination, at a minimum, supply the Veteran's Last Name, plus values from at least two of the other three sections (Person, Address, and Identification). The more traits entered, the more likely a match will be returned.

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

**Figure 7: Help Icon**



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

**Figure 8: Card Management Deactivation Home screen. Search for Veteran**

**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.

**Name**

Last Name   
 First Name   
 Middle Name

**Person**

Date of Birth  (format: YYYYMMDD)  
 Gender   
 Home Phone

**Address**

Street Address   
 City   
 State   
 Zip Code

**Identification**

SSN  (format: #####)  
 EDIPI / Member ID   
 ICN

Card ID (for specific card)  
 Card ID

[?](#)

Various error messages can be received throughout the Card Deactivation process such as Invalid ICN, Invalid Veteran ID, etc. If the search yields no results, a message will be displayed above the search fields.

**Figure 9: Enter Search Terms screen - No Match Found error**

**Card Deactivation**

There are no matches for the criteria specified.

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 user can then verify that the information entered is correct or make corrections as needed as well as add more information to increase the likelihood of finding a match.

## 2. Step 2: Select Veteran

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

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



**Figure 10: Select Veteran for Card(s) Deactivation**



### 3. Select Deactivation Reason

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

**Figure 11: Select Deactivation Reason from Dropdown**



**NOTE:** If “Other” is selected as the reason for Deactivation the Administrator is required to add details in the space provided.

**Figure 12: Add Details for Deactivation Reason if “Other” Chosen**

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: \_\_\_\_\_

**Card Deactivation**



(THIRTY)

**Name** VGTESTTHIRTYNIN TESTFOURTYNINE

**Person ID** 23875

**Card ID (if specified)**

**Member ID** 2113667187

**ICN** 1013679341V010442

**Plan ID** 7346-243-588

**Date of Birth** 11/16/1960

**Deactivation Reason** Other ▼

**Details**

Once the Deactivation Reason is provided the Administrator will click the **[Deactivate]** button to continue.

#### 4. Confirm Deactivation

A pop up will appear asking to confirm the deactivation. Select **[OK]** to proceed with the Card Deactivation.

**Figure 13: Select Deactivation and Confirm in Pop Up**

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: \_\_\_\_\_

Are you sure you want to deactivate the card(s) for this veteran?

**Card Deactivation**



(THIRTY)

**Name** VGTESTTHIRTYNIN TESTFOURTYNINE

**Person ID** 23875

**Card ID (if specified)**

**Member ID** 2113667187

**ICN** 1013679341V010442

**Plan ID** 7346-243-588

**Date of Birth** 11/16/1960

**Deactivation Reason** Cancelled/Declined ▼

#### 5. Deactivation Submitted

The screen below shows that the Card Deactivation was completed successfully. The selected deactivation reason will be displayed on this screen.

**NOTE:** Since *Cancelled/Declined* was the deactivation reason selected, the VHIC Admin is not presented with the option to request a new card for the Veteran.

**Figure 14: Cards Deactivated - Cancelled/Declined**

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as:

### Card Deactivation

(THIRTY) **Name** VGTESTTHIRTYNIN TESTFOURTYNINE

**Person ID** 23875

**Card ID (if specified)**

**Member ID** 2113667187

**ICN** 1013679341V010442

**Plan ID** 7346-243-588

**Date of Birth** 11/16/1960

**Deactivation Reason** Cancelled/Declined

**Card(s) Deactivated**

**IMPORTANT!** VHIC is required to maintain access to Veteran images associated with Cancelled/Declined cards. The following steps **MUST** be performed to retain access to the Veteran's picture:

1. Create a new card request for the newly Cancelled/Declined Veteran.
2. On Step 3 select the existing picture of the Veteran.
3. On Step 5 check "Bad Data", enter the reason "Retain Picture", and place the card on-hold.

NOTE: If the veteran's status has already been updated in Enrollment, then you will not be able to get past Step 2. In which case, it will not be possible to retain the veteran's image.

#### 4.1.1.2. Deactivation By Card ID

Administrators will use **Deactivation by Card ID** when deactivating a specific card, not all cards.

1. The Administrator will use the search by Card Id function to begin the deactivation process.

**Figure 15: Card Deactivation Search**

**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.

**Name**

Last Name

First Name

Middle Name

**Person**

Date of Birth (format: YYYYMMDD)

Gender ▼

Home Phone

**Address**

Street Address

City

State

Zip Code

**Identification**

SSN (format: #####)

EDIPI / Member ID

ICN

**Card ID (for specific card)**

Card ID


?

2. Verify **Card ID** number and select the Veteran name link to continue.

**Figure 16: Select Veteran by Card ID**

Home Card Request Reports Card Management Site Management Logged in as:

**Card Deactivation**

Picture	Full Name	Card ID	SSN	DOB	DOD	Gender
	TWELVE S VAPATIENT	14647	XXX-XX-5123	9/12/1941		MALE

?

3. The **Card ID** will show in the details to the right of the Veteran photo. Select **Deactivation Reason** from the dropdown menu.

Figure 17: Select Deactivation Reason

The screenshot shows the 'Card Deactivation' form for a veteran named TWELVE VAPATIENT. The form includes fields for Name, Person ID (24236), Card ID (14647), Member ID (2110029147), ICN (1008532889V700144), Plan ID (7346-243-588), and Date of Birth (9/12/1941). A dropdown menu for 'Deactivation Reason' is open, showing options: NOT SELECTED, Cancelled/Declined, Damaged, Deceased, Identity Theft, Lost, Other, and Stolen. A red arrow points to the 'Other' option. A 'Back' button is visible at the bottom right.

**NOTES:**

- Selecting **Other** requires an explanation in the text box that will be provided
- Administrators selecting reasons such as Damaged, Lost, etc., will need to submit a **Replacement Card** request

4. After clicking on the **Deactivation** button, a pop-up box will appear asking you to confirm the action. Select **OK** to continue the Deactivation.

Figure 18: Confirm Card Deactivation

The screenshot shows the 'Card Deactivation' form with a confirmation pop-up box. The pop-up box asks 'Are you sure you want to deactivate the card(s) for this veteran?' and has 'OK' and 'Cancel' buttons. A red arrow points to the 'OK' button. The form below shows the same veteran information as Figure 17, but the 'Deactivation Reason' is now set to 'Damaged'. A 'Back' button and a 'Deactivate' button (highlighted with a red box) are at the bottom right.

5. The **Card Id** will show, and the Deactivation notification will appear.

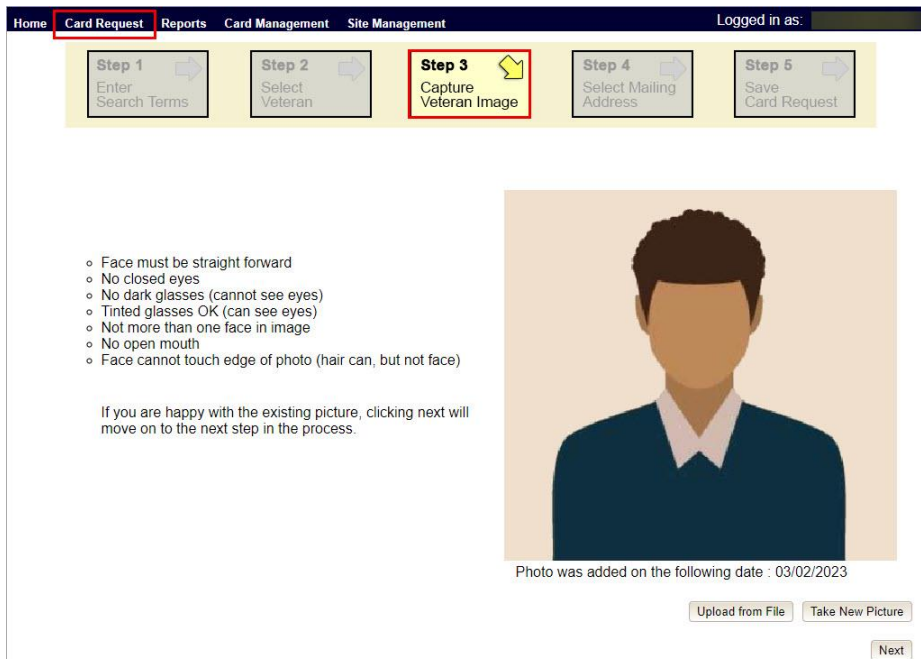
**Figure 19: Card Deactivated, Replace Card Button Shown**



In the example above the **Deactivation Reason** is “**Damaged**”. This card will need to be replaced.

6. Selecting the **Replace Card** button at the bottom of the screen will start the **Replacement Card** process taking the administrator to **Step 3**.

**Figure 20: Replacement Card Process Started at Step 3**



Continue Card Replacement process as in *Request a Replacement Card*.

## 4.2. Verifying Card Deactivation

The VHIC Administrator can verify that the cards for that Veteran have been deactivated by running different reports. Details regarding these **Reports** can be found in *VHIC User Guide Vol 2 Reports*.

### 1. Card History Report by Person ID

To see all of the cards for a Veteran, search by using the Veteran's Person ID, which was displayed on the last step of the card deactivation process.

Figure 21: Card Deactivated Person ID Shown

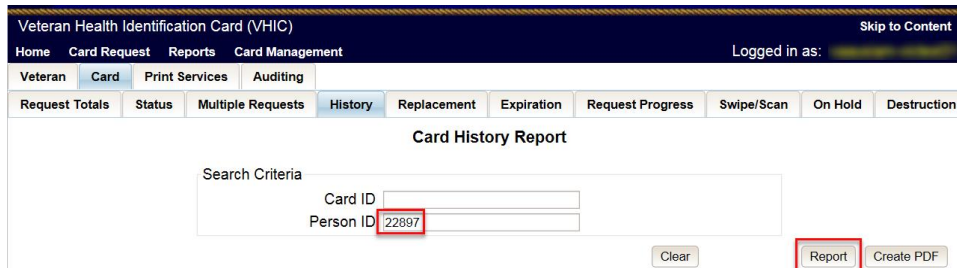


The screenshot shows a 'Card Deactivation' interface. On the left is a placeholder image of a person. To the right, the following information is displayed:

- Name: TWELVE S VAPATIENT
- Person ID: 24236 (highlighted with a red box)
- Card ID (if specified): 14647
- Member ID: 2110029147
- ICN: 1008532889V700144
- Plan ID: 7346-243-588
- Date of Birth: 9/12/1941
- Deactivation Reason: Cancelled/Declined

At the bottom, a large green button reads 'Card(s) Deactivated'.

Figure 22: Card History Report Query Screen



The screenshot shows the 'Card History Report' query screen. The top navigation bar includes 'Veteran Health Identification Card (VHIC)' and 'Skip to Content'. Below the navigation bar, there are tabs for 'Home', 'Card Request', 'Reports', and 'Card Management'. The 'Reports' tab is active, and the 'Card' sub-tab is selected. The 'Logged in as:' field is visible. The main content area has a 'Card History Report' title and a 'Search Criteria' section with the following fields:

- Card ID: [Empty]
- Person ID: 22897 (highlighted with a red box)

Buttons for 'Clear', 'Report' (highlighted with a red box), and 'Create PDF' are located at the bottom right of the search area.

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

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

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

Figure 23: Card History Report - Cancelled/Declined

## VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

Veteran: VGTESTTHIRTYFOU TESTFOURTYFIVE			Person ID: 22897
Gender	Date of Birth	Service	Card Count
MALE	11/11/1960	NO	3
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO

---

Card ID: 6847

	Card Issuer	Last Changed Date	Last Changed By	Card Type
	VAAUSIAM-VICTEST43	08/10/2017	VAAUSIAM-VICTEST31	VHIC
	Date Card Requested			
	06/08/2017	06/14/2017		06/08/2027

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Mailed

Picture Effective Date	Branch of Service	VISN	Facility
04/19/2017	DECLINE	7	ATLANTA VAMC - 508
Mailed to Address		Address Selected By Veteran	
10062 D STREET RESTON VA, 20191		10062 D STREET RESTON VA, 20191	

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active		DEACTIVATED	06/08/2017 11:21:05	
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Poor Quality		Cancelled/Declined			
Other					

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked		MVI CORRELATION UNLINKED	06/08/2017 11:21:05	
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Poor Quality		Cancelled/Declined			
Other					



**NOTE:** If the Veteran has a Preferred Name on file it will appear on the report within parenthesis as seen below.

**Figure 24. Card History by Person ID Report with Preferred Name**

VHIC Card History by Person ID Report			
Veteran ID: 23853 Card ID: ANY			
Veteran: VGTSTFIFTYNINE TESTSEVENTYONE (FIFTYNINE) ←		Person ID: 23853	
Gender	Date of Birth	Service	Card Count
FEMALE	05/20/1950	YES	8
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

## 2. Veteran Detail Report

Using the Basic Veteran Search will return the Veteran Detail Report. This report offers Veteran Details including VHIC Card information such as Card Number(s), Card Status(es), and MPI Status(es).

**Figure 25: Veteran Report Screen**

Home Card Request Reports Card Management Site Management
Logged in as:

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 26: Veteran Detail Report Results**

Veteran Detail Report				
Veteran: TWELVE SIX VAPATIENT			Person ID: 24236	
Name	Date of Birth	Date of Death	ICN	Member ID
TWELVE SIX VAPATIENT	09/12/1941		1008532889V700144	2110029147
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14647	Deactivated	Unlinked	Mailed	03/01/2033

### 3. Card Status Report (Deactivated)

Using the Card Status Report, Administrators can select **[Deactivated]** along with the date range of the Deactivation(s) will return the number of Deactivated cards along with the information of the cards that were deactivated during that timeframe.

**Figure 27: Card Status (Deactivated) Report**

Veteran	Card	Print Services	Auditing	Self Service					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold	Destruction

**Card Status Report**

Status Selection

MVI Status  
 Card Status  
 Print Release Status  
 Card Status: Deactivated

Site Selection

**Figure 28: Card Status Report (Deactivated) Results**

VHIC Card Status Facility Detail Report									
Facility: 508 Start Date: 05/19/2023 End Date: 05/19/2023									
Facility	Facility #	VISN #	Status Date	Card Status	Last Name	First Name	Preferred Name	Card Number	Member ID
ATLANTA VAMC	508	7	05/19/2023	Deactivated	TESTTHIRTEEN	VGESTONE	THIRTEEN	14885	2107398875
ATLANTA VAMC	508	7	05/19/2023	Deactivated	TESTTHIRTEEN	VGESTONE	THIRTEEN	14886	2107398875
ATLANTA VAMC	508	7	05/19/2023	Deactivated	VAPATIENT	TWELVE		14647	2110029147

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VHIC Card Status Facility Detail Report

## 5. Replacing a Deactivated VHIC Card

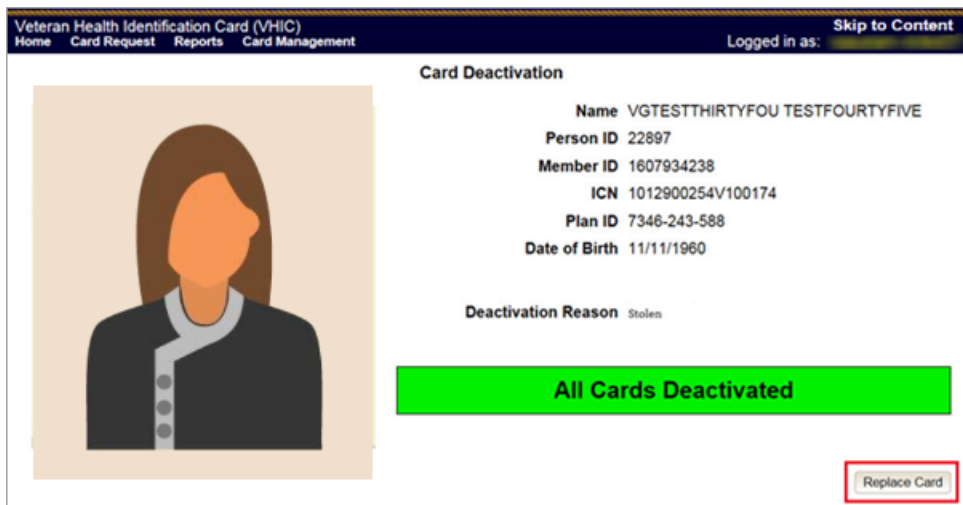
For details on the Card Request process see *VHIC User Guide Vol 1 Card Requests – All Users*.

### 5.1. Request a Replacement Card

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

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

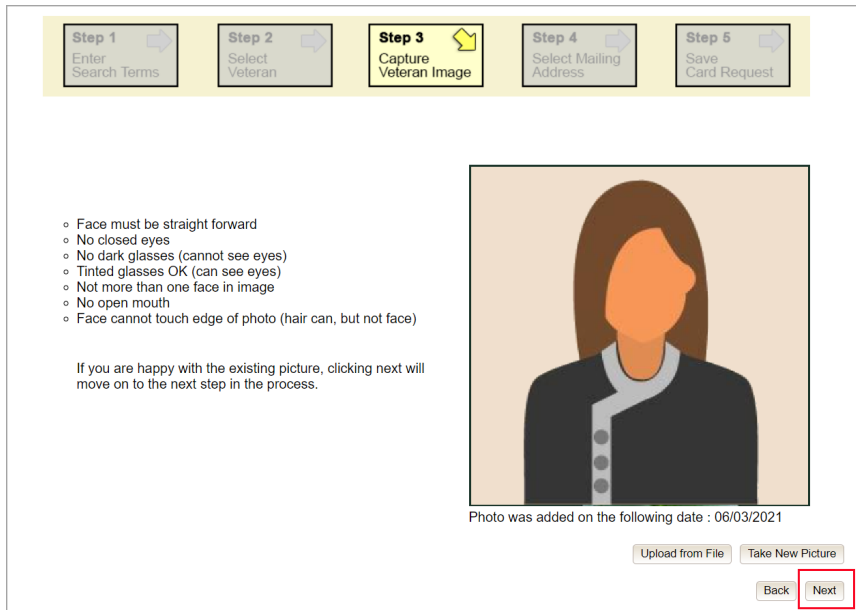
**Figure 29: Replace Card**



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

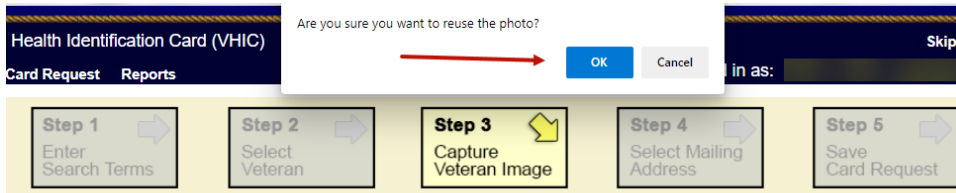
Click **[Next]** to reuse the existing photo for this Veteran. Then complete the card request process following the current procedures.

**Figure 30: Step 3 Capture Veteran Image screen**

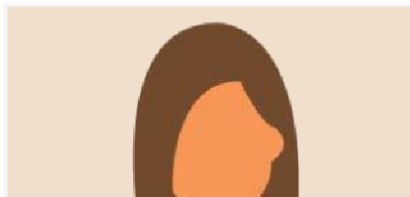


Confirm that you want to use the existing photo by clicking on the [OK] button.

**Figure 31: Step 3: Confirm Reuse of Photo by clicking the OK button**

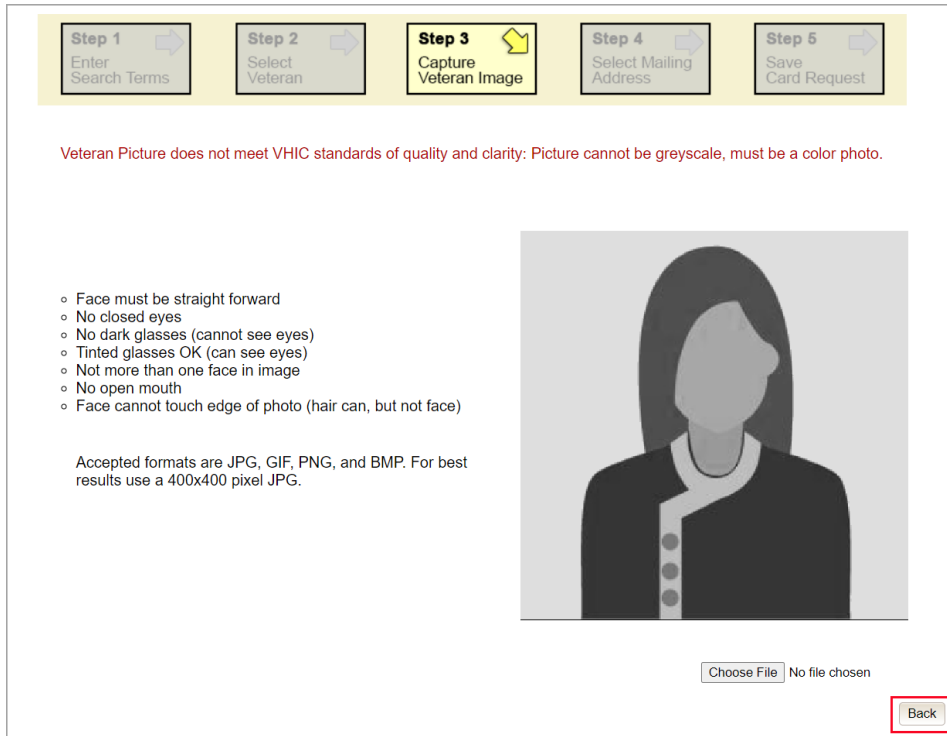


- o Face must be straight forward
- o No closed eyes
- o No dark glasses (cannot see eyes)
- o Tinted glasses OK (can see eyes)
- o Not more than one face in image
- o No open mouth



**NOTE:** Greyscale pictures are not permitted to appear on the VHIC card. Attempts to use a greyscale photo will result in an error and you will need to use the **[Back]** button to capture or upload a new photo.

**Figure 32: Greyscale Photo Error**



#### 5.1.1.1. Step 4: Review Verified Identity Attributes

Since the *Card Request Status* is *Replacement*, a selection must be made from the drop-down list as to why the card is being replaced. The available options are: *Damaged*, *Expired*, *Incorrect Information*, *Lost*, *Poor Quality*, or *Stolen*.

Figure 33: Replacement Card Step 4

Step 1 Enter Search Terms    Step 2 Select Veteran    Step 3 Capture Veteran Image    **Step 4 Select Mailing Address**    Step 5 Save Card Request

### Veteran Identity Confirmation

Status

Card Request Status Replacement

Replacement Reason

Damaged

Veteran Identity Attributes

First Name VGTSTFIFTYONE

Last Name TESTSIXTYTHREE

Preferred Name

Date of Birth 12/26/1955

Requesting Facility Address

Facility Name ATLANTA VAMC

Facility Address 1670 CLAIRMONT RD  
DECATUR, GA 30033 USA

Address

Mail card to:

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility ( 983 - CHYSHR )

Recipient VGTSTFIFTYONE TESTSIXTYTHREE

Street 1 10078 D STREET

Street 2

Street 3

City RESTON

State VA


Zip Code 20191

Province

Postal Code

Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?



### 5.1.2. Step 5: Save Card Request

This brings us to *Step 5 – Save Card Request*. This screen allows the VHIC Admin to verify all of the information shown on the screen as being correct.

If the information on the screen is a correct match, and the Branch of Service is confirmed, select the **[Submit]** button in the lower right hand to move forward.

**Figure 34: Save Card Request review screen**

**Address card will be mailed to:**  
VGTESTFIFTYONE TESTSIXTYTHREE  
10078 D STREET  
RESTON, VA 20191 USA

**Card Request Date**

Branch Of Service  
 Space Force  
 Veteran Declines Branch of Service Logo

**Replacement Reason:**  
Damaged  
Magnetic stripe not working

**Reason for Hold:**  
Bad data

Back Submit

#### 5.1.2.1. Photograph Verification

As with any Card Request, the Veteran Photo must be verified before the request can be submitted.

**Figure 35: Photo Does Not Meet VHIC Standards**

Prisoner of War N Plan ID 7346-243-588  
VISN 7  
508  
Birth 8/22/1985

**Validate Veteran Photo**  
I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features.  
OK Cancel

**Pending**

**Card Request Date**

No Branch of Service is available

Once veteran photo has been approved the user may continue with the request.

### 5.1.2.2. Save Card Request: Replacement

Saving and submitting a replacement card request is essentially the same as submitting a new card request. The only variation will be the replacement reason. The selections made earlier in Step 4 will be reflected on this screen under the Replacement Reason section.

**Figure 36: Replacement Card Request Submitted**

The screenshot shows a five-step process bar at the top: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Below this is the 'Veteran Card Details' section. On the left is a placeholder for a VA card with a barcode and the text 'Name as it will appear on card: FOUR O MVIPATIENT III'. To the right is a list of fields: Service Connected (N), Medal of Honor (N), Purple Heart (N), Prisoner of War (N), Card Number (14831), Member ID (2107346530), ICN (1012991005V582194), Plan ID (7346-243-588), VISN (7), Facility (508), Date of Birth (8/22/1985), and Expiration Date (9/26/2028). Below the fields is a green box with 'Card Status Submitted' and 'Card Request Date 05/09/2023'. Further down is the mailing address: 'Address card will be mailed to: FOUR ONE MVIPATIENT III, 123 SESAME STREET, FRONT ROYAL, VA 22630 USA'. The 'Reason for Hold' is 'Not Applicable' and the 'Replacement Reason' is 'Lost'.

## 6. Card Receiving

**Table 3: Who can receive a card?**

At a Glance...	VHIC Roles
Who can receive a card?	Administrator, Tech Admin (Tier 3)

Per SOP, the proper disposal of Veteran Health Identification Cards (VHICs) that are returned to the Health Eligibility Center (HEC) require both receiving and destructions logs which will be maintained for six years from the date of document creation, or last effective date, whichever is later.

This section will walk the VHIC Administrator through the process of logging VHIC cards received at the HEC for destruction and processing the destruction of these cards.



## 6.1. Cards Received

### 6.1.1. Accessing Cards Received Screen

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

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

**Figure 37: VHIC Administrator Home screen; click [Card Management]**



The Card Management button will automatically take you to the Card Deactivation Tab. You will need to select Card Receiving by clicking on the Receiving Tab at the top of the page.

**Figure 38: Select Card Receiving Tab**



**Figure 39: Card Received Screen**

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

Deactivation Receiving Destruction

### Cards Received

Enter the Date the card was received.

For optimal results, scan the card to get the either Card ID or Veteran's SSN.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- SSN, Last Name, First Name

Once Veteran Data has been entered, click the Search button.

Date  
Date Received:  (Format: MM/DD/YYYY)

Identification  
Member ID:

Card Information Capture(Swipe/Scan)  
 x Card ID:   
Scan SSN:

Name  
\*Last Name:   
First Name:   
Middle Name:

? Clear Search

### 6.1.2. Step 1: Enter Search Terms

The first step in the process is to find the VHIC Card in the system. For optimal results, this is accomplished by scanning the barcode into the system. Once the barcode is captured, click the Scan button, and the Card ID will populate.

Figure 40: Card Scanned into system, Card ID populates

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

Deactivation Receiving Destruction

**Cards Received**

Enter the Date the card was received.

For optimal results, scan the card to get the either Card ID or Veteran's SSN.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- SSN, Last Name, First Name

Once Veteran Data has been entered, click the Search button.

Date  
Date Received 8/16/2017 (Format: MM/DD/YYYY)

Identification  
Member ID

Card Information Capture(Swipe/Scan)  
%11RVQ1HQ00076RC  
Scan  
Card ID 7387  
SSN

Name  
\*Last Name  
First Name  
Middle Name

Clear Search

Other search methods include:

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

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

Figure 41: Search by Member ID

The screenshot shows the 'Cards Received' search page. At the top, there is a navigation bar with 'Veteran Health Identification Card (VHIC)', 'Home', 'Card Request', 'Reports', and 'Card Management'. A 'Skip to Content' link is on the right. Below the navigation bar are tabs for 'Deactivation', 'Receiving', and 'Destruction'. The main heading is 'Cards Received'. Below this, there are instructions: 'Enter the Date the card was received.', 'For optimal results, scan the card to get the either Card ID or Veteran's SSN.', and 'Other search methods include: - The Member ID from the front of the Veteran's VHIC. - SSN, Last Name, First Name'. A note says 'Once Veteran Data has been entered, click the Search button.' The form contains several input fields: 'Date Received' (with a date picker set to 8/14/2017), 'Member ID' (highlighted with a red box and containing '1607934238'), 'Card ID', 'SSN', and 'Name' (with sub-fields for \*Last Name, First Name, and Middle Name). There are also 'Scan', 'Clear', and 'Search' buttons.

Figure 42: Search by Veteran Name/SSN

The screenshot shows the 'Cards Received' search page with the same navigation and instructions as Figure 41. In this instance, the 'SSN' field (highlighted with a red box) contains '666123456'. The 'Name' section (also highlighted with a red box) has '\*Last Name' set to 'VETERANLNAME', 'First Name' set to 'VETERANFNAME', and 'Middle Name' is empty. The 'Member ID' field is empty. The 'Date Received' is 8/14/2017. The 'Scan', 'Clear', and 'Search' buttons are visible at the bottom.

Additional guidance is also available on-screen by clicking on the blue circle containing a question mark.

**Figure 43: Help icon**



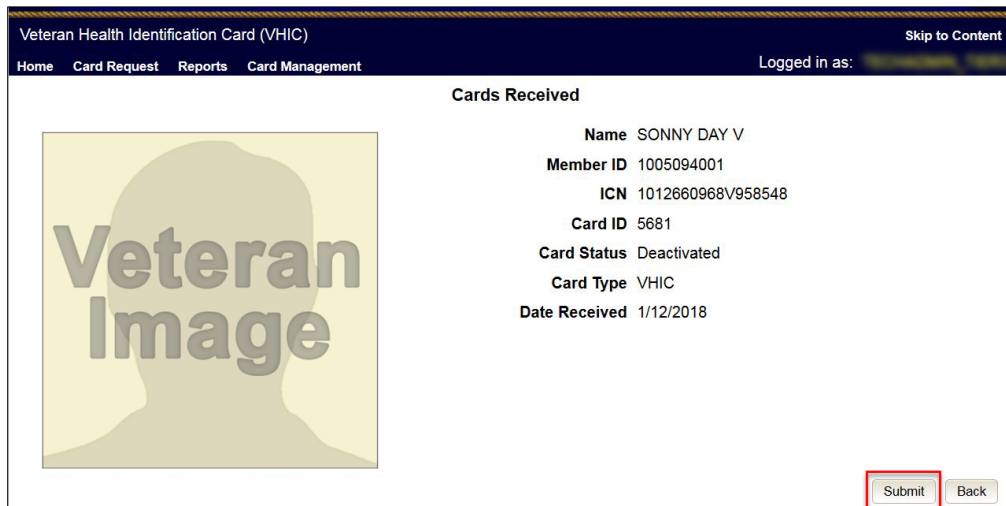
This type of help is available throughout the application and will provide additional detail or clarification for that particular step or section.

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

### 6.1.3. Step 2: Card Verification

After search is completed, the system will display the details of the VHIC card scanned. Verify that all information displayed is correct prior to clicking submit.

**Figure 44: VHIC Card details displayed**




Submitting the card information will update the status of the VHIC card and log it into the system as having been received and pending destruction.

**Figure 45: Card status updated - Pending Destruction**

Veteran Health Identification Card (VHIC) Skip to Content

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

### Card Received



Veteran  
Image

**Name** SONNY DAY V

**Member ID** 1005094001

**ICN** 1012660968V958548

**Card ID** 5681

**Card Status** Deactivated

**Card Type** VHIC

**Date Received** 1/12/2018

**Card Destruction Status** Pending Destruction

**Card Received Date** 1/12/2018

Swipe/Scan Another

Selecting the Swipe/Scan Another button at the bottom of the screen will bring you back to the Receiving search page.

**Figure 46: Receiving Search Page**

Veteran Health Identification Card (VHIC) Skip to Content

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

Deactivation **Receiving** Destruction

### Cards Received

Enter the Date the card was received.

For optimal results, scan the card to get the either Card ID or Veteran's SSN.

Other search methods include:

- The Member ID from the front of the Veteran's VHIC.
- SSN, Last Name, First Name

Once Veteran Data has been entered, click the Search button.

**Date**

Date Received  (Format: MM/DD/YYYY)

**Identification**

Member ID

**Card Information Capture(Swipe/Scan)**

**Name**

\*Last Name

First Name

Middle Name

?

## 7. Card Destruction

Table 4. Who can destroy a card?

At a Glance...	VHIC Roles
Who can destroy a card?	Administrator, Tech Admin (Tier 3)

Per SOP, the proper disposal of Veteran Health Identification Cards (VHICs) that are returned to the Health Eligibility Center (HEC) require both receiving and destructions logs which will be maintained for six years from the date of document creation, or last effective date, whichever is later.

This section will walk the VHIC Administrator through the process of logging VHIC cards received at the HEC for destruction and processing the destruction of these cards. The system will track all VHIC cards received and destroyed, and the logs can be viewed by running the appropriate reports.

### 7.1. Card Destruction

#### 7.1.1. Accessing Card Destruction Screen

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

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

Figure 47: VHIC Administrator Home screen; click Card Management



The Card Management button will automatically take you to the Card Deactivation Tab. You will need to select Card Destruction by clicking on the Destruction Tab at the top of the page.

**Figure 48: Select Card Destruction Tab**

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Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as: [www.usiam-vic1es31](#)

Deactivation Receiving **Destruction**

### 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).

<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"/> (DOB format: YYYYMMDD)</p> <p>Gender <input type="text"/></p> <p>Home Phone <input type="text"/></p>
--	--

**Figure 49: Card Destruction Screen**

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Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as: [www.usiam-vic1es31](#)

Deactivation Receiving **Destruction**

### Card Destruction

Received Date	Number of Cards Received
<a href="#">7/5/2017</a>	4
<a href="#">7/6/2017</a>	3
<a href="#">7/12/2017</a>	3
<a href="#">7/13/2017</a>	6
<a href="#">7/25/2017</a>	2
<a href="#">8/14/2017</a>	3
<a href="#">8/15/2017</a>	4
<a href="#">8/17/2017</a>	1
<a href="#">10/1/2017</a>	1
<a href="#">10/2/2017</a>	1
<a href="#">10/3/2017</a>	1
<a href="#">10/4/2017</a>	1
<a href="#">10/6/2017</a>	1
<a href="#">10/7/2017</a>	1
<a href="#">10/8/2017</a>	1
<a href="#">10/9/2017</a>	1
<a href="#">10/10/2017</a>	1
<a href="#">10/11/2017</a>	1
<a href="#">10/12/2017</a>	1
<a href="#">10/21/2017</a>	1
<a href="#">11/1/2017</a>	2
<a href="#">11/2/2017</a>	1
<a href="#">11/3/2017</a>	1
<a href="#">11/4/2017</a>	1
<a href="#">11/5/2017</a>	1



## 7.1.2. Step 1: Select Cards for Destruction

The Card Destruction screen shows a table of cards received, logged, and ready for destruction. The table indicates the Received Date and Number of Cards Received, allowing for batch destruction as needed. **NOTE:** To view details of cards received, you will need to run the Card Destruction Report see *Veteran Health Identification Card User Guide - Volume 2 – Reports*. Select cards for destruction by clicking on the appropriate link found under Received Date.

**Figure 50: Select Cards by Received Date for Destruction**

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Veteran Health Identification Card (VHIC) [Skip to Content](#)

Home [Card Request](#) [Reports](#) [Card Management](#) Logged in as: [www.usia.gov/vhics](#)

Deactivation [Receiving](#) [Destruction](#)

### Card Destruction

Previous 1-25 of 36 Next 11

Received Date	Number of Cards Received
<a href="#">7/5/2017</a>	4
<a href="#">7/6/2017</a>	3
<a href="#">7/12/2017</a>	3
<a href="#">7/13/2017</a>	6
<a href="#">7/25/2017</a>	2
<a href="#">8/14/2017</a>	3
<a href="#">8/15/2017</a>	4
<a href="#">8/17/2017</a>	1
<a href="#">10/1/2017</a>	1
<a href="#">10/2/2017</a>	1
<a href="#">10/3/2017</a>	1
<a href="#">10/4/2017</a>	1
<a href="#">10/6/2017</a>	1
<a href="#">10/7/2017</a>	1
<a href="#">10/8/2017</a>	1
<a href="#">10/9/2017</a>	1
<a href="#">10/10/2017</a>	1
<a href="#">10/11/2017</a>	1
<a href="#">10/12/2017</a>	1
<a href="#">10/21/2017</a>	1
<a href="#">11/1/2017</a>	2
<a href="#">11/2/2017</a>	1
<a href="#">11/3/2017</a>	1
<a href="#">11/4/2017</a>	1
<a href="#">11/5/2017</a>	1

?

### 7.1.3. Select Date of Destruction

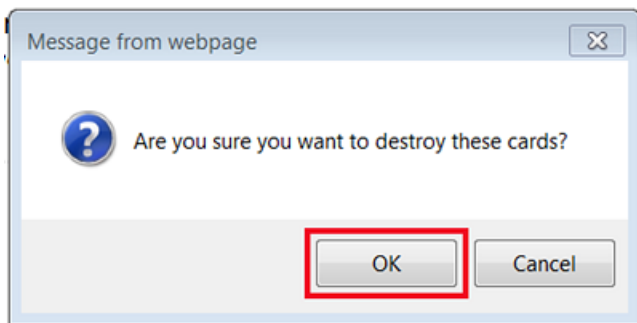
Once the Received Date has been selected, you will be directed to a new screen for entering the date of destruction. The Date Destroyed will be populated with the current date by default. To provide a different date, you may enter it manually, or select it from the calendar dropdown. You will then click the Submit button.

**Figure 51: Select Date of Destruction**



After Clicking submit, a pop-up message will appear to confirm destruction of the selected cards.

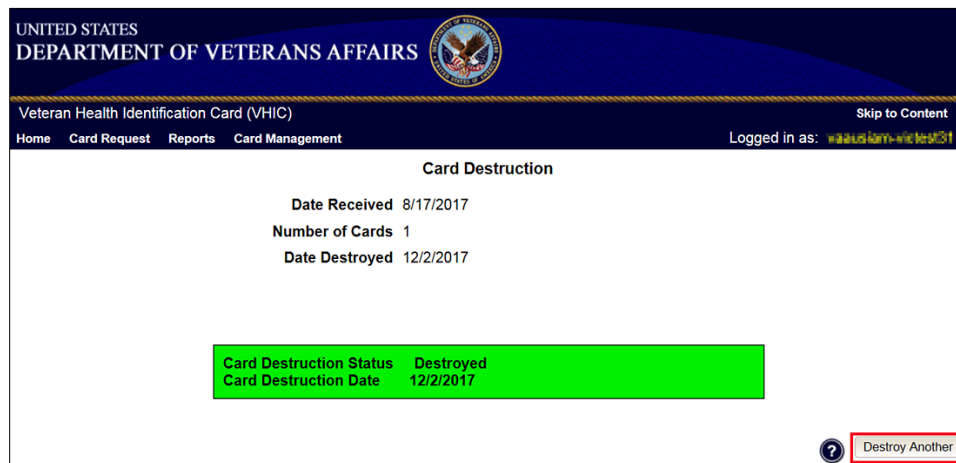
**Figure 52: Card Destruction Confirmation Message**



### 7.1.4. Card Destruction Status Displayed

Submitting the Card Destruction Date will update the status of the VHIC card(s) and log it into the system as having been destroyed. You will have the options of either exiting the Status Screen or clicking the Destroy Another button to return to the main Card Destruction screen.

Figure 53: Card Destruction Status



## 8. Reports

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

## 9. Troubleshooting

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