Veteran Health Identification Card (VHIC 4.26)

User Guide



Volume 6 – Self-Service Request Processing

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Table of Contents

1.	Introduction	.1
	1.1. Purpose	. 1
	1.2. Document Orientation	. 1
	1.2.1. Organization of the Manual	1
	1.2.2. Assumptions	
	1.2.3. Disclaimers	
	1.2.3.1. Software Disclaimer	
	1.2.3.2. Documentation Disclaimer	
	1.2.4. Documentation Conventions	
•	1.3. Enterprise Service Desk and Organizational Contacts	
2.		
3.	Getting Started	.4
	3.1. Accessing the VHIC Application	.4
	3.1.1. Single Sign-On Internal (SSOi)	4
	3.2. System Menu	. 5
	3.3. Accessing the Identity Management Toolkit	
	3.3.1. Accessing the Identity Management Toolkit Directly	
	3.3.2. Accessing Identity Management Toolkit from within the VHIC Application	
	3.3.2.1. Step 1 of the VHIC Card Request	
-	3.3.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List	
4.	VHIC Application Home Page	
	4.1. VHIC System Status Banner	
	4.2. VHIC Self-Service Request Notifications	
	4.3. Viewing Self Service New Card Requests	
	4.3.1. View Unassigned Requests by VISN	
	4.3.2. View Unassigned Requests by Facility	
_	4.3.3. Assigned Requests	
5.	Self Service Request Processing	
	5.1. Person Verification Task- Accepted Image	
	5.2. Person Verification Task- Rejected Image	
	5.3. Communication For Veteran	
6.	Troubleshooting	32

Table of Figures

Figure 1: SSOi Login Screen	4
Figure 2: Identity Management Toolkit SSOi Logon Screen	5
Figure 3: Step 1: Enter Search Terms with Identity Management Toolkit hyperlink	6
Figure 4. Veteran Link to MPI Toolkit Task	
Figure 5. Veteran Link to MPI Toolkit Task with Preferred Name	7
Figure 6. MPI Toolkit Task	8
Figure 7. VHIC System Banner Page	8
Figure 8. Self Service Request Notifications	8
Figure 9. Link to View Self Service Requests by VISN	9
Figure 10. List of Requests Submitted by VISN	10
Figure 11. Unassigned Self Service Requests by VISN, additional VISN Selection List	t10
Figure 12. List of Unassigned Requests by Chosen VISN	11
Figure 13. Facility Unassigned Request Information	12
Figure 14. Unassigned Self Service Requests for Manual Review	12
Figure 15. Request Information Changed	13
Figure 16. Assigned Request Information	14
Figure 17. Assigned Self-Service Requests for Manual Review	15
Figure 18. Assigned Self-Service Requests for Manual Review with Preferred Name	15
Figure 19. Link to Person Verification Task	
Figure 20. Select Task Number	17
Figure 21. Task Notes Tab	17
Figure 22. Assign Task	18
Figure 23. Person Verification Task Details	18
Figure 24: Person Verification Data Review Screen	19
Figure 25. Self Service Images Tab	20
Figure 26. Data Review Tab Verify Traits	20
Figure 27. Accept Uploaded Documentation	21
Figure 28. Documentation Tab	22
Figure 29. Submit Document Details	23
Figure 30. Select OK Button	23
Figure 31. Task Competed	24
Figure 32. Add Task Notes	24
Figure 33. LOA Changed	25
Figure 34. Proofing Correlation Added	25
Figure 35. Link to Toolkit Task	26
Figure 36. MPI Toolkit Task Number Link	26
Figure 37. New Person Verification Task Details	27
Figure 38. Assign Task	27
Figure 39. Select Person Verification Tab	28
Figure 40. Attached Person Verification Document(s)	28
Veteran Health Identification Card 4.26	
User Guide – Volume 6 Self-Service New Card Request	

Figure 41. Compare Veteran Images	
Figure 42. Enter Rejection Notes	
Figure 43. Select Reject Image Button	30
Figure 44. Reject/Resolve Confirmation Message	30
Figure 45. Resolved Task Status	31
Figure 46. Level of Assurance Does Not Change	31
Figure 47 Request Cancellation Review Issue	32
Figure 48. Request Cancellation Email Timed Out	32

Table of Tables

1. Introduction

1.1. Purpose

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

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into six sections for quick access to 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.

To be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MPI), which is managed by the Identity and Access Management (IAM) of the VA

NOTE: The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The second and third sections will explain system requirements and log in instructions

The fourth section review and discuss the information found on the VHIC Menu/Home page.

The fifth section will give the user step-by-step details of how to complete the Identity Proofing process for a Veteran that has submitted a VHIC Card request remotely. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. Assumptions

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

- User has basic knowledge of the operating system such as:
 - \circ How to log in
 - The use of commands

- Menu options
- Navigation tools
- User understands the roles within VHIC
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

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

- Descriptive text is presented in a proportional font (as represented by this font).
- "Screenshots" of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. Enterprise Service Desk and Organizational Contacts

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

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

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED. 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.

Table 1: Enterprise Service Desk Contact Information

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

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

3. Getting Started

3.1. Accessing the VHIC Application

3.1.1. Single Sign-On Internal (SSOi)

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 just that can be found REDACTED.

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.

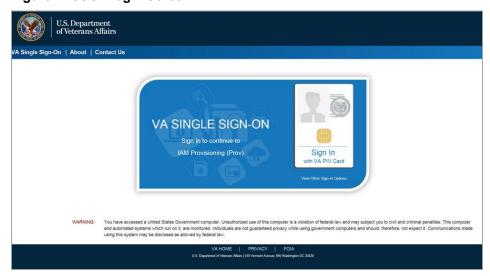


Figure 1: SSOi Login Screen

Veteran Health Identification Card 4.26 User Guide – Volume 6 Self-Service New Card Request Processing

3.2. System Menu

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.

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

3.3. Accessing the Identity Management Toolkit

3.3.1. Accessing the Identity Management Toolkit Directly

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using the REDACTED in the next section entitled "SSOi."



Figure 2: Identity Management Toolkit SSOi Logon Screen

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

Veteran Health Identification Card 4.26 User Guide – Volume 6 Self-Service New Card Request Processing

3.3.2. Accessing Identity Management Toolkit from within the VHIC Application

3.3.2.1. Step 1 of the VHIC Card Request

When the VHIC user starts the Card Request process, they will see a message on Step 1: Enter Search Terms. "IMPORTANT: Have you Identity Proofed the Veteran in Identity Management Toolkit? (Click here to open REDACTED in another window)"

The VHIC user can click on the blue words "REDACTED" which is a hyperlink that will take the user to the Identity Management Toolkit application.

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

	t Logged in as:
inter Select Veteran	Step 3 Step 4 Capture Select Mailing Veteran Image Address
· · · · · · · · · · · · · · · · · · ·	Identity Proofed the Veteran in Identity Management Toolkit?
(Click here to	OPEN Identity Management ToolKit in another window)
For optimal search results, copy the Vete screen. Other search methods include:	eran's ICN from Identity Management Toolkit and paste into the ICN field on this
• The Member ID from the front of the	Veteran's VHIC
 Last Name, First Name, DOB and SS 	
	ination, at a minimum, supply the Veteran's Last Name, plus values from at least
Note: If using LN/FN/DOB/SSN comb two of the other three sections (Pers	ination, at a minimum, supply the Veteran's Last Name, plus values from at least
two of the other three sections (Pers	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification).
	ination, at a minimum, supply the Veteran's Last Name, plus values from at least
two of the other three sections (Pers	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification). Person Date of Birth(D06 format YYYYMMCD)
two of the other three sections (Pers Name Last Name	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification). Person Date of Birth Date of Birth
two of the other three sections (Pers Name Last Name First Name	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification). Person Date of Birth Gender
two of the other three sections (Pers Name Last Name First Name	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification). Person Date of Birth Gender
Name	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification). Person Date of Birth Gender Home Phone
two of the other three sections (Pers Name Last Name First Name Middle Name	ination, at a minimum, supply the Veteran's Last Name, plus values from at least on, Address, Identification).
two of the other three sections (Pers Name Last Name First Name Middle Name Address Street Address	Identification

3.3.2.2. Veteran Link in Assigned Self Service Requests for Manual Review List

Selecting the Full Name link from the Assigned Request list will open the Toolkit directly to the **1998 Person Verification [Self-Service] Task.**

Figure 4. Veteran Link to MPI Toolkit Task

k review.	Please ensure you are logged	in to the Identity	Management ToolKit be	fore clicking t	he link.
Page	e 1 of 1 prev next				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
-	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI, REVIEW

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

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

Home	Card Request Rep	oorts Card Management Site	e Managerr	ient		Logged in as.
		Assigned S	elf Servi	ce Requests For I	Manual Re	eview
	Select vetera	n name hyperlink to open a separa	te window t	o the Identity Manageme	ent ToolKit for	you to conduct Person Verification
	task review. F	Please ensure you are logged in to	the Identity	Management ToolKit be	fore clicking t	he link.
		1 of 1 prev next	Card			
	Picture	Full Name	Id	ICN	Hold Date	Hold Reasons
		VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW

Figure 6. MPI Toolkit Task

	Identity M	anagement	Toolkit				22	Tuenday March 22nd, 20
	2 🖸 🕹	Q ())				tiele Loo	al .	Search
	Primary View	Tasks(1)/Reques	ts(0) Correlations(9)	Primary View Audit ICN	History(#) ADR MPI P	V Compare Link Events Hilest	ones RX Accounts(#)	Print
APATIENT, ONE		* KN 3013661225V Name VAPATIEN						
1 🖓 🖗	Lists Documen	tation MR Historical						_
minders	Active Task					1		
voint Of Contact Management	Task	Date Reported	Task Type	Correlation	Task Status	Caseworker		
IAM Provisioning On boarding/Off boarding	1280472800	03/22/2022	1998 - PERSON VERFICATION (SELF- SERVICE)	200PROVUA PROVISIONING SYSTEM	NEW]	
anage Persons earth Last Person Search(1) KCN: 1013659740V975586 g Primary View Tasks (155ecoents(3)	Related Req		Status Date	Caseworker Subr	iter Request ICN	Name		
Correlations(9) PV Audit ICN History(9)	# Rep	orted Type O RELATED REQUES	Resolve	ed Carton and	Site			

4. VHIC Application Home Page

4.1. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime such as high volume or preferred browser reminder.

Figure 7. VHIC System Banner Page

REDACTED

4.2. VHIC Self-Service Request Notifications

When the VHIC User logs into the VHIC Application, they will see Self-Service request information for their facility listed on the Home page. This information includes:

- The number of **facility specific** requests that have been submitted through the Self-Service Application for that have not been assigned to a proofer for review.
- The number of requests that the user has assigned to them
- The number of requests that are in an ON HOLD status that will expire within seven days.

Figure 8. Self Service Request Notifications

UNITED STATES DEPARTMENT OF	VETERANS AFF	FAIRS		
Veteran Health Identification	Card (VHIC)			Skip to Content
Home Card Request Repor	s Card Management	Site Management	Logged in as:	
You	All Unassigned is the vertice of the	Self Service Requests that require M	re immediate review assigned to you. within 7 days	

4.3. Viewing Self Service New Card Requests

The Self-Service request information listed on the Home screen serves as a link to review the New Card Requests.

4.3.1. View Unassigned Requests by VISN

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

Figure 9. Link to View Self Service Requests by VISN



Figure 10. List of Requests Submitted by VISN

		cauon Ca	rd (VHIC)						
me	Card Request	Reports	Card Management Site	Management		Logg	jed in as:		
	Pi	age 1 of 1	VISN			▼ Filte	ər		
	Pictur		Vame	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
		VAI	PATIENT, ONE	13845	1013459311V261310	8/5/2022	REVIEW	483	6
			PATIENT, ONE	13845	1013459311V261310 1013629637V419709		REVIEW	483 626	6 9

Users with the appropriate access will have the ability to view and filter the unassigned lists of other VISNs by selecting the VISN from the dropdown list.

Figure 11. Unassigned Self Service Requests by VISN, additional VISN Selection List

ran Health Identificat e Card Request Re	ion Card (VHIC ports Card Mar		Site Management	Log	ged in as:		Skip to C
e Card Request Re			d Self Service Requests For Manua				
Select vetera	an name hyperlink	to assign t	he manual review task to yourself and remove it	from the u	inassigned listii	ng.	
		VISN		 Filt 	er		
Page	e 1 of 1 prev	next	1 - VA New England Health Care System	^			
Picture	Full Name		10 - VA Healthcare System of Ohio 11 - Veterans in Partnership 12 - VA Great Lakes Healthcare System	old ate	Hold Reasons	Facility	VISN
	VAPATIENT, ON	E	12 - VA Great Lakes Healthcare System 15 - VA Heartland Network 16 - South Central VA Healthcare Network 17 - VA Heart of Texas Healthcare System 18 - VA Southwest Healthcare Network	5/2022	REVIEW	483	6
W	VAPATIENT, TW	0	19 - VA Rocky Mountain Network 2 - VA Healthcare Network Upstate New York 20 - VA Northwest Health Network 21 - VA Sierra Pacific Network	22/2022	REVIEW	626	9
0	VAPATIENT, TH	REE	22 - VA Desert Pacific Healthcare Network 23 - VA Midwest Healthcare Network 3 - NY/NJ Veterans Healthcare Network 4 - VA Healthcare - VISN 4	22/2022	REVIEW	626	9

After selecting the desired facility from the dropdown, click the **[Filter]** button to see the list of unassigned requests from that VISN

Figure 12. List of Unassigned Requests by Chosen VISN

h Identificat	ion Card (VHIC)						Sk
equest Re	ports Card Management Site	e Management	no bried stars	Logo	ed in as:		
	All Unassigned Sel	t Service R	equests For Manu	al Review	w By VISN		
Soloct votor	an name hyperlink to accian the ma	nual raview tack	to yoursalf and romova	it from the u	annianad listin		
Select vetera	263			it from the u	lassigned listin		
	VISN 9-V	A MidSouth Hea	althcare Network	✓ Filte	F		
Page	e 1 of 1 prev next						
		Card		Hold	Hold		
Picture	Full Name	ld	ICN	Date	Reasons	Facility	VISN
	VAPATIENT, SIX	13929	1013629637V419709	8/22/2022	REVIEW	626	9
0							
	VAPATIENT, EIGHT	13931	1013629671V029777	8/22/2022	REVIEW	626	9
	equest Re Select vetera Page	equest Reports Card Management Site All Unassigned Sel Select veteran name hyperlink to assign the man VISN 9-V Page 1 of 1 prev next	equest Reports Card Management Site Management All Unassigned Self Service R Select veteran name hyperlink to assign the manual review task VISN 9 - VA MidSouth Her Page 1 of 1 prev next Picture Full Name Card Id VAPATIENT, SIX 13929	equest Reports Card Management Site Management All Unassigned Self Service Requests For Manu Select veteran name hyperlink to assign the manual review task to yourself and remove VISN 9 - VA MidSouth Healthcare Network Page 1 of 1 prev Picture Full Name VAPATIENT, SIX 13929 1013629637V419709	Reports Card Management Site Management Logg All Unassigned Self Service Requests For Manual Review Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unit VISN 9 - VA MidSouth Healthcare Network Page 1 of 1 prev Network Card ICN Hold Date VAPATIENT, SIX 13929 1013629637V419709 8/22/2022	equest Reports Card Management Site Management Logged in as: All Unassigned Self Service Requests For Manual Review By VISN Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listin VISN 9 - VA MidSouth Healthcare Network Page 1 of 1 prev Picture Full Name VAPATIENT, SIX 13929 1013629637V419709 8/22/2022 REVIEW	equest Reports Card Management Site Management Logged in as: All Unassigned Self Service Requests For Manual Review By VISN Select veteran name hyperlink to assign the manual review task to yourself and remove it from the unassigned listing. VISN 9 - VA MidSouth Healthcare Network relations Page 1 of 1 prev next Picture Full Name Card ICN Hold Hold Reasons Facility VAPATIENT, SIX 13929 1013629637V419709 8/22/2022 REVIEW 625

4.3.2. View Unassigned Requests by Facility

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



Vetera	n Health Identi	fication Ca	ard (VHIC)			Skip to Conten
ome	Card Request	Reports	Card Management	Site Management	Logged in as:	
		Your fac	cility has 2 unassigne	ed card request(s) submitted thru	self-service that require immediate review.	
			All Unassigne	d Self Service Requests that requ	ire Manual Review by VISN.	
		You ha	ave 1 card request(s)	submitted thru self-service that re	equire immediate review assigned to you.	
			You	have 1 card(s) on hold that will ex	when which in Z alours	
			104	nuve i curulaj on noid that will ex	pire within 7 days	
			100		pire within 7 days	
					pire within 7 days	
	VA	E.S. Department				
	VA	Constant				
	VA	Chippenha				
		E.S. Department	<u>1</u>			

A list of unassigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

Selecting the Veteran Name Link will assign the request to the user.

Figure 14. Unassigned Self-Service Requests for Manual Review

	in medium ruenumed	tion Card (V	HIC)					Skip to Content
lome	Card Request R	eports Care	d Management	Site Manageme	int		Logged in a	as:
			Unassign	ed Self Servi	ice Requests For I	Manual R	eview	
	Select vete	ran name hvoe	rlink to assign the	e manual review t	ask to vourself and remo	ve it from the	unassigned listing.	
	Juleot feld	and any pe	and a star get the					
	100							
	Pag	e 1 of 1 pr	ev next					
							Y	
	Picture	Full Name		Card	ICN	Hold Date	Hold Reasons	
	Picture	Full Name			ICN		Hold Reasons	
	Picture	Full Name			ICN		Hold Reasons	
	Picture			ld		Date		
	Picture	Full Name	r, seven		ICN 1012900200V313855	Date		
	Picture		r, seven	ld		Date		
	Picture		r, seven	ld		Date		
	Picture		r, SEVEN	ld		Date 1/21/2022	REVIEW	_

The user will be able to see the updated number of requests in their queue on the home page. Figure 15. Request Information Changed

Veteran Health Identification Card (VHIC)		Skip to Content
Home Card Request Reports Card Managemer	Site Management	Logged in as:
	s) submitted thru self-service that require immedia ou have 1 card(s) on hold that will expire within 7 of	
CARD REQUEST	REPORTS	CARD

4.3.3. Assigned Requests

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

Figure 16. Assigned Request Information



The list of assigned requests will be displayed offering the following details:

- Photograph currently on file in the system
- Full Name
- Card ID
- ICN
- Hold Date
- Hold Reason(s)

	an name hyperlink to open a separa Please ensure you are logged in to				you to conduct Person Verification he link.
Pag	e 1 of 1 prev next				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
-					
	VAPATIENT, ELEVEN (THIRTY)				
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
0					
		13323	1013008099\/640489	3/18/2022	NO FACILITY ADDRESS NO
	VAPATIENT, TEN				EDIPI,REVIEW
$\mathbf{\cap}$					
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
0					
		10000			
	VAPATIENT, TWO (SIX)	13329	1013661225V421294	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VA Home Privacy FOIA Reg	ulations M	Ab Policies No FEAR A	ot Site Index	Incoactor General

Figure 17. Assigned Self-Service Requests for Manual Review

<u>NOTE</u>: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in **Error! Not a valid bookmark self-reference.**

Figure 18. Assigned Self-Service Requests for Manual Review with Preferred Name

ard Request Re	ports Card Management Site	e Managen	nent		Logged in as.
	Assigned S	elf Servi	ce Requests For	Manual Re	eview
task review.	an name hyperlink to open a separa Please ensure you are logged in to				
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPATIENT, ELEVEN (THIRTY)	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V840489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI.REVIEW

When the user is ready to review the request(s) the Proofer will need to access the Toolkit through one of the methods listed in *Section 3.5 Accessing the Identity Management Toolkit*. Once Toolkit access has been established, selecting the **Veteran Name link** will open a new window giving the VHIC user access to the new **Proofing Task** in the Toolkit.

5. Self Service Request Processing

A new **1998 Person Verification [Self-Service] Task** is created in the Toolkit to proof veterans that have submitted VHIC card requests through the VA Access application. These requests will fall under two categories based on manual review performed by the VHIC User.

- Accepted Image
- Rejected Image

Reviewing a card request submitted thru VHIC Self Service requires the user to review the proofing document and photo submitted by the veteran. If either artifact does not meet required standards then follow the steps outlined under Rejected Image. If both artifacts meet required standards then follow the steps outlined under Accepted Image.

5.1. Person Verification Task- Accepted Image

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

Figure 19. Link to Person Verification Task

Page	e 1 of 1 prev next				
Picture	Full Name	Card	ICN	Hold Date	Hold Reasons
4	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V976586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW

To process:

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

Figure 20. Select Task Number	Figure	20.	Select	Task	Number
-------------------------------	--------	-----	--------	------	--------

imary View	Tasks(0)/Reques	ts(0) Correla	ations(7)	Primary View Audit	ICN History(#)	ADR MPI P	V Compare	Link Events Milestone
	ICN 1013659740 Iame VAPATIENT, 1			ERMANENT				
Document	1		ofing	Correlation	Task Status			
and a								
	Date Reported	Task Type					Caseworker	
86433176	03/22/2022	1998 - PERSON VERIFICATION SERVICEI	N LISELF-	200PROV-VA PROVISIONING SYSTI	NEW		Caseworker	
86433178	03/22/2022	1998 - PERSON	N LISELF-	200PROV-VA	NEW		Caseworker	
elated Request Date Repo	03/22/2022 uests(0) arted Request	1998 - PERSON VERIFICATION SERVICE	N LISELF- Date Resolv	200PROV-VA PROVISIONING SYST	EM	uest ICN	Caseworker	Name
elated Request Date Repo	03/22/2022 uests(0) Request	1998 - PERSON VERIFICATION SERVICE	Date	200PROV-VA PROVISIONING SYST	EM NEW		Caseworker	

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

Figure 21. Task Notes Tab

Identity	Managem	ent To	olkit									ŵ	Thursday M
	L Q	〕							Help Log o	u			
Task Det	tails Resolv	ed Tasks	Task Notes	Task Audit	Person Veri	fication	verride						Print
		98 - PERS		Date Report		2 17:02		Task Status Date Resolved Caseworker Time Spent treshold Score	0 Days, 0	Hours,	0 Minutes		
₽ ICN		_	Source ID		Name			SSN	DOB		Pot Cat Edit		
10136	61347V171151	[P]	1013661347^PM	1^200PROV^USDV	VAPATIEN	IT, ONE		666-00-000	1				
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O U	Ipload Date	Upload	ed By File I	lame		Descriptio	m						
NO FILES	ATTACHED												
Related	Requests												
		equest ype	Status	Date Resolved	Caseworker	Submitter	Request	t ICN		Name			
THERE AR	RE NO RELATED	REQUES	rs										

Veteran Health Identification Card 4.26 User Guide – Volume 6 Self-Service New Card Request Processing

Figure 22. Assign Task

Q 🔏 🖸	2 13					Help Log off		
Task Details Re	solved Ta	sks Task Notes Task	Audit Rela	ationships				Save
Task # Prio 1286433176		ent Status Task Role Gro ASSIGNED		aseworker <u>POC, ONE</u> POC, ONE (PROOFER) Time S	× As	w Status	ē	
fask Type 1998 - I	PERSON VER	IFICATION [SELF-SERVICE]		Days 0 V Hours 0		~		
Date Reported 09/1 16:3	6/2021 2							
fask Lock Dwner	Date	Resolved	TT	nreshold Score				
🕫 ICN		Source ID		Name	SSN	DOB	Pot Cat Edit	
1013045169V44	6555 [P]			VAPATIENT, ONE	666-00-00			

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

Figure 23. Person Verification Task Details

entity Management	Toolkit								Tuesday Ma	rch 22nd, 20
						Hel	e Logoff			Search
Task Details Resolved Ta	sks Task Note	Task Audit	erson Verifi	cation Ove	rride				Print	
🚖 Task # 1286433	8176	Date Reporte	d 03/22/2022	13:35	1	Task Status 🛛	SSIGNED			
Priority						e Resolved				
		ATION [SELF-SERV				Caseworker	2110 10000	1000		
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2 ICN	Source ID		Name			SSN	DOB	Pot Cat		
► ICN	ALCON MANDA TO		1000110			9776		Edit		
1013661225V421294 [P]	1013661225^F	PN*200PROV*USDVA	VAPATIENT,	ONE		666-00-0001				
1013001223V421234 [P]	1013001223	-N 200-ROV 030VA	VAPATIENT,	ONE	1	000-00-0001				
Upload Files - The followin		are compatible: d	oc,docx,pdf	,jpg,jpeg,tif,	tiff,xls,xls	x,csv				
	den normane de la prise	3-99-9-9-9-								
NO FILES ATTACHED										
Related Requests										
Related Requests	t Status	Date Resolved	Caseworker S		Request Site	ICN	Nam	ne		

4. The Person Verification tab will open to the **Data Review** section of the Task. The **Data Review** tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran. The Identification can be found on the **Self-Service Images** tab.

sk Details Resolved Tas	ks Task Notes	Task Audit Person Verification	Override				P	rint
Task # 13300494 Priority Task Type 1998 - PE Task Description PERSON Task Lock Owner	RSON VERIFICAT	Date Reported 08/03/2022 15:16 ON [SELF-SERVICE] D IDENTITY TRAIT EDIT.		Task Status Date Resolved Caseworker Time Spent reshold Score	ASSIGNED) Days, 0 Hou	urs, 0 Minutes		_
ICN	Source ID	Name		SSN	DOB	Pot Cat Edit		
1013697734V551527 [P]	1013697734^PN^2	00PROV^USDVA VAPATIENT, ONE		000-35-011				
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Data Review Self So Field Name	entity traits w elow. If the ad	dress needs to be updated Documentation Appro MVI Value 1013697734V551527	see the En	New Va	ystem PO		ave lega	l <u>y chan</u>
ed to be indicated be Data Review Self So Field Name ICN Last Name	entity traits w elow. If the ad	MVI Value 1013697734V551527 VAPATIENT	see the En	New Va	ystem PO		ave lega	<u>ly chan</u>
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ed to be indicated be Data Review Self So Field Name ICN Last Name First Name Middle Name Suffix DOB	entity traits w elow. If the ad	Appro	see the En	New Va	iystem PO(<u>C.</u>		
ed to be indicated be	entity traits w elow. If the ad	MVI Value 1013697734V551527 VAPATIENT ONE	see the En	New Va		<u>C.</u>		

5. On the **Self-Service Images** tab, click **Person Verification Document link (s)** to open the submitted images for review. The documents will open in a separate window. Review the **Proofing Document**(s) and return to the **Data Review** tab

Figure 25. Self Service Images Tab

	- PERSON VERIFICATION [SELF-SER SON VERIFICATION AND IDENTITY TR		Task Status ASS Date Resolved Caseworker VHIC Time Spent 0 D Threshold Score			
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1013697734V551527 [P] 1013697734^PN*200PROV*USDVA	VAPATIENT, ONE	000-35-0117			
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ed to be indicate	d below. If the address needs eff Service Images Document Last Name VAPATIENT First Name ONE Middle Name ICN 1013697734/55152 DOB	s to be updated, see tation Sa Approval				RNATIONAL PASSPORT Warme Warme Default Default DD-HH-YVYD DD-HH-YVYD DD-HH-YVYD DD-HH-YVYD DD-HH-YVYD Haddré appaalue
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ed to be indicate	d below. If the address needs eff Service Images Document Last Name VAPATIENT First Name ONE Middle Name ICN 101309734V55152 DOB Birth Sex MALE	tation Approval			INTER	Sumarine Passport No. VAPATIENT Given Rime ONE DD-HM-YYYY F DD-HM-YYYY F Adde of Issue DD-HM-YYYY Role of Isignature

6. The MPI Value column will contain **Primary View** data. **Verify** matching traits by checking the corresponding check box in the **Verify** column. The target trait will highlight green. Click the **[Submit]** button after trait verification.

Figure 26. Data Review Tab Verify Traits

Priority Task Type 1998 - P Task Description PERSON Task Lock Owner	ERSON VERIFICATION [SELF-SEF VERIFICATION AND IDENTITY TR	RVICE] RAIT EDIT.	Date Resolved Caseworker Time Spent () (Threshold Score	Days, O Hours, O Minutes		
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	Service Images The Documen	s to be updated, see th	he Enrollment Sy	stem POC.		S TONY
Sell .	Documen					
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Field Name		Verify	New Valu	e		
Field Name CN	MVI Value	Verify	New Valu	e]	BB54321
Field Name CN Last Name	MVI Value 1013697734V5	Verify	New Valu	8]	EFER A
Field Name CN Last Name First Name	MVI Value 1013697734V5 VAPATIENT	Verify	New Valu	e]	INTERNATIONAL PASSPORT
Field Name ICN Last Name First Name Middle Name Suffix	MVI Value 1013697734V5 VAPATIENT	Verify	New Valu	e]	INTERNATIONAL PASSPORT
Field Name CN Last Name First Name Middle Name Suffix	MVI Value 1013697734V5 VAPATIENT	Verify	New Valu	e V Day Vea		INTERNATIONAL PASSPORT
Field Name CN Last Name First Name Widdle Name Suffix DOB	MVI Value 1013697734V5 VAPATIENT	Verify				INTERNATIONAL PASSPORT
Field Name CN Last Name First Name Widdle Name Suffix DOB Birth Sex	MVI Value 1013097734V5 VAPATIENT ONE	Verify		V Day Vea		INTERNATIONAL PASSPORT
Field Name ICN Last Name First Name Middle Name	MVI Value 1013697734V5 VAPATIENT ONE MALE 101350117	Verify		V Day Vea		INTERNATIONAL PASSPORT

7. The Proofer will return to the **Self-Service Image** tab once the Traits are verified. The **Data Review** tab now shows a check mark indicating that section is complete. Here the Proofer can **Accept** or **Reject** the uploaded image based on acceptability criteria.

Veteran Health Identification Card 4.26 User Guide – Volume 6 Self-Service New Card Request Processing

Figure 27. Accept Uploaded Documentation

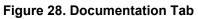
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ICN	Source ID	Name	SSN	DOB Pot Ca	at	
1013697734V551527 [P]	1013697734^PN^200PROV^USDVA	VAPATIENT, ONE	101-35-011	austra la		
	pdated: JUL 29, 2022@11:5:49 identity traits with supporti below. If the address needs	ng documentation		that are incorrect	or have I	
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NOTE: The Veteran is informed during the Request Process that if a trait needs to be modified (for example, Last Name changes), they must come into the facility. If the Veteran submits a request under the following conditions:

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

The POC will need to make a note under the **Task Notes** tab and continue through the *Rejection Process page 25*

8. After accepting the uploaded image, the task will progress. The **Self-Service Images** tab will now show a check mark. and the Proofer will move to the **Documentation** tab.



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			Birth Certificate					
			Court Order for	Gender Change				
			Signed License	d Physicians Staten	nent on Office Letterhe	ad		
			- Appointment Status					
			Is the person on site	for an appointment or ha	e an upcoming appointment	within 24 hours?		
			1.		Sa	ve Draft Submit		

9. The Proofer will select the documentation type submitted from the list of acceptable documents and click the **[Submit]** button.

Figure 29. Submit Document Details

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OUS Social Security Card Court Order for a Name Change Letter from SSA with updated SSN Birth Certificate Court Order for Gender Change Signed Licensed Physicians Statement on Office Letterhead Appointment Status Is the person on site for an appointment or have an upcoming appointment within 24 hours?				Federal, State, or	Local Government	-issued photo ID conta	aining name and	
Court Order for a Name Change Letter from SSA with updated SSN Birth Certificate Court Order for Gender Change Signed Licensed Physicians Statement on Office Letterhead Appointment Status Is the person on site for an appointment or have an upcoming appointment within 24 hours?				DOB				
Letter from SSA with updated SSN Birth Certificate Court Order for Gender Change Signed Licensed Physicians Statement on Office Letterhead Appointment Status Is the person on site for an appointment or have an upcoming appointment within 24 hours?								
Birth Certificate Court Order for Gender Change Signed Licenset Physicians Statement on Office Letterhead Appointment Status Is the person on site for an appointment or have an upcoming appointment within 24 hours?								
Court Order for Gender Change Signed Licensed Physicians Statement on Office Letterhead Compositionent Status Is the person on side for an appointment or have an upcoming appointment within 24 hours?					with updated 55N			
Signed Licensed Physicians Statement on Office Letterhead Appointment Status Is the person on site for an appointment or have an upcoming appointment within 24 hours? V					ander Change			
Appointment Status					1.000	ent on Office Letterhes	ad \	
Is the person on site for an appointment or have an upcoming appointment within 24 hours?					i nyaician's statem	ent on onice Letternez		
					r an appointment or bave	an upcoming appointment w	ithin 24 hours?	
					an appointment of have	an opcoming appointment w		
Save Draft Submit							\	
							Save Draft Submit	

10. A pop-up box will show that the task has been completed. Select the **[OK]** button. Figure 30. Select OK Button

 Task complete. Person Verification updated. 	
	ОК

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

Figure 31. Task Competed



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

Figure 32. Add Task Notes

entity Manage	ment Toolkit						Tuesday Marc	h 29th, 202
0 2 2	凤			Hel	p Log off			Search
Task Details Reso	lved Tasks Task	Notes Task Audit Rel	ationships				Save Print	
Task # Priority	Current Status	Task Role Group	Caseworker	New Status				
1286433176	ASSIGNED	×	POC, ONE (PROOFER)	Resolve V		Ā		
			Time Sp	ent:				
Task Type 1998 - PER	SON VERIFICATION [SELF-SERVICE]	Days 0 🗸 Hours 0	Minutes 0 V	~			
Date Reported 09/16/2 16:32	021							
Task Lock Owner	Date Resolved	TI	hreshold Score					
🕫 ICN	Source	D	Name	SSN	DOB	Pot Cat Edit		
1013045169V4465	55 [P] 1013045	169V446555^NI^200M^USVH/	A VAPATIENT, ONE	666-00-0001				

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

Figure 33. LOA Changed

nary View Tasks(1)/	Requests(#) Correlations(#) Primary View Audit	ICN History(#)	ADR MPI PV Compare	Link Events	Milestones	RJC Accounts(#)
Name VAPAT		PERMANENT					
SSN 666-0	00-0001 SSN Verification Stat	us:					
ts Relationships Creder	tials Updated: MAR 22, 2022@	13:19:21				2	
Field Name	Value	Authority Score					
ICN	1013659740V975586						
	PERMANENT						
ID State	PERMANENT						

From the **Correlations** tab the user can confirm that the Proofing Correlation Added **Figure 34. Proofing Correlation Added**

Primary View	Tasks(1)/Requests(0)	Correlations(9) Prim	ary View	Audit IC	N History(#) ADR	MPI PV Con	npare	Link Eve	nts Mileston	es RJC	Accounts(#
	* ICN 1013659740V975 Name VAPATIENT, ONE SSN 666-00-0001 SSI	5586 ID STATE: PERM	ANENT									
All Correla	ations											
Station ID	Correlation	IEN	Status	Name	SSN	DOB	Birth Sex	E	Pot Cat Edit Status	Date Last Treated		
200DOD	200DOD DOD DEERS	2110365732-NI- USDOD	ACTIVE	VAPATIENT, ONE	666-00-0001		FEMALE					
200ESR	200ESR ENROLLMENT SYSTEM REDESIGN	1013659740V975586-PI- USVHA	ACTIVE	VAPATIENT	,666-00-0001		FEMALE					
>	200VETS VETS360				SOCATION			C				
200IP	200IP IDENTITY PROOFING	TKIP1286433176-PI- USVHA	ACTIVE	VAPATIENT, ONE	666-00-0001		FEMALE					
200PROV	PROVISIONING SYSTEM	1013659740-PN- USDVA	ACTIVE	ONE	666-00-0001		FEMALE					
200VETS	200VETS VETS360	1133273-PI- USDVA	ACTIVE	VAPATIENT, ONE	NO SSN							

5.2. Person Verification Task- Rejected Image

Processing a Person Verification Task when the Veteran has submitted an unacceptable image follows the same process outlined above, until the Proofer reaches the Self-Service Images approval page.

1. The VHIC Proofer will select the Full Name link from the **Assigned Request** list, which will open a window into the MPI Toolkit **1998 Person Verification [Self-Service]** Task.

Figure 35. Link to Toolkit Task

Page	e 1 of 1 prev next			-	
Picture	Full Name	Card	ICN	Hold Date	Hold Reasons
4	VAPATIENT, ELEVEN	12990	1013614854V243594	12/14/2021	NO EDIPI,REVIEW
	VAPATIENT, TEN	13323	1013008099V640489	3/18/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
	VAPATIENT, ONE	13328	1013659740V975586	3/22/2022	NO FACILITY ADDRESS,NO EDIPI,REVIEW
2	VAPATIENT, TWO	13329	1013861225V421294	3/22/2022	NO FACILITY ADDRESS,NO

2. To review, click on the **1998-Person verification [Self Service] Task** hyperlink. Figure 36. MPI Toolkit Task Number Link

Ω						Hel	p <u>Log off</u>
		sts(0) Correlations(7)	Primary View Audit	CN History(#)	ADR MPI PV Compare	Link Events	Milestones
ists Docume			S:				_
Task.	Date Reported	Task Type	Correlation	Task Status	Caseworke	r	
	03/22/2022	1998 - PERSON VERIFICATION (SELF-	200PROV-VA PROVISIONING SYSTEM	NEW			

The Task Details page will open.

Figure 37. New Person Verification Task Details

Identity Management	Toolkit					\$	Tuesday Marcl	h 22nd, 2023
2 🖸 🛃 🖉				He	le Log off			Search
Task # 1286473 Priority Task Type 1998 - Pl Task Description PERSON	sks Task Notes Task Audit	ed 03/22/2022 13:35			EW	s, 0 Minutes	Print	
Task Lock Owner	Source ID 1013661225^PN*200PROV*USDV	Name	Th	reshold Score <u> SSN</u> <u> 666-00-0001</u>	DOB	Pot Cat Edit		
	ng file formats are compatible:	doc,docx,pdf,jpg,jpe		xlsx,csv	_			
NO FILES ATTACHED								
Request # Date Reported Request Type THERE ARE NO RELATED REQU		Caseworker Submitter	Request	ICN	Name			

3. The Proofer will assign the Task to themselves on the Task Notes tab.

Figure 38. Assign Task

dentity Manage	ment To	oolkit					an ing the second second		Tuesday Mar
<u> </u>	〕					U	Help Log off		
Task Details Reso					-				Save
Task # Priority			Task Role Group		aseworker POC, ONE	1. Ref.	w Status		
1286433176	UNAS	SIGNED		~	POC, ONE (PROOFER) .		isign	~	
				_	Time	Spent:			
Task Type 1998 - PER	SON VERIFI	CATION [SEI	LF-SERVICE]		Days 0 🗸 Hours	0 🗸 Minutes 0	~		
Date Reported 09/16/2 16:32	021							_	
Task Lock Owner	Date Re	esolved		Th	areshold Score				
🕫 ICN		Source ID			Name	SSN	DOB	Pot Cat Edit	
1013045169V4465	55 [P]	101304516	9V446555^NI^200M	^USVHA	VAPATIENT, ONE	666-00-00	01		
The s		1	00.000000000000000000000000000000000000	-	1				

4. After assigning the **Task** they will open to **Task Details** tab, then **Select Person Verification** tab to process the **Task**.

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

Figure 39. Select Person Verification Tab

dentity Management 1	īoolkit	1	1		ŵ	Tuesday March	22nd, 2022
2 🧕 🕹 🔍 🕅			Hel	e Log.off			Search
Task Details Resolved Task	s Task Notes Task Audit	Person Verification Over	ride			Print	
	56 Date Report RSON VERIFICATION [SELF-SER] VERIFICATION AND IDENTITY TR/		Task Status A Date Resolved Caseworker Time Spent 0 Threshold Score	SSIGNED Days, 0 Hours,	0 Minutes		
₽ ICN	Source ID	Name	SSN	DOB	Pot Cat Edit		
1013661225V421294 [P]	1013661225^PN^200PROV^USDV/	VAPATIENT, ONE	666-00-0001				
	y file formats are compatible: c aded By File Name	loc,docx,pdf,jpg,jpeg,tif,ti Description	ff,xls,xlsx,csv				
Related Requests							
Request Date Request # Reported Type	Status Date Resolved	Caseworker Submitter R	equest ICN ite	Name			
THERE ARE NO RELATED REQUE	STS						

5. The Person Verification tab will open to the Data Review section of the Task. The Data Review tab of the Person Verification Tool is used to verify the identity traits and/or document changes to the traits. To verify traits, the Proofer will need to view the identification submitted by the Veteran. The Identification can be found on the Self-Service Images tab.

Figure 40. Attached Person Verification Document(s)

ICN	Source ID		Name	SSN	DOB	Pot Cat Edit
1013662077V050762	2 [P] <u>1013662077</u>	**************************************	VAPATIENT, ONE	<u>666-00-0002</u>		
u will be verify		s with supportin address needs	ng documentation. to be updated, se		that are in	ncorrect or have legally chan C.
	Last Name	VAPATIENT				
	Last Name First Name					
	Last Name First Name Middle Name	VAPATIENT ONE				
	Last Name First Name Middle Name ICN	VAPATIENT				
	Last Name First Name Middle Name ICN	VAPATIENT ONE 1013662077V050762 01/01/1983				
	Last Name First Name Middle Name ICN DOB	VAPATIENT ONE 1013662077V050762 01/01/1983				
File Name	Last Name First Name Middle Name ICN DOB Birth Sex	VAPATIENT ONE 1013662077V050762 01/01/1983		Upioaded By	Upi	load Date

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

Veteran Health Identification Card 4.26 User Guide – Volume 6 Self-Service New Card Request Processing

Figure 41. Compare Veteran Images



NOTE: Rejection reasons can include:

- Photo submitted is not acceptable
- Verification document uploaded is not acceptable
- Identification traits do not match
- 7. Enter reason for rejection under the Task Notes and click Save.

Figure 42. Enter Rejection Notes

Task #	Priority	Current	Task Role Group	р	Caseworker	PROOFER, ON	_	New Status		-	
1295146856		ASSIGNED	POC	~	PROOFER. C	ONE (PROOFER)	~		~	æ	
200140000		100101122		-			Time Spent:				
ask Type	1998 - PERSON VER	RIFICATION [SELF	-SERVICE]			Days 0 🗸 H	ours 0 🗸 Minu	utes 0 🗸			
ate Reported	03/29/2022 09:48										
ask Lock	PROOFER, ONE	Date Resolved			Threshold So	core					
🕫 ICN		Source ID		Name			SSN	DOB	Pot Cat Edit		
101366207	7V050762 [P]	1013662077^PN^	200PROV^USDVA	VAPA	TIENT, ONE		666-00-0002		Lun		
	11										
	9, 2022 at 10: o PROOFER,ONE(P		FER, ONE (PROOF	ER) A	uto Note:						
On March 2 Assigned t On March		PROOFER)			uto Note: wrote:						
On March 2 Assigned t On March	0 PROOFER, ONE (P	PROOFER)									
On March 2 Assigned t On March	0 PROOFER, ONE (P	PROOFER)									

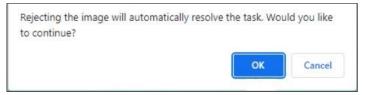
Veteran Health Identification Card 4.26 User Guide – Volume 6 Self-Service New Card Request Processing 8. Return to the **Self Service Images** tab and click the **[Reject Image]** button.

Figure 43. Select Reject Image Button

CICN		Source ID	Name	SSN	DOB	Pot Cat Edit	
1013662077V0507	<u>62</u> [P]	1013662077^PN^200PRO	OV*USDVA VAPATIENT, ONE	666-00-0002			
u will be veri	fying ide		07:26:34 <u>Check External</u> upporting documentation a needs to be updated, s		s that are i		e legally cha
7							
Data Review		ovice Images 絶 Do	Approval				
Data Review	La	ast Name VAPATIENT					
Data Review	La	ast Name VAPATIENT rst Name ONE dle Name					
Data Review	La	ast Name VAPATIENT rst Name ONE dle Name ICN 1013662077					
Data Review	La Fii Mide	ast Name VAPATIENT rst Name ONE dle Name					
Data Review	La Fii Mido	ast Name VAPATIENT rst Name ONE dle Name ICN 1013662077 DOB Birth Sex MALE		Uploaded By	Up	oload Date	

9. A pop up will appear to confirm the rejection. Select the **[OK]** button to confirm. Confirming the image rejection, the Proofing Task will auto-resolve and cancel the request.

Figure 44. Reject/Resolve Confirmation Message



Auto resolved tasks will go to Task Details tab instead of staying on the Person Verification tab.

Figure 45. Resolved Task Status

Identity Management T	oolkit				4	Tuesday Marcl	1 22nd, 2022
2 🔉 🧘 🔍			Hel	p Log off			Search
Task Details Resolved Task	s Task Notes Task Audit P	erson Verification Overr	de			Print	
🚖 Task # 128647395	6 Date Reporter	d 03/22/2022 13:35	Task Status R	SOLVED	-	200	
	SON VERIFICATION [SELF-SERV ERIFICATION AND IDENTITY TRA		Caseworker Time Spent 0 Threshold Score	Days, 0 Hou	irs, 0 Minutes		
2 ICN	Source ID	Name	SSN	DOB	Pot Cat Edit		
1013661225V421294 [P]	1013661225^PN^200PROV^USDVA	VAPATIENT, ONE	<u>666-00-0001</u>				
	file formats are compatible: do	pc,docx,pdf,jpg,jpeg,tif,tif	,xls,xlsx,csv				

The LOA on the Primary View will remain at 1.

Figure 46. Level of Assurance Does Not Change

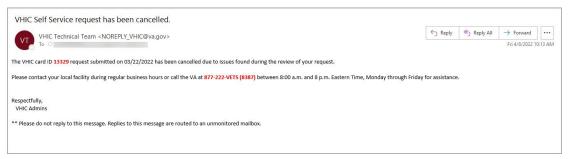
ld	lentity Managem	ent Toolkit					ŵ	Tuesda
2	🖸 🚨 🔍 🗊					Help Log off		
	Primary View Tasks(1)/R	tequests(#) Correlations(#)	Primary View Audit	ICN History(#)	ADR MPI PV Compare	Link Events Milestone	RJC Accounts(#)	Print
	*ICN 10136 Name MVIP/ SSN 666-00-							
<u>c</u>	ireate OVR Task					Level of Assurance:		
Г	Traits Relationships Credent	^{tials} Updated: MAR 29, 2022@07	:26:34					
	Field Name	Value	Authority Scor	e				
	ICN	1013662077V050762						
	ID State	PERMANENT						
	Test Record Indicator	0						

5.3. Communication For Veteran

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

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

Figure 47 Request Cancellation Review Issue



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

Figure 48. Request Cancellation Email Timed Out



6. Troubleshooting

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