

# **Veteran Health Identification Card (VHIC 4.30)**

## **User Guide**



**Volume 6 – Self-Service Processing**

**October 2024**

**Department of Veterans Affairs**

**Office of Information and Technology (OIT)**

## Revision History

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10/21/2024	5	Updated functionality and formatting to adhere to OIT Branding initiative	REDACTED
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# Table of Contents

<b>1. Introduction</b>	<b>1</b>
1.1. Purpose	1
1.2. Document Orientation	1
1.2.1. Organization of the Manual	1
1.2.2. Assumptions	2
1.2.3. Disclaimers	2
1.2.4. Documentation Disclaimer	3
1.2.5. Documentation Conventions	3
1.3. Enterprise Service Desk and Organizational Contacts	3
<b>2. Self-Service VHIC Card Request – What is it?</b>	<b>4</b>
<b>3. Getting Started</b>	<b>4</b>
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	5
3.3.1. Accessing the Identity Management Toolkit Directly	5
3.3.2. Accessing Identity Management Toolkit from within the VHIC Application	6
<b>4. VHIC Application Home Page</b>	<b>8</b>
4.1. VHIC System Status Banner	8
4.2. VHIC Self-Service Request Notifications	9
4.3. Viewing Self-Service New Card Requests	9
4.3.1. View Unassigned Requests by VISN	9
4.3.2. View Unassigned Requests by Facility	11
4.3.3. Assigned Requests	13
<b>5. Self-Service Request Processing</b>	<b>15</b>
5.1. Person Verification Task- Accepted Image	15
5.2. Person Verification Task- Rejected Image	24
5.3. Communication For Veteran	31
<b>6. Troubleshooting</b>	<b>32</b>

**Tables**

Table 1: Enterprise Service Desk Contact Information ..... 3

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

## **1.2.3. Disclaimers**

### **1.2.3.1. Software Disclaimer**

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

### 1.2.4. 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.

### 1.2.5. 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).

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

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED , option 2. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at REDACTED , option 2.

	When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED , option 2. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

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

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

## 3. Getting Started

### 3.1. 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*.

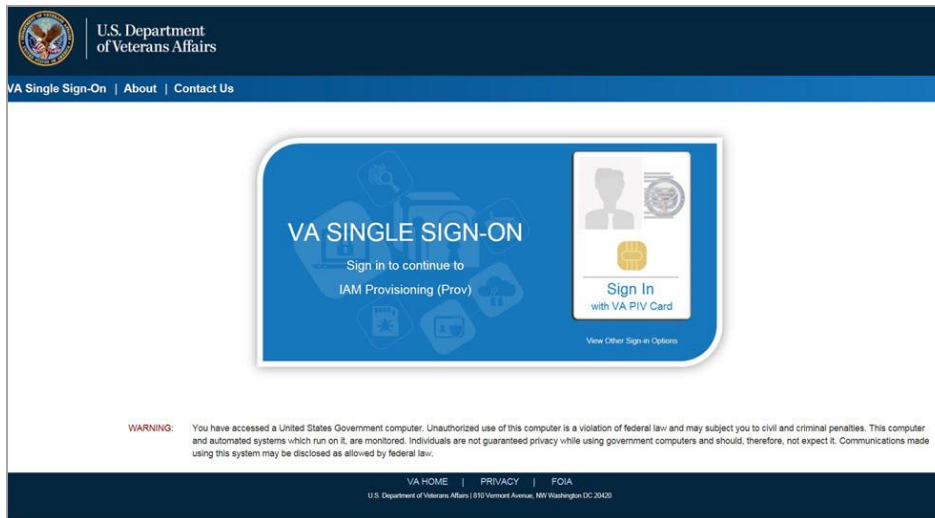
The VHIC URL is REDACTED and is case sensitive – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future.

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**



## 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

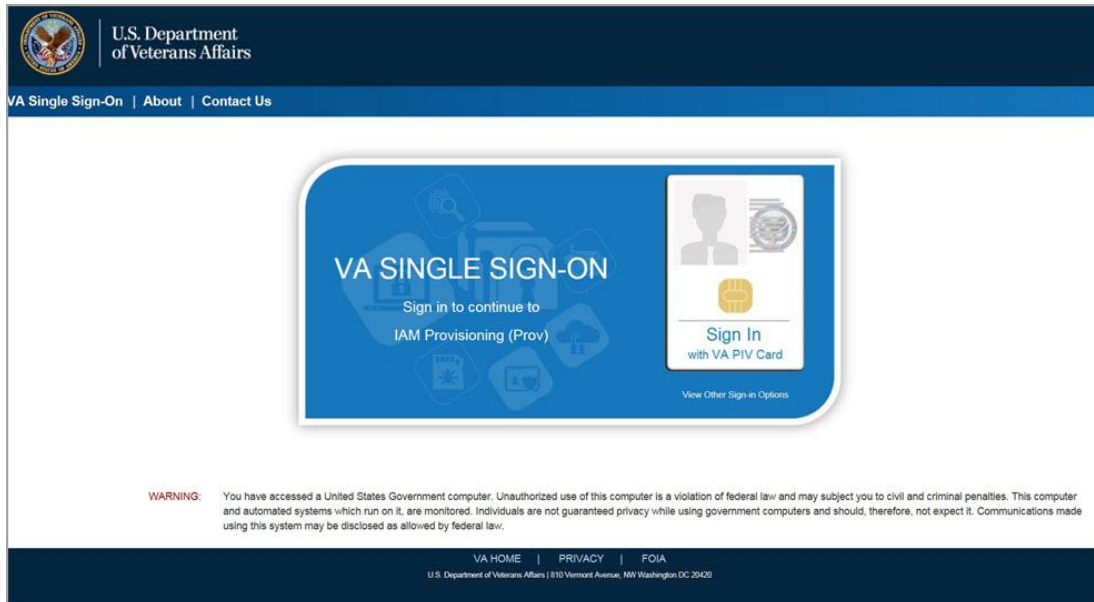
### 3.3.1. Accessing the Identity Management Toolkit Directly

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 URL in the next section entitled "SSOi."

SSOi: REDACTED

**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 just that can be found here: REDACTED.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

### **3.3.2. 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**

### 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**

**Assigned Self-Service Requests For Manual Review**

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

Page 1 of 1 prev next

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	<a href="#">VGTESTTWENTYSI TESTTHIRTYSEVEN</a>	16499	1012900244V675699	8/14/2024	REVIEW
	<a href="#">UATTESTELEVE VHICUATTESTELEVEN</a>	16617	1013666318V323508	9/18/2024	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**

**Assigned Self-Service Requests For Manual Review**

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

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	VAPERSON, ONE (PREFERRED NAME)	16617	1013666318V323508	9/18/2024	REVIEW

**Figure 6. MPI Toolkit Task**



**Identity Management Toolkit**

ICN: 305366125V42294 ID STATE: PERMANENT  
 Name: VAPATIENT, ONE  
 SSN: 656 00 0001 SSN Verification Status:

**Active Tasks**

Task #	Date Reported	Task Type	Completion	Task Status	Caseworker
348K285	03/24/2024	MPI - HISTORICAL EXCEPTIONS	20240324	NEW	PROVISIONING SYSTEM

**Related Requests(0)**

THERE ARE NO RELATED REQUESTS.

## 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

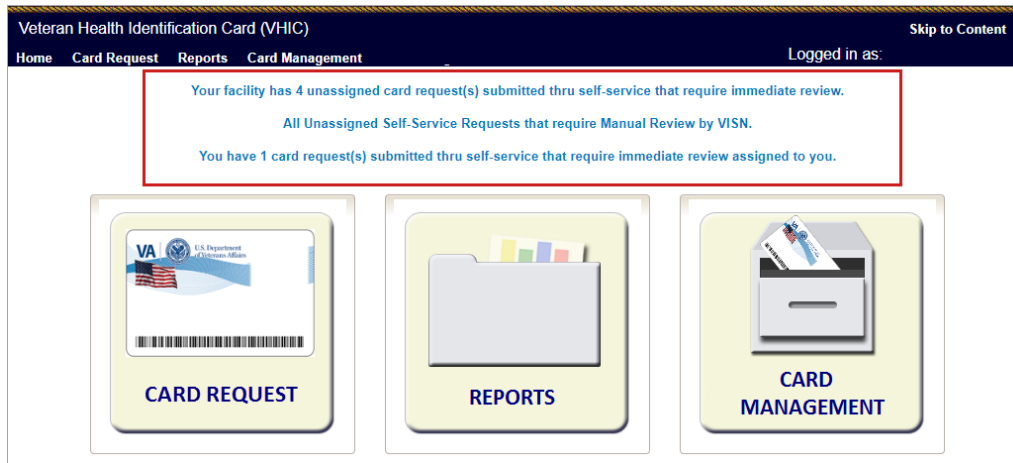
## 4.2. VHIC Self-Service Request Notifications

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:

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

**Figure 8. Self-Service Request Notifications**



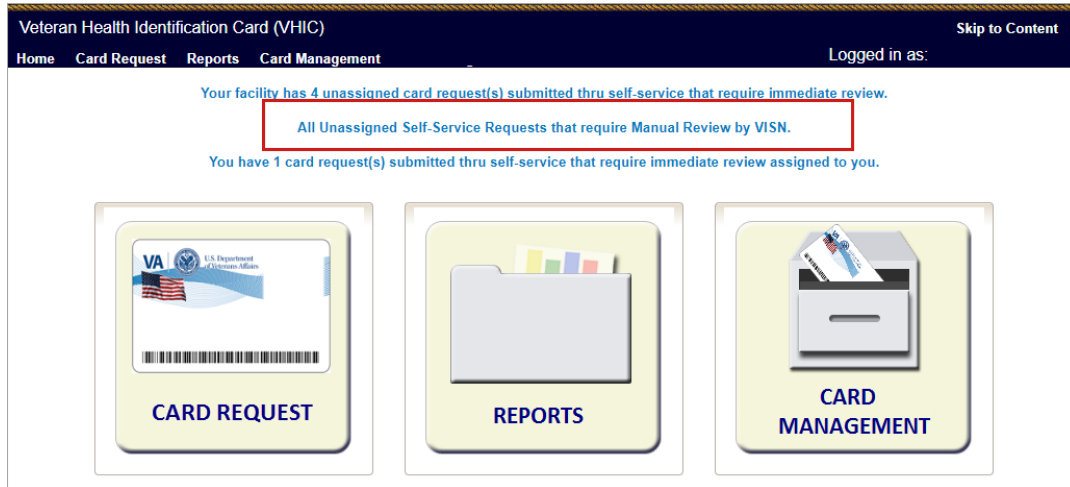
## 4.3. Viewing Self-Service New Card Requests

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**

**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

Page 1 of 2

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	<a href="#">VGROY TESTDINH</a>	16489	1014040322V511501	8/12/2024	REVIEW	677	15
	<a href="#">VGTESTIM TESTDAVID</a>	16490	1014040323V277920	8/12/2024	REVIEW	644	22
	<a href="#">VGTESTRICHARD TESTTOM</a>	16491	1014040325V100794	8/12/2024	REVIEW,NO FACILITY ADDRESS	343	

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**

**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.

Page 1 of 2 prev next

VISN  Filter

Picture	Full Name	Hold Reasons	Facility	VISN
	<a href="#">VG TROY TEST DINH</a>	24 REVIEW	677	15
	<a href="#">VG TESTIM TEST DAVID</a>	24 REVIEW	644	22
	<a href="#">VG TEST RICHARD TEST TOM</a>	24 REVIEW, NO FACILITY ADDRESS	343	

1 - VA New England Health Care System  
 10 - VA Healthcare System of Ohio  
 11 - Veterans in Partnership  
 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  
 19 - VA Rocky Mountain Network  
 2 - VA Healthcare Network Upstate New York  
 20 - VA Northwest Health Network  
 21 - VA Sierra Pacific Network

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**

**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.

Page 1 of 2 prev next

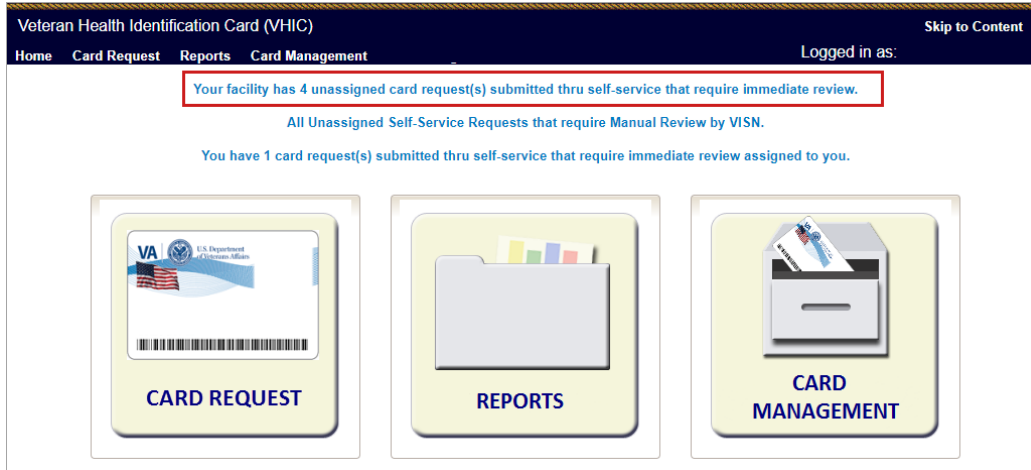
VISN  Filter

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	<a href="#">VG TROY TEST DINH</a>	16489	1014040322V511501	8/12/2024	REVIEW	677	15
	<a href="#">VG TESTIM TEST DAVID</a>	16490	1014040323V277920	8/12/2024	REVIEW	644	22
	<a href="#">VG TEST RICHARD TEST TOM</a>	16491	1014040325V100794	8/12/2024	REVIEW, NO FACILITY ADDRESS	343	

### 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.

**Figure 13. Facility Unassigned Request Information**



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

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




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

**Figure 14. Unassigned Self-Service Requests for Manual Review**

**Unassigned Self-Service Requests For Manual Review**

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

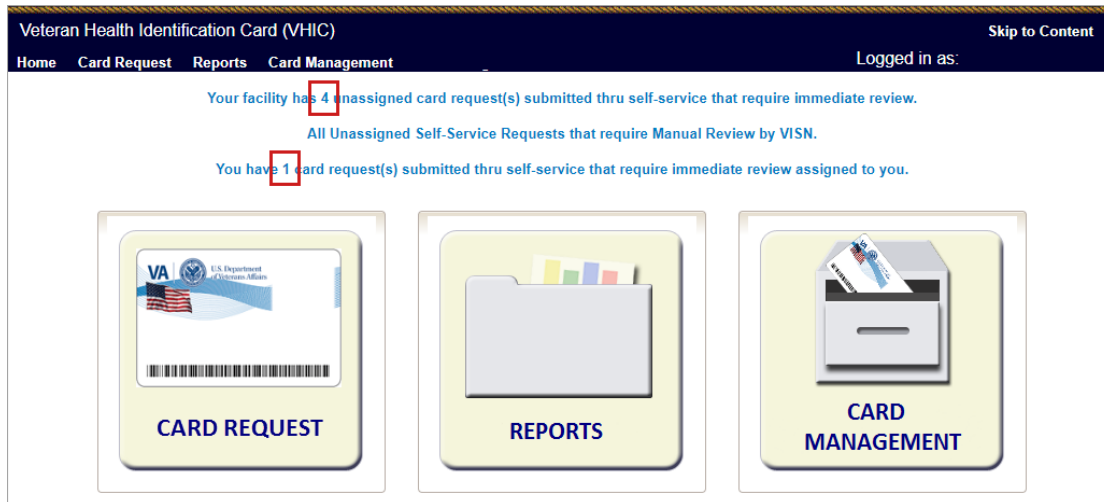
Page 1 of 2

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	<a href="#">VGTROY TESTDINH</a>	16489	1014040322V511501	8/12/2024	REVIEW	677	15
	<a href="#">VGTESTIM TESTDAVID</a>	16490	1014040323V277920	8/12/2024	REVIEW	644	22
	<a href="#">VGTESTRICHARD TESTTOM</a>	16491	1014040325V100794	8/12/2024	REVIEW,NO FACILITY ADDRESS	343	



The user will be able to see the updated number of requests in their queue on the home page.

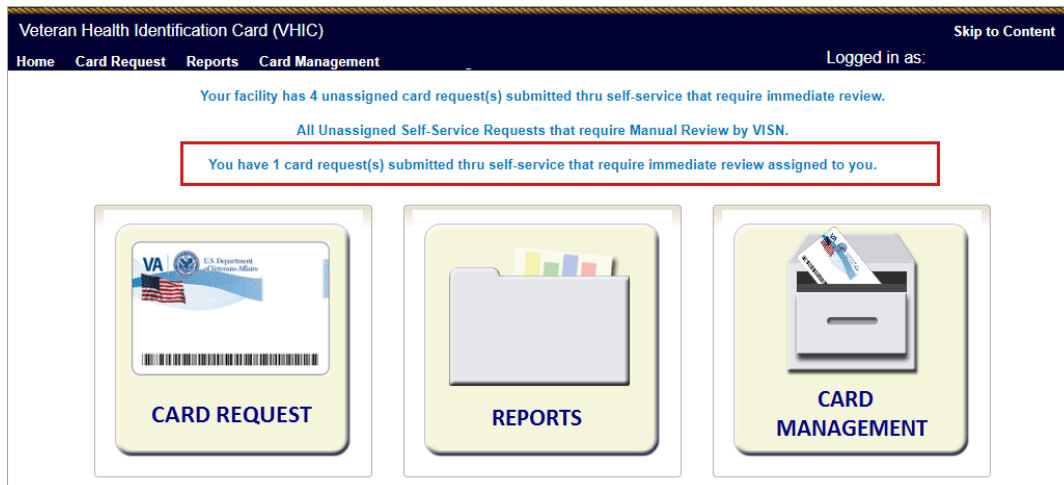
**Figure 15. Request Information Changed**



### 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)

**Figure 17. Assigned Self-Service Requests for Manual Review**

Assigned Self-Service Requests For Manual Review					
Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.					
Page 1 of 1 <input type="button" value="prev"/> <input type="button" value="next"/>					
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	<a href="#">VGTESTTWENTYSI TESTTHIRTYSEVEN</a>	16499	1012900244V675699	8/14/2024	REVIEW
	<a href="#">UATTESTEVE VHUATTESTEVEN</a>	16617	1013666318V323508	9/18/2024	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 18. Assigned Self-Service Requests for Manual Review with Preferred Name**

Assigned Self-Service Requests For Manual Review					
Select veteran name hyperlink to open a separate window to the Identity Management ToolKit for you to conduct Person Verification task review. Please ensure you are logged in to the Identity Management ToolKit before clicking the link.					
Page 1 of 1 <input type="button" value="prev"/> <input type="button" value="next"/>					
Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	<a href="#">VAPERSON, ONE (PREFERRED NAME)</a>	16617	1013666318V323508	9/18/2024	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 3.3 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**

**Assigned Self-Service Requests For Manual Review**

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

Page 1 of 1

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons
	<a href="#">VGTESTTWENTYSI TESTTHIRTYSEVEN</a>	16499	1012900244V675699	8/14/2024	REVIEW
	<a href="#">UATTESTELEVE VHICUATTESTELEVEN</a>	16617	1013666318V323508	9/18/2024	REVIEW

**To process:**

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

**Figure 20. Select Task Number**

The screenshot shows the 'Identity Management Toolkit' interface. At the top, there are navigation tabs: 'Primary View', 'Tasks(0)/Requests(0)', 'Correlations(7)', 'Primary View Audit', 'ICN History(#)', 'ADR MPI PV Compare', 'Link Events', 'Milestones', and 'RJC'. Below this, a user profile is displayed for 'VAPATIENT, ONE' with ICN 1013659740V975586 and SSN 666-00-0001. The main section is titled 'Active Tasks' and contains a table with the following data:

Task #	Date Reported	Task Type	Correlation	Task Status	Caseworker
1286433176	03/22/2022	1998 - PERSON VERIFICATION (SELF-SERVICE)	200PROV-VA PROVISIONING SYSTEM	NEW	

Below the 'Active Tasks' table is a 'Related Requests(0)' section, which is currently empty. At the bottom is an 'Informational Tasks' section, also empty. A red arrow in the original image points to the task number '1286433176' in the first row of the 'Active Tasks' table.

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

**Figure 21. Task Notes Tab**

The screenshot shows the 'Identity Management Toolkit' interface with the 'Task Notes' tab selected. The task details for task # 1286433176 are displayed, including the date reported (03/24/2022 17:02) and task status (NEW). A red arrow points to the task number '1286433176' in the 'Task #' field. Below the task details is a table with the following data:

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

Below the table is an 'Upload Files' section with a message: 'Upload Files - The following file formats are compatible: doc, docx, pdf, jpg, jpeg, tif, tiff, xls,xlsx, csv'. There is a table for uploads with columns: 'Upload Date', 'Uploaded By', 'File Name', and 'Description'. Below that is a 'Related Requests' section, which is currently empty. A red arrow in the original image points to the task number '1286433176' in the 'Task #' field.

Figure 22. Assign Task

Identity Management Toolkit

Task # 1286433176 Priority UNASSIGNED Current Status UNASSIGNED Task Role Group POC, ONE (PROOFER) Caseworker POC, ONE New Status Assign

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

Date Reported 09/16/2021 16:32

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

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

Figure 23. Figure 23. Person Verification Task Details

Identity Management Toolkit

Task # 1286433176 Date Reported 03/22/2022 13:35 Task Status ASSIGNED

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

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker

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

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013661225V421294 [P]	1013661225*PN*200PROV*USDVA	VAPATIENT, ONE	666-00-0001	01/01/1983	

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

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

Related Requests

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

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.

**Figure 24. Person Verification Data Review Screen**

**Identity Management Toolkit** Thursday September 1st, 2022

Help Log off Search

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

★ Task # 1330049428 Date Reported 08/03/2022 15:16 Task Status ASSIGNED

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

Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker

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

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013697734V551527 [PI]	1013697734*PN*200PROV*USDVA	VAPATIENT_ONE	000-35-0117	11/20/1958	

PRIMARY VIEW DATA - Updated: SEP 02, 2022@14:08:13 [Check External Identity Verification Tool](#)

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

Data Review **Self Service Images** Documentation Approval

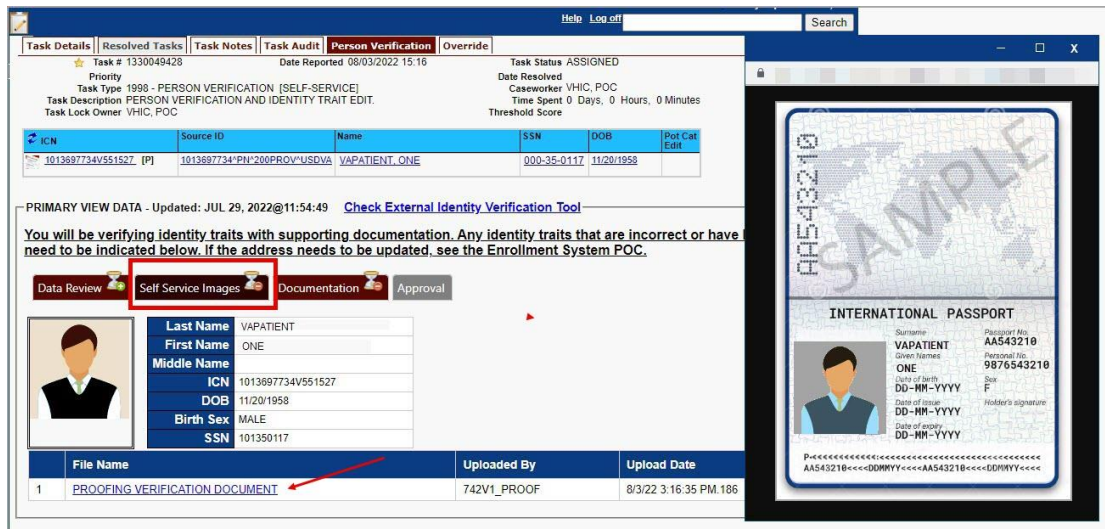
Field Name	MVI Value	Verify	New Value
ICN	1013697734V551527		
Last Name	VAPATIENT	<input type="checkbox"/>	<input type="text"/>
First Name	ONE	<input type="checkbox"/>	<input type="text"/>
Middle Name		<input type="checkbox"/>	<input type="text"/>
Suffix		<input type="checkbox"/>	<input type="text"/>
DOB	NOVEMBER 20, 1958	<input type="checkbox"/>	Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>
Birth Sex	MALE	<input type="checkbox"/>	<input type="text"/>
SSN	101350117	<input type="checkbox"/>	<input type="text"/>
SSN Verification Status			

Save Draft Submit

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

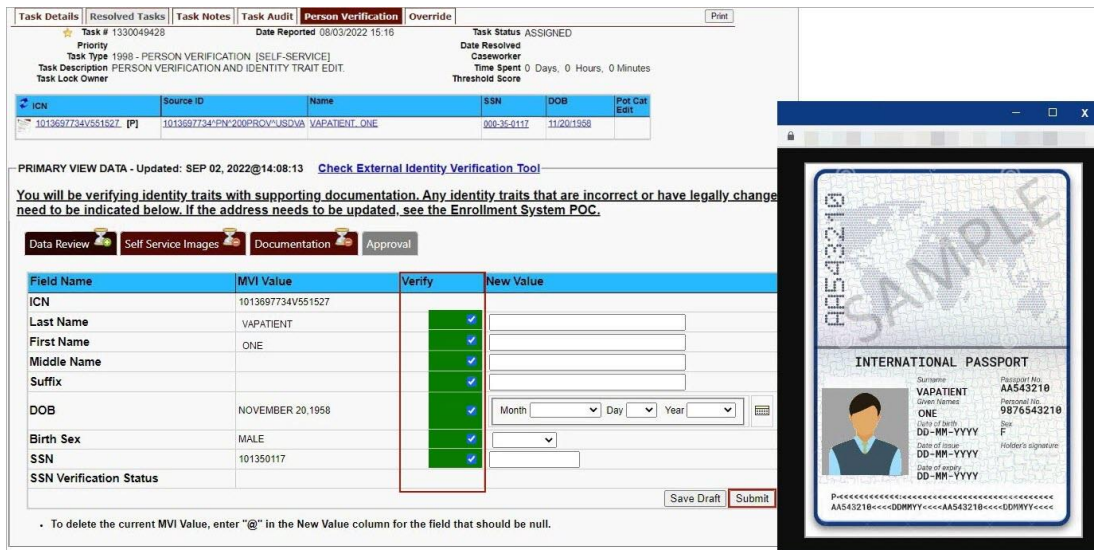
- On the **Self-Service Images** tab, click **Person Verification Document link (s)** to open the submitted images for review. The documents will open in a separate window. Review the **Proofing Document(s)** and return to the **Data Review** tab

**Figure 25. Self-Service Images Tab**



- 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**



- 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.

**Figure 27. Accept Veteran Submitted Image**

The screenshot displays a 'Person Verification' task interface. At the top, there are tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Person Verification' tab is active, showing task details: Task # 1330049428, Date Reported 08/03/2022 15:15, Task Status ASSIGNED, Priority, Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE], Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT, and Task Lock Owner VHC, POC. Below this is a table with columns ICN, Source ID, Name, SSN, DOB, and Pol Cat Edit. The table contains one row with values: 1013897734V551527 [PI], 1013897734\*PN\*200PROV\*USDVA, VAPATIENT.ONE, 101-35-9117, 11/20/1958. Below the table is a 'PRIMARY VIEW DATA' section with a timestamp and a link to 'Check External Identity Verification Tool'. A warning message states: 'You will be verifying identity traits with supporting documentation. Any identity traits that are incorrect or have need to be indicated below. If the address needs to be updated, see the Enrollment System POC.' There are buttons for 'Data Review', 'Self Service Images', 'Documentation', and 'Approval'. A form shows fields for 'Last Name' (VAPATIENT), 'First Name' (ONE), 'Middle Name', 'ICN' (1013897734V551527), 'DOB' (11/20/1958), 'Birth Sex' (MALE), and 'SSN' (101350117). A 'File Name' table lists 'PROOFING VERIFICATION DOCUMENT' uploaded by '742V1\_PROOF' on '8/3/22 3:16:35 PM, 166'. At the bottom are 'Accept Image' and 'Reject Image' buttons. On the right, a window shows an 'INTERNATIONAL PASSPORT' for 'VAPATIENT ONE' with passport number 'AA543210' and other details.

**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 *Person Verification Task- Rejected Image in Section 5.2*.



- 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.

**Figure 28. Documentation Tab**

PRIMARY VIEW DATA - Updated: SEP 17, 2024@17:50:57 [Check External Identity Verification Tool](#)

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

Data Review  Self Service Images  Documentation  Approval

Field Name	MVI Value	New Value
ICN	1013752923V230255	1013752923V230255
Last Name	VAPATIENT	VAPATIENT
First Name	ONE	ONE
Middle Name		
Suffix		
DOB	11/30/1960	11/30/1960
Birth Sex	MALE	MALE
SSN	101-34-0156	101-34-0156
SSN Verification Status		

**Verification Document(s) Instructions**

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

Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IDM for approval.

Changed Field	Allowed Documents
	<ul style="list-style-type: none"> <li>State-Issued Driver's License</li> <li>Passport</li> <li>Federal, State, or Local Government-issued photo ID containing name and DOB</li> <li>1010 (For Corrections Only)</li> </ul>

\*Please note primary proofing document required for VHC.

**Verification Document(s)**

Primary Proofing Document(s) - (for Identity Proofing and MPI Identity Verification)

State-Issued Driver's License

Passport

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

Secondary Proofing Document(s) - (For MPI Updates only)

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

1010 (For Corrections Only)

Appointment Status

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

Save Draft Submit

10. The Proofer will select the documentation type submitted from the list of acceptable documents and click **Submit**.

**Figure 29. Submit Document Details**

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Print
★ Task # 1546869179				Date Reported 09/17/2024 17:50	Task Status ASSIGNED
Priority				Date Resolved	Caseworker RAY, ALICIA K.
Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE]				Time Spent 0 Days, 0 Hours, 0 Minutes	Threshold Score
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT.					
Task Lock Owner BRYANT, APRIL-VHIC					

ICN	Source ID	Name	SSN	DOB	Pot Cat Edr
1013752923V230255 [P]	1013752923V230255*NI*200M*USVHA	TESTSIXTY_VGTESIXTY	101-34-0156	11/30/1960	

PRIMARY VIEW DATA - Updated: SEP 17, 2024@17:50:57 [Check External Identity Verification Tool](#)

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

Data Review  Self Service Images  Documentation  Approval

Field Name	MVI Value	New Value
ICN	1013752923V230255	1013752923V230255
Last Name	VAPATIENT	VAPATIENT
First Name	ONE	ONE
Middle Name		
Suffix		
DOB	11/30/1960	11/30/1960
Birth Sex	MALE	MALE
SSN	101-34-0156	101-34-0156
SSN Verification Status		

**Verification Document(s) Instructions**

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

Please note the 1010 can only be submitted for corrections such as typos and misspellings but not legal changes. All requests submitted with only the 1010 as documentation will be reviewed by HC IdM for approval.

Changed Field	Allowed Documents
Level of Assurance <input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>State-Issued Driver's License</li> <li>Passport</li> <li>Federal, State, or Local Government-issued photo ID containing name and DOB</li> <li>1010 (For Corrections Only)</li> </ul>

\*Please note primary proofing document required for VHIC.

**Verification Document(s)**

Primary Proofing Document(s) - (for Identity Proofing and MPI Identity Verification)

State-Issued Driver's License

Passport

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

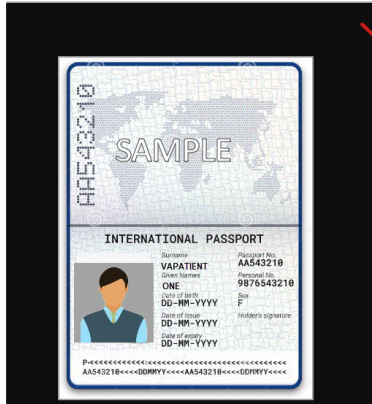
Secondary Proofing Document(s) - (For MPI Updates only)

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  
 1010 (For Corrections Only)

Appointment Status

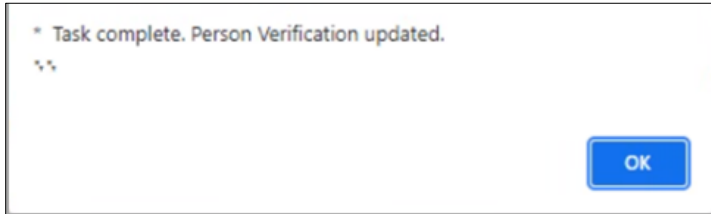
Is the person on site for an appointment or have an upcoming appointment within 24 hours?

Save Draft Submit



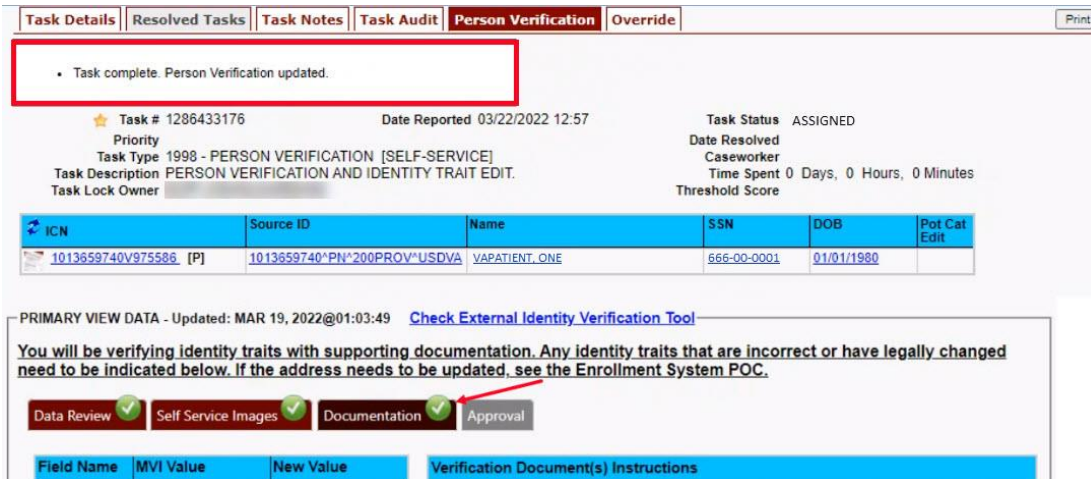
11. A pop-up box will show that the task has been completed. Select **OK** button.

**Figure 30. Select OK Button**



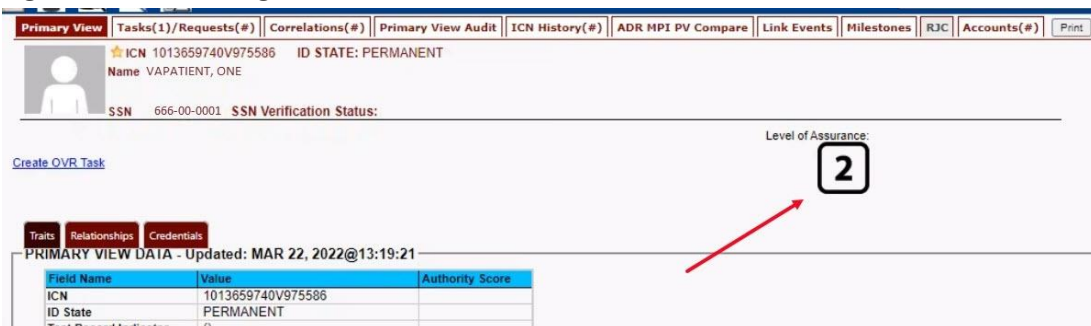
Documentation Requirements Met, Check Marks indicate that all Proofing Tasks have been Completed

**Figure 31. Task Completed**



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

**Figure 32. LOA Changed**



**Note:** If after the Task is completed, the LOA remains at 1, the Refresh View button at the bottom of the Primary View screen can be used to update the page. Due to system traffic and processing speeds, the Primary View screen may need to be refreshed multiple times. Once LOA elevates to 2, there is no need to submit a Card Request in VHIC Application. A card request will be automatically submitted to the print vendor the next business day and it will be removed from ON HOLD status and will no longer be included in the ASSIGNED SELF-SERVICE REQUESTS FOR MANUAL REVIEW.

**Figure 33. Refresh View button**

The screenshot shows a form with the following sections:

- Alias:** Name (NO ALIASES FOUND), SSN
- ICN Creation Data:** Entered By: RPC, Date Entered: MAR 19 2022@16:05:06, Facility of Original Creation: 200PROV
- Buttons: Add POI, Refresh View (highlighted with a red arrow)

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)** | Primary View Audit | ICN History(#) | ADR MPI PV Compare | Link Events | Milestones | RJC | Accounts(#) | Print

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

All Correlations

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

## 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**

**Assigned Self-Service Requests For Manual Review**

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

Page 1 of 2 [prev](#) [next](#)

Picture	Full Name	Card Id	ICN	Hold Date	Hold Reasons	Facility	VISN
	<a href="#">VG TROY TEST DINH</a>	16489	1014040322V511501	8/12/2024	REVIEW	677	15
	<a href="#">VG TESTIM TEST DAVID</a>	16490	1014040323V277920	8/12/2024	REVIEW	644	22
	<a href="#">VG TEST RICHARD TEST TOM</a>	16491	1014040325V100794	8/12/2024	REVIEW, NO FACILITY ADDRESS	343	

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

**Figure 36. MPI Toolkit Task Number Link**

Primary View **Tasks(1)/Requests(0)** Correlations(0) [Print](#)

★ ICN ID STATE:  
Name

SSN SSN Verification Status:

**Lists** **Proofing**

**Verification Tasks**

[Request VA CSP](#) [Proof History](#)

Task #	Date Reported	Task Type	Task Status	Caseworker
1514980816	02/22/2024	1998 - PERSON VERIFICATION [SELF-SERVICE]	NEW	

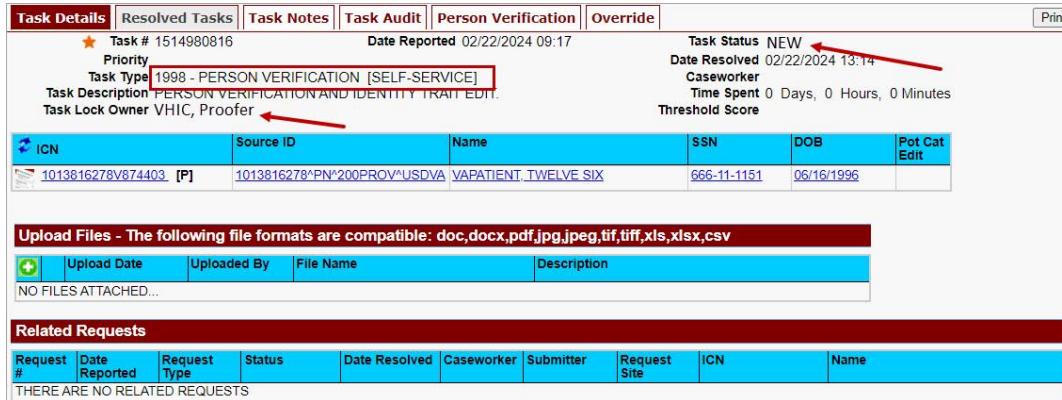
[New Proofing Task](#)

**Active Tasks**

Task #	Date Reported	Task Type	Task Status	Caseworker
1514980816	02/22/2024	1998 - PERSON VERIFICATION [SELF-SERVICE]	NEW	

The **Task Details** page will open

**Figure 37. New Person Verification Task Details**



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

★ Task # 1514980816 Date Reported 02/22/2024 09:17 Task Status **NEW**  
Priority Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Date Resolved 02/22/2024 13:14  
Task Description PERSON VERIFICATION AND IDENTITY TRAIT EDIT. Caseworker  
Task Lock Owner VHIC, Proofer Time Spent 0 Days, 0 Hours, 0 Minutes  
Threshold Score

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE_SIX	666-11-1151	06/16/1996	

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

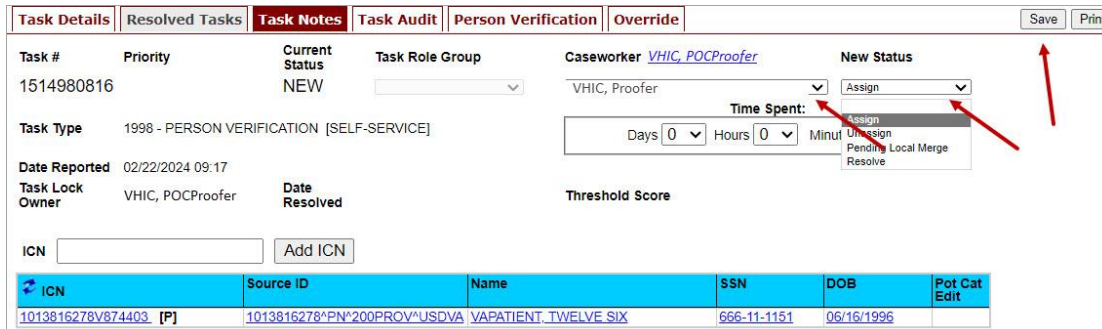
Upload Date	Uploaded By	File Name	Description
NO FILES ATTACHED...			

**Related Requests**

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

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

**Figure 38. Assign Task**



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

Task # 1514980816 Priority Current Status NEW Task Role Group Caseworker *VHIC, POCProofer* New Status  
1514980816 NEW [dropdown] VHIC, Proofer [dropdown] Assign [dropdown]

Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE] Time Spent: Days 0 Hours 0 Minut [dropdown]  
Date Reported 02/22/2024 09:17 Task Lock Owner VHIC, POCProofer Date Resolved Threshold Score

ICN [input]

ICN	Source ID	Name	SSN	DOB	Pot Cat Edit
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE_SIX	666-11-1151	06/16/1996	

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**

The screenshot shows the 'Task Details' screen with the 'Person Verification' tab selected. The 'Task Type' is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. The 'Caseworker' is 'VHIC, POCProofer'. The 'Task Status' is 'ASSIGNED'. The 'Date Reported' is '02/22/2024 09:17'. The 'Task Lock Owner' is 'VHIC, POCPROOFER'. The 'Task Description' is 'PERSON VERIFICATION AND IDENTITY TRAIT EDIT'. The 'Task Role Group' is 'VHIC'. The 'Time Spent' is '0 Days, 0 Hours, 0 Minutes'. The 'Threshold Score' is empty. The 'ICN' is '1013816278V874403 [P]'. The 'Source ID' is '1013816278\*PN\*200PROV\*USDVA'. The 'Name' is 'VAPATIENT\_TWELVE SIX'. The 'SSN' is '666-11-1151'. The 'DOB' is '06/16/1996'. The 'Pot Cat Edit' is empty. The 'Task Notes' section shows a note: 'On February 22, 2024 at 13:07:06, VHIC, POCPROOFER Assigned to Auto Note:'.

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.
6. The Identification can be found on the **Self-Service Images** tab.

**Figure 40. Select Self-Service Images Tab**

The screenshot shows the 'Person Verification' tool with the 'Self-Service Images' tab selected. The 'Data Review' section is visible, showing a table of fields to be verified. The 'Task Status' is 'ASSIGNED'. The 'Date Reported' is '02/22/2024 09:17'. The 'Task Type' is '1998 - PERSON VERIFICATION [SELF-SERVICE]'. The 'Task Description' is 'PERSON VERIFICATION AND IDENTITY TRAIT EDIT'. The 'Task Role Group' is 'VHIC'. The 'Time Spent' is '0 Days, 0 Hours, 0 Minutes'. The 'Threshold Score' is empty. The 'ICN' is '1013816278V874403 [P]'. The 'Source ID' is '1013816278\*PN\*200PROV\*USDVA'. The 'Name' is 'VAPATIENT\_TWELVE SIX'. The 'SSN' is '666-11-1151'. The 'DOB' is '06/16/1996'. The 'Pot Cat Edit' is empty. The 'Task Notes' section shows a note: 'On February 22, 2024 at 13:07:06, VHIC, POCPROOFER Assigned to Auto Note:'.

Field Name	MVI Value	Verify	New Value
ICN	1013816278V874403		
Last Name	VAPATIENT	<input type="checkbox"/>	
First Name	TWELVE	<input type="checkbox"/>	
Middle Name	SIX	<input type="checkbox"/>	
Suffix		<input type="checkbox"/>	
DOB	JUNE 16, 1996	<input type="checkbox"/>	Month: <input type="text"/> Day: <input type="text"/> Year: <input type="text"/>
Birth Sex	MALE	<input type="checkbox"/>	<input type="text"/>
SSN	666111151	<input type="checkbox"/>	<input type="text"/>
SSN Verification Status			

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

- On the Self-Service Images tab, clicking the **Proofing Verification Document** link will cause a separate window to open showing the supporting documentation the Veteran uploaded for the request.

**Figure 41. Compare Veteran Images**

The screenshot shows a web application interface for 'Person Verification'. The main window has tabs for 'Task Details', 'Resolved Tasks', 'Task Notes', 'Task Audit', 'Person Verification', and 'Override'. The 'Person Verification' tab is active, showing task details for Task # 1514980816, Date Reported 02/22/2024 09:17, and Task Status ASSIGNED. The task description is 'PERSON VERIFICATION AND IDENTITY TRAIT EDIT'. Below this is a table with columns 'ICN', 'Source ID', and 'Name'. A row shows ICN 1013816278V874403, Source ID 1013816278\*PN\*200PROV\*USDVA, and Name VAPATIENT. There is a 'PRIMARY VIEW DATA' section with a 'Check' link. A message states: 'You will be verifying identity traits with supporting documents. The address need to be updated below. If the address needs to be updated, click the address icon.' Below this are three tabs: 'Data Review', 'Self Service Images', and 'Documentation'. The 'Self Service Images' tab is active, showing a profile picture of a man with glasses and a beard. To the right is a table with fields: Last Name (VAPATIENT), First Name (TWELVE), Middle Name (SIX), ICN (1013816278V874403), DOB (06/16/1996), Birth Sex (MALE), and SSN (668111151). Below the table is a 'File Name' section with a table containing one row: '1' and 'PROOFING VERIFICATION DOCUMENT'. A red arrow points to this link. Below the file name section is a '+/- Reject Reasons' section and 'Accept Image' and 'Reject Image' buttons. A separate window is open, displaying a sample international passport. The passport is for 'VAPATIENT TWELVE SIX' with passport number 'AA543210' and '9876543210'. It includes fields for Surname, Given Names, Nationality, Date of Birth, Sex, Date of Issue, and Date of Expiry. The passport is labeled 'INTERNATIONAL PASSPORT' and 'SAMPLE'.

- Upon review if the images do not match, or if they fall under any other rejection reason, the user will select the **+/-** button. This will open the drop-down list of rejection reasons. VHIC Proofer will mark all check boxes that apply.



**Figure 42. Rejection Reason Menu**

	File Name	Uploaded By	Upload Date
1	<a href="#">PROOFING VERIFICATION DOCUMENT</a>	742V1_PROOF	2/22/24 9:17:35 AM.360

+/- Rejection Reasons

<input type="checkbox"/>	Altered photo
<input checked="" type="checkbox"/>	Does not meet Facial Requirements
<input type="checkbox"/>	Expired Proofing Document
<input checked="" type="checkbox"/>	Glasses or Electronics (i.e. Ear Pods- not allowed)
<input type="checkbox"/>	Missing Photo
<input type="checkbox"/>	Missing Proofing Document
<input type="checkbox"/>	No Black & White Photo
<input checked="" type="checkbox"/>	Non-Solid Light-Colored Background
<input checked="" type="checkbox"/>	Photo of an ID
<input type="checkbox"/>	Picture of a Picture
<input type="checkbox"/>	Unacceptable Proofing Document
<input type="checkbox"/>	Unauthorized Head Gear/Attire
<input type="checkbox"/>	Use of filters

**NOTE:** Rejection reasons can include:

- Altered photo
- Does not meet Facial Requirements
- Expired Proofing Document
- Glasses or Electronics (i.e., Ear Pods, etc. not allowed)
- Missing Photo
- Non-Solid Light-Colored Background
- Phot of an ID
- Picture of a picture
- Unacceptable Proofing Document
- Unauthorized Head Gear/Attire
- Use of Filters


9. With the reasons selected, click the **Reject Image** button.

**Figure 43. Select Reject Image Button**

PRIMARY VIEW DATA - Updated: FEB 22, 2024@09:08:26 [Check External Identity Verification Tool](#)

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

Data Review Self Service Images Documentation Approval



Last Name	VAPATIENT
First Name	TWELVE
Middle Name	SIX
ICN	1013816278V874403
DOB	06/16/1996
Birth Sex	MALE
SSN	666111151

	File Name	Uploaded By	Upload Date
1	<a href="#">PROOFING VERIFICATION DOCUMENT</a>	742V1_PROOF	2/22/24 9:17:35 AM.360

+/- Reject Reasons

Accept Image Reject Image

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

**Figure 44. Reject/Resolve Confirmation Message**

Rejecting the image will automatically resolve the task. Would you like to continue?

**OK** Cancel


Auto resolved tasks will go to **Task Details** tab instead of staying on the Person Verification Tab. Navigating to the **Task Notes** tab will show the Task Status as **Resolved** and will show the system generated notes showing the reason(s) for rejection.

**Figure 45. Resolved Task Status**

Task Details	Resolved Tasks	Task Notes	Task Audit	Person Verification	Override	Save	Print
Task # 1514980816	Priority	Current Status <b>RESOLVED</b>	Task Role Group	Caseworker VHIC, Proofer	New Status		
Task Type 1998 - PERSON VERIFICATION [SELF-SERVICE]	Time Spent: Days 0 Hours 0 Minutes 0						
Date Reported 02/22/2024 09:17	Task Lock VHIC, PROOFER	Date Resolved 02/22/2024 13:14	Threshold Score				
ICN	Add ICN						
ICN	Source ID	Name	SSN	DOB	Pot Cat	Edit	
1013816278V874403 [P]	1013816278*PN*200PROV*USDVA	VAPATIENT_TWELVE SIX	666-11-1151	06/16/1996			
Task Notes							
On February 22, 2024 at 13:07:06, VHIC, PROOFER Auto Note: Assigned to							
--On February 22, 2024 at 13:14:13, VHIC, PROOFER Auto Note: SELF SERVICE IMAGE REJECTED. (Does not meet Facial Requirements Glasses or Electronics (i.e. Ear Pods- not allowed) Non-Solid Light-Colored Background Photo of an ID)							
--On February 22, 2024 at 13:14:14, VHIC, PROOFER Auto Note: Task status set to RESOLVED. Resolved by VHIC, PROOFER							

The LOA on the Primary View will remain at 1

**Figure 46. Level of Assurance Does Not Change**

Primary View	Tasks(1)/Requests(#)	Correlations(#)	Primary View Audit	ICN History(#)	ADR MPI PV Compare	Link Events	Milestones
 <p>★ ICN 1013816278V874403 ID STATE: PERMANENT Name VAPATIENT, TWELVE SIX SSN 666-11-1151 SSN Verification Status:</p> <p><a href="#">Create OVR Task</a></p>	<p>Level of Assurance: <b>1</b></p>						

### 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**

REDACTED

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

**Figure 48. Request Cancellation Email Timed Out**

REDACTED

## 6. Troubleshooting

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