

# VA.GOV WEB BRAND CONSOLIDATION

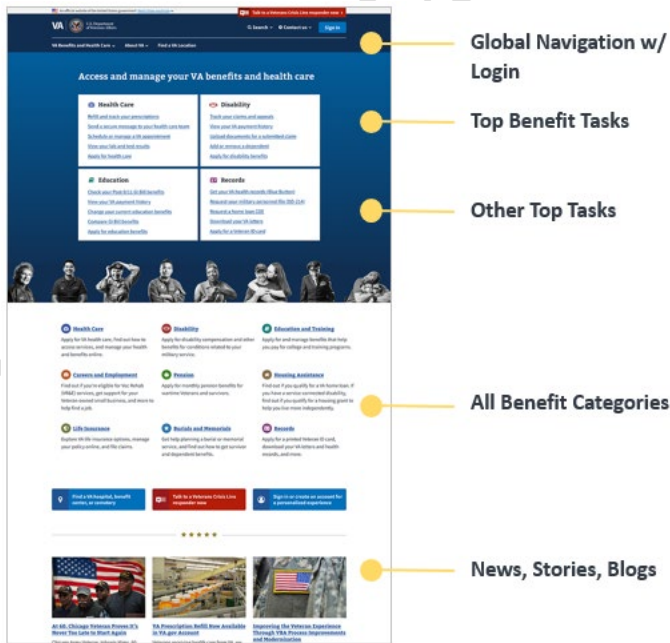
## GENERAL INFORMATION, SCRIPT, AND FAQs

ISSUED DATE: FEBRUARY 3, 2022

### GENERAL INFORMATION

In November 2018, the Department of Veterans Affairs (VA) began to migrate VA websites into a single, unified, Veteran-centric platform under a name Veterans recognize: VA.gov.

The VA.gov design focuses on the top information Veterans seek out across all VA websites. This homepage also provides Veterans with a standard way to log in to access a personalized user experience. Users are able to log into VA.gov via their existing MyHealthVet, DS Logon, or ID.me credentials.



Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



U.S. Department of Veterans Affairs



Some tools currently available on VA.gov include:

- Content for Disability, Pension, Health Care, Education & Training, Housing Assistance, Careers & Employment, Life Insurance, Records, and Burial and Memorial Benefits
- Online applications for health care, compensation, pension, education, Chapter 31, and burial benefits
- Online application for pre-discharge compensation claims
- View, add, or remove dependents for compensation benefits
- Status of compensation and pension claims and appeals
- Change of address or direct deposit
- GI Bill Comparison Tool
- Enhanced facility Locator
- Veteran Employment Center
- Prescription refill ordering
- Secure messaging with VHA physicians
- Find local VA-approved community health care providers and pharmacies
- Request Veteran ID Card
- Customized discharge upgrade instructions
- Download VA letters and documents
- VA Welcome Kit
- Debt management tool, including VA Form 5655, *Financial Status Report*
- Find VA forms
- Set communication and notification preferences
- VHA Travel Pay
- Much more!

Click here for video introduction "[The New VA.gov.](#)"

Click here for video "[Explore the New VA.gov.](#)"



## SUGGESTED SCRIPT

*“As part of VA’s commitment to providing an excellent customer experience, VA is continuously updating and adding more functionality to the VA.gov website. With just one click, you can reach the top information Veterans need and will have one location to securely log in to access personalized information.”*

## FUNCTIONALITY UPDATES

### Facilities & Services Locator – Community Care Providers

- Allows Veterans to find VA locations near them, such as nearest VA medical center, other health facilities, benefit offices, cemeteries, and Vet Centers.
- Results can be filtered by service type to find locations that offer the specific services they are looking for in their desired area.
- [Job Aid](#)
- [Demonstration Video](#)

Electronic submission of VA Form 21-0781, *Statement in Support of Claim for Service Connection for PTSD*, and VA Form 21-0781a, *Statement in Support of Claim for Service Connection for Post-Traumatic Stress Disorder (PTSD) Secondary to Personal Assault*

- [Job Aid](#)
- [Demonstration Video](#)

### Benefit Recommendations Tool

- Tool identifies and presents important information about benefit areas to logged-in users based on the benefits they are interested in.
- [Job Aid](#)
- [Demonstration Video](#)

Upload of supporting medical records and the electronic completion of VA Form 21-4142, *Authorization to Disclose Information to the Department of Veterans Affairs*, and VA Form 21-4142a, *General Release for Medical Provider Information to the Department of Veterans Affairs*

- [Job Aid](#)
- [Demonstration Video](#)

#### Updated 21-526EZ, *Application for Disability Compensation and Related Compensation Benefits*

- [Job Aid](#)
- Demonstration Videos
  - [Updated 21-526EZ, Intro](#)
  - [Updated 21-526EZ, Part 1](#)
  - [Updated 21-526EZ, Part 2](#)
  - [Updated 21-526EZ, Part 3](#)
  - [Updated 21-526EZ, Part 4](#)

#### Apply for the Veteran Employment Through Education Technology Education Courses (VET TEC) Pilot Program

- Veteran can file an application for VET TEC (VA Form 22-0994) online
- Guided instruction and questions about military status, education history, employment history, VET TEC programs, banking information
- Integration with the existing Education Benefits Spool file so that any 0994 applications entered on va.gov will be transmitted accordingly
- Integration with existing daily file that includes the submission counts for each education form so that 0994 counts will also be included
- [Job Aid](#)
- [Demonstration Video](#)

#### Update Direct Deposit for C&P payments

- [Job Aid](#)
- [Demonstration Video](#)

## FREQUENTLY ASKED QUESTIONS

### Q1. HOW IS VA.GOV DIFFERENT THAN BEFORE?

A1: VA is modernizing our digital footprint and, as part of our digital modernization strategy, we are migrating VA websites into a single, unified, Veteran-centric platform under a name Veterans recognize: VA.gov. We spoke with thousands of Veterans, family members, and caregivers and they told us they want to access VA information online as quickly and easily as possible. The VA.gov design focuses on the top 80% of information Veterans seek out across all VA websites – and they will see these clearly displayed on the new home page. This VA.gov homepage also provides a clear and standard way to log in to access a personalized user experience for Veterans.

### Q2. WHY DOESN'T VA JUST LAUNCH THE COMPLETED VA.GOV ALL AT ONCE?

A2: This iterative approach to launching a large, complex website reduces risks for technical issues and end user confusion as a result of major changes to the website. An incremental build approach also enables VA to collect feedback from Veterans along the way as new content and functionality is released. This ensures every VA.gov product, decision, and policy is driven by the needs of Veterans.

### Q3. CAN I LOG IN TO MYHEALTHeVET OR eBENEFITS FROM VA.GOV?

A3: The top navigation on every VA.gov page will allow you to log into your existing accounts using your MyHealtheVet, DS Logon, or an ID.me credential. If you do not have an existing account you can create an account using ID.me, a secure VA approved identity credential.

### Q4. CAN I USE VA.GOV ON MY MOBILE DEVICE? CAN I SWITCH BETWEEN BROWSERS?

A4: VA.gov works on all internet browsers and will adapt to all devices, be it a mobile phone, tablet, or computer.

### Q5. HOW WILL THIS HELP VETERANS ACCESS THEIR BENEFITS?

A5: Veterans only need to remember one website – VA.gov. At VA.gov, Veterans can find their benefits faster and see all their information in one location. No longer will Veterans have to log into



numerous sites with different usernames and passwords. With VA.gov, users can login with their credentials for a personalized experience including:

- A comprehensive Veteran Profile, showing the user all the information VA knows about them.
- A personal Dashboard, a homepage which shows everything users have in flight at VA.
- A benefits recommendation engine, or Action Center, giving users a path to benefits and services based on their real circumstances.

**Q6. WHY IS CLAIM STATUS DIFFERENT THAN IN EBENEFITS? IS THE INFORMATION IN ONE OF THE SYSTEMS WRONG?**

A6: VA.gov claim status functionality displays the information differently than eBenefits does, yet both sites contain correct information. eBenefits displays an eight-step claim process, whereas VA.gov displays the status in five steps. Because of this difference, claimants may perceive discrepant information regarding status of a claim.

PCRs may utilize the following suggested script to explain the difference:

*“VA.gov redesigned the view of claim status to make the process simpler to follow, to easily identify information requested, and to allow users to quickly review the status of their claim. While it looks different than claim status in eBenefits, the information about your claim is accurate.”*

**Q7. WHY IS APPEAL STATUS DIFFERENT THAN IN EBENEFITS? IS THE INFORMATION IN ONE OF THE SYSTEMS WRONG?**

A7: VA.gov appeal status functionality displays the information differently than eBenefits does, yet both sites contain correct information. In addition to the current status, the VA.gov site displays previous activity on the appeal, when forms/information is due to VA, what the next step is and estimated time for that step, and how many appeals are pending ahead of the appellant’s appeal. The VA.gov site also contains general information about the appeals process and hearings.

PCRs may utilize the following suggested script to explain the difference:



“VA.gov redesigned the view of appeal status to make the process simpler to follow, to easily identify information requested, and to allow users to quickly review the status of their appeal. While it looks different than appeal status in eBenefits, the information about your appeal is accurate.”

If appellants ask for confirmation of how many appeals are pending ahead of theirs, PCRs may utilize the following suggested script:

“Unfortunately, I am unable to access or confirm the number of appeals pending ahead of yours. Please continue to check VA.gov for the latest update to that information.”

**Q8. HOW DO VA.GOV USERS OBTAIN A LOGIN?**

A8: Users must follow the online prompts to create an account on VA.gov.

**Q9. IS THERE A HELPDESK FOR TECHNICAL ISSUES ON VA.GOV?**

A9: VA 411 serves as the VA.gov helpdesk. The telephone number is 1-800-698-2411.

EFFECTIVE DATE FOR QUALITY REVIEW PURPOSES	CHANGE
4/1/2022	<ul style="list-style-type: none"> <li>Added VAF 5655, <i>Financial Status Report</i></li> </ul>
11/1/2021	<ul style="list-style-type: none"> <li>Added view, add, remove dependents to the list of items available through VA.gov</li> </ul>
7/1/2021	<ul style="list-style-type: none"> <li>Added Chapter 31 VRE application to the list of items available through VA.gov</li> </ul>
7/1/2021	<ul style="list-style-type: none"> <li>Added VHA Travel Pay to the list of items available through VA.gov</li> <li>Removed FAQ #9 and reordered accordingly</li> </ul>
5/1/2021	<ul style="list-style-type: none"> <li>Added pre-discharge claim application, find local providers, debt management tool, find VA forms, and communication preference to list of functionalities</li> </ul>
2/1/2021	<ul style="list-style-type: none"> <li>Updated FAQ#10 VA311 to 411</li> </ul>
9/1/2020	<ul style="list-style-type: none"> <li>Added CADD/DD updates to list of functionalities</li> <li>Updated suggested script</li> <li>Added FAQ #10</li> </ul>
10/1/2019	<ul style="list-style-type: none"> <li>Added FAQ #9</li> </ul>





5/1/2019	<ul style="list-style-type: none"><li>• Reorganized document and added Functionality Updates section</li><li>• Removed two FAQs:<ul style="list-style-type: none"><li>○ Vets.gov FAQ</li><li>○ Technical Helpdesk FAQ</li></ul></li><li>• Removed links to videos that are no longer available</li></ul>
1/1/2019	<ul style="list-style-type: none"><li>• Original Document Issued</li></ul>

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