

VA



U.S. Department of Veterans Affairs
Veterans Benefits Administration

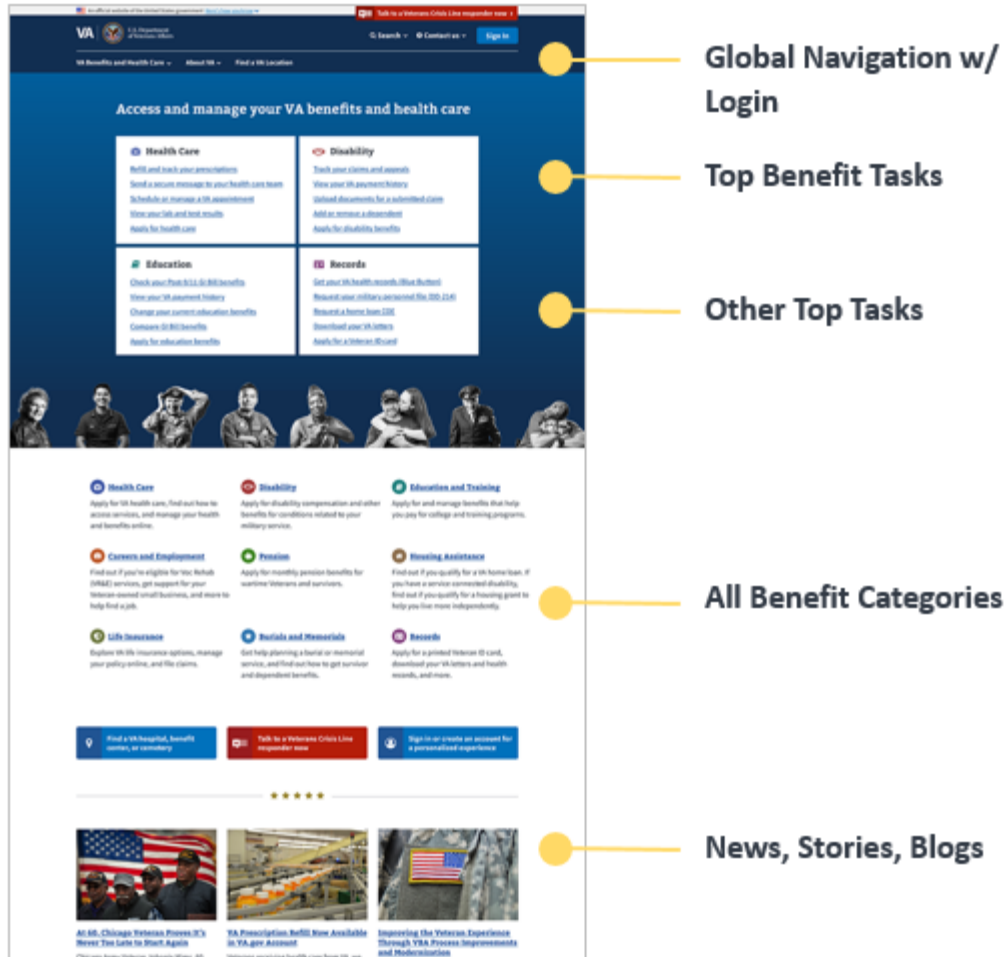
Manila VA Regional Office

VA.GOV Web Brand Consolidation

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

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.

The new 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.



Some tools currently available on VA.gov include (the Vets.gov brand name and URL is no longer be used):

- 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, and burial benefits
- Status of compensation and pension claims and appeals
- GI Bill Comparison Tool
- Change of address or direct deposit
- Enhanced facility Locator
- Veteran Employment Center
- Prescription refill ordering
- Secure messaging with VHA physicians
- Request Veteran ID Card

- Customized discharge upgrade instructions
- Download VA letters and documents
- VA Welcome Kit
- Much more!

The New VA.gov Introduction Video:

<https://www.youtube.com/watch?v=L4clQAVAvko&feature=youtu.be>

Explore the New VA.gov:

<https://www.youtube.com/watch?v=Mnnpc23Qg9Y&feature=youtu.be>

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 new 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 new 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 MyHealthVet, 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: The new 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 will now 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.

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.

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.

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 311 serves as the VA.gov helpdesk. The telephone number is 1-844-698-2311.