

# eBenefits

[www.ebenefits.va.gov](http://www.ebenefits.va.gov)

U.S. Department of Veterans Affairs / Department of Defense



# Website Overview : eBenefits Users

- ▶ Veterans
- ▶ Service members
- ▶ Family members eligible for benefits (legal dependents **over age 18**)



**eBenefits**

U.S. Department of Veterans Affairs / Department of Defense

# Website Overview : Website Navigation Overview

Home | About | Help | Contact | Feature List |  | A- | A+ | Social Media

**eBenefits**  
My Gateway to Benefit Information

A Service of the Department of Veterans Affairs and the Department of Defense

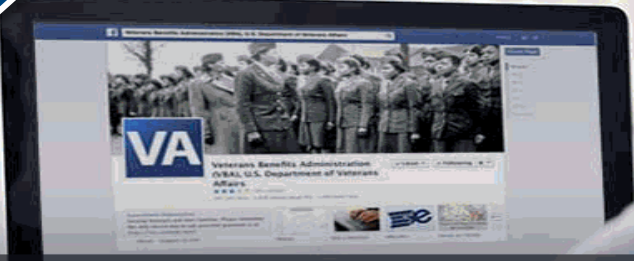
Log in | **Register**

apply for **BENEFITS** | **view my STATUS** | access my **DOCUMENTS** | browse **NAT'L RESOURCE DIRECTORY** | employment **CENTER** |

To Register click here

Register now to use all of the available features of eBenefits!

**Claims Status**  
View your Claims Status here



**Connect with VA and Veterans on Facebook**  
Get the latest news and updates about VA benefits available to you on the Veterans Benefits Administration's Facebook page.

[Get Connected >](#)

**Most Popular Features**  
[Log in](#) or [register for a Premium Account](#) to access these features.

- > [Download VA Letters](#)
- > [Transfer Post-9/11 Education Benefits](#)
- > [Update Direct Deposit and Contact Information](#)
- > [VA Home Loan Certificate Eligibility](#)
- > [Apply for Disability Compensation](#)

View all Features that are available to eBenefits

[View All Features](#)

**How To Register & Use eBenefits**



[eBenefits Overview](#)

[Visit the Help Page](#)

## How Can eBenefits Assist Me?

### I am a Veteran

With a Premium (Level 2) DS Logon Account, Veterans are able to Apply for Veterans' Benefits Online



### I am a Service Member

With a Premium (Level 2) DS Logon Account, Service Members have access to Service Member Civilian Employment Information



## facebook

- > [Facebook: Veterans Benefits](#)
- > [Facebook: Department of Defense](#)

[More Social Media](#)



**eBenefits**

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# Website Overview : Checkpoint Summary

- ▶ eBenefits is a joint VA/DoD Web portal.
- ▶ Visit eBenefits at [www.ebenefits.va.gov](http://www.ebenefits.va.gov).
- ▶ eBenefits is available to all Veterans, Service members and eligible family members over 18 years old.
- ▶ eBenefits provides resources and self-service capabilities to research, access and manage VA and military benefits and personal information.



eBenefits 101

# REGISTRATION

## What's Inside:

- ▶ Overview
- ▶ Basic and Premium Accounts
- ▶ Registration Wizard
- ▶ Checkpoint Summary



 **eBenefits**

U.S. Department of Veterans Affairs / Department of Defense

**The eBenefits DS Logon Account Registration Wizard is a DoD online self-service application that allows online registration and identity authentication.**

**To obtain a DS Logon using the Wizard, users must:**

- ▶ Be registered in DEERS
- ▶ Create a Basic Account first
- ▶ Build a user Password and get their User ID
- ▶ Create a secure identity through answering 5 questions
- ▶ Answer four personal questions correctly to confirm identity for upgrade to Premium Account Status. Another question may be asked if you miss one.



# Registration: Overview



A Service of the Department of Veterans Affairs and the Department of Defense

Log in

Register

apply for  
BENEFITS

view my  
STATUS

access my  
DOCUMENTS

browse  
NAT'L RESOURCE DIRECTORY

employment  
CENTER



Register now to use all of the available features of eBenefits!

## Connect with Employers Ready to Hire Veterans

Hundreds of employers have committed to hiring over 165,000 Veterans, Service members, and family members through VA's new online Veterans Employment Center (VEC). Post your profile and connect with employers today.

[Learn More](#)

## Most Popular Features

[Log in](#) or [register for a Premium Account](#) to access these features.

- > [Download VA Letters](#)
- > [Transfer Post-9/11 Education Benefits](#)
- > [Update Direct Deposit and Contact Information](#)
- > [VA Home Loan Certificate of Eligibility](#)
- > [Apply for Disability Compensation](#)



## Obtaining a DS Logon Level 1 Credential (eBenefits Basic Account):

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[?\) Help Center](#) [-AA+](#)

### DS LOGON Registration

Welcome to the registration wizard.  
Here you can create your DS LOGON account,  
whether you are a service member, veteran, or family member. [?](#)

**Select registration method**

- I have a Common Access Card (CAC) with accessible card reader. [?](#)
- I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)
- I have a Defense Finance and Accounting Service (DFAS) myPay account. [?](#)
- I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)

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## Obtaining a DS Logon Level 1 Credential (eBenefits Basic Account):

[? Help Center](#) [-AA+](#)

### Registration Process

Fill in your personal information. We will search for your record in DEERS. [?](#)

First Name  [?](#)

Last Name

Date of Birth    

[?](#) ID   (No spaces or special characters)

Note: If not in DEERS will receive a error message.



U.S. Department of Veterans Affairs - Windows Internet Explorer

http://www.va.gov/

U.S. Department of Veterans Affairs

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Home Veteran Services Business About VA Media Room Locations **Contact Us**

- FAQs
- Ask a Question
- Toll Free Numbers

Homeless Veterans

On January 21, Secretary Shinseki joined more than 70 agencies and community groups at the annual Winterhaven Homeless Stand Down, a health and service day for homeless and at-risk Veterans in the DC metropolitan area.

[View photos](#)

1 2 3 4 5

In The News Hot Topics Connect with VA!

http://www.va.gov/ext\_redirect.asp?url=https://iris.custhelp.com

U.S. Department of Veterans Affairs - Windows Internet Explorer

http://www.va.gov/

U.S. Department of Veterans Affairs

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

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You are now leaving the Department of Veterans Affairs Web site.

This is a secure site contracted to VA. If you use bookmarks and favorites for these website urls, please make sure you update them when you visit the destination.

You can access <https://iris.custhelp.com> or in 30 seconds you will be redirected to the external Web site.

We hope your visit was informative.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Home Veteran Services Business About VA Media Room Locations Contact Us IRIS Links

**Inquiry Routing & Information System (IRIS)**

Welcome to the VA's Inquiry Routing & Information System! We are here to answer your questions.

**Veterans Crisis Hotline:** For immediate crisis counseling please contact the Veteran Crisis Hotline. Help is available 24 hours a day.

**Medical Emergency:** If you have a medical emergency please call 911 or go to your nearest medical facility Emergency Room.

**My HealthVet:** For Prescription Refills, Healthy Living and Talking to Your Doctor Online.

**Veterans Crisis Line** 1-800-273-8255 PRESS 1

**MEDICAL EMERGENCY DIAL 911**

**My healthvet** www.myhealth.va.gov

**Locations (Find a VA Facility)**

This directory provides complete information regarding the locations of all VA Medical and Regional Office Facilities and Cemeteries.

**Toll Free Telephone Numbers**

The VA provides toll-free 800 phone service for Veterans to obtain information about benefits.

**Education Benefits**

The VA provides a site specifically to handle your Veterans Education Benefits inquiries. Also use this link for WAVE pin/password problems.

**Most Popular Answers**

Search

Summary

- Status of a pending claim
- Obtain a Copy of my DD 214 military record or other service record
- How to Obtain VA Forms
- Information about jobs and employment opportunities
- How long will it take to receive a decision on my compensation claim?
- Direct Deposit of VA Benefits
- Attendance and Housebound Benefits

**eBenefits Inquiries**

eBenefits is your one-stop shop for online benefits-related tools and information. This portal is designed for Wounded Warriors, Veterans, Service Members, their families, and their caregivers. We invite you to explore eBenefits and become a registered user.

**Frequently Asked Questions**

Search our Frequent Asked Questions (FAQs) and answer Search by topic or phrases.

**Ask a Question**

If you were unable to find the answer in our Frequent Asked Questions (FAQs), then ask your question here. Use this link to ask questions, submit compliments, compliments, and suggestions.

Ask a Question - Windows Internet Explorer

https://iris.custhelp.com/app/ask

U.S. Department of Veterans Affairs

Home Veteran Services Business About VA Media Room Locations Contact Us IRIS Links

**Inquiry Routing & Information System (IRIS)**

Welcome to the VA's Inquiry Routing & Information System! We are here to answer your questions.

Please complete the following details on your inquiry using the form below. You should expect a response from us within 5 business days.

**Veterans Crisis Line** 1-800-273-8255 PRESS 1

**MEDICAL EMERGENCY DIAL 911**

**My healthvet** www.myhealth.va.gov

Having trouble with this web page? [Click here for recommended browser settings.](#)

**What is your question?**

Please ask your question or describe the issue in detail in the space below. If the question, or issue, is about a disability, please be specific as to the type of disability(ies) or the issue(s). If you have multiple claims for benefits pending and want the status, please tell us which claim this is about.

Please do not enter your name, file number, or social security number in the question box to the right. You will be asked this information in the aids below.

**Question \***

Please Add to DEERS  
Confirmed in SHARE  
ID: Drivers License, Texas #111111111  
issued on 11/16/2011. expires 11/16/2014

Select a Topic and the Inquiry Type

The Veteran will move on to the next phase and will be required to Create a password. Once a password is created and confirmed, click Continue.

[? Help Center](#) [-AA+](#) [Log Off](#)

## Registration Process

Welcome Firstname Lastname.  
Create your personalized password. Please note security tips.

Password	<input type="password" value="••••••••"/>	✓
Confirm Password	<input type="password" value="••••••••"/>	✓

● ● ● ● ● ● ●

### Security Tips

For a strong password use:

1. At least 9 characters
2. At least one uppercase letter
3. At least one lowercase letter
4. At least one number
5. At least one special character  
(@\_#!&\$'%\*+(),./,:~:}|?{>=<)



User will be select “Challenge Questions” from those provided.

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## Registration Process

Select challenge questions and enter personalized answers. [?](#)  
These questions will be asked if you need to retrieve or change your password.

What was the name of your first pet?

What was the name of your first stuffed animal?

What was the make (Chevy, Ford, Honda, etc.) of you first car?

What is the full name of your very first employer?

In what town was your first job?

After completing five challenge questions, click Continue

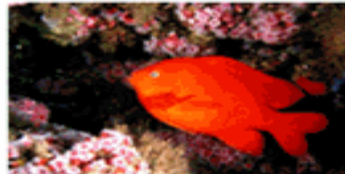


Select one image and create a short phrase.

[? Help Center](#) [-AA+](#) [Log Off](#)

## Registration Process

Select personal image and enter personalized text below.  
These will display on your personal profile page.



Enter a personal image phrase. Limit is 50 characters long.

Continue

Cancel



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## Veteran now has eBenefits Basic (Level I) account.

- ▶ **Note:** Username should be written down as shown below.

[? Help Center](#) [-AA+](#)

### Registration Process

There is one final step to complete the registration process. You will be presented with 3 questions intended to sufficiently prove your identity online. This quiz is time-based so please select the correct responses and submit your answers timely before the quiz expires.

These questions are based on information in your credit history and in public records. The questions and responses are not stored nor are they maintained by the DoD.

Meanwhile, you have successfully established a Basic DS LOGON account.

**Your Username is: `firstname.lastname`**

Note: May have a middle initial and number for common last names

Upon successfully answering the questions on the following page, you will be upgraded to a Premium DS LOGON account.



Select “**I have none of the above**” if you do not have a **DFAS** account:

[? Help Center](#) [-AA+](#)

## Registration Process

Select upgrade method

- I have a Defense Finance and Accounting Service (DFAS) myPay account. [?](#)
- I have none of the above. [?](#)

Continue

Cancel



# Registration: Wizard

Press 'Begin' to proceed into the Remote Proofing process:



## Registration Process

There is one final step to complete the upgrade process. You will be presented with 3 questions intended to sufficiently proof your identity online. This quiz is time-based so please select the correct responses and submit your answers timely before the quiz expires.

These questions are based on information in your credit history and in public records. The questions and responses are not stored nor are they maintained by the DoD.

Upon successfully answering the questions on the following page, you will be upgraded to a Premium DS LOGON account.





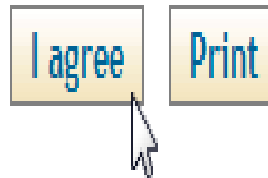
## Registration: Wizard

You are required to give your consent in order to use the Remote Proofing service:



### Registration Process

By clicking on the "I AGREE" button immediately following this notice, you are providing "written instructions" to (Government) under the Fair Credit Reporting Act authorizing (Government) to obtain information from your personal credit profile or other information from Contractor. You authorize (Government) to obtain such information solely to Remote Proof your identity so that you may be issued a DS Logon Credential.



# Registration: Wizard

You must have a U.S. domestic address in order to use the Remote Proofing service:

[? Help Center](#) [-AA+](#)

## Registration Process

A U.S. domestic address is required to be eligible for the remote proofing service. Enter your current or most recent U.S. domestic address.

\*Address Line 1

Address Line 2

\*City

\*State  ▼

\*Zip

Country

\* Indicates required field



# Registration: Wizard

The user will have **four** minutes to select the correct answers to **four** Remote Proofing Questions. Once the user has answered the questions, click Submit. If the user answers one question incorrectly, an extra question

## Remote Proofing Quiz

With which of the following PEOPLE are you most closely associated?

- TOMMIE GLOVER
- GRACE DAVENPORT
- PATRICE COCKRELL
- RICHARD RAYNOW
- NONE OF THE ABOVE

Which of the following PROPERTIES have you PREVIOUSLY or CURRENTLY owned?

- 8083 236TH CT
- 5437 VASSAR WALK
- 671 HAWES WAY NE
- 7156 DECOY RD
- NONE OF THE ABOVE

According to your DRIVER'S LICENSE, what COLOR is your HAIR?

- BROWN
- BALD
- RED
- BLOND
- NONE OF THE ABOVE

Submit



The user will have **four** minutes to select the correct answers to **four** Remote Proofing Questions. If the user has answered one question incorrectly, an extra question will be asked. If the user cannot answer the question, the process will stop for **72 hours**.

[? Help Center](#) [-AA+](#)

## Registration Process

According to your DRIVER'S LICENSE, what COLOR is your HAIR?

- BLACK
- GREY
- WHITE
- BALD
- NONE OF THE ABOVE

Submit Responses

Cancel



Note: Users should log back into the [www.ebenefits.va.gov](http://www.ebenefits.va.gov) portal instead of logging in from this page.

[? Help Center](#) [-AA+](#) [Log Off](#)

## Activation Successful

Congratulations! You have successfully upgraded to a DS LOGON Premium account.

Your Username is: **firstname.lastname**

You may now begin to use your DS LOGON Premium account

[Continue](#)



# Registration: Checkpoint Summary

- ▶ Users must be in DEERS.
- ▶ To use eBenefits, users must register for a DS Logon account.
- ▶ There are two types of eBenefits Accounts: Basic and Premium.
- ▶ Basic Accounts provide limited access to features.
- ▶ Premium Accounts provide unlimited access to over 55 features and require identity proofing.
- ▶ Users may register for a Basic Account online, and get upgraded later.
- ▶ Users may register for a Premium Account online, by phone, or go in person to a VA Regional Office.
- ▶ The eBenefits Registration Wizard allows users to obtain both a Level 1 and Level 2 DS Logon online (using remote proofing).



eBenefits 101

# FEATURES

## Site Content

- ▶ Top 20 Features
- ▶ Mobile Access
- ▶ More Information on Features
- ▶ Checkpoint Summary



The logo for eBenefits, consisting of a stylized 'e' followed by the word 'Benefits' in a bold, sans-serif font.

U.S. Department of Veterans Affairs / Department of Defense

# eBenefits: Top 20 Features

## 1. Access & Download VA Documents:

- ▶ **Home Loan Certificate of Eligibility (COE)** – Veterans and Service members can generate and print their Certificate of Eligibility for a VA Guaranteed Loan.
- ▶ **Preference Letters** – Veterans can create VA letters for a variety of purposes, including Civil Service Preference, Commissary (DoD Identification Card), Service Verification, and Benefit Verification. The letter templates automatically include the user's name and current Compensation and Pension address.

## 2. Access & Download Official Military Personnel File (OMPF) – including DD Form-214

**3. National Resource Directory-** Cannot research many different topics to ensure getting the latest information available.

The screenshot shows the eBenefits website interface. At the top, there is a navigation bar with links for Home, About, Help, Contact, and Feature List. The eBenefits logo is prominently displayed, along with the text 'My Gateway to Benefit Information'. To the right, there are links for 'Log in' and 'Register'. Below the navigation bar, there are several service options: 'apply for BENEFITS', 'view my STATUS', 'access my DOCUMENTS', 'browse NAT'L RESOURCE DIRECTORY' (circled in red), and 'employment CENTER'. A search bar is located on the right side of this section. Below these options, there is a banner that says 'Register now to use all of the available features of eBenefits!'. The main content area features a large image of a person looking at a laptop displaying the VA website. Below this, there is a section titled 'Connect with VA and Veterans on Facebook' with a 'Get Connected' button. Further down, there are sections for 'How To Register & Use eBenefits' and 'How Can eBenefits Assist Me?'. The 'How Can eBenefits Assist Me?' section has two columns: 'I am a Veteran' and 'I am a Service Member', each with a small image of a person and text describing their access to the service.





## 4. Review claims and appeal status

- ▶ Veterans and Service members can view the status of their claims/appeal.

## 5. Apply for benefits and manage your claims (via VONAPP Direct Connect)

- ▶ An online wizard recognizes Claimants upon login and helps them make changes to marital status, dependents and school verifications with guided assistance from VONAPP Direct Connect (VDC).

## 6. Check Post-9/11 GI Bill status

- ▶ Veterans and Service members can view entitlement and school enrollment information for Post-9/11 GI Bill Education benefits.



## 7. Transfer Post-9/11 GI Bill

- ▶ Service members: If eligible for the Post-9/11 GI Bill program, may transfer educational benefits to eligible dependents listed in DEERS. Veterans may review, modify, or revoke a transfer request made while as a Service member.

## 8. Search for Employment: VetSuccess & VA for Vets

- ▶ Veterans and Service members can search VetSuccess for jobs and find useful tips on completing resumes, cover letters, job applications, and interviewing. VA for Vets enables Veterans to search for employment within VA and other organizations, and receive employment counseling and support.

## 9. Order medical equipment

- ▶ Veterans can place online orders for prosthetic socks and hearing aid batteries.



## 10. Edit profile

- ▶ Complete personal profile and customize the content seen on the eBenefits portal.

## 11. SGLI Life Insurance

- ▶ Service members may view the amounts of coverage and coverage dates for their Group Life Insurance (SGLI).

## 12. Benefits Explorer

- ▶ Allows users to interact with a display that presents benefit information at different stages in their career or personal lifecycle. View a personalized list of possible benefits based on their eBenefits profile and allows them to fine-tune the results to suit their needs.



## 13. Search for Representatives

- ▶ Search for and print detailed information on accredited Attorneys, Claims Agents, and Veterans Service Organizations. Users can also download and print representative appointment forms.

## 14. VA Payment History

- ▶ Monitor VA Compensation and Pension, Education, and Vocational Rehabilitation & Employment (VR&E) benefits payments.

## 15. Premium Access to VA TAP Online Courses

- ▶ Learn about VA Federal benefits in the Transition Assistance Program (TAP). Users complete benefit courses electronically to develop an understanding of all VA benefits they may be entitled to as they transition into Veteran status.

## 16. Mobile Find a Facility Function

- ▶ Locates VA and DOD facilities using the smart device's GPS location – it also provides users with the option to map directions or call a facility.



## 17. Health Benefits Eligibility Check

- ▶ A calculator to assess whether Veterans qualify for VA health care benefits. (Eligibility is based on financial considerations.)

## 18. Premium Access to Specialty Adapted Housing Grant Application and Claim Status

- ▶ Apply online for a Specially Adapted Housing (SAH) Grant. Users can also check the status of SAH-related claims.

## 19. Premium Access to DoD TRICARE Health Insurance

- ▶ View TRICARE medical, dental, and pharmacy information.

## 20. Premium Access to Veterans' Group Life Insurance (VGLI)

- ▶ Users may view and update information related to their VGLI policy. Download forms and print their Certificate of Insurance. Provides for the conversion of Service members' Group Life Insurance (SGLI) to a renewable term life insurance policy within 120 days of separation from active duty service.

