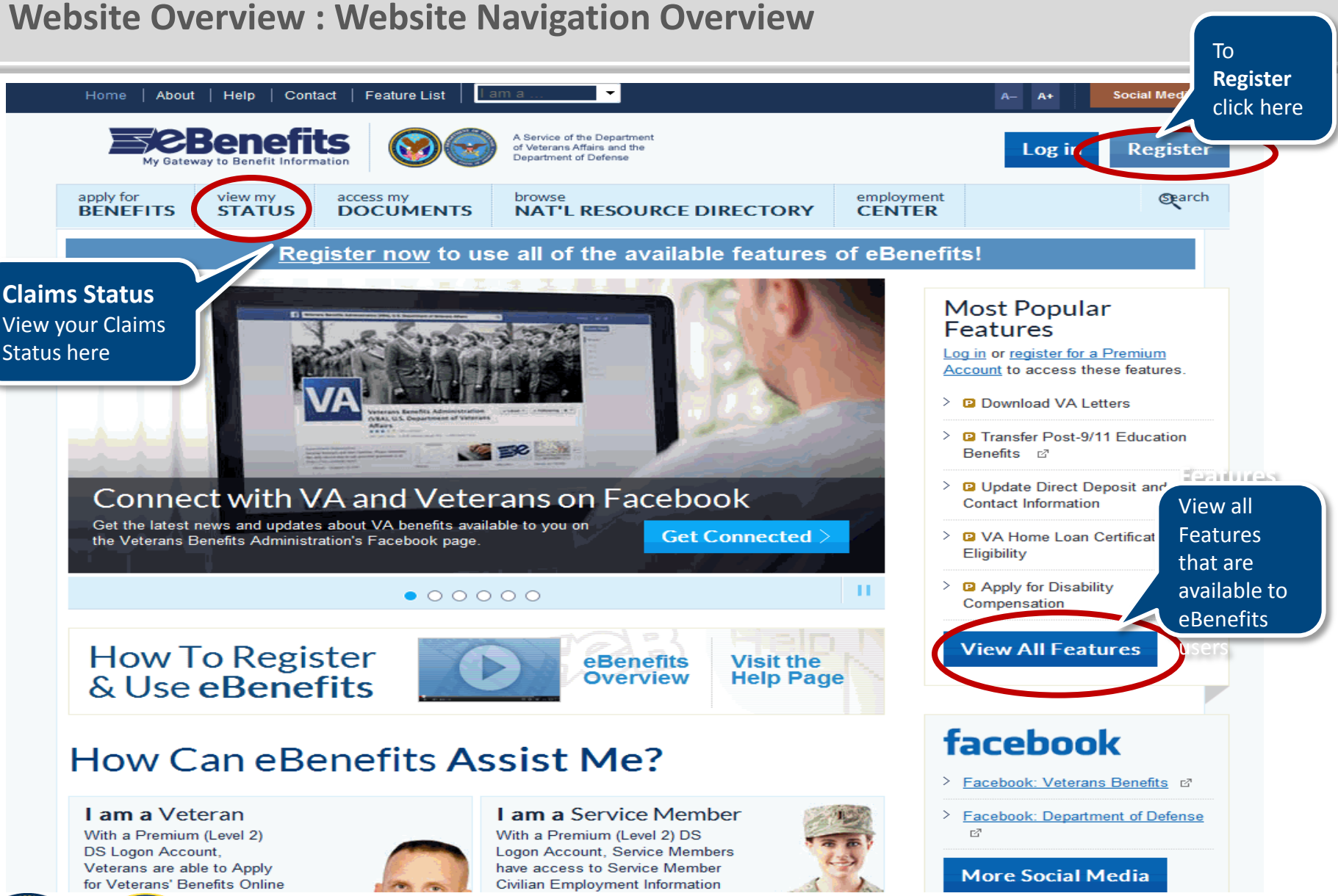
U.S. Department of Veterans Affairs / Department of Defense

Website Overview : eBenefits Users

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

Website Overview : Website Navigation Overview



Website Overview : Checkpoint Summary

- eBenefits is a joint VA/DoD Web portal.
- Visit eBenefits at 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.

REGISTRATION

What's Inside:

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

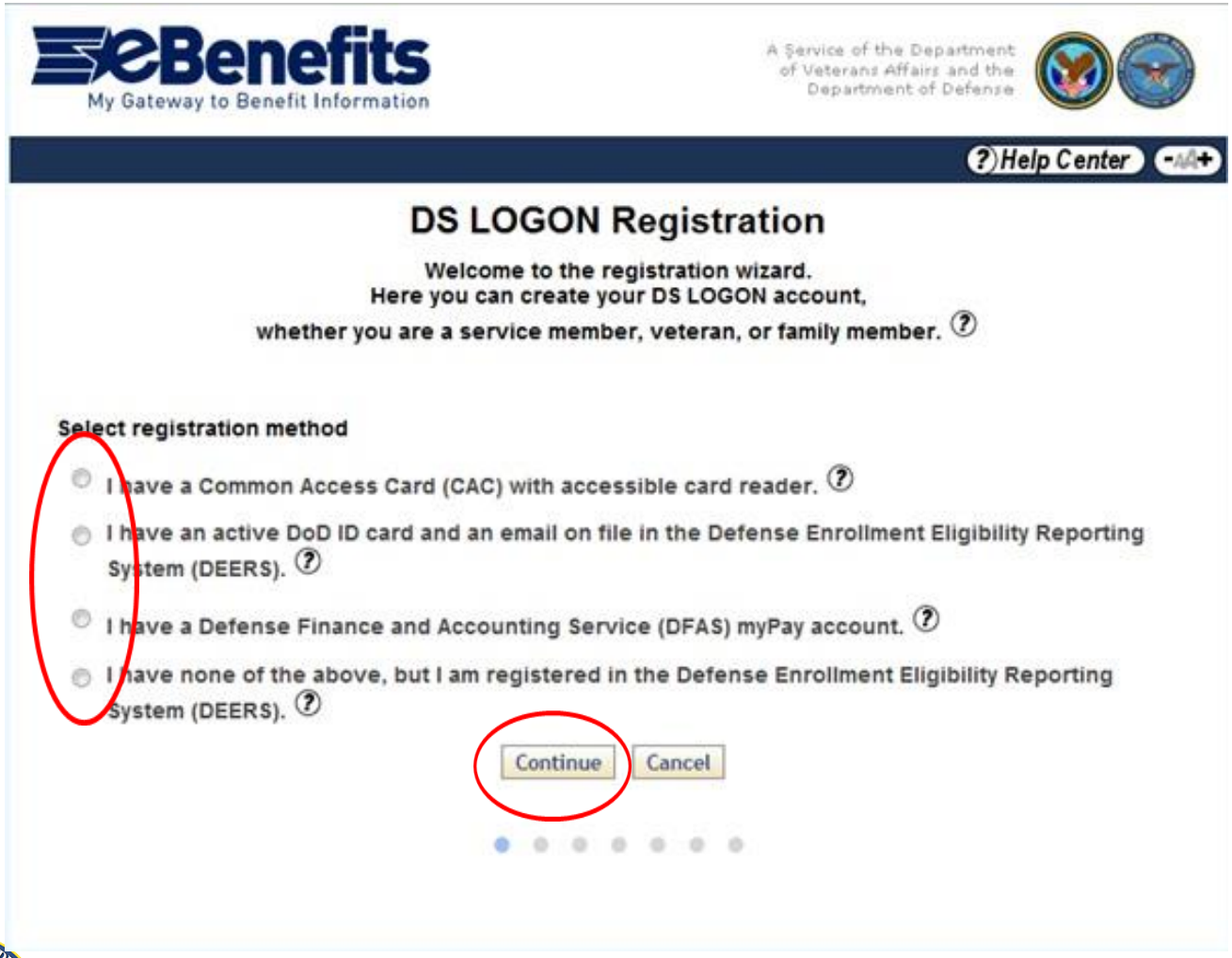
The eBenefits DS Logon Account Registration Wizard is a DoD online self-service application that allows online registration and identity authentication.

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

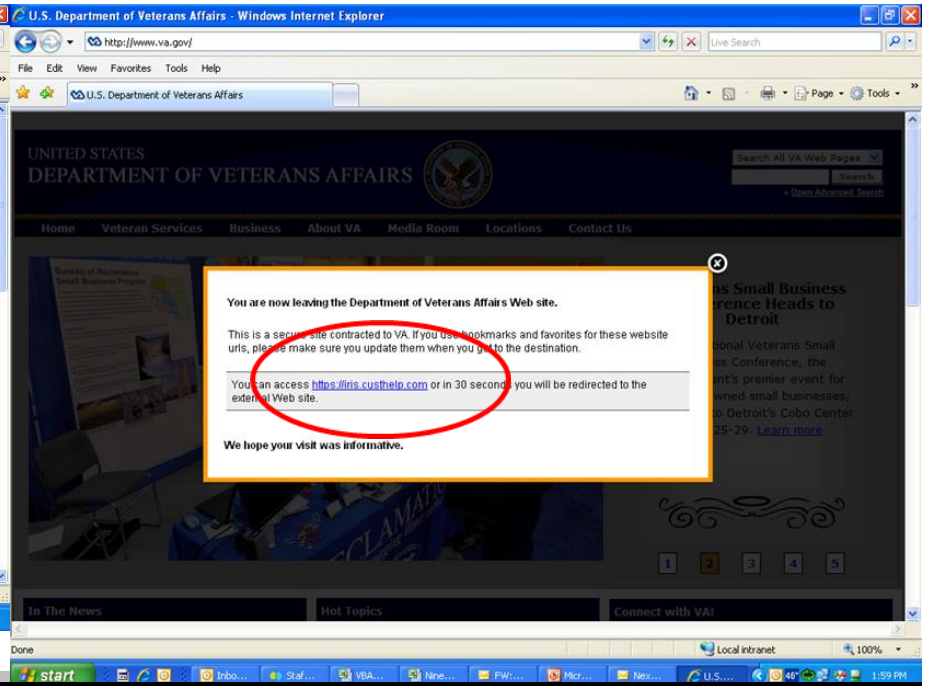
Obtaining a DS Logon Level 1 Credential (eBenefits Basic Account):



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

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

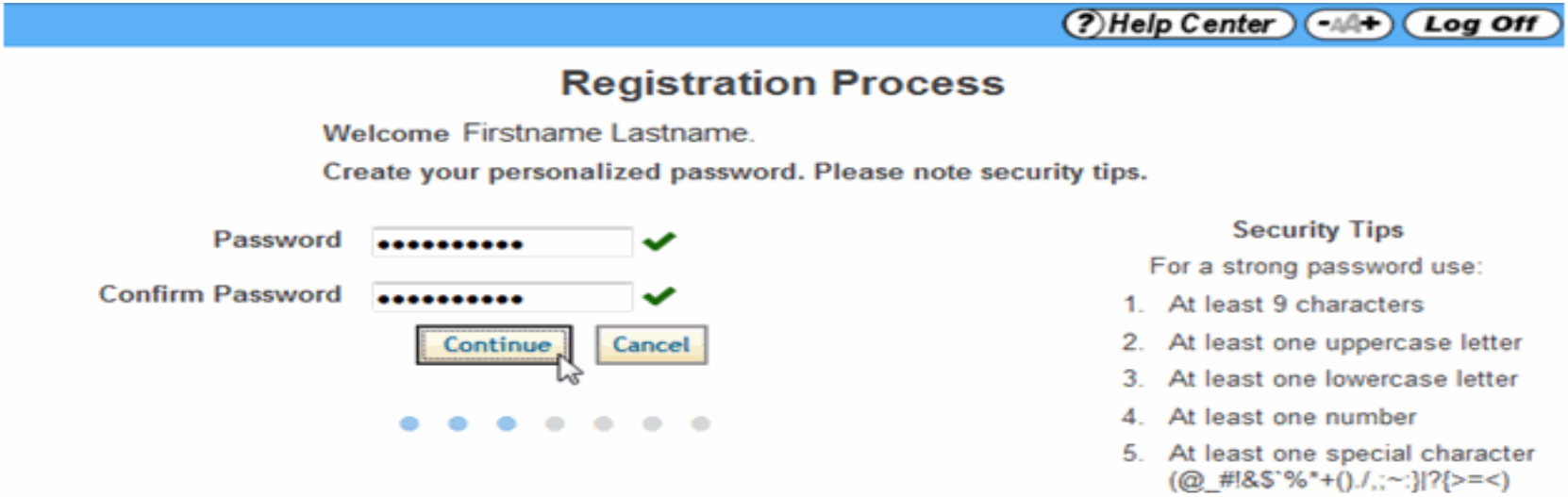
U.S. Department of Veterans Affairs - Windows Internet Explorer
http://www.va.gov/
UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS
Search All VA Web Pages
Search
» Open Advanced Search
Home
Veteran Services
Business
About VA
Media Room
Locations
Contact Us
FAQs
Ask a Question
Toll Free Numbers
Serves
Veterans
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
Local intranet
100%
start
1:55 PM


U.S. Department of Veterans Affairs - Windows Internet Explorer
http://www.va.gov/
UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS
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 get to 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.
Done
Local intranet
100%
start
1:59 PM

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS
Search
» Open Advanced Search
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.
Veteran Crisis Hotline: For immediate crisis counseling please contact the Veteran Crisis Hotline. Help is available 24 hours a day.
Veterans Crisis Line 1-800-273-8255 PRESS 1
Medical Emergency: If you have a medical emergency please call 911 or go to your nearest medical facility Emergency Room.
MEDICAL EMERGENCY DIAL 911
My Healthe Vet: For Prescription Refills, Healthy Living and Talking to Your Doctor Online.
myhealthevet 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
Aid and 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 Frequently Asked Questions (FAQs) and answers. Search by topic or phrases.
Ask a Question
If you were unable to find the answer in our Frequently Asked Questions (FAQs), then ask your question here. Use this link to ask questions, submit compliments, complaints and suggestions.
Paperwork Reduction Act Notice

Ask a Question - Windows Internet Explorer
https://iris.custhelp.com/app/ask
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
myhealthevet 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 fields below.
Question *
Please Add to DEERS.
Confirmed in SHARE
ID: Drivers Licnese, Texas #1111111111
issued on 11/16/2011. expires 11/16/2014.
Select a Topic and the Inquiry Type
Trusted sites
100%
start
10:14 AM

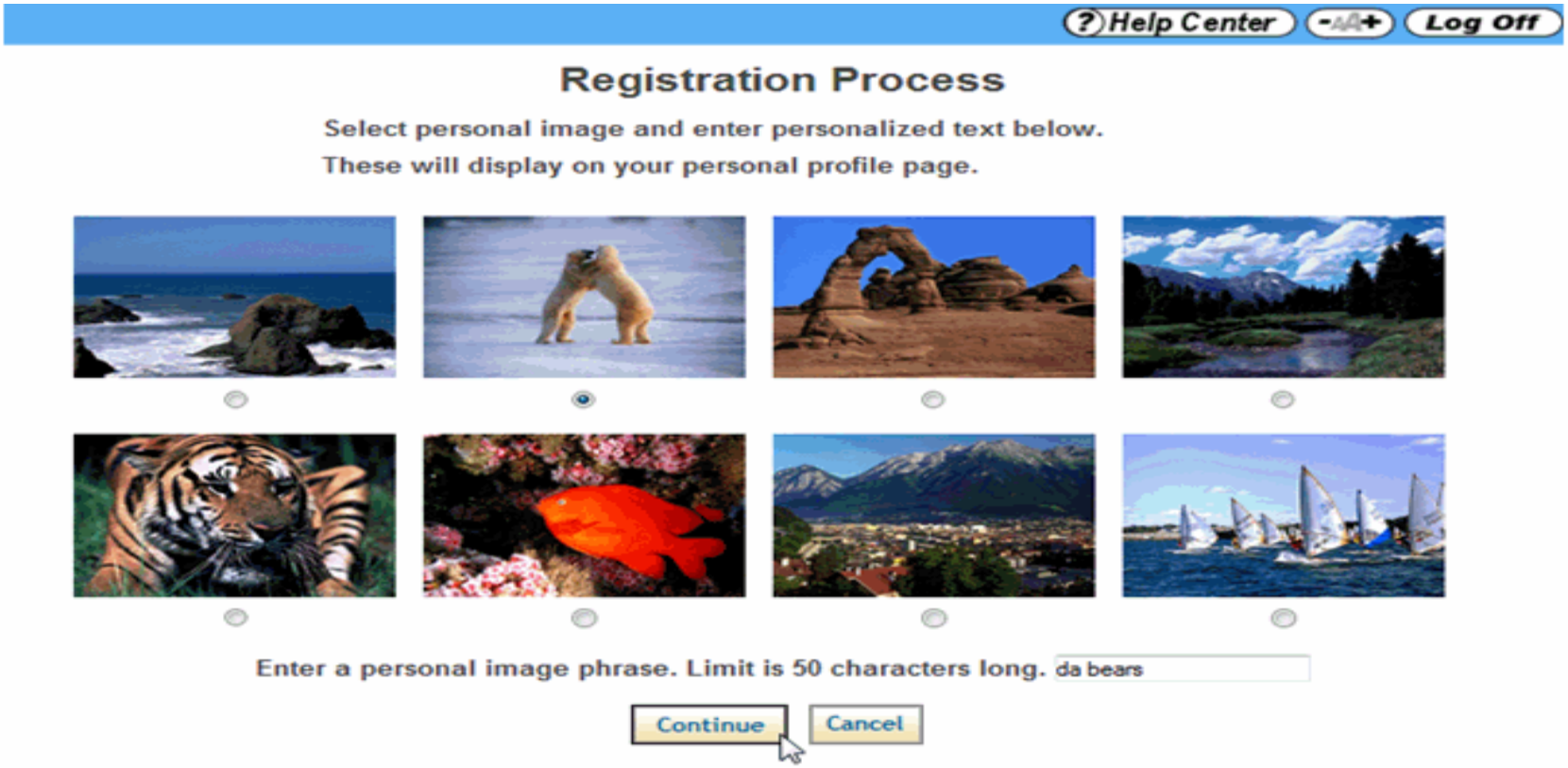
The Veteran will move on to the next phase and will be required to Create a password. Once a password is created and confirmed, click Continue.



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

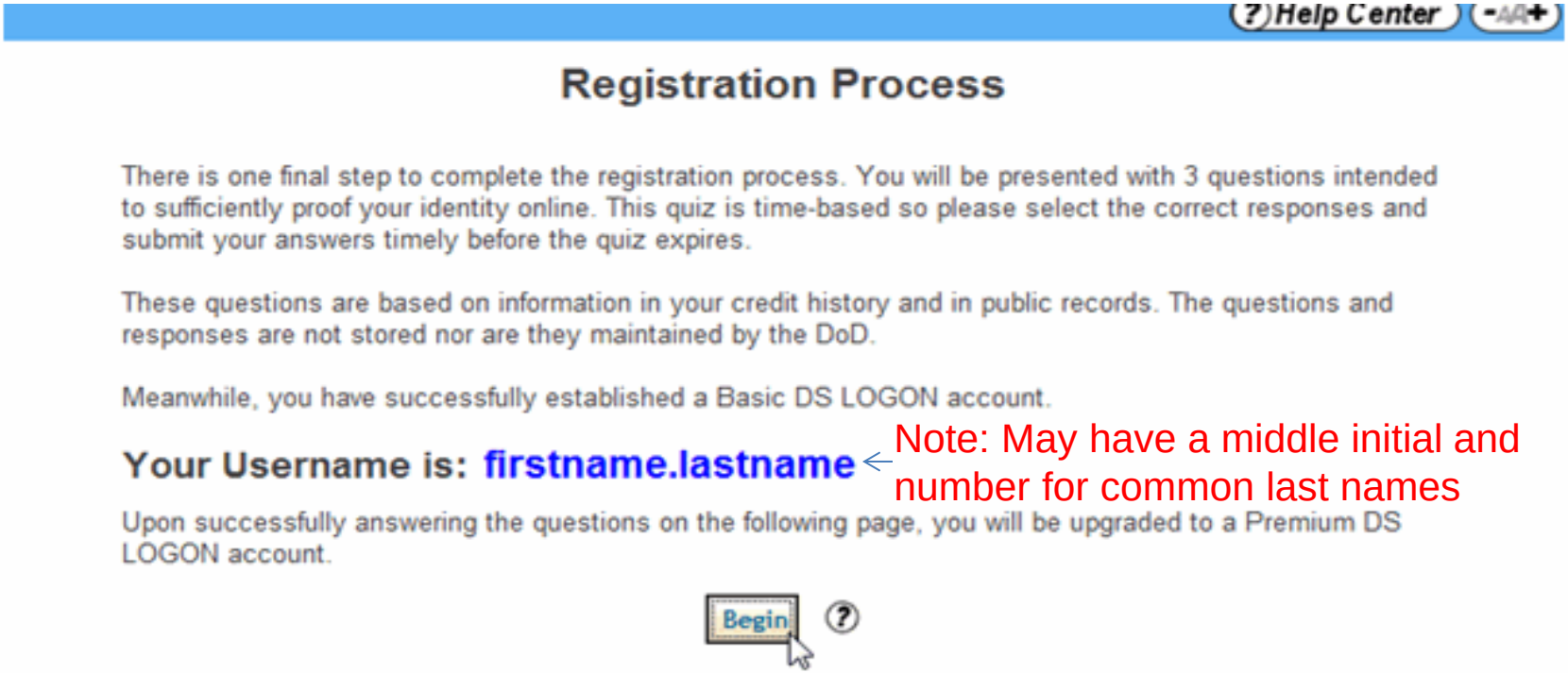
After completing five challenge questions, click Continue

Select one image and create a short phrase.

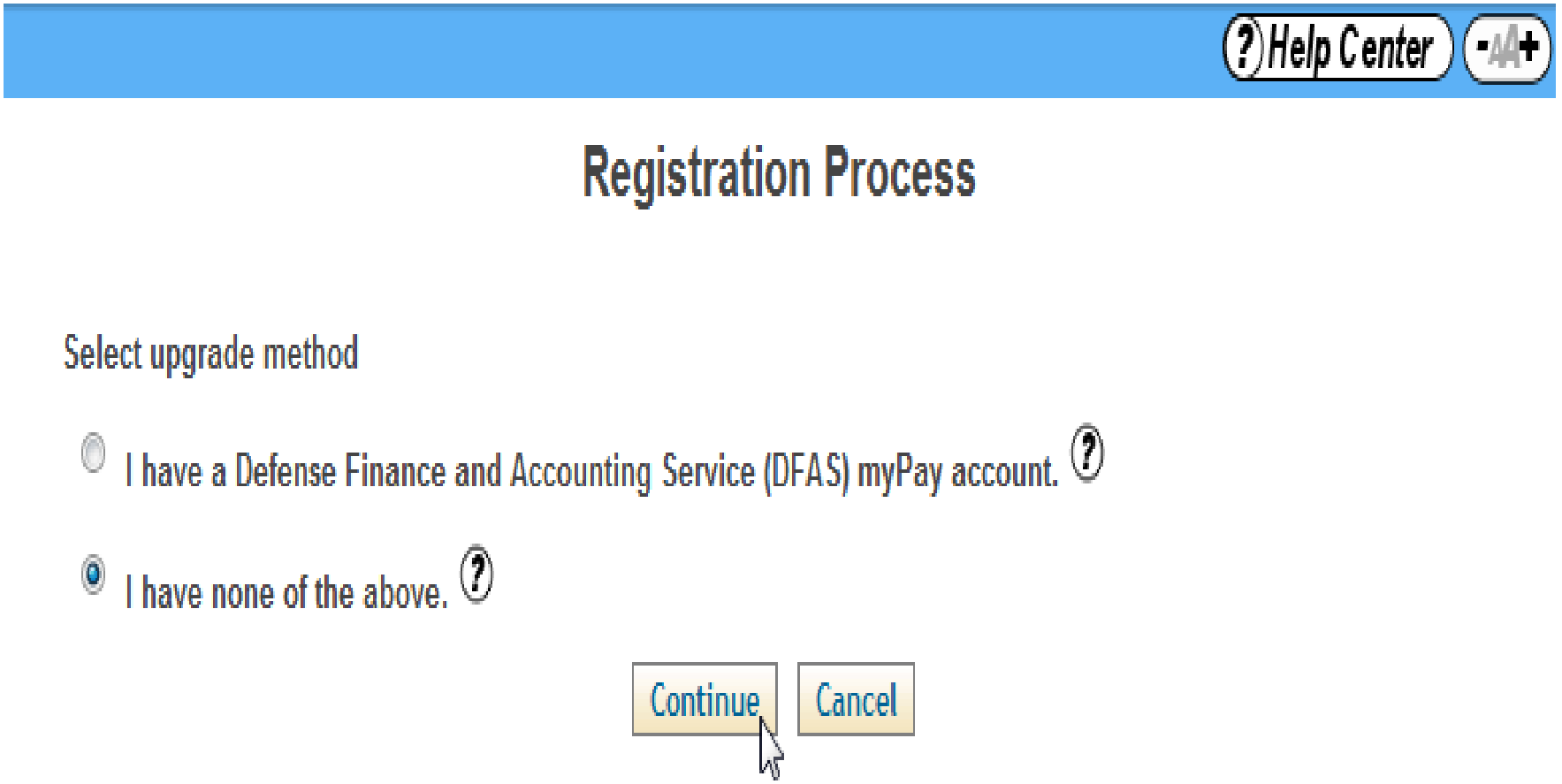


Veteran now has eBenefits Basic (Level I) account.

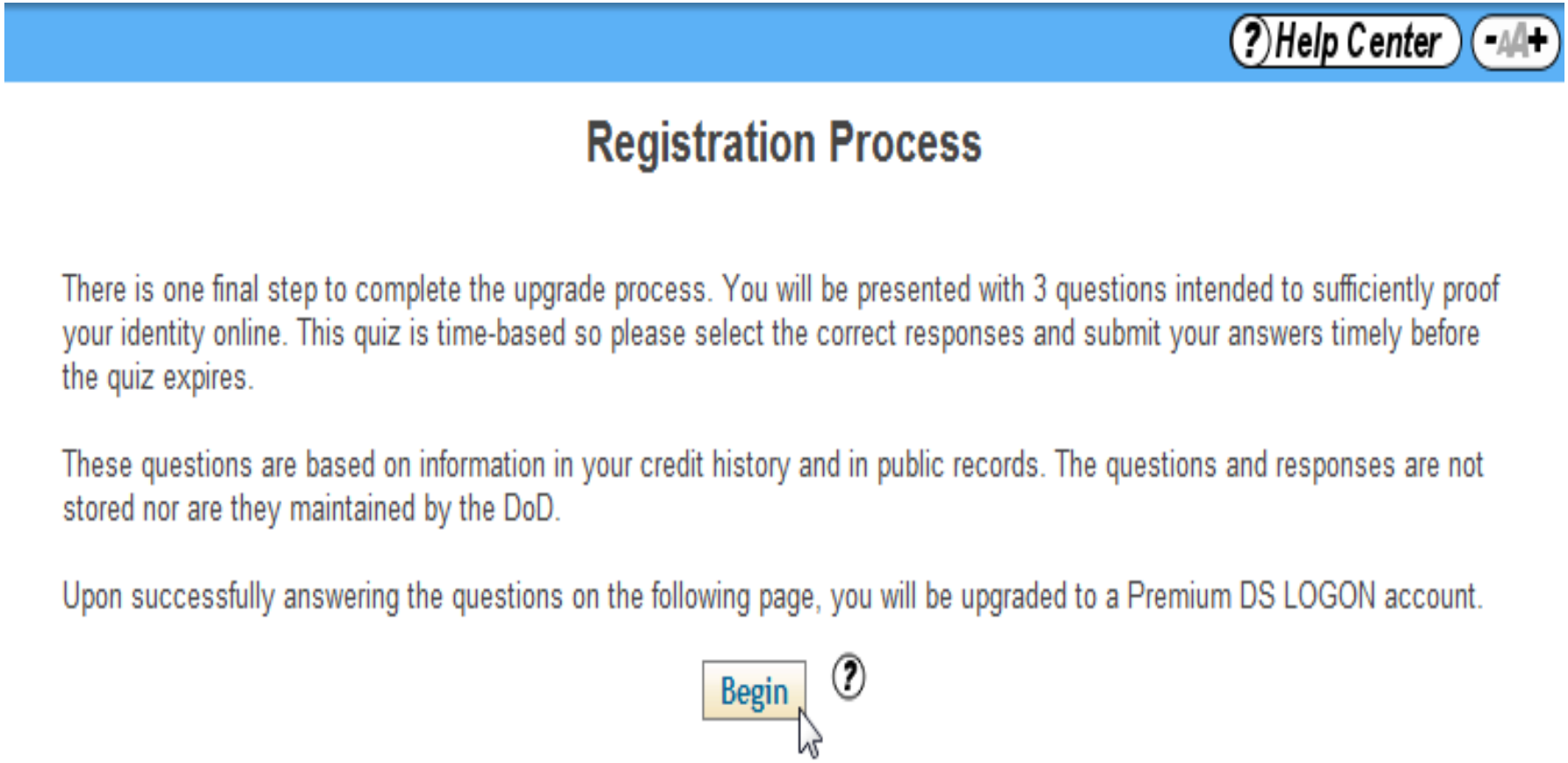
- **Note:** Username should be written down as shown below.



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

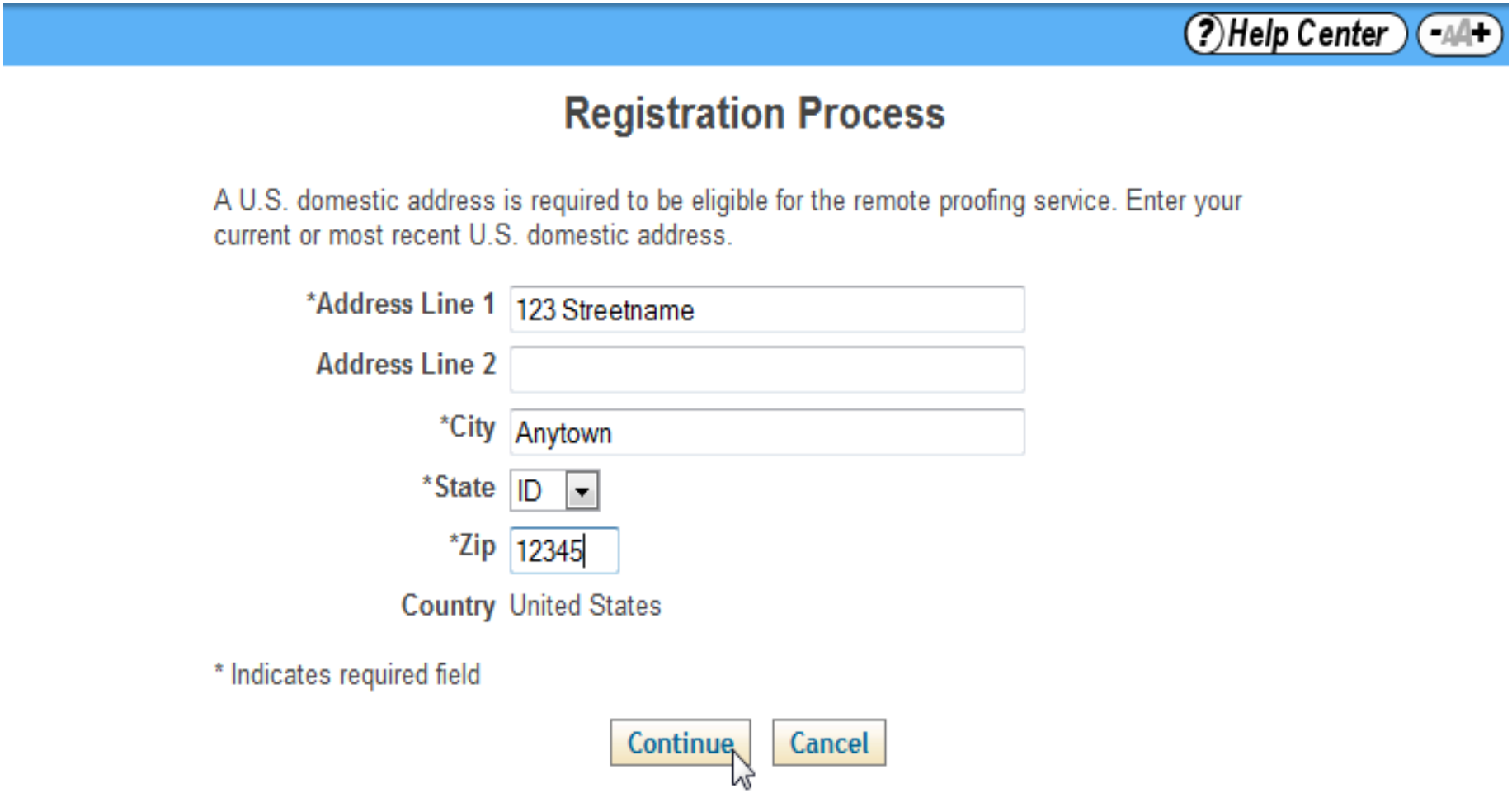


Press ‘Begin’ to proceed into the Remote Proofing process:



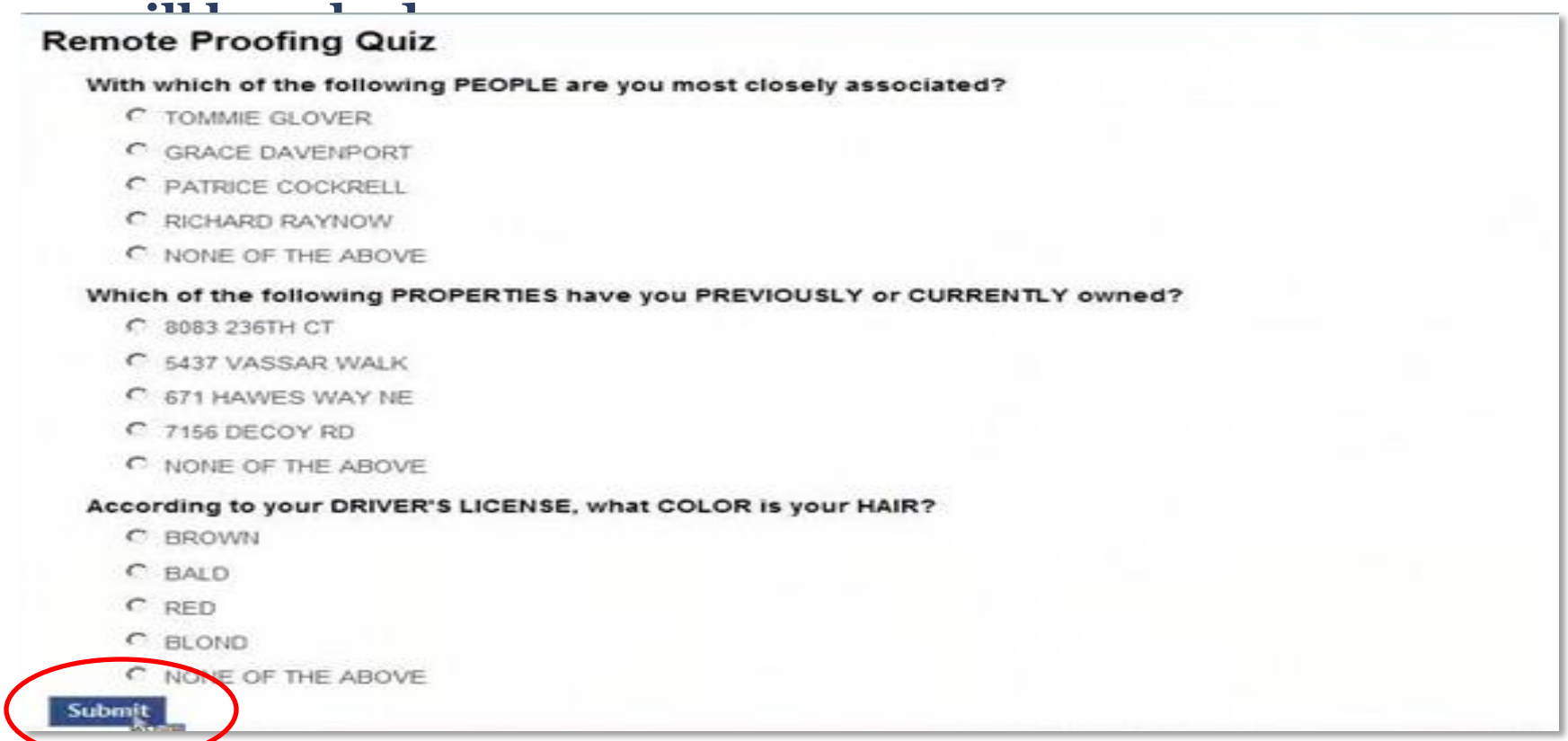
You are required to give your consent in order to use the Remote Proofing service:

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

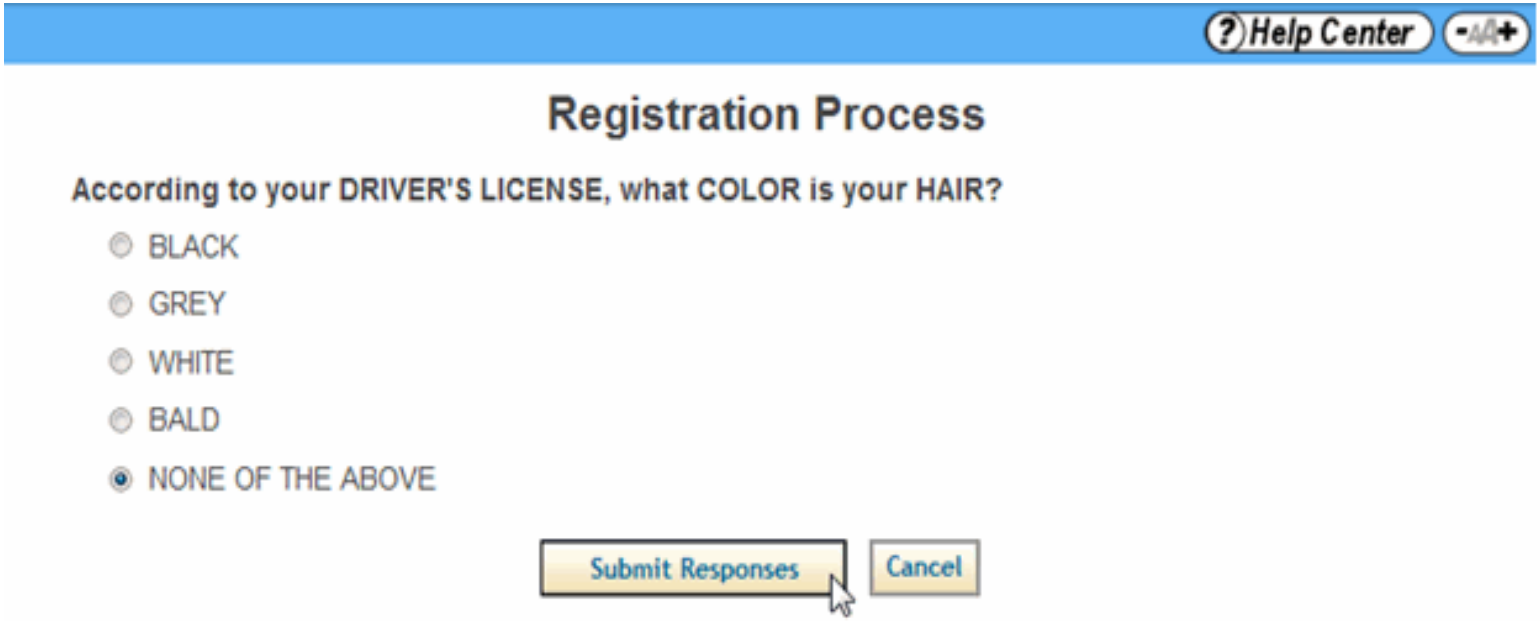


Registration: Wizard

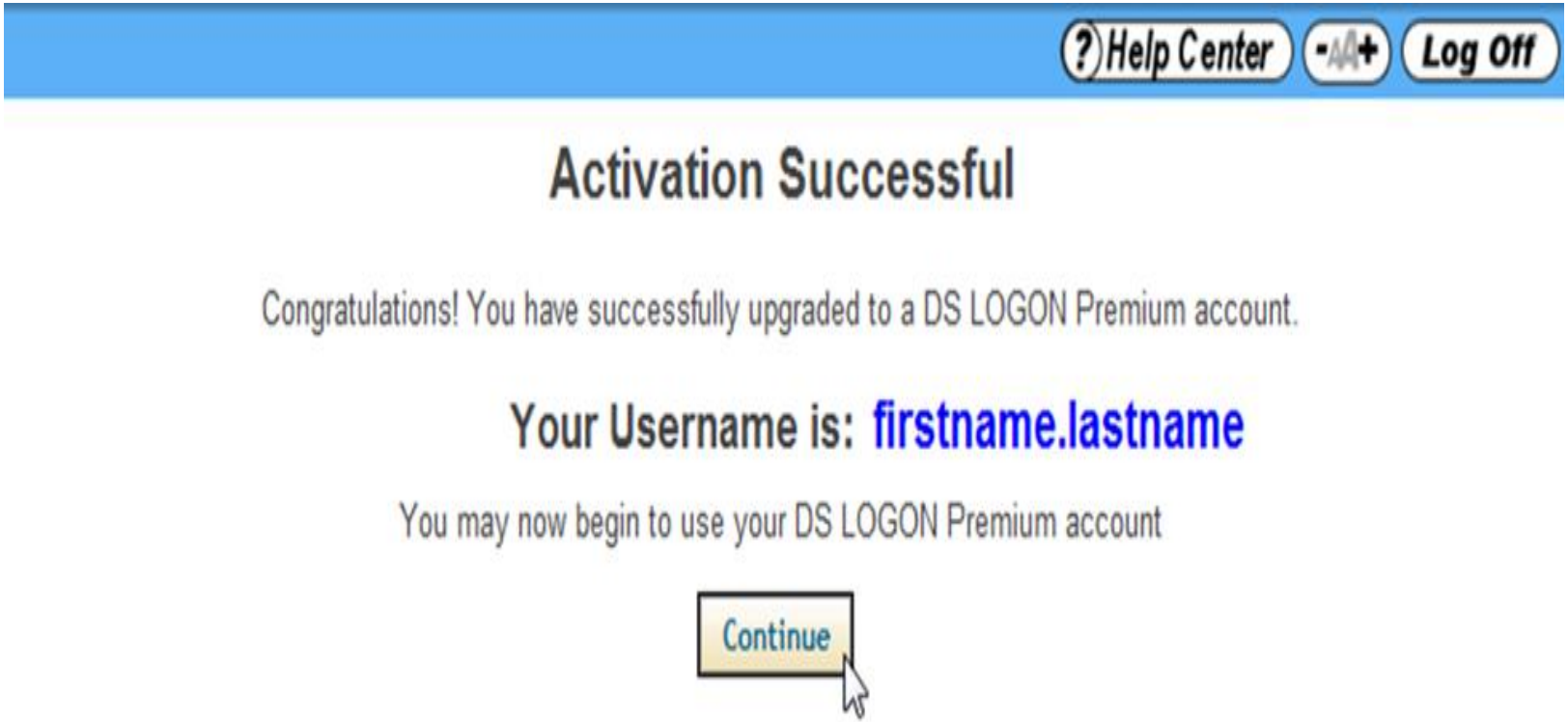
The user will have four minutes to select the correct answers to four Remote Proofing Questions. Once the user has answered the questions, click Submit. If the user answers one question incorrectly, an extra question



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.



Note: Users should log back into the www.ebenefits.va.gov portal instead of logging in from this page.



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).

FEATURES

Site Content

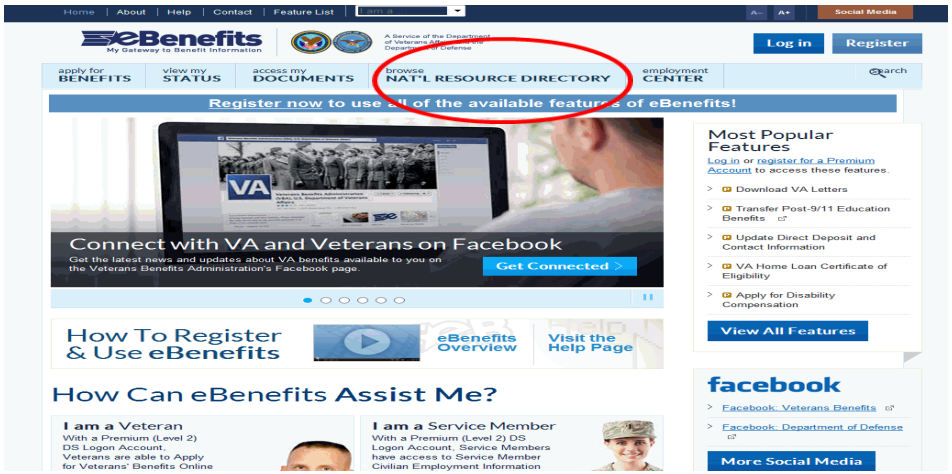
- Top 20 Features
- Mobile Access
- More Information on Features
- Checkpoint Summary

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.



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.