Chapter 4
eBENEFITS

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4.01   Introduction

The President's Commission on Care for America's Returning Wounded Warriors established in March 2007 recommended the creation of a "My eBenefits" web portal that would provide Servicemembers, Veterans, their families and authorized caregivers with a single sign-on, central access point to clinical and benefit data. This chapter contains general information on eBenefits, how to register for an eBenefits account, and how to apply for Chapter 31 benefits using the eBenefits Explorer feature.

4.02   References and Resources

        Websites: www.ebenefits.va.gov
                             www.va.gov
                             www.dmdc.osd.mil/rsl/appj/site?execution=e2s1

4.03   General Information

eBenefits is a portal; a central location for Veterans, Servicemembers, and their family members to research, find, access, and manage their benefits and personal information. eBenefits offers:

• A personalized workspace called "my personal DASHBOARD" that provides quick access to eBenefits tools. When using eBenefits tools, the user can complete various tasks, such as applying for benefits, downloading military records, and viewing their benefits status. This workspace is available to the Veteran, Servicemember or family member once the user creates an eBenefits account.

• A catalog of links to other sites that provide information about military and Veteran benefits.

For a comprehensive video tutorial on how to navigate eBenefits, go to www.ebenefits.va.gov and click on "How to Register & Use eBenefits."

4.04   Types of eBenefits Accounts

The Department of Defense (DoD) Self-Service Logon (DS Logon) is a secure, logon ID that allows DoD and Department of Veterans Affairs (VA) affiliates to access several websites using a single username and password. A DS logon supports the Personnel Identity Protection (PIP) Directive and National Institute of Standards and Technology (NIST) e-Authentication guidance. In addition, a

DS logon provides a high level of authentication assurance in situations where Common Access Card (CAC) authentication is not available. There are currently two types of DS logon accounts available. Each provides varying access to information depending on the application being accessed.

a. Basic Account

A Basic account enables the user to view general eBenefits information and customize it to suit his/her needs. With this type of account, the user can apply for some VA benefits, but cannot view personal information from VA and DoD systems.

b. Premium Account

A Premium account gives the user the highest level of access to eBenefits. The user can do everything he/she can do with a Basic account as well as view secure, personal information from VA and DoD systems.

c. eBenefits Account Comparison

The following table provides a comparison of eBenefits accounts:

	No Account	Basic Account	Premium Account
Apply for VA benefits through Veteran's Online Application (VONAPP), which requires a VONAPP account	√	√	√
Check eligibility for VA health benefits	√	√	√
Use Move!23 Health Questionnaire	√	√	√
Request state VA benefits information		√	√
Apply for VA benefits (other than through VONAPP)			√
Check VA Compensation and Pension claims status			√
Check VA payment history			√
Get a VA Home Loan Certificate of Eligibility		√	√
View TRICARE health information			√
Obtain Civil Service Preference Letter, Service Verification Letter, and more			√
Check Veteran's appeal status			√
Transfer Post 9-11 GI Bill education benefits			√
Share personal health records			√
Obtain DD214 and other military records			√

4.05   Registering/Proofing for an eBenefits Account

a. Servicemember

A Servicemember must use his/her Common Access Card (CAC) to obtain a
DS Logon.

1. Common Access Card (CAC) Registration

As a CAC holder, the Servicemember is able to quickly obtain a DS Logon
account by authenticating online with the CAC. From the eBenefits
homepage, www.ebenefits.va.gov, the Servicemember begins the
registration process by clicking on the "Register" button on the top, right
side of the page. The Servicemember selects "I have a Common Access
Card (CAC) with accessible card reader" and follows the prompts to
complete the registration process.

2. Email Registration

As a CAC holder, the Servicemember is able to quickly obtain a DS Logon
Premium account by using his/her email address on file in DEERS. From
the eBenefits homepage, www.ebenefits.va.gov, the Servicemember
begins the registration process by clicking on the "Register" button on the
top, right side of the page. The Servicemember selects "I have an active
DoD ID card and an email on file in the Defense Enrollment Eligibility
Reporting System (DEERS)" and follows the prompts to complete the
registration process.

b. Veteran

A Veteran has several options available to obtain a DS Logon. These options
are listed in order to provide the Veteran with the highest level of access as
quickly and securely as possible. The Veteran must be enrolled in DEERS to
obtain a DS Logon.

1. Online Remote Proofing
From the eBenefits homepage, www.ebenefits.va.gov, the Veteran begins
the registration process by clicking on the "Register" button on the top,
right side of the page. A series of questions will be asked in order to
provide the Veteran with the highest level of access as quickly as possible.
If the Veteran does not have a CAC or DFAS myPay account, he/she
selects "NO" to both questions. The Veteran will be asked if he/she
already has a DS Logon Basic account. If so, the Veteran would select
"YES" to begin the upgrade process. If the Veteran does not have a DS
Logon Basic account, he/she should select "NO." Next, the Veteran will
be asked to enter his/her personal information so eBenefits can locate
his/her record in DEERS. Once the Veteran's record is located, he/she

may continue the registration process by personalizing the account settings. The Veteran will be prompted to upgrade his/her account to Premium immediately through this online remote proofing process.

2. Telephone Proofing

This process is used to verify the Veteran's identity with the VA remotely telephone proofing process. To be eligible for this option, the Veteran must have the ability to verify his/her latest Electronic Fund Transfer (EFT) on the day of the remote proofing. To take advantage of this option, the Veteran should call the Department of Veterans Affairs Telephone Assistance Service at 800-827-1000 and choose 7, the eBenefits option. The Veteran must have the following information when he/she calls:

- Full name (last name used while in service may be different than what is provided)

- Social Security Number

- Checking or Savings Account Number

- Dollar amount of most recent ETF

3. In-Person Proofing

This process is used to verify the Veteran's identity in person with the VA. The Veteran can visit one of the 50+ VA Regional Offices (VARO) throughout the country. To locate the nearest VARO, the Veteran may visit www.va.gov, click on "Locations" and "Regional Benefits Offices."

- Before visiting a VARO, the Veteran should have in his/her possession, two forms of identification (I-9 Identity Documents). An I-9 Identity Document is a document that establishes identity. An example would be a military ID, driver's license or State ID card, voter's registration card, etc.

- While at the VARO, make sure VA has your current mailing address on file

- Once the Veteran's DS Logon request is completed, he/she will receive a DS Logon activation letter via U.S. mail in 7-12 business days. After receiving the activation letter, the Veteran should return to www.ebenefits.va.gov to activate his/her account.

4.06   VR&E and eBenefits

a. Apply for Benefits

When the user logs into his/her eBenefits account, he/she is greeted with a "Welcome (first and last name)." To apply for benefits, the user clicks on the icon at the top left hand side that says "apply for BENEFITS." The "Apply for Benefits" page contains examples of available benefits, to include disability compensation, home loan certificate of eligibility and Veterans Online Application, (VONAPP).

1. VONAPP

VONAPP is a VA website that enables Servicemembers, Veterans and their beneficiaries to apply for Education, Burial and/or Vocational Rehabilitation and Employment (Chapter 31 only) benefits online.

2. More Benefits

The "More Benefits" section contains detailed information on the following benefits:

- Compensation

- Education

- Employment

- General

- Health

- Housing

- Insurance

b. Benefits Explorer

"Benefits Explorer" is located under the "General" tab. On the Benefits Explorer page, the user fills out his/her profile on the left side of the page and clicks the "Show Benefits" icon at the bottom of the profile. eBenefits uses this information to identify some of the benefits the user may be eligible for based on what he/she puts in his/her profile.

The benefits listed on the Benefits Explorer page are based on the user's settings and do not guarantee that the user is eligible for the specific benefits listed on the page. In addition, the information listed on the Benefits

Explorer page is not comprehensive, and the user may be entitled to other benefits not listed on the page. The user is invited to learn more about specific benefits by clicking on the links located under "For more information."

c. Employment

The Veterans Employment Center (VEC) is located on the eBenefits home page, on the top navigation menu. VEC is the federal government's single authoritative internet source for connecting transitioning Servicemembers, Veterans and their families to meaningful career opportunities. The VEC is the first government-wide product that brings together a reputable cadre of public and private employers with real job opportunities, and provides transitioning Servicemembers, Veterans and their families with the tools to translate their military skills into plain language and build a profile that can be shared – in real time – with employers who have made a public commitment to hire Veterans. The VEC was created by VA at the request of the White House in collaboration with the Departments of Labor, Defense and Education, the Small Business Administration and the Office of Personnel Management.

VRCs are required to provide individuals with information and guidance on accessing and enrolling in VEC. The VRC must document the provision of eBenefits and VEC orientation, education, and assistance in the corresponding CER folder using VAF 28-1902b, VAF 28-1902n, VAF 28-8606, or in a CWINRS note, if the individual has a CWINRS record.