

# 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

# Registration: Overview



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

Login

Register

apply for **BENEFITS**

view my **STATUS**

access my **DOCUMENTS**

browse benefits **LINKS**

career **CENTER**



[Register now](#) to use all of the available features of eBenefits!



**Veterans: Give Today to Help Tomorrow**

The Million Veteran Program (MVP) is enrolling Veteran volunteers who are users of the VA health care system. Be a part of the future of medicine.

[Learn More >](#)

## Most Popular Features

[Login](#) 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](#)

[View All Features](#)

## How To Register & Use eBenefits



[eBenefits Site Tour](#) | [How-To-Register Guides](#) | [Learn More About Using eBenefits](#)

## How Can eBenefits Assist Me?



**Veterans Affairs**  
**DeptVetAffairs**

VA's Fully Developed Claims Program is the fastest way of getting your compensation or pension claim processed <http://t.co/3sZyGkkZGI>  
5 hours ago · reply · retweet · favorite

Fact: VA also made the decision to grant claims related to Gulf War Syndrome, adding to the backlog.  
<http://t.co/bTU9Ck6R5>





## 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 a Defense Finance and Accounting Service (DFAS) myPay account. [?](#)
- I have neither of those, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)

[Continue](#) [Cancel](#)



Select this  
button  
then  
continue



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



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



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

### Registration Process

Fill in your personal information. We will search for your record in DEERS. <sup>?</sup>

First Name  <sup>?</sup>

Last Name

Date of Birth

<sup>?</sup> ID   (No spaces or special characters)



Fill in boxes as appropriate.



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.

The screenshot shows a registration wizard interface. At the top, there is a blue navigation bar with three buttons: a help icon followed by "Help Center", a font size icon followed by "-AA+", and "Log Off". Below the navigation bar, the title "Registration Process" is centered. Underneath, the text reads "Welcome Firstname Lastname." followed by "Create your personalized password. Please note security tips." The main form area contains two input fields: "Password" and "Confirm Password", both filled with black dots and each followed by a green checkmark. Below these fields are two buttons: "Continue" (highlighted with a mouse cursor) and "Cancel". At the bottom of the form area, there are six small circles, with the first three being blue and the last three being grey. To the right of the form, under the heading "Security Tips", it says "For a strong password use:" followed by a numbered list of five requirements: 1. At least 9 characters, 2. At least one uppercase letter, 3. At least one lowercase letter, 4. At least one number, and 5. At least one special character. Below the list is a sample of special characters: (@\_#!&\$'%\*+(),./,:~}|?{>=<).

After you develop an approved password using the appropriate characters **WRITE IT DOWN** and put in a safe place so you can refer to it at another time!!!!



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



## Registration Process

Select challenge questions and enter personalized answers. <sup>?</sup>

These questions will be asked if you need to retrieve or change your password.

What was the name of your first pet?	▼
fido	
What was the name of your first stuffed animal?	▼
fluffy	
What was the make (Chevy, Ford, Honda, etc.) of you first car?	▼
etsel	
What is the full name of your very first employer?	▼
dad	
In what town was your first job?	▼
hometown	

After you answer four questions write your answer down along with the question on the same paper as your user name and password.....**WRITE IT DOWN** and put in a safe place so you can refer to it at another time!!!!

After completing five challenge questions, click Continue

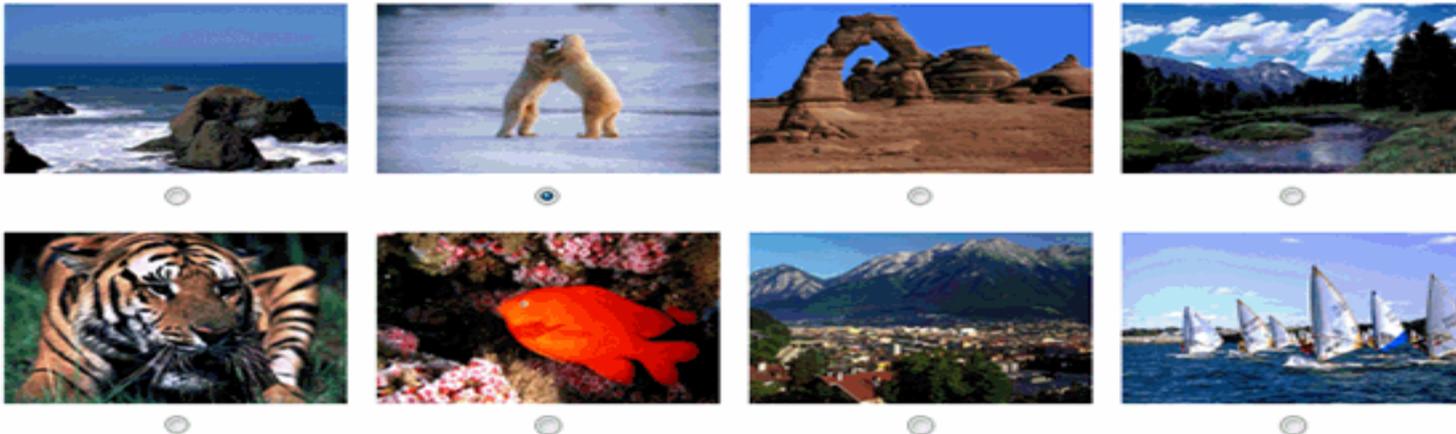


Select one image and create a short phrase.

[? 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](#)

After you select your personal image write your answer down along with the question on the same paper as your user name/ password and four questions with answers..... **WRITE IT DOWN** and put in a safe place so you can refer to it at another time!!!!



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

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

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

### 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 number for common last names**

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



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

[? 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](#)

You have four minutes to complete. Read the questions and answers carefully! This is an important step.



Note: Users ~~should~~<sup>must</sup> 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: Overview

Home | About | Help | Contact | Feature List | I am a

**eBenefits**  
My Gateway to Benefit Information

A Service of Veterans Affairs  
Department of Defense

apply for **BENEFITS** | view my **STATUS** | access my **DOCUMENTS** | search

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Select  
"Manage  
Your  
Benefits"

fits/homepage



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



- Apply
- Manage
- Learn
- National Resource Directory
- Employment Center
- Contact
- Search

# What do you want to do?

Need help? Appoint a claims agent, attorney, or Veteran Service Organization (VSO) to assist you.



## Apply

- Disability Compensation
- Add or Remove Dependent
- VA Health Care
- Education Benefits
- Pension Benefits
- Vocational Rehabilitation and Employment
- See all applications for benefits



## Manage Benefits

- Compensation Claim Status
- Personal Contact and Direct Deposit
- Military Personnel File
- VA Letters
- Certificate of Eligibility for Home Loan
- Supporting Document Upload for Claims
- See all options to manage benefits



## Manage Health

- Share Your VA Medical Records
- VA Prescription Refills
- VA Medical Appointment Scheduling
- Hearing Aid Batteries and Prosthetic Socks
- VA Medical Provider Messaging
- DoD TRICARE Health Insurance
- See all options to manage your health

## Benefits News

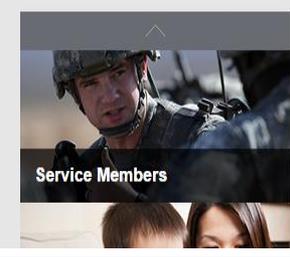


Title 32 National Guard



Transitioning Service

## FEATURED RESOURCES



Chat with the VA



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

- Disabilities
- Dependents

---

- Claims
- Work in Process
- Historical Claims

---

- Benefits & Payments**
- Additional Benefits
- Payment History

---

- Messages

---

- Account Activity

**Personal Information:** ?


Edit Profile

- Things you can view here:**
- [Representative](#)
  - [Disabilities](#)
  - [Dependents](#)
  - [Work in Process](#)
  - [Historical Claims](#)
  - [Additional Benefits](#)
  - [Payment History](#)

**Popular Items:**



**Your VA / DoD Personal Information**  
VA uses your personal information to contact you or send payment for your benefits.

[Update your Direct Deposit and contact information \(Compensation & Pension or Education\)](#) P

[Update your DEERS personal information](#) P E



**Your VA Online Health Records**  
Manage or share your VA health records P



**Your eBenefits Employment Center Profile**  
View or edit your employment profile

Select  
"Manage Your Benefits"

What would you like to do next?



**Apply for Benefits**  
Get started by submitting an application for benefits.



**Manage Your Benefits**  
Check the status of your benefits, and view or update your personal information.



**Manage Your Health**  
View your health records, manage your appointments and prescriptions, and more.





## Manage Your Benefits

-  **Status Tracking**  
Track the status of your benefit claims (compensation, pension, and housing) and your enrollment for education.
-  **Documents and Records**  
Find your VA letters, official military records with your DD 214, personnel files, and health records.
-  **Contact and Direct Deposit Information**  
Update your contact and direct deposit information for VA communication and payment.
-  **VA Representative**  
Request or find an accredited representative to help you prepare and submit your claims for benefits.
-  **Compensation**  
Check the status of your claim or appeal, view payment history, or update your contact and direct deposit information.
-  **Education**  
Verify education enrollment, transfer benefits to dependents, or update your contact and direct deposit information.
-  **Health Care**  
View your health records, manage your appointments and prescriptions, purchase hearing aid batteries and prosthetic socks, and more.
-  **Housing**  
Receive a VA Home Loan Certificate of Eligibility or check the status of your SAH claim.
-  **Insurance**  
Manage insurance coverage, update beneficiaries, or download and print your forms.
-  **Pension**  
Check the status of your claim or appeal, view payment history, or update



## Access Your Documents and Records

Select  
“Documents  
and Records”

<p><b>Service Member Personnel Information</b> </p> <p>View a summary of your personnel information in DEERS.</p>	<p><b>Service Member Civilian Employment Information</b> </p> <p>View and update your civilian employment and student information.</p>	<p><b>Military Personnel File</b> </p> <p>Review and print documents from your official Military Personnel File, including your DD 214.</p>
<p><b>VA Letters</b> </p> <p>Download and modify VA Letters, including civil service preference, commissary and exchange privileges, and service/benefit verification.</p>	<p><b>VA Medical Records</b> </p> <p>Use the VA Blue Button tool to view, print, and download information from your My HealtheVet account.</p>	<p><b>VA Health Record Sharing</b></p> <p>Enroll in the Virtual Lifetime Electronic Record (VLER) Health Program to securely share parts of your health records among VA, DoD, and selected private health care providers.</p>
<p><b>myPay</b> </p> <p>Change or review pay information, leave and earning statements, W-2s and more.</p>		

### About eBenefits



[About eBenefits](#)

[Outage Calendar](#)

[Policies](#)

[Promotional](#)

### About Veterans Affairs

[VA Home](#)

[About VA](#)

[VA Forms](#)

[KnowVA](#)

[FAQs](#)

### Our Policies

[VA Privacy Policy](#)

[VA Web Policies](#)

[Regulations & Guidance Documents](#)

[VA Freedom of Information Act](#)

### Other Government Sites

[Forms.gov](#)

[DoD Forms](#)

[White House](#)

[USA.gov](#)

[Regulations.gov](#)



## Download VA Letters

Verify that your address is correct, then select a letter template from the list that follows your address.

Select  
"Benefit  
Verification"

### Step 1: Confirm Your Address on File

Your address on file with Compensation and Pensions is incorrect, please [update your contact information](#) before proceeding to Step 2 (on right) to generate your letter.

Daniel M Swanson  
4282 II Hwy 17  
Alpha, IL 61413

### Step 2: Select a letter from the following list.

- **[Benefit Summary - Veteran Benefits](#)**  
Create a Benefit Summary Letter to show you are receiving certain benefits from VA.
- **[Benefit Verification](#)**  
Send this letter to confirm details about the VA benefit that you are currently receiving.
- **[Disabled Veteran Civil Service Preference](#)**  
Send this letter to establish your Veteran's preference for civil service employment.  
**Related:** [Application for 10-Point Veteran Preference](#)  
Send this form if you are applying for Federal jobs and want to apply an additional 10-point examination credit based on your military service or that of a spouse or child.
- **[Proof of Creditable Prescription Drug Coverage](#)**  
Create this letter to show you are eligible for Medicare Part D prescription drug coverage.
- **[Proof of Minimum Essential Coverage](#)**  
Create this letter to show you meet the individual responsibility requirement under the Affordable Care Act.
- **[Service Verification](#)**  
Send this letter to confirm your Branch of Service, Date Entered on Active Duty, and Date Discharged from Active Duty.
- **[Veteran Proof of Service](#)**  
Create a Proof of Service card to confirm you've honorably served in the Armed Forces.



DEPARTMENT OF VETERANS AFFAIRS  
810 Vermont Ave NW  
Washington, D.C. 20420

September 09, 2015

# Example Verification Letter

Dear \_\_\_\_\_

This letter certifies that \_\_\_\_\_ is receiving service-connected disability compensation from the Department of Veterans Affairs,

The current benefit paid is as follows:

Gross Benefit Amount	██████████
Net Amount Paid	██████████
Effective Date	December 1, 2014
Combined Evaluation	80 percent

You can cross out the benefit amount if you chose

### How You Can Contact Us

- If you need general information about benefits and eligibility, please visit us at <https://www.ebenefits.va.gov> or <http://www.va.gov>.
- Call us at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the number is 1-800-829-4833.
- Ask a question on the Internet at <https://iris.va.gov>.

Sincerely,

Robert T. Reynolds, Director  
Benefits Assistance Service

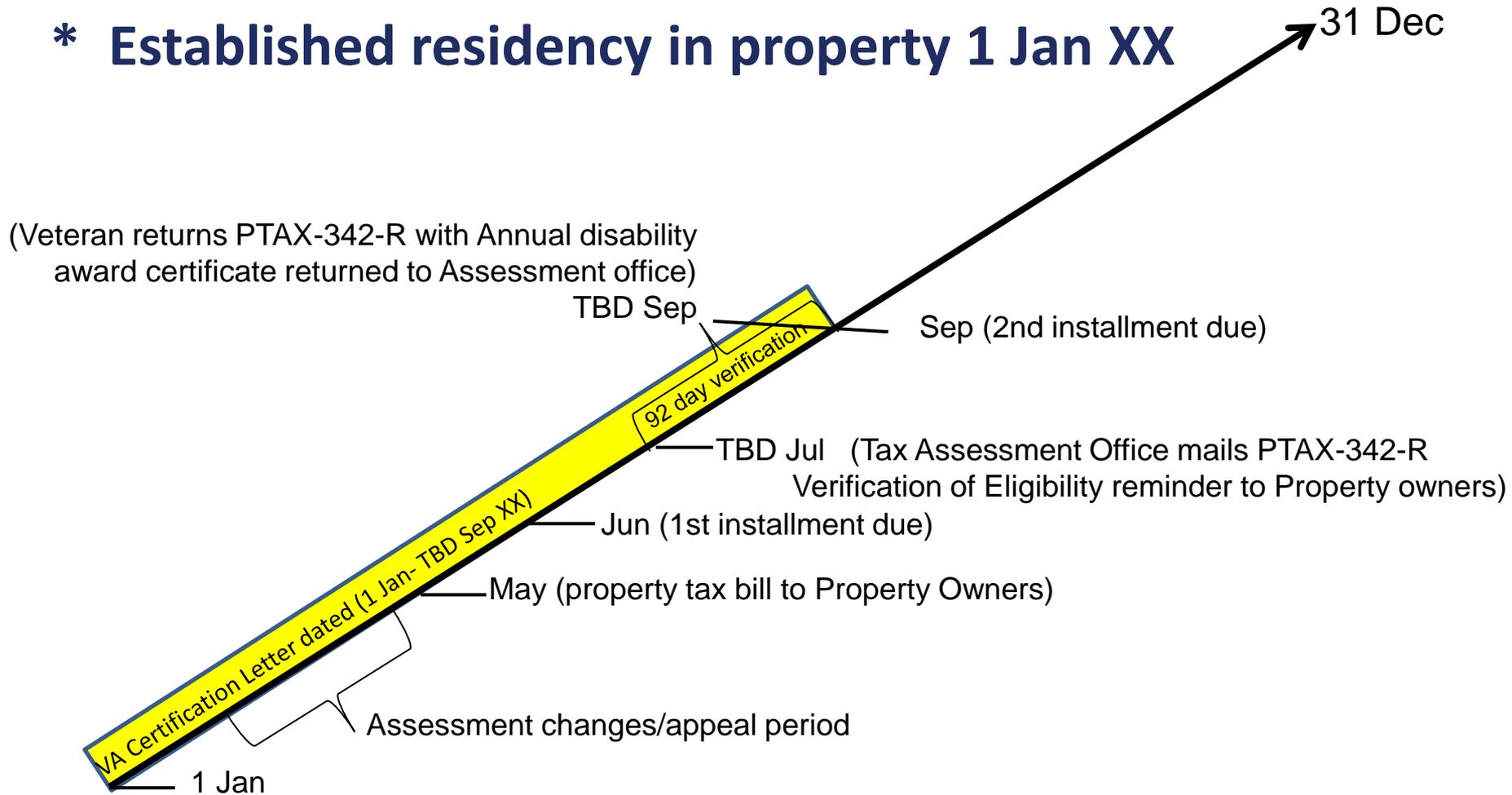


# Questions?



# Normal Property Tax Yearly Cycle

- \* **Property tax year 1 Jan – 31 Dec XX**
- \* **Established residency in property 1 Jan XX**



Veteran process on top of the line

# Property Tax Out-of-Cycle

\* **Property tax year 1 Jan – 31 Dec 15**

\* **Established residency in property 1 Jan 15**

