



NATIONAL GUARD BUREAU
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ARLINGTON VA 22204-1382

ARNG-HRZ

FEB 9 2012

MEMORANDUM FOR Army National Guard personnel of all States, Puerto Rico, the Virgin Islands, Guam, and the District of Columbia

SUBJECT: eBenefits Awareness and Familiarization

1. Pursuing your Veterans Affairs (VA) benefits can be an intimidating and time-intensive ordeal, especially when returning from deployment. Priorities such as reconnecting with your family, pursuing your career, and addressing financial responsibilities take priority in your daily life. That is why www.ebenefits.va.gov offers you a comprehensive, user-friendly resource to serve as a central access point when applying for your VA benefits. Related services such as My HealthVet and the Veterans Job Bank are also useful tools and are accessible through this site.
2. The eBenefits portal is a one-stop shop for benefits-related online tools and information, and it is designed for wounded warriors, veterans, service members, their Families, and those who care for them. The site provides a catalog of links to information on other websites about military and veteran benefits, as well as a personalized workspace called My eBenefits, which allows users to do things such as apply for benefits, download forms, and view their benefits statuses online. Service members, veterans, and Family members should register for eBenefits to access these secure features in My eBenefits. Registering also allows users to personalize the portal according to their needs.
3. In the attached user guide, you will find step-by-step procedures for accessing basic account information. The My Dashboard feature serves as a personal workspace and allows access to eBenefits tools, letting users apply for benefits, download form DD 214, and view their benefits statuses. Service members and their Families can apply online to get a basic eBenefits account instantly. In order to obtain an account, a user must be registered in the Defense Enrollment Eligibility Reporting System, and he or she must have a DOD self-service logon. A basic account allows users to customize the site, but it does not provide access to personal information in the VA or DOD systems. However, a premium account does allow users to view personal data in the VA and DOD systems, as well as allowing them to apply for benefits online, check the statuses of claims, and update address records.
4. The point of contact is COL Tammy Miracle, G-1, Army National Guard, at DSN 327-9181, 703-607-9181, or tammy.miracle@us.army.mil.

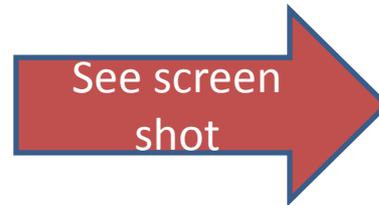
for W. E. Ingram, Jr.
WILLIAM E. INGRAM, JR.
Lieutenant General, GS
Director, Army National Guard



<https://www.ebenefits.va.gov>

eBenefits is a portal; a central location for Wounded Warriors, Veterans, Service Members, their Families, and those who care for them to research, find, access, and manage their benefits and personal information.

To view the benefits offered to a Soldier, Veteran, or Family Member the user must click on the applicable link on the homepage



Claims Status Now Improved

See just where your claim stands with the enhanced Claims Status Process bar and detailed status descriptions.

[Register Today!](#) >

Benefits

- > [Update Direct Deposit and Contact Information](#)
- > [VA Home Loan Certificate of Eligibility](#)

[View All Features](#)

How Can eBenefits Assist Me?

I am a Veteran

With a Premium Account, Veterans are able to Apply for Veterans' Benefits Online (VONAPP), access VA Payment History, apply for VA Home Loan Certificate of Eligibility, check on Compensation & Pension Claims Status, and more. [Learn more.](#)



I Am a Service Member

With a Premium Account, Service Members have access to Service Member Civilian Employment Information, Service Member Personnel Information, DoD TRICARE Insurance, Education Benefits and more. [Learn more.](#)



I am a Family Member

Family members of service members and veterans can manage their warrior's profiles and claims. [Learn more.](#)



Get Paid Faster
through Direct



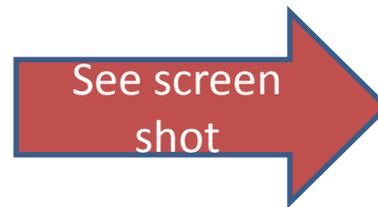
New Mobile
Features

facebook

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

[More Social Media](#)

The user is then given the option to view the benefits available to either a Service Member





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Login Register

apply for BENEFITS | view my STATUS | access my DOCUMENTS | browse benefits LINKS | search

I am a Service Member

Login or Register for eBenefits

Already registered? Login here. Not yet registered? We recommend that you register for a Premium Account. A Premium Account gives you unlimited access to all the benefits available in the portal. Why limit yourself?

Login Register



Examples of Benefits for Service Members

 <p>Transfer Post-9/11 Education Benefits</p> <p><i>Sponsors and Family Members:</i> View TRICARE medical, dental, and pharmacy information. You can also view non-TRICARE health insurance information.</p> <p>Get a Premium Account!</p>	 <p>DoD TRICARE Health Insurance</p> <p><i>Sponsors and Family Members:</i> View TRICARE medical, dental, and pharmacy information.</p> <p>Get a Premium Account!</p>	 <p>Service Members' Group Life Insurance (SGLI)</p> <p>View the amounts of coverage and coverage dates for your Group Life Insurance (SGLI).</p> <p>Get a Premium Account!</p>
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Be Sure To Register

We recommend that you sign up for a Basic Account as it enters you into the larger registration system and so facilitates the successful completion of your Premium Account. The Premium Account gives you full access to all benefits available in eBenefits.

[Register Now](#)

Benefits by Category [Show Descriptions](#)

Education

eLearning Center

[Log in](#) to use these features:

Transfer Post-9/11 Education Benefits

General

[Apply for Veterans Benefits Online \(VONAPP\)](#)

[Log in](#) to use these features:

Benefits Explorer

Housing

[Log in](#) to use these features:

Specially Adapted Housing Grant Application & Claim Status

VA Home Loan Certificate of Eligibility

A Veteran...



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Social Media

Login

Register

apply for **BENEFITS**

view my **STATUS**

access my **DOCUMENTS**

browse benefits **LINKS**



I am a **Veteran**

Login or Register for eBenefits

Already registered? Login here. Not yet registered? We recommend that you register for a Premium Account. A Premium Account gives you unlimited access to all the benefits available in the portal. Why limit yourself?

Login Register



Examples of Benefits for Veterans



[Apply for Veterans Benefits](#)

You can apply for Compensation, Pension, Education, Burial and Vocational Rehabilitation & Employment Benefits online through the Veterans Online Application (VONAPP).



[Compensation & Pension Claims Status](#)

View the status of your compensation and pension claims. [Get a Premium Account!](#)



[Appeal Status](#)

Check the status of your claim appeal. [Get a Premium Account!](#)

Be Sure To Register

We recommend that you sign up for a Basic Account as it enters you into the larger registration system and so facilitates the successful completion of your Premium Account. The Premium Account gives you full access to all benefits available in eBenefits.

Register Now

Benefits by Category [Show Descriptions](#)

Education

[eLearning Center](#)

[Log in](#) to use these features:

[Transfer Post-9/11 Education Benefits](#)

General

[Apply for Veterans Benefits](#)

[Search for a Representative](#)

[Log in](#) to use these features:

[Benefits Explorer](#)

Compensation

[Log in](#) to use these features:

[Appeal Status](#)

[Compensation & Pension Claims Status](#)

[VA Payment History](#)

Or a Family Member...

Home | About | Help | Contact | Facility Locator | 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

[Login](#) [Register](#)

[apply for BENEFITS](#) [view my STATUS](#) [access my DOCUMENTS](#) [browse benefits LINKS](#)

I am a

Login or Register for eBenefits

Already registered? Login here. Not yet registered? We recommend that you register for a Premium Account. A Premium Account gives you unlimited access to all the benefits available in the portal. Why limit yourself?

[Login](#) [Register](#)



Examples of Benefits for Family Members

 DoD TRICARE Health Insurance Sponsors and Family Members: View TRICARE medical, dental, and pharmacy information. Get a Premium Account!	 eLearning Center Take elearning courses designed to help you manage your health. You can choose from a variety of topics such as managing stress and succeeding at work.	 Request State Benefits Information Request benefits information packets from State Veterans Affairs offices. Register!
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Benefits by Category [Show Descriptions](#)

Education eLearning Center	General Log in to use these features: Benefits Explorer	Compensation Log in to use these features: Compensation & Pension Claims Status VA Payment History
Insurance Log in to use these features: DoD TRICARE Health Insurance Health Insurance Information	Health Health Benefits Eligibility Check	

Be Sure To Register

We recommend that you sign up for a Basic Account as it enters you into the larger registration system and so facilitates the successful completion of your Premium Account. The Premium Account gives you full access to all benefits available in eBenefits.

[Register Now](#)

eBenefits Accounts

- There are two accounts a user can choose to create:
- *Basic* Benefits Account
- *Premium* Benefits Account

Basic eBenefits Account

- The user can apply online and get an account instantly, without having their identity verified in person (pending they already have a “HealtheVet” account or DS Logon) .
- A Basic Account lets the user customize the site and access information they enter into eBenefits themselves.
- A DS Logon can be accessed through the DoD Self-Service Access Center

DoD Self-Service Access Center

<https://myaccess.dmdc.osd.mil/dsaccess>

- DoD Self-Service Access Center provides a means for a sponsor (family member with an affiliation to the Department of Defense) to request a DoD Self-Service Logon (DS Logon) for their own use and for those family members who are eligible to receive one. An individual can also use this site to manage their own DoD Self-Service Logon.

Basic Account Considerations

- The user ***cannot*** see their personal information in VA or DoD systems.
- User must obtain a “HealtheVet” account, a DS Logon or have previously registered in person with the VA.



www.myhealth.va.gov

My Health eVet is a free, online personal health record.

If the user is a VA patient and have completed the In-Person Authentication process, they can:

- a. Participate in Secure Messaging with their primary health care team members.
- b. View key portions of their DoD Military Service Information
- c. Get VA Wellness Reminders
- d. View VA Appointments
- e. View VA Labs
- f. View VA Allergies.



Upgrade update:

We recently made a number of important improvements to My HealthVet. As we bring the new system on line, there will be times when the site is slow, unresponsive or even unavailable. You should continue to check all of the information in your My HealthVet personal health record. You should also call ahead to confirm any upcoming appointments. For a listing of medical centers and clinics with phone number contacts, please visit the [VA Facility Locator](#) online.

New Registrations: If you are Veteran enrolled in a VA medical center/VA facility, please be sure to check the "VA Patient" box when registering on My HealthVet. Also, please include your **FULL** name (to include middle name, if you have one) plus your date of birth, SSN and gender.

Manage Your VA Health Care Online

Newest feature includes access to DoD Military Service Information

My HealthVet is a free, online personal health record. It is available 24/7, wherever there is Internet access. If you are a VA patient and have completed the In-Person Authentication process, you can:

- participate in Secure Messaging with your primary health care team members
- view key portions of your DoD Military Service Information
- get your VA Wellness Reminders
- view your VA Appointments
- view your VA Labs
- view your VA Allergies.

Veterans discharged after 1979 can access their Blue Button military work records, including the Military Occupational Specialty (MOS) codes, pay details, service dates, deployment, and retirement periods.

You can use the VA Blue Button to view, print, or download your health data currently in your My HealthVet account. You can share this information with your family, caregivers or others. It puts *you* in control of *your* information stored in My HealthVet.

Learn more about:

- [Military Service Information](#)
- [Secure Messaging](#)
- [VA Blue Button](#)
- [In-Person Authentication](#)

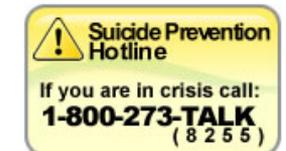


Not Registered?



[Why Register?](#)

[How to Use My HealthVet](#)

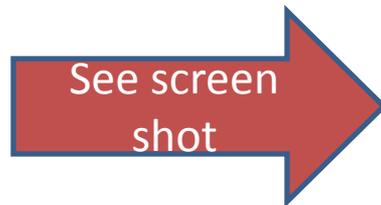


Premium eBenefits Account

- Gives the user the highest level of access to eBenefits features.
- A Soldier or Veteran can view personal data about themselves in VA and DoD systems, apply for benefits online, check the status of their claims, update their address records, and more.

Premium Account Considerations

- The user must verify their identity *in person* at a VA Regional Office or TRICARE Service Center to get a Premium Account.
- To use the majority of useful features on ebenefits.va.gov, the user must have access to a Premium Account.





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Login Register

apply for **BENEFITS**

view my **STATUS**

access my **DOCUMENTS**

browse benefits **LINKS**

search

Help

Basic vs Premium Account

How to Register

eBenefits uses the Department of Defense Self-Service Logon (DS Logon). You need a DS Logon for either a Basic or Premium Account.

- What You Need to Get an Account
- Basic vs. Premium Account
- Get a Basic Account

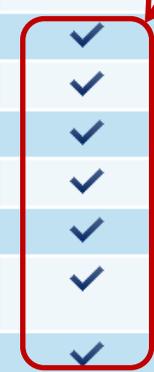
Compare Accounts

Examples of eBenefits Features	No Account	Basic Account	Premium Account
Apply for Benefits through VONAPP (requires a separate VONAPP account)	✓	✓	✓
Use eLearning Center	✓	✓	✓
Check Eligibility for Health Benefits	✓	✓	✓
Use Move!23 Health Questionnaire	✓	✓	✓
Request State Benefits Information		✓	✓
Give Feedback to eBenefits		✓	✓
Apply for Benefits (other than through VONAPP)			✓
Check your Compensation and Pension Claims Status			✓
Check your Payment History			✓
Get a VA Home Loan Certificate of Eligibility (COE)			✓
View your TRICARE Health information			✓
Obtain your Civil Service Preference Letter, Service Verification Letter, and more			✓
Obtain your DD-214 and other Military Records			✓

FAQs

Basic Account

A Basic Account is simpler to obtain, but provides limited access to eBenefits features. You can apply for a Basic Account online without having your identity verified in person. This account lets you customize the eBenefits site and



My Personal Dashboard

- Once the user logs into their eBenefits Account, they will be able to view their own dashboard.
- The dashboard serves as a personal workspace and allows access to eBenefits tools, allowing users to apply for benefits, download form DD 214, and view their benefit statuses.

Within the dashboard, users have the option to *apply* for benefits:

Examples of Available Benefits



[Apply for Veterans Benefits](#)

You can apply for Compensation, Pension, Education, Burial and Vocational Rehabilitation & Employment Benefits online through the Veterans Online Application (VONAPP).



[Apply for or Modify Your Dependency Benefits](#)

If you are currently in receipt of compensation benefits at 30% or more, you can add or modify your dependents information online through VONAPP Direct Connect (VDC).



[VA Home Loan Certificate of Eligibility](#)

Calculate your VA Home Loan benefit and entitlement. You can then get a Certificate of Eligibility to show that you're eligible for VA guaranteed financing.

View the status of benefits:

Examples of Status Queries



Compensation & Pension Claims Status

View the status of your compensation and pension claims.



VA Payment History

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



Post-9/11 GI Bill Enrollment Status

View your entitlement and school enrollment information for Post-9/11 GI Bill Education benefits.

Access important documents:

Examples of Accessible Documents



[Download VA Letters](#)

Create VA letters for a variety of purposes, including Civil Service Preference, Commissary, Service Verification, and Benefit Verification. The letter templates automatically include your name and your current Compensation and Pension address.



[Request Official Military Personnel File](#)

Check, view, and print documents from your Official Military Personnel File, including your DD 214.



[Request State Benefits Information](#)

Request benefits information packets from State Veterans Affairs offices.

Veterans On Line Application (VONAPP)

- A system by which Veterans and Soldiers within 6 months of retirement can file for **compensation, pension, or vocational rehabilitation and employment.**
- U.S. military veterans, service members, members of the Selected Reserve, and dependents can apply for **education benefits.**
- The **status of dependents** can be reported and **burial benefits** can be applied
- A **Statement in Support of Claim** can be used to provide information requested by the VA to support a claim.



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Login Register

apply for **BENEFITS**

view my **STATUS**

access my **DOCUMENTS**

browse benefits **LINKS**

search

I am a **Veteran**

Login or Register for eBenefits

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Login Register



Examples of Benefits for Veterans



Apply for Veterans Benefits

You can apply for Compensation, Pension, Education, Burial and Vocational Rehabilitation & Employment Benefits online through the Veterans Online Application (VONAPP).



Compensation & Pension Claims Status

View the status of your compensation and pension claims. [Get a Premium Account!](#)



Appeal Status

Check the status of your claim appeal. [Get a Premium Account!](#)

Be Sure To Register

We recommend that you sign up for a Basic Account as it enters you into the larger registration system and so facilitates the successful completion of your Premium Account. The Premium Account gives you full access to all benefits available in eBenefits.

Register Now

Benefits by Category [Show Descriptions](#)

Education

eLearning Center

[Log in to use these features:](#)
Transfer Post-9/11 Education Benefits

General

[Apply for Veterans Benefits](#)
[Search for a Representative](#)

[Log in to use these features:](#)
Benefits Explorer

Compensation

[Log in to use these features:](#)
Appeal Status
Compensation & Pension Claims Status
VA Payment History



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Login Register

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search

VONAPP Home

Veterans On-Line Application (VONAPP)

Welcome to the new and improved Veterans On-Line Application (VONAPP) website. Please select one of the following choices to begin using VONAPP.

What is VONAPP?

Who should use VONAPP?

What do I need to run VONAPP?

Frequently Asked Questions

VA Partners - Service Organizations

State & County Organizations and Other Help

Instructions for filling out Applications

I Am a New VONAPP User

OR

I Have Used VONAPP Before

(Please select this option if this is your first time using the VONAPP website.)

(Please select this option to Resume or Print a previous application.)

NEWS FLASH MESSAGE:

Did you know if you already have a claim pending for compensation and/or pension with the VA and need to provide information or upload attachments, you can use VA Form 21-4138, Statement in Support of Claim, available in VONAPP. When uploading attachments, include a statement that you are attaching evidence to support your claim. After completing the form, you will have the opportunity to attach your documents.

You can attach up to 5 electronic files to any VONAPP application before you submit it using VONAPP. The total size of all attachments must be 1 megabyte or less and must be one of the following file types: .doc, .xls, .gif, .jpeg, .jpg, .bmp, .tif, .txt, .pdf.

side

Did you know you can print forms you already submitted when using VONAPP? After logging in, if you have any forms you previously submitted using VONAPP within the last year they will appear in a list called Completed Forms. Find the one you want and click print.

VONAPP Considerations

- With VONAPP, the user can only ***apply*** for compensation, pension, education, or vocational rehabilitation and employment benefits.
- Utilization and management of their benefits, would require an eBenefits Premium Account.



<https://www.ebenefits.va.gov>