

# **In Person Proofing Using DOD Self Service Access Station User Guide**



**06 April 2010**

**v. 1.1**

### **Document History**

<b>Document Version</b>	<b>Date</b>	<b>Description</b>
1.0	29 March 2010	Final Version
1.1	06 April 2010	Correct email address for exception process

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## **1.0 Veterans Affairs In-Person Proofing Process**

This handbook describes the process and procedures that VA Public Contact, Release of Information (ROI), or other designated staff to perform an In-Person Proofed (IPP) for every Veteran who is requesting as DoD Self Service (DS) Logon account in order to access eBenefits Portal or other VA or DOD portals for the purpose of using self service functions.

### **1.1 In Person Proofing**

In-Person Proofing process essentially confirms the identity of a Veteran through review of identification documents and artifacts provided during a visit to a VA Regional Office or Medical Facility. The Veteran requesting a DS Logon account must present themselves to an authorized and trained VA employee who will use the DS Access Station web tool to create the account request. At the successful conclusion of the process, the Veteran will be mailed an activation code and instructions for activating their account.

### **1.2 DOD Self Service Access Station**

The DS Access Station web application was developed by the DMDC (Defense Manpower Data Center) to provide a means for requesting DS Logon accounts. The DS Logon account is used by many DOD and VA websites and allows users to gain access to personal information regarding benefits, medical appointments, prescription refill on-line and other services.

### **1.3 Safeguarding Confidential Information**

Only users authorized by the DMDC may access the DS Access Station. Furthermore, only authorized users may view information or be informed in any way of information available in the DS Access Station. Every authorized user must safeguard the confidentiality of such information at all times to comply with the Privacy Act of 1974. Before leaving your PC unattended, be sure to log off the application. You can also lock your workstation for added security. See your System Administrator for instructions.

### **1.4 Privacy Notice**

Due to Privacy Act considerations, protected information such as names and Social Security Numbers are fabricated for the examples in this manual.

### **1.5 Definitions**

a. DS Access Station Website. The Department of Defense (DOD) provides a tool to register qualified persons to receive a DS Logon account, and who have a current or prior relationship with the military services, reserve, or guard. The DS Access Station website be used by VA to IPP and register Veterans and DoD affiliates to receive a DS Logon account. With this account, Veterans will be able to use on-line self service tools provided through eBenefits, MyHealtheVet, and other VA and DOD self service applications.

b. DS Logon Account. The DOD provides the ability for Veterans to have a DS Logon account that may be used for the purpose of accessing DOD and VA self service functions available on the internet. DS Logon accounts can be credentialed at Level 1 – no IPP, and Level 2 – with IPP. A Level 2 credential is required in order to access information stored in DOD or

VA information systems. A Level 1 credential simply enables the user to see information that they may have entered and stored (e.g., completed forms, personal profile information).

c. DS Logon Registration. DS Logon registration is the processing of a user's request for a DS Logon account, generation of a one-time activation code, and subsequent creation of a username and password after the applicant has read and accepted DOD's terms and conditions.

d. eBenefits Portal. eBenefits is a VA web-based application that provides Veterans and beneficiaries access to self service functionality that enables the individual to file for VA benefits, and follow-up on the status of claims, in a secure, private manner.

e. In-Person Proofing (IPP). IPP is the act of verifying a Veteran or beneficiaries' identity.

f. Personally Identifiable Information (PII). For the purposes of this Handbook PII (sensitive information) is defined as benefit or health information that, with a reasonable degree of certainty, is likely to have a serious adverse effect on an individual's mental or physical health if it is revealed to an unauthorized individual.

## 2.0 DOD Self Service Access Station Web Application

### 2.1 Logging On

To use the DS Access Station web application, you need an Internet browser that supports JavaScript, such as Microsoft Internet Explorer (version 6.0).

To log on to the DS Access Station web application:

Type the following address in your Web browser and press <Enter>.

<https://www.dmdc.osd.mil/appj/dsaccessstation/>

The Standard Mandatory DoD Notice and Consent page below is displayed.

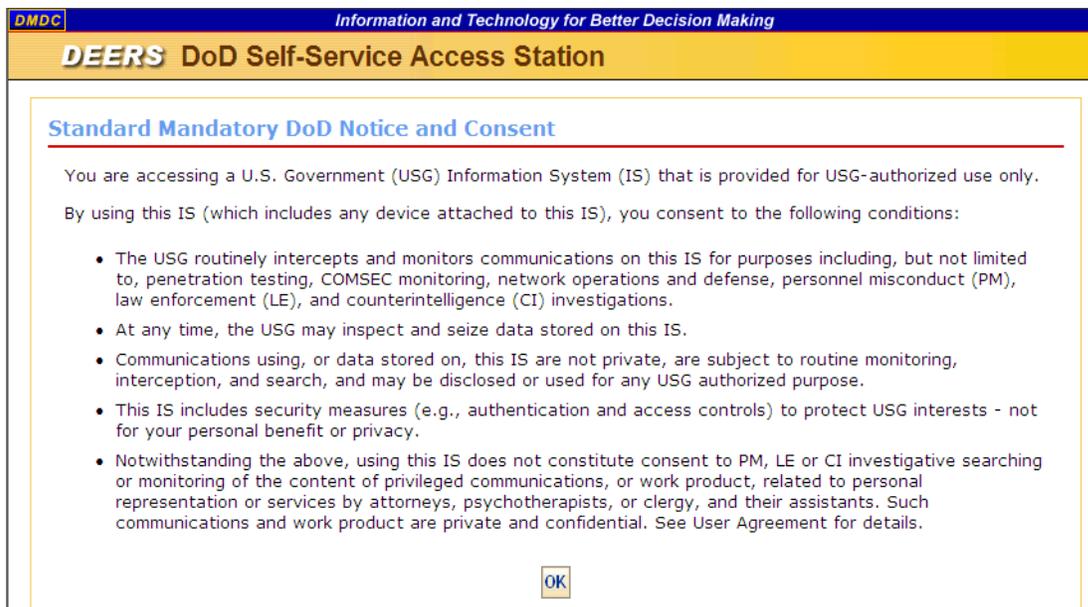


Figure 2-1: Standard Mandatory DoD Notice and Consent Page

- a. Read the Standard Mandatory DoD Notice and Consent, then click **OK**.

The Registered User Logon page displays.

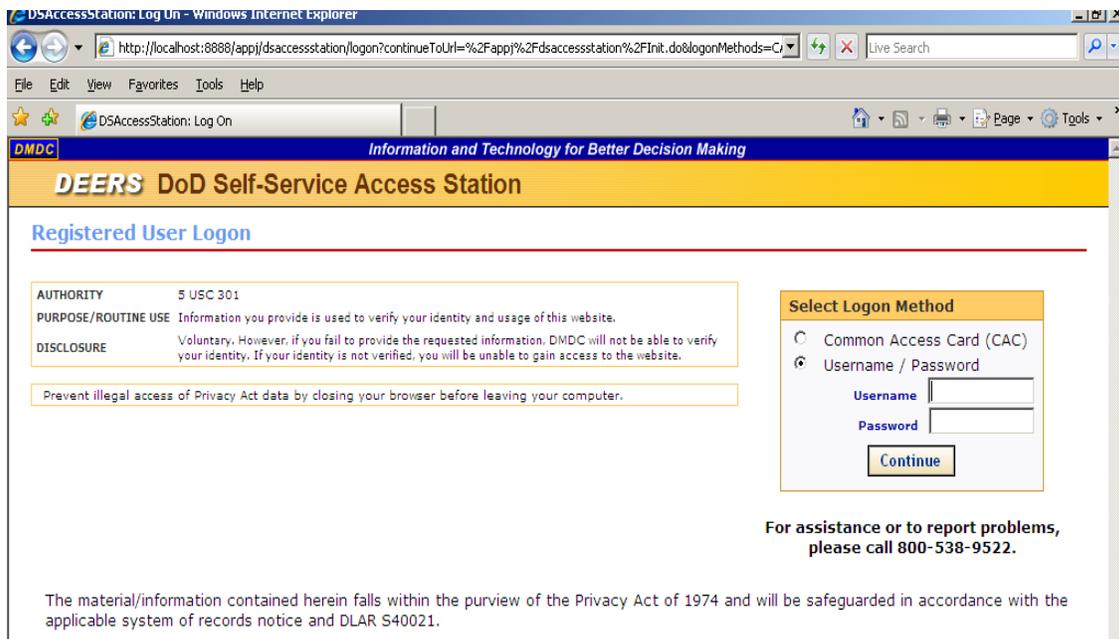


Figure 2-2: Registered User Logon Page

- b. On the Registered User Logon page, select a logon method:
  - **Log on using your username and password:**
    - 1) In the Select Logon Method section of the Logon page, select Username/Password by clicking the adjacent option button.
    - 2) Type your Username and Password in their respective fields.
    - 3) Click **Continue**. If your log on information does not match the records stored in the audit database, a message describes the error. Retype your log on information and click **Continue** again.
  - **(FUTURE) Log on using your PIV CARD (or DOD CAC):**
    - 1) Insert your PIV card into the workstation's card reader.
    - 2) In the Select Logon Method section of the Logon page, select Common Access Card (CAC) by clicking the adjacent option button. (It is selected by default.)
    - 3) Click **Continue**.
    - 4) Follow your Web browser's instructions to select and verify your certificate. If prompted, enter your Personal Identification Number (PIN) for your Common Access Card.

After three log on attempts, your password will be suspended. Contact the DMDC Support Center (DSC) at 800-538-9522 or 800-372-7437 (global) or via DSN at 698-5000 (CONUS) or 312-698-5000 (OCONUS) to request a password reset. When the DSC has reset your password, you must change it when you next log on.

When the authentication and authorization process is successful, the **Retrieve Information** Page displays. You are now ready to provide support to Veterans requesting a DS Logon.

## **2.2 Veteran Identification**

- a. When a Veteran requests a DS Logon account, you must require the applicant to present all of the following:
  - Social Security Number or Service Number of the Veteran (verbally or written);
  - Present one primary form of identification (see Attachment A: Identity Documentation Criteria);
  - Present one secondary (or an additional primary) form of identification (see Attachment A: Identity Documentation Criteria).
  - For Veterans only: If the two forms of identification presented above do not include a current mailing address, the Veteran or beneficiary must present recent documentation (i.e., utility bill, phone bill, credit card, etc – see Attachment B: Address Confirmation Document Criteria) that verifies the current mailing address; and
  - Last name if different while in service.
- b. Before using the DS Access Station web page, verify that the photograph and names on the primary and secondary form of identification match the Veteran and each other. If a separate document is used for a new address must have the Veterans name as the primary addressee.

## **2.3 Retrieve Information Page**

In this step you will enter the Veterans identifier (social security number or service number) that will attempt to locate the DEERS record information for the Veteran.

**Note: Throughout this application the term Sponsor refers to the Veteran. VA is not registering Dependents at this time.**

**Figure 2-3: Retrieve Information Page**

- a. In the Sponsor's Identifier Number field, type the identification number for the person you want to add.
- b. If necessary, click the down arrow on the Sponsor's Identifier Type drop-down to select the type of Person ID. The options are as follows:
  - Social Security Number (this is the default)
  - Service Number
  - Foreign ID
  - Temporary Identification Number
  - Tax Identification Number

Optional fields are used to resolve any possible collisions of the primary identifier – such as duplicate Social Security Numbers.

Click on the **Retrieve Information** button at the bottom of the page to continue.

If the Veteran is **NOT** found in DEERS, then follow the procedure in Section 3.0.

## 2.4 Overview Page

The Overview Page displays the name and DS Logon Status of the Veteran, and a list of individuals in the family who are eligible for a DS Logon. (Note: VA is not registering dependents for DS Logon at this time.) The information displayed includes:

- Person
- Relationship
- DS Logon status (Not created, Requested, Active, Deactivated)
- DS Logon Level ( level 1 or 2) if account is active or requested
- Action (Magnifying Glass – view credential, medal – request upgrade, envelope – create request)

**DEERS DoD Self-Service Access Station**

[Log Off](#)  
[Restart](#)  
[Overview](#)

### Overview

Below is a list of members of your family who are eligible for a DoD Self-Service Logon. Non-eligible members are not shown. Eligible members are sponsors, spouses of sponsors, and other dependents at least 18 years old. You can click on a member's name to view more information about them. To request a DoD Self-Service Logon for one or more of these individuals, select the checkbox next to their name and click the button below.

**Legend**

- View Person Information
- Request a DS Logon
- Upgrade From Level 1 to Level 2
- Mark as Not Requested
- Deactivate DS Logon

Person	Relation	DS Logon Status	Level	Actions
John Doe	Sponsor	Deactivated	2	
Jane Doe	Spouse	Not Created		
Jimmy Doe	Child	Requested	2	
Jimmy Doe	Child	Not Created		
Jenny Doe	Child	Active	1	

United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227.

Figure 2-4: Overview Page

- If the **DS Logon Status** column indicates **Not Created**:
  - Click in on the **envelope** to create a request.
  - Proceed to section 2.5.
- If the **DS Login Status** column indicates **Requested**:

- 1) Ask the Veteran if they know they have a current request for a DS Logon account and the level (1 or 2).
  - 2) If they are aware they have requested an account, the Veteran will have to wait for the activation letter to arrive or they can call the DMDC Help Desk to receive assistance. The phone number is 1-800-477-8227.
  - 3) If they are unaware that an account was requested, proceed to section 3.0 to deactivate the requested account.
- c. If the **DS Logon Status** column indicates **Active**:
- 1) Ask the Veteran if they know they have a current level 1 or 2 DS Logon account.
  - 2) If the Veteran indicates they know of the account then:
    - 3) If the level is 1, then ask if the Veteran wishes to upgrade the account from level 1 to Level 2. If so, proceed to section 2.6
    - 4) If the level is 2, then ask the Veteran to confirm they have a Level 2 account. If the Veteran confirms this, there is nothing more you can do. Let the Veteran know their account is fully capable.
- d. Ask the Veteran if they had ever attempted to create an account but were unsuccessful for some reason.
- 1) If they did not create the account, or were not aware the account existed, then:
    - i. Tell the Veteran an account already exists and that account is about to be disabled and ensure that is acceptable.
    - ii. Proceed to Section 3.0 to report a potentially fraudulent account problem.
  - 2) If they did attempt to create an account:
    - iii. More than 12 days ago and did not receive the activation letter, then deactivate the requested account, and create a new DS Logon request. Ensure that the mailing address is correct, and update the address if it is not.
    - iv. Less than 12 days ago, they should wait for the activation letter to arrive in the mail.

## **2.5 Individual Information Page – New DS-Logon Request**

The **Individual Information** page, figure 2-5, displays the name, date of birth, and mailing address of the Veteran. In some cases a photo of the Veteran will also be displayed. If these identity items match the Veteran then you can create the DS Logon account.

[Restart](#)

[Overview](#)

### Individual Information

---

#### Person Information

---

**Photo**



**Name:** John Johnny Doe  
**Relation:** Sponsor  
**Date of Birth:** Jan 1, 1960  
**Address:** 1090 FREMONT BLVD  
SEASIDE, CA 93955-5713

#### DS Logon Information

---

**Status:** Deactivated  
**Username:**  
**Request Method:** CAC  
**Delivery Method:** Application Display

#### Available Actions

---

- [Request a DS Logon](#)
- [Update Address](#)

**Figure 2-5: DS Logon Request Page with a Photograph**

- Ensure the picture on the identification document, the photo on the web page if displayed, and the Veteran all match.
- Review the Veterans identification documents and validate the name, date of birth, and mailing address match the information on the page.
- If the mailing address displayed on the web page does not match the identification(s):
  - Ask the Veteran if the mailing address on the identification document is the current mailing address.
  - If it is not, ask the Veteran to provide a bill or financial document (see Appendix B) that contains the current mailing address, or

- 3) Validate the mailing address with the VA SHARE data base (either BIRLS or Corporate DB) if possible.
  - 4) Click on **Update Address** and enter the current mailing address (see Section 4 for details).
- d. After completing the above steps click on **Request a DS Logon** to continue. The next step involves recording the identification information. The page shown in Figure 2-6 below is the next web page you will see.

**Figure 2-6: Add Identifier Information**

- 1) Enter the identification type (e.g., driver's license, passport, etc.) and the identification serial number (e.g., license number, passport number, etc) into the fields provided. Complete the remaining fields as best possible with information about the identification item. When complete, click on the **Add Document** button to add the document to the DS Logon record.
- 2) Repeat this process for the secondary identification by click in the (+) button in the bottom right corner of the Verified Documents table. See figure 2-7 below.



**Figure 2-7: Add Identifier Information**

- 3) In the event that you need to remove identification document, click on the **X** next to the identifier. Figure 2-8, below, depicts the screen that will be displayed. Select the **Delete** Document button in order to remove the document from the DS Logon record.
- 4) After completing the addition, update, or deletion of documents, the click on the **Request** button to create the request for a DS Logon (Level 2).
- 5) Notify the Veteran to expect an activation letter in the mail within 5-12 days. The letter will contain the activation code and information on how to activate their DS Logon.

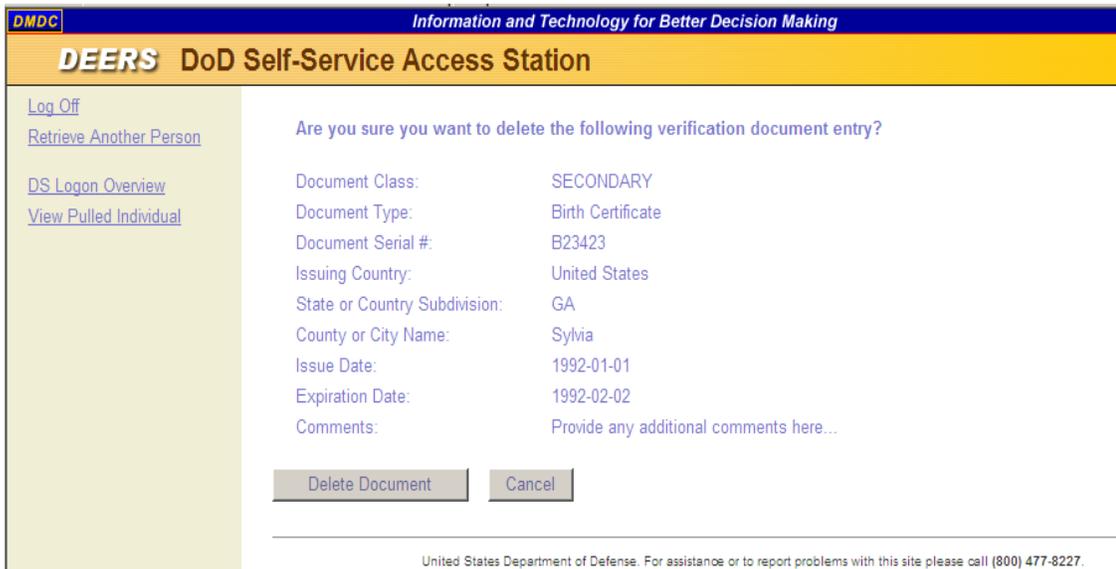


Figure 2-8: Delete Identifier Document

## 2.6 Individual Information Page – Upgrade DS Logon Request

The **Individual Information** page, figure 2-9, displays the name, date of birth, and mailing address of the Veteran. In some cases a photo of the Veteran will also be displayed. If these identity items match the Veteran then you can upgrade the DS Logon account.



**Figure 2-9: DS Logon Request Page with a Photograph**

- a. Ensure the picture on the identification document, the photo on the web page if displayed, and the Veteran all match.
- b. Review the Veterans identification documents and validate the name, date of birth, and mailing address match the information on the page.
- c. If the mailing address displayed on the web page does not match the identification(s):
  - 1) Ask the Veteran if the mailing address on the identification document is the current mailing address.
  - 2) If it is not, ask the Veteran to provide a bill or financial document (see Appendix B) that contains the current mailing address, or

- 3) Validate the mailing address with the VA SHARE data base (either BIRLS or Corporate DB) if possible.
  - 4) Click on **Update Address** and enter the current mailing address (see Section 4 for details).
- d. After completing the above steps click on **Request a DS Logon** to continue. The next step involves recording the identification information. The page shown in Figure 2-10 below is the next web page you will see.

**Figure 2-10: Add Identifier Information**

- e. Enter the identification type (e.g., driver's license, passport, etc.) and the identification serial number (e.g., license number, passport number, etc) into the fields provided. Complete the remaining fields as best possible with information about the identification item. When complete, click on the Add Document button to add the document to the DS Logon record.
- f. Repeat this process for the secondary identification by click in the **ADD** button in the bottom right corner of the Verified Documents table. See figure 2-12 below.



Figure 2-12: Add Identifier Information

- g. In the event that you need to remove identification document, click on the X next to the identifier. Figure 2-13 depicts the screen that will be displayed. Select the **Delete Document** button in order to remove the document from the DS Logon record.
- h. If no other changes are required, then click on the **Upgrade** button.
- i. The Veterans Level 1 DS Logon has now been upgraded to a Level 2 DS Logon. No changes to the user name or password used by the Veteran are required.

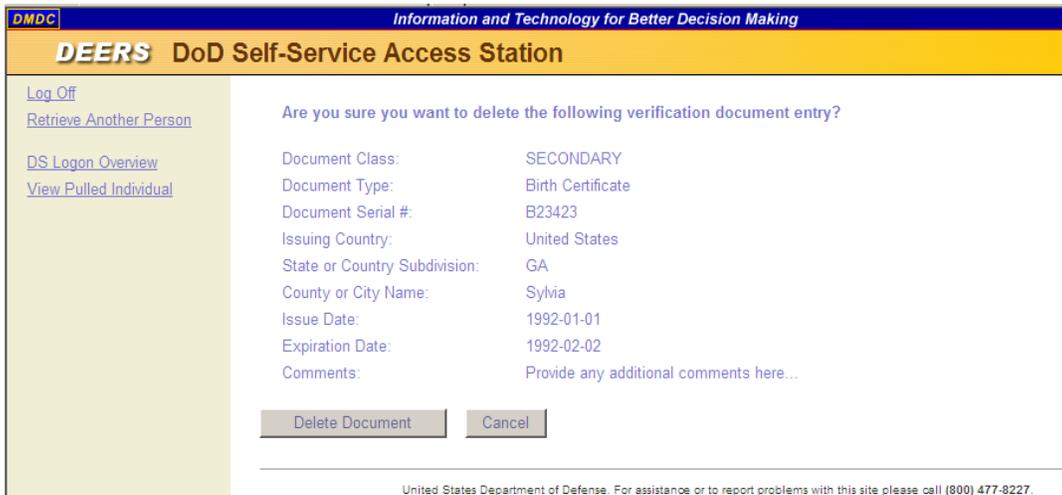


Figure 2-13: Delete Identifier Document

## 2.7 Logging Off

When you have finished using the DS Access Station, be sure to log off. Click **Log Off** in the top right margin of any page. An acknowledgement page displays. For maximum security, close your browser.



Figure 2-14: Logoff Confirmation

**Note:** You are automatically logged off the DS Access Station after a period of inactivity.

### 3.0 Veteran Not Found In DEERS

This process is used when a Veteran's information cannot be retrieved by the DS Access Station application. (Note: This exception process may take some time to complete based on when the Veteran served or benefits claimed in the past.)

#### 3.1 Has the Veteran Ever Applied for VA Benefits?

Ask the veteran if they have filed for and/or received any VA benefit while in service or out of the service?

- a. If the Veteran has applied for VA benefits, use the Share system to determine if VA has a record on the Veteran as in figure 3-1 below. Search for the Veteran based on their SSN first. If no record is found, ask the Veteran if they know their claim number, or service number.

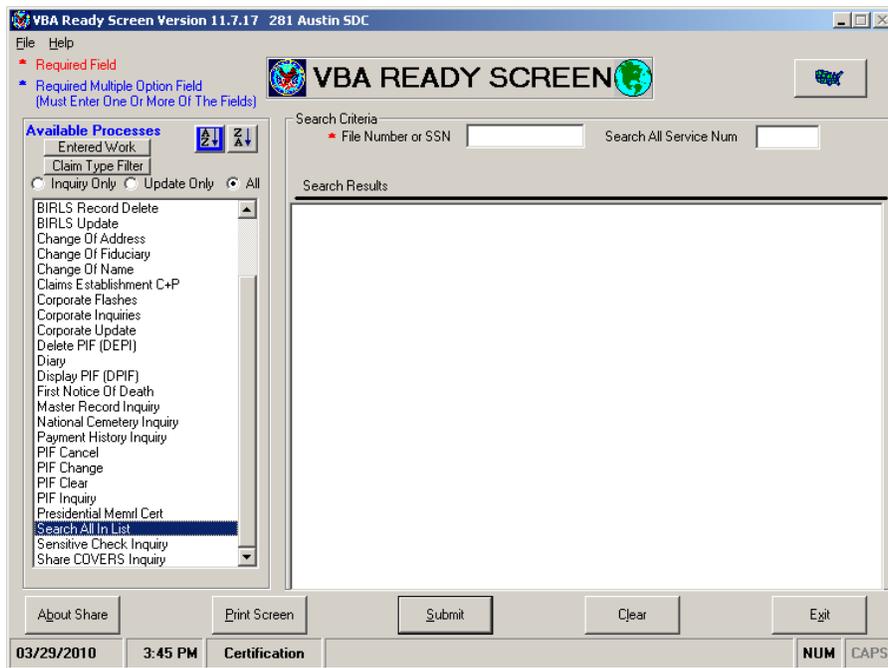


Figure 3-1: Share VBA Ready Screen

- b. If a record is found with service verified either in the verified field or VADS field on the BIRLS Inquiry screen, validate the Veterans identification information against the BIRLS record. Ensure the name and date of birth match both the identification and the BIRLS record. Proceed to section 3.2. NOTE: The character of service is not an issue in this process.

- c. If no records are found, then proceed to section 3.3.

### 3.2 Veteran with a Record in Share

This process involves collecting the Veteran's identification information that would be entered into DS Access Station and recording that information in an **encrypted** and signed email and sending the email to VA OI&T eBenefits Profile ([vaoitebenefitsprofile@va.gov](mailto:vaoitebenefitsprofile@va.gov)). This process will **not** require the Veteran to return to the Regional Office. All remaining steps to register the Veteran for a DS Logon will be handled remotely.

- a. Create an email and add [vaoitebenefitsprofile@va.gov](mailto:vaoitebenefitsprofile@va.gov) as the only addressee.
- b. Select the encryption button (see figure 3-2 below, arrow points to button) on the email header to ensure the Veterans information will be protected.

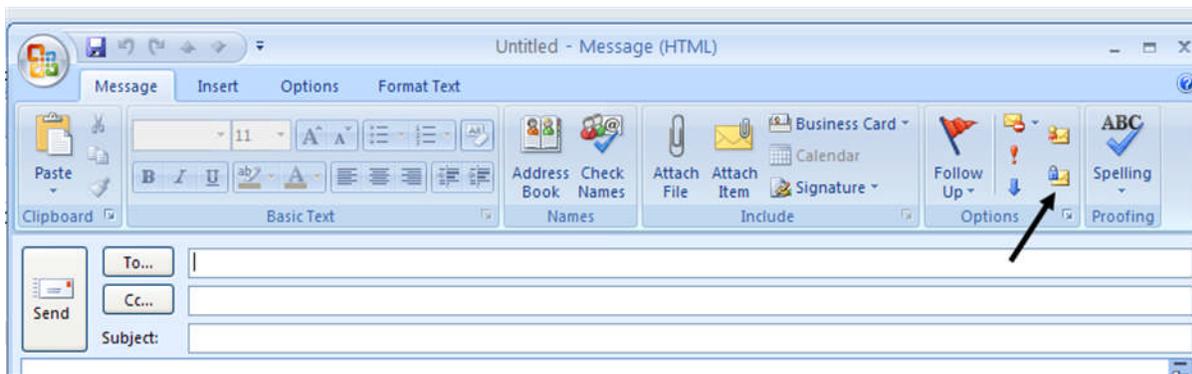


Figure 3-2: Email Header with Encryption Button

- c. In the Subject Line, enter – Please add Veteran to VADIR.
- d. Enter the following information about the Veteran into the body of the message:
  - 1) Last Name
  - 2) First Name
  - 3) Middle Name
  - 4) Cadency (e.g., Jr, III, etc.)
  - 5) Social Security Number (or Service Number)
  - 6) Birth date (MM/DD/YYYY)
  - 7) Sex (Male, Female)
  - 8) Phone Number to contact the Veteran if clarification is needed.
  - 9) Current Mailing Address (either from the Veteran or from the SHARE data source)
  - 10) Identification #1:

- a. Document type
- b. Document serial number
- c. Issuing Country
- d. Enter State Code
- e. Enter County/City
- f. Enter Issuance Date (MM/DD/YYYY)
- g. Enter Expiration Date (MM/DD/YYYY)

11) Identification #2:

- a. Document type
- b. Document serial number
- c. Issuing Country
- d. Enter State Code
- e. Enter County/City
- f. Enter Issuance Date (MM/DD/YYYY)
- g. Enter Expiration Date (MM/DD/YYYY)

12) Share application where Veteran was confirmed (Corporate, BDN, MPI, etc.)

- e. Click on **Send**.
- f. Notify the Veteran that support staff at VA Office of Enterprise Development will handle the process for adding them to DEERS and registering them for a DS Logon. The Veteran does not need to do anything more and does not need to return to the Regional Office for any further action.

### **3.3 Veteran without a Record in Share**

Veterans wishing to complete the process for a DS Logon must provide an original form DD Form 214 with their name, SSN, and DOB matching their identifications. This may mean they will have to return to the Regional office at a later date with the form. If they have a copy with them, then follow these steps:

- a. Follow steps shown in 1.2(a-f) above to create the email and add the Veteran identification information.
- b. Scan the DD Form 214, and add the document to the email. (Click on the paper clip symbol as shown in Figure 3-1.
- c. Click on Send.
- d. Notify the Veteran that support staff at VA Office of Enterprise Development will handle the process for adding them to DEERS and registering them for a DS Logon. The Veteran

does not need to do anything more and does not need to return to the Regional Office for any further action.

If a Veteran seeks to establish an eBenefits account and cannot be verified in DEERS and any VA application, e.g. Share, and cannot provide a copy of their DD Form 214 or equivalent document, the Veteran should be provided with SF Form 180 so that they may request copies of their service records. The Veteran should be advised that upon receipt of these records, they should return to the regional office and proceed with the steps shown in 1.3 (a-d).

## 4.0 Update Veterans Address

This process will enable you to update the mailing address that will be used to send the activation code letter to the Veteran. Please ensure the Veteran understands that changing this address will not change or alter the addresses on record for other VA benefits. (There are efforts to correct this in the future.)

### 4.1 Using the Address Update Web Site

- a. After clicking on Update Address button on the Individual Information page you will be presented a consent banner as shown in Figure 4-1 below.

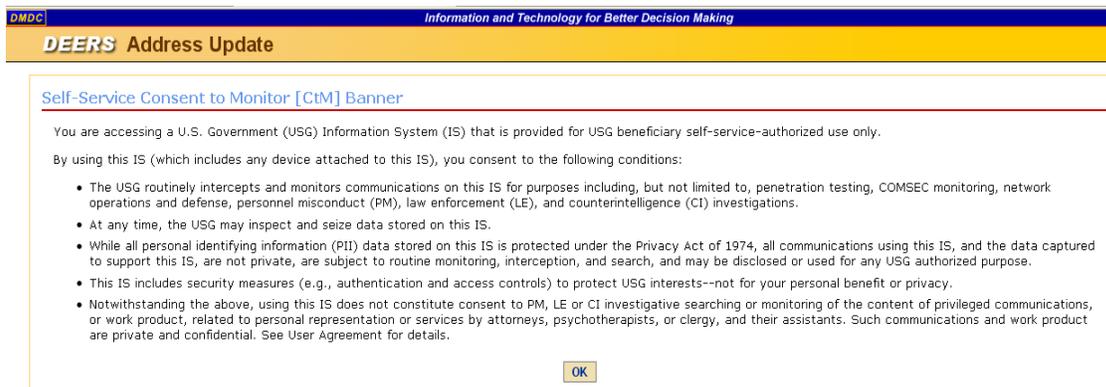


Figure 4-1: DS Logon Address Website Consent Page

- b. After clicking on the OK button, you will be presented with a page showing the Veteran's mailing address as it was last known in DEERS. If the Residential Address is not the same as identified on the Veterans identification or on the supplemental documents, then click on the Update Your Address hyperlink (top right hand corner of the page), as shown in figure 4-2 below.

**DMDC** Information and Technology for Better Decision Making

# Address Update

Alberto Thomas Powell (\$ponsor) [Update Your Address](#)

**Address Information:**

**Residential Address**

**Address:** 202 MYERS DR  
HARTLY, DE 19953 - 3027

**Country:** United States

**Work Address**

**Address:** No Work Address on File

**Mailing Address**

The Mailing Address is the same as the Residential Address

**Contact Information:**

**Home Telephone** (200) 555-1212

**Work Telephone** (200) 555-1212

**Personal E-mail Information**

**Primary E-mail** ALBERTO.POWELL@DMDCDRDS.COM

**Work E-mail Information**

**Work E-mail Address: Army Retired**

No Work E-mail Information on File

Figure 4-2: DS Logon Address Update Page

- c. Figure 4-3 below shows the entry screen for changes to the Veteran’s residential mailing address. Enter the new mailing address for the Veteran from the identification or the supplemental document provided by the Veteran.

**Navigation Links**

- Re-Display Family Form
- Log Off
- Address Update Links
- Help

**Alberto Powell**

Apply the Address and Contact Information to the Following Members

Jesus Powell

Bradley Powell

Joann Powell

Carol Fowler

**Residential Address**

**Street 1:** 202 MYERS DR

**Street 2:**

**City:** HARTLY

**State:** Delaware

**Zip:** 19953 3027

**Country:** United States

**Work Address**

**Street 1:**

**Street 2:**

**City:**

**State:** -- Select --

**Zip:**

**Country:** -- Select --

The Mailing Address is the same as the Residential Address

**Contact Information**

**Primary E-mail Address** ALBERTO.POWELL@DMDCDRDS.COM

**Secondary E-mail Address**

**Tertiary E-mail Address**

Order numbers only (8885551212). Do not use dashes or parentheses for area codes.

**Home Phone:** 2005551212

**Mobile Phone:**

**Work Phone:** 2005551212

**Fax:**

**Work E-mail Information**

Organization: Army Retired

**Primary E-mail Address:**

**Secondary E-mail Address:**

**Tertiary E-mail Address:**

[Previous Screen](#) [Continue](#)

Figure 4-3: DS Logon Address Update Entry Page

- d. After entering the address, click on the Continue button at the bottom right corner of the page. The DS Logon Address Update web page will display again showing the updated mailing address.
- e. At this point you may close the Address Update web page and return to the DS Access Station page.

## **5.0 Report Potentially Fraudulent Account**

There will be infrequent occasions when an account has been created or requested. It may occur if a Veteran initiated the Level 1 account registration on-line but did not complete the process for some reason. These may be innocent mistakes and are not a significant problem. However, if there is an existing Level 2 account that the Veteran is unaware of there could be more of a serious problem. The procedures below discuss actions to be taken for both situations.

Notify your local ISO with the following information:

- Veteran's Name
- Date of Birth
- Date discovered

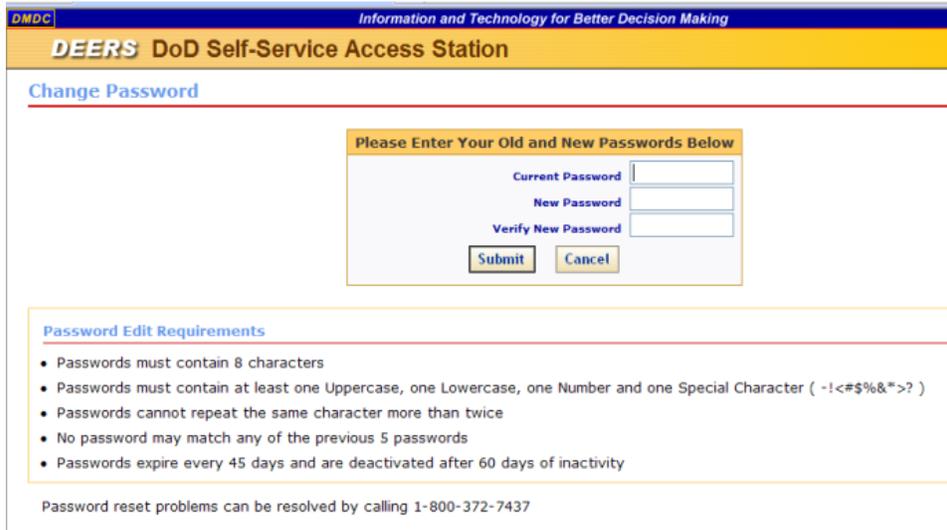
## 6.0 Other Application Functions

### 6.1 Changing Your Password

If you logged on to the DS Access Station using your Username and Password, the Change Password button is displayed on the upper left side of all pages of the screens. You can change your password directly from the application.

To change your password:

1. Click **Change Password** at the top right of any page. The Change Password page displays.



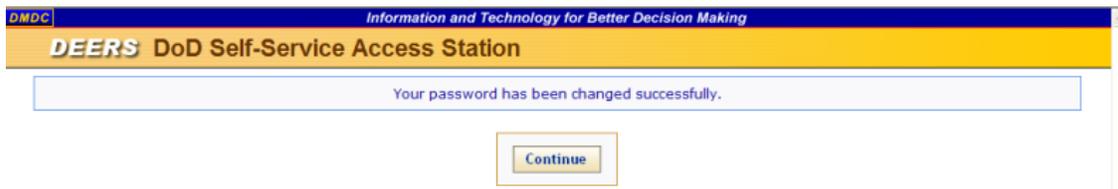
The screenshot shows the 'Change Password' page of the DEERS DoD Self-Service Access Station. The page header includes 'DMDC Information and Technology for Better Decision Making' and 'DEERS DoD Self-Service Access Station'. The main heading is 'Change Password'. Below this is a form titled 'Please Enter Your Old and New Passwords Below' with three input fields: 'Current Password', 'New Password', and 'Verify New Password'. There are 'Submit' and 'Cancel' buttons. Below the form is a section titled 'Password Edit Requirements' with a list of rules: passwords must be 8 characters long, contain at least one uppercase, lowercase, number, and special character, cannot repeat characters more than twice, cannot match the previous 5 passwords, and expire every 45 days. A note at the bottom states that password reset problems can be resolved by calling 1-800-372-7437.

Figure 6-1: Change Password Page

1. Type your old password in the **Current Password** field.
2. Type your new password in the **New Password** field and in the **Verify New Password** field. Your password must meet the requirements shown on the page.

**Note:** To return to the previous page without making changes, click **Cancel**.

3. Click **Submit**. If your password was successfully changed, an acknowledgement page displays.



The screenshot shows the confirmation page after a password change. The header is the same as in Figure 6-1. A message box displays the text 'Your password has been changed successfully.' Below the message box is a 'Continue' button.

Figure 6-2: Change Password Confirmation

**Note:** If an error message displays, retype your passwords and click **Submit** again. If problems persist, contact the DMDC Support Center (DSC) at 800-538-9522 or 800-

372-7437 (global) or 312-698-5000 (OCONUS) to request a password reset. When the DSC has reset your password, you must change it when you next log on.

4. In the acknowledgement page, click **Continue** to proceed with using the DS Access Station or click **Log Off** to end your session.

## 6.2 Printing the User Manual

The user manual for the DS Access Station is available as a PDF file, which can be saved and printed.

To print or save the user manual:

1. Type the following address in your Web browser and press <Enter>.

[http://vbaw.vba.va.gov/bl/27/security\\_accounts.htm](http://vbaw.vba.va.gov/bl/27/security_accounts.htm)

2. Locate the DS Access Station User Manual in the list, then click the PDF icon in the Download PDF column.
3. In the File Download dialog box, do one of the following:
  - Click **Open** to open the file then select the Print option in the Adobe Reader window to print the manual on your system's default printer.
  - Click **Save** to save the file.

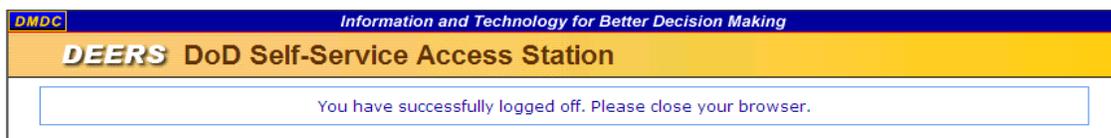
Adobe Reader is required to open the PDF file. You can download the free Adobe Reader from [www.adobe.com](http://www.adobe.com). Follow the instructions to download and install Adobe Reader.

## 6.3 Logging Off

When you have finished using the DS Access Station, be sure to log off.

- ▶ Click **Log Off** in the top right margin of any page.

An acknowledgement page displays.



**Figure 6-4: Logoff Confirmation**

For maximum security, close your browser.

**Note:** You are automatically logged off the DS Access Station after a period of inactivity.

## Attachment A

### IDENTITY DOCUMENTATION CRITERIA

The following documents are designated as acceptable for the purpose of in-person identity proofing. The applicants name must be the addressee on the document, and the document must be dated within the last 30 days.

Table of Accepted Identification (From Form I-9)  
Last Update: January 7, 2008

Primary Identifications Accepted	Secondary Identifications Accepted
Picture ID From Federal or State Government	Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government
<ul style="list-style-type: none"> <li>• State-Issued Drivers License</li> <li>• State DMV-Issued ID Card</li> <li>• U.S. Passport (unexpired or expired)</li> <li>• Military ID Card</li> <li>• Military Dependent’s card</li> <li>• US Coast Guard Merchant Mariner card</li> <li>• Foreign Passport with appropriate stamps</li> <li>• Permanent Resident Card or Alien Registration Card with a photograph (INSForm I-151 or I-551)</li> <li>• ID Card issued by federal or state government agencies provided it includes a photograph.</li> </ul>	<ul style="list-style-type: none"> <li>• Social Security Card</li> <li>• Certified Birth Certificate</li> <li>• State Voter Registration Card</li> <li>• Native American Tribal Document</li> <li>• Certificate of U.S. Citizenship (INS Form N-560 or N-561)</li> <li>• Certificate of Naturalization (INS Form N-550 or N-570)</li> <li>• Certification of Birth Abroad Issued by the Department of State (Form FS-545 or Form DS-1350)</li> <li>• Permanent or Temporary resident card.</li> <li>• ID Card issued by local government agencies provided it includes a photograph or includes the following information: name, date of birth, gender, height, eye color, and address</li> <li>• Non-photo ID Card issued by federal or state government agencies provided it includes the following information: name, date of birth, gender, height, eye color, and address</li> <li>• School ID with photograph</li> <li>• Canadian Drivers License</li> <li>• US Citizen ID Card (Form I-179)</li> </ul>

Alternate identification types supported by DOD are listed in the following table. These may be accepted if the Veteran presents any one of these.

Primary Identification Accepted	Description
Sponsor DoD ID Card	Sponsor DoD ID Card
Driver's License	Driver's license or ID card issued by a state or outlying possession of the U.S. provided it contains a photograph
U.S. Passport	U.S. Passport (Unexpired or Expired)
Military Family Member ID Card	Military Family Member ID Card
Photo ID Card issued by federal, state, or local government	ID Card issued by federal, state, or local government agencies or entities provided it contains a photograph
Foreign Passport with Form I-94 or I-551 stamp	Foreign Passport with an unexpired Arrival-Departure Record, Form I-94 or I-551 stamp
Foreign National ID with photograph	Foreign National ID with photograph
INS Form N-560 or N-561	Certificate of U.S. Citizenship (INS Form N-560 or N-561)
INS Form N-550 or N-570	Certificate of Naturalization (INS Form N-550 or N-570)
INS Form I-151 or I-551	Permanent Resident Card or Alien Registration Receipt Card with photo (INS Form I-151 or I-551)
INS Form I-688	Temporary Resident Card (INS Form I-688)
INS Form I-766 or I-688 or I-688A or I-688B	Employment Authorization Document with photo (INS Form I-766 or I-688 or I-688A or I-688B)
INS Form I-197	U.S. Citizen ID Card (INS Form I-197)
INS Form I-179	ID card for use of Resident Citizen in the U.S. (INS Form I-179)

Secondary Identification Accepted	Description
Birth Certificate	Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the U.S. bearing an official seal
Marriage Certificate	Marriage Certificate
Adoption Decree	Adoption Decree
Court Document	Court Document
Hospital Proof of Birth	Hospital Proof of Birth, Certificate of Live Birth
Consular Report of Birth Abroad (FS-240)	Consular Report of Birth Abroad (FS-240)
Letter from the school registrar	Letter from the school registrar certifying full-time course of study leading to an associate's degree or higher and anticipated graduation date
Medical sufficiency statement from an MTF	A current physician's statement (dated within 90 days of application) to include a medical sufficiency statement from a Military Treatment Facility (MTF)
INS Form I-688A	Employment Authorization Card (INS Form I-688A)
INS Form I-327	Reentry Permits (INS Form I-327)

Secondary Identification Accepted	Description
INS Form I-571	Refugee Travel Document (INS Form I-571)
School ID with a photo	School ID with a photo
Voters registration card	Voters registration card
U.S. Coast Guard, Merchant Mariner Card	U.S. Coast Guard, Merchant Mariner Card
Native American tribal document	Native American tribal document
Canadian Driver's License	Driver's license issued by a Canadian government authority
Form FS-545 or Form DS-1350	Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
Employment Authorization Document issued by INS	Employment Authorization Document issued by INS
School record or report card	School record or report card
Clinic, doctor or hospital record	Clinic, doctor or hospital record
Day-care or nursery school record	Day-care or nursery school record
Divorce Decree	Divorce Decree
Statement of Service	Statement of Service
DD Form 214	DD Form 214
DFAS-CL Code L	DFAS-CL Code L
U.S. Social Security Card	U.S. Social Security Card
DD Form 2842	DD Form 2842 PKI Certificate Acceptance and Acknowledgement of Responsibilities
ITIN Authorization Letter or Card	ITIN Authorization Letter or Card
Report of Lost or Stolen ID	Report of Lost or Stolen ID

## **Attachment B**

### **ADDRESS CONFIRMATION DOCUMENT CRITERIA**

The following documents are designated as acceptable for identifying the current mailing address for Veterans only.

Acceptable Documents to Verify Mailing Addresses
<ul style="list-style-type: none"><li>• Phone bill from local phone service provider</li><li>• Electric bill from a local electrical service provider</li><li>• Fossil fuel (oil, gas, propane) bill from a local service provider</li><li>• Credit card statement</li><li>• Checking or Savings account statement</li><li>• Local personal property tax bill</li><li>• Mortgage or rent payment voucher</li></ul>