

DVA Education Service

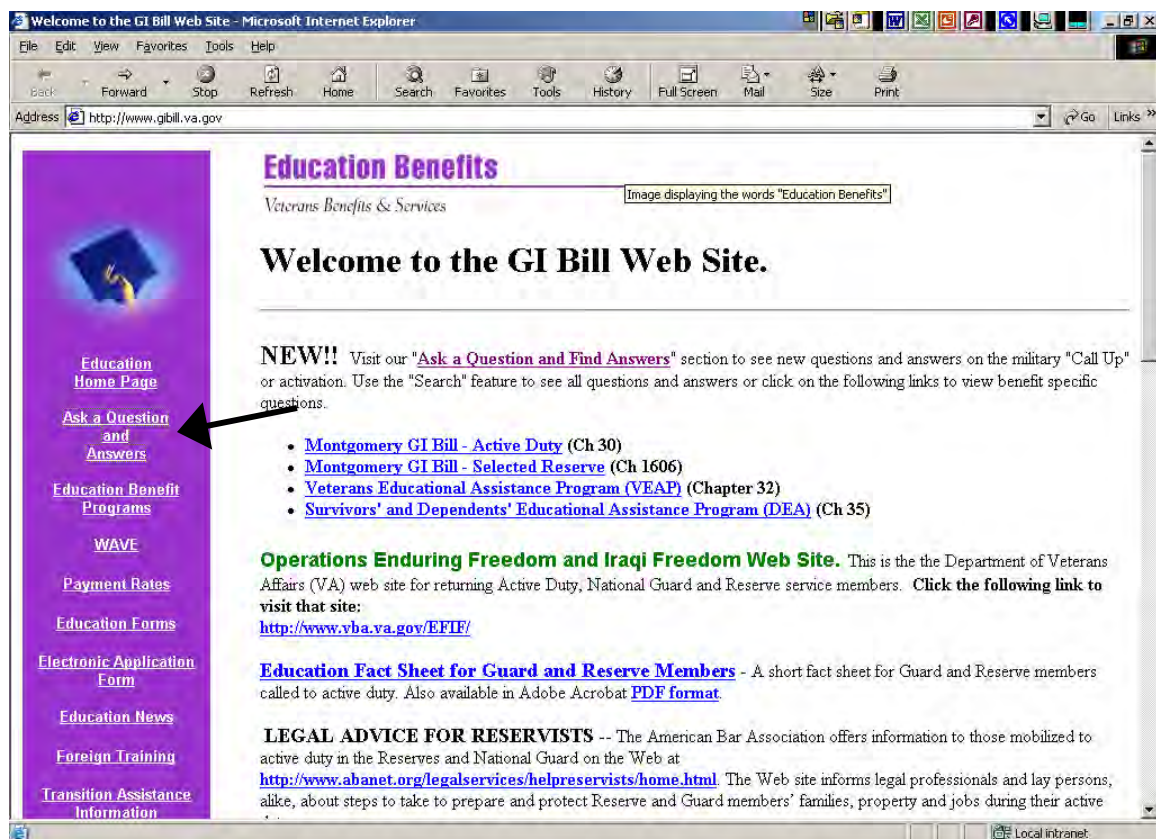
School Official's Guide
to
Establishing a Frequently Asked Questions Account

Prepared March 2, 2004
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The Education Service's Frequently Asked Questions web site provides a safe and secure way to correspond with the VA Regional Processing Offices. The site uses 128 bit data encryption to insure that the personal questions you ask and the answers we give will always remain confidential.

The following text and screens will lead you through the registration or enrollment process. We believe the process is straight forward and simple.

1. Point your web browser at our "Ask a Question and Find Answers" site. The easiest way to start is to visit our home page at www.gibill.va.gov and click on the link to the FAQ site. (See Arrow below)



2. Once at the site click the “Ask a Question” tab. The page below will be displayed.

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Education Benefits' website. The address bar shows the URL: https://www.gibil2.va.gov/vba/vba.cfg/php.exe/enduser/std_alp.php?p_sid=t6h9TWAq&p_lva=8p_sp=8p_lj=. The page title is 'Find Answers and Ask Questions (Page 1 of 6) - Microsoft Internet Explorer'. The website header includes 'Education Benefits' and 'Veterans Benefits & Services'. A navigation menu at the top has tabs for 'Support Home', 'Answers', 'Ask a Question', 'My Questions and Answers', 'Login', and 'Help'. The 'Ask a Question' tab is highlighted with a black arrow. Below the navigation menu is a search section with a 'Category' dropdown set to 'All Categories', a 'Search Text (optional)' input field, and a 'Search' button. There are also 'Search by' and 'Sort by' dropdowns. Below the search section, it says '117 Answers Found' and 'Page: 1 of 6'. A list of 16 questions is displayed, each with a number and a subject line. The questions are:

- 1 Verify Enrollment
- 2 Can I contribute \$600 while on active duty and receive an increase in my MGIB-Ac
- 3 Months of Benefits Available
- 4 Are VA Education Benefits Taxable?
- 5 How long does it take to get my check after I verify enrollment?
- 6 Check Amount - Low
- 7 Scholarship or Grant
- 8 What are Dependent's Educational Assistance benefits?
- 9 Reserve Unit called up, am I eligible for the Montgomery G.I. BILL - Active Duty
- 10 Does the military collect \$1,200 from me if I am going to be eligible for MGIB-A
- 11 \$600 Contribution - "Buy-Up"
- 12 Can I receive benefits during the call-up period?
- 13 I am enrolled in school when will I receive my benefits from VA?
- 14 What if I am called up for less than 2 years under title 10.
- 15 Effect of call-up on period of eligibility for MGIB-Selected Reserve (chapter 16
- 16 I am receiving MGIB-Active Duty benefits and I was called up and had to drop out.

On the above page click on the “Ask a Question” tab to display the page to begin your registration process.

3. Complete the page providing the following information:

- **E-mail address** - Self explanatory
- **Category** – from the drop-down list choose “VA-ONCE (School Officials ONLY)”
- **Subject** – “School Official” – This is important since we use it to route this Inquiry to someone who can set-up your account.
- In the block under “Subject” provide the name of your school and the VA Facility Code

Ask a Question - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Tools History Full Screen Mail Size Print

Address https://www.gbill2.va.gov/vba/vba.cfg/php.exe?enduser/ask.php?p_sid=dE1RH_4h&p_va=6p_sp=cF9ncmlkc29ydD0mcF9yb3dfY250PTExNyZwX3BhZ2U9MQ**&p_lj= Go Links

Education Benefits

Veterans Benefits & Services

Support Home Answers Ask a Question My Questions and Answers Help

Identification

*E-mail Address: (Enter e-mail address)

Additional Information

* Category: --
* Denotes a required field.

Your Question is...

Subject:

When You are Done...

Submit Question

Education Home Page

Education Benefit Programs

WAVE

Payment Rates

Education Forms

Electronic Application Form

Education News

Foreign Training

Transition Assistance Information

School Officials

Regulations & Policy

Links

Postal

Local intranet

This information is important because we use it to establish your account as a school official, and some of the information gives your inquiries priority routing once they enter our system.

The following page shows a completed form.

4. Here is an example of a completed form. Once you complete the form, press the “Submit Question” Button at the bottom of the page.

The screenshot shows a Microsoft Internet Explorer browser window displaying a web page titled "Ask a Question - Microsoft Internet Explorer". The address bar shows the URL: https://www.gbill2.va.gov/vba/vba.cfg/php.exe?enduser/ask.php?p_sid=1vN7L-4h&p_lva=&p_sp=cF9ncmlkc29yd0mcF9yb3dfY250PTExNyZw38hZ2U9MQ**&p_ll=

The page content includes a navigation menu with the following items: Support Home, Answers, Ask a Question (highlighted), My Questions and Answers, and Help. The main heading is "Education Benefits" with the sub-heading "Veterans Benefits & Services".

The form is titled "Ask a Question" and is divided into several sections:

- Identification:** E-mail Address: ralph.debar@forum.va.gov (Enter e-mail address)
- Additional Information:** * Category: VA-ONCE (School Officials ONLY) * Denotes a required field.
- Your Question is...:** Subject: School Official
- When You are Done...:** Submit Question

Arrows in the image point to the "Submit Question" button and the "Category" dropdown menu.

Note: If you already have an account set-up, you are done at this point. We ask that you access your account information to make sure it is current and in keeping with the format provided in the following pages.

5. Now you are on our last form. Remember, you only have to do this once. Again, you have several items to complete. Let's go over each of them.
- **Password:** Make up a password- something you can remember but not too easy.
 - **Verify Password:** Just type it again to make sure you have it right.
 - **First Name:** Your first name
 - **Last Name:** You got it- your last name
 - **State:** The State where your school is located. This is important because the questions are routed initially to the appropriate RPO based on this field.
 - **Soc Sec / Claim Number:** Just leave it blank or you can put in your school's facility code.
 - **Suffix:** Leave it blank
 - **Phone Number:** Provide a phone number where you can be reached. You never know we just might call you.

Finally, Click on the "Create Account" button and you are done.

The screenshot shows a Microsoft Internet Explorer browser window titled "Create a New Account - Microsoft Internet Explorer". The address bar displays "https://www.gbill2.va.gov/vba/vba.cfg/php.exe/enduser/ask_submit.php". The page content is for "Veterans Benefits & Services" and features a navigation menu with options like "Support Home", "Answers", "Ask a Question", "My Questions and Answers", and "Help".

The main form is titled "New Account" and contains the following fields:

- E-mail Address:** A text input field containing "ralph.debar@forum.va.gov".
- Password:** A text input field.
- Verify Password:** A text input field.
- Contact Information:**
 - E-mail Address:** A text input field containing "ralph.debar@forum.va.gov".
 - First Name:** A text input field.
 - Last Name:** A text input field.
 - State:** A dropdown menu.
- Soc. Sec. / Claim No.:** A text input field with a note: "Please enter your SSN or VA Claim Number to allow us to answer your question."
- Suffix:** A text input field with a note: "For Dependents of Veterans only."
- Phone Number:** A text input field.

A "Create Account" button is located at the bottom of the form. A note at the bottom of the form states: "When You are Done...". A legend indicates that an asterisk (*) denotes a required field.

This is an example of a completed Account Registration form.

The screenshot shows a Microsoft Internet Explorer browser window titled "Create a New Account - Microsoft Internet Explorer". The address bar displays "https://www.gibill2.va.gov/vba/vba.cfg/php.exe/enduser/ask_submit.php". The page content is from "Veterans Benefits & Services" and includes a navigation menu with "Support Home", "Answers", "Ask a Question", "My Questions and Answers", and "Help". The "Ask a Question" tab is active. The form is titled "New Account" and contains the following fields:

- E-mail Address:
- Password:
- Verify Password:
- Contact Information:
 - E-mail Address:
 - First Name:
 - Last Name:
 - State: (with a dropdown arrow)
 - Soc. Sec./Claim No.: (with a note: "Please enter your SSN or VA Claim Number to allow us to answer your question.")
 - Suffix: (with a note: "For Dependents of Veterans only.")
 - Phone Number:

A "Create Account" button is located at the bottom of the form. A status bar at the bottom of the browser shows "Done" and "Local intranet".

Here is the message you have been looking for.

The screenshot shows a Microsoft Internet Explorer browser window titled "Your Question has been Submitted - Microsoft Internet Explorer". The address bar displays "https://www.gibill2.va.gov/vba/vba.cfg/php.exe/enduser/msg.php?p_sid=1vN7L-4h&p_lva=&p_sp=cF9ncmlkc29ydD0mcF9yb3dfY250PTE:NyZwX3BhZ2U9MQ**&p_lj=&p_tlt". The page content is from "Veterans Benefits & Services" and includes a navigation menu with "Support Home", "Answers", "Ask a Question", "My Questions and Answers", and "Help". The "Ask a Question" tab is active. The page is titled "Education Benefits" and shows the user is logged in as "Ralph DeBar". A message box states:

Your Question has been Submitted
The reference number for your question is '040227-000109'.
You should receive a response from our support department within the next 5 business days.
If you need to add information to or cancel your question, you can do so by updating it through the questions subarea of the 'My Stuff' section of this site.

Below the message box are four icons with links: "VA Home Page", "VA Inspector General Hotline", "VA Electronic Reading Room", and "VA Use of Cookies". At the bottom, there are links for "VA Home Page / Privacy & Security Statement / Disclaimer / FOIA / Contact the VA" and a note: "Click here to contact the Education Service Webmaster This link is ONLY for site problems, NOT for BENEFIT or general questions. Page updated:".