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* Indicates that the SEP feature is available only to Accredited VSO Users at this time.*
1.0 Overview

Veterans Relationship Management’s (VRM) Stakeholder Enterprise Portal (SEP) provides a fully functional and secure entry point for external stakeholders, business partners and service providers to access web-based systems, information and services on behalf of Veterans and the Department of Veterans Affairs (VA). SEP establishes a common enterprise identification and authentication service for VA internal and external stakeholders and provides a portal for VA enterprise stakeholders to manage enterprise content.

This manual is a step-by-step guide on SEP features. We recommend that you check periodically for guide updates to ensure that you learn of new features as they become available. For further information and other issues not covered in this user guide, please call the SEP dedicated support line at 1-855-225-0709, or work with the Change Management Agent (CMA) in your local Regional Office (RO).

Do you need more help with topics in this user guide? Click here to check out the SEP FAQs.

1.1 Pre-Check Hardware, Software, and Identification

SEP has the below minimum hardware and software requirements for full functionality:

1. Operating Systems: Windows XP or Windows 7
   - How to check: Right Click “My Computer” ➔ Select “Properties.” This may vary by Operating System.

2. Web Browsers: Internet Explorer (IE) v9, v10, v11, Firefox, or Google Chrome
   - How to check: Open Internet Explorer. Click onto “Tools” ➔ Select “Help” ➔ Select the “About” icon to display your IE version. This may vary by Web Browser.

3. ActivIdentity (v 6.2 for Windows 7) card reading software (Required only for users logging in with a PIV card.):
   - How to check: Select “Start” ➔ Select “All Programs” ➔ Find “ActivIdentity” ➔ Find “ActivClient” ➔ Select “User Console” and double click to open the program ➔ Select “Help” from the title bar ➔ Select “About” and find ActivIdentity.
4. Valid Personal Identity Verification (PIV) card and Personal Identification Number (PIN) for the PIV Card. (Required only for users logging in with a PIV card.)

5. PIV card reader slot located on the side of laptop, on the keyboard of a desktop, or external connected by USB. (Required only for users logging in with a PIV card.)

6. Use the following instructions to obtain your Office of General Counsel (OGC) Accreditation number:
   - Link to or copy URL (http://www.va.gov/ogc/apps/accreditation/index.asp) into your Web browser. Select the appropriate type of person, enter your last name into the last name field, and select the “Search” button.
   - In the OGC Database, click onto your name to obtain your Accreditation number. Copy or retain the Accreditation number. When you log into SEP, you will enter the number in the OGC Accreditation field.
   - Users who cannot access the OGC database to obtain their Accreditation number should contact the OGC at ogcaccreditationmailbox@va.gov.
2.0 Clear your Cache

To ensure security and protect privacy, you should clear your Web browser cache or history daily. Follow the below instructions to clear your Web browser cache or history in Internet Explorer:

1. Open Internet Explorer.
2. From the top menu, click onto “Tools” and select “Internet Options.”

3. Select “Delete.” (The Delete function will clear the history, cookies, and cache in your Web browser.)

4. External network (non-VA) users should select the appropriate check boxes and click onto the “Delete” button. Note that VA’s secure network does not permit its users to delete Web browser history.
5. Exit the popup screen.
3.0 Unauthenticated Chat

The unauthenticated chat feature allows SEP users to communicate directly with National Call Center agents during their online session. The unauthenticated chat feature allows users to ask general questions while the users are not logged in to SEP. Note that the users should not provide sensitive or Personally Identifiable Information (PII) during an unauthenticated chat session. A SEP user can initiate a chat session with a National Call Center agent for assistance when selecting a page on SEP where an unauthenticated chat window is available.

1. When accessing the SEP Home Page, click onto the link, “Live Chat for Registration and Log in Difficulties.” A separate chat box will appear.

3. Enter your name and question into the applicable text boxes and click onto “Start Chat.” The Chat window will first direct you to Fast Answers, in which the user may find the answer to a question without chatting with a representative. If the user does not find the answer they are looking for, the user can click “Start Chat” to proceed to chatting with a live National Call Center agent.
NOTE: SEP users and chat agents should not enter Personally Identifiable Information (PII) (e.g., Social Security Number or date of birth) into the chat window.

4. A chat agent will receive the message and initiate contact with the user.

5. To finish a chat session, click onto the large ‘X’ located at the top of the chat window, and confirm your intent to close the session by clicking “OK” in the popup window.
6. To help us improve SEP chat, we ask users to complete a survey. After completing the survey, click onto “Send” button.
4.0 Create an Account and Log In

Accredited users can use their Personal Identity Verification (PIV) cards or Norton Symantec Remote Identity Proofing process to create accounts. Users may find Symantec login procedures by clicking here for the Symantec Job Aid page.

4.1 Register a PIV

We recommend that you ensure that your PIV card and PIN function properly prior to registering your PIV Card. To ensure that your PIN card and PIN function, insert your PIV card into the PIV card reader, enter the PIN associated with your PIV card, and log in or unlock your VA Windows Domain user profile. If your PIV and/or PIN do not function properly, please work with your PIV Sponsor or the local PIV office to resolve any problems before moving forward with registering your PIV card.

1. Insert your PIV card into your card reader.
2. Launch the ActivClient console from the Windows Start menu.
3. Click on “Tools” → “Advanced” → “Make Certificates Available to Windows.”
5. Launch your Web browser and link to or copy and paste (https://register.eauth.va.gov/) into the Web browser.
6. You will be asked to choose a certificate. Hover your mouse over your name and select the certificate that states “PIV Authentication.” Click “OK.”

![Select a Certificate window]

- **Helpful Hints:**

  - Do not select a certificate that displays a symbol. Select only a certificate that displays a symbol.
  - If you receive an error with one certificate, try another certificate.

7. Enter your PIV PIN and click the “OK” button.

![ActivClient Login window]
8. Click “Register Smart Card” on the right-hand side of the screen.

9. After a successful registration, your name and a message indicating successful registration will appear on the left-hand side of the page.

- When logging into SEP, should you receive the error screen below, clear your cache (Section 2.0), close your Web browser, and reattempt your PIV card registration (Section 4.1). If you continue to receive the same error message, contact the SEP dedicated support line at 1-855-225-0709, or the Change Management Agent (CMA) in your local Regional Office (RO) to resolve the problem.
10. Close the Web browser.

4.2 Register with Remote Identity Proofing: Obtain Norton Symantec Credentials

As an alternative to using a PIV card to log into SEP, you may log into SEP with Norton Symantec credentials.

1. To start the process of credentialing through Symantec, click the following link or copy and paste the URL into a new Web browser: [https://www.sep.va.gov](https://www.sep.va.gov)

2. Click onto the login button. You will be prompted with a pop-up detailing the Login Process. Click to “Continue” to proceed.

3. The SEP login page will appear. Click onto the “Register for a Sign-in partner” link located under “Log in with Norton Symantec.”
4. You will be prompted with a pop-up detailing the register process. Click to “Next” to proceed through each screen.

5. You will then be prompted with a pop-up selecting which Sign-in Partner to register with. Click to “Register for Norton by Symantec”.
6. You will be prompted with a pop-up detailing the Login Process. Click to “Next” to proceed. The Norton Symantec account sign-in page will appear. Click “Next”.

To complete the Symantec registration process, click here for the Symantec Credential User Guide.

4.3 Log in as a SEP User

1. Click the following link or copy and paste the URL into a new Web browser: https://www.sep.va.gov

2. Click onto the login button. You will be prompted with a pop-up detailing the Login Process. Click to “Continue” to proceed.

3. The SEP login page will appear.
• Note that when you click your respective log in button, you will be prompted with a Secure Login Redirect pop-up. Click “Next” to proceed with your log in.

4. If you log in with a PIV card, SEP will ask you for your PIV credentials and PIN number via ActivClient. If you log in through Symantec, the system will redirect you to the Symantec login page where you may provide your Symantec login credentials.

5. When logging into SEP with your PIV card and PIN, should the screen below appear, clear your cache (Section 2.0), close your Web browser, and reattempt your PIV card registration (Section 4.1). If you continue to receive the same error message, contact the SEP dedicated support line at 1-855-225-0709 or the Change Management Agent (CMA) in your local Regional Office (RO) to resolve the problem.
6. After your first login attempt, the below VA User Account Confirmation screen will appear, where you must complete information that is required for you to access SEP. Note that first, middle, and last name, and e-mail address and country are read from your PIV card. If information is incorrect, please resolve the inaccuracy with your PIV Sponsor or local PIV office.

- Helpful Hint: The Date of Birth format is mm/dd/yyyy.
7. After completing the VA User Account Confirmation, you will receive the following confirmation message.

8. Click onto the **OK** button. The system will return you to the login screen, where you must log into SEP (Section 4.3) in order to continue your session.

9. After successfully logging in with either PIV or Symantec credentials, the system will direct you to the SEP web application corresponding to your user role: VSO, Claims Agent or Attorney. Your role will appear in the upper right hand corner of the SEP browser screen.
10. The SEP welcome page should appear. Enter your OGC Accreditation number. (Refer to Section 1.1 of this guide for instructions on how to obtain your OGC Accreditation number.)

11. Click onto the “Continue Registration” button. The screen should display all of your user roles and POA associations.

12. Click on the “Finish Registration” button.
13. After logging into SEP, the Dashboard screen seen below should appear where you may search for Veterans. (Should you need assistance while conducting a search, contact the SEP dedicated phone number located in the upper right-hand corner of the page.)

Need more help? Click here to check out our FAQ’s on SEP Login.

Users having trouble with registration or with logging in with a PIV card should call the National Service Desk at 855-673-4357, and, when prompted by the automated menus, select Option 6 for specialty services and Option 2 for PIV support.
5.0 Manage Form 21-22

1. Accredited VSOs will use SEP to manage electronic 21-22 requests if the VSO is authorized to accept or decline POAs.

2. To search for, manage, or review incoming 21-22s, the accredited user should select the “Representation Requests” option located in the upper navigation bar.

3. A Veteran cannot electronically submit a 21-22 to a VSO who has been inactive in SEP for over 30 days. This ensures that the Veteran does not submit an application to a VSO who does not use SEP; therefore, his or her application will not go unnoticed.

4. A Veteran cannot submit an electronic 21-22 without personal contact information. This ensures that the SEP User is provided with at least one quick and easy way of contacting the Veteran.

5.1 Search for 21-22s

The Representative Requests search function enables an accredited VSO user, using search criteria, to find 21-22s submitted by Veterans who requested the VSO organization as their representative. To make multiple selections, hold the Ctrl key while clicking selections.
Helpful Hints:

- “Requested Organization” and “Requested Status” are required fields to conduct a search.
- If the VSO user represents only one organization, the organization will automatically appear, and the VSO user will not be able to select additional organizations.

- You can search 21-22s using five “Request Status” criteria. There are four non-withdraw types (Accepted, Declined, New, Pending) and one withdrawn type (Withdrawn POA).
  a. You may search one or more non-withdrawn types at a time.
  b. You may not search both non-withdrawn and withdrawn types at the same time.
    (Withdrawn POA is a mutually exclusive search criterion)

- When searching for New, Pending, Accepted, or Declined 21-22s, you can improve your search results by selecting Domestic, Military, or International Locations as search criterion. In addition, if you select a U.S. state, you may use the city name (or multiple city names, separated by commas) to improve your search results. If selecting multiple states, hold the Ctrl button located on the keyboard when selecting each state.
• When searching by Military Location, you must select both the Claimant’s Post office and the Claimant’s Postal Code. To select multiple selections, hold the Ctrl key while clicking selections.

• When searching by the location type “International,” you will improve your search results if you use the Claimant’s Country as a search criterion. To select multiple selections, hold the Ctrl key while clicking selections. To select all International Requests, click on the “Select All” button.

• You must use valid search criteria to receive successful search results for Veterans who have requested POA (21-22s) and/or withdrawn POAs (21-22s).

• For 21-22s requests, search results will return information about the Veteran or Claimant, Limitations of Consent (if applicable), (VSO decision) Request Status, and, when the VSO has accepted the Veteran’s request for POA, the responsible VSO representative name and decision date.
• To open the 21-22 Detail page within the Request Search Results, click onto the Veteran’s name.

• SEP users cannot view the detail page of a Veteran or Claimant who has a withdrawn POA request (e.g., when a Veteran removes the VSO organization as his/her POA or requests a POA through another VSO organization).

<table>
<thead>
<tr>
<th>Veteran/Claimant Info</th>
<th>Date Received</th>
<th>Status</th>
<th>Limitations of Consent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Russell, Joe Gary</td>
<td>NA</td>
<td>Withdrawn Withdrawn on 01/29/2013</td>
<td>NA</td>
</tr>
<tr>
<td>Claimant (Self) Address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Little, Thomas J</td>
<td>NA</td>
<td>Withdrawn Withdrawn on 01/29/2013</td>
<td>NA</td>
</tr>
<tr>
<td>Claimant (Self) Address</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.2 Save a Search / Recall a Saved Search

Accredited SEP users will find it helpful to save frequently-used searches for easy referral.

1. After conducting a search, select the “Save Search” option, name the search, and save it to your list of saved searches.

• You can save up to ten (10) searches that only you who saved the search can view.
2. To recall the parameters of a saved search, select the saved search on the right of the search form.
   - Because the pre-populated search form stored the saved search criteria, you may re-run a search without reentering the search criteria.

3. You are limited to up to ten (10) saved searches. To delete saved searches, hover your mouse over the saved search name and select the “Delete” button.

5.3 **View 21-22 Detail**

1. The accredited VSO user can use the 21-22 detail page to research issues and make informed decisions. The detail page includes the following information: Veteran information, Claimant Information, Limitations of Consent, Change of Address, etc.
2. The “Request Status” in the detail page of the 21-22 provides valuable information:
   - A “New” status indicates that the SEP user is the first to view the new 21-22, including the 21-22 details page.
   - A “Pending” status indicates that other SEP users have reviewed the 21-22, but that they have not taken action.
   - The “Accepted” and “ Declined” statuses inform the SEP user that an action has been taken, and of that action’s date and time.

5.4 Accept or Decline 21-22

Only SEP users who are authorized to accept or decline 21-22s on behalf of their organization are able to see the “Accept Request” and “Decline Request” buttons at the top of the 21-22 detail screen.

- Important: In order to accept or decline a 21-22, the SEP User must be authorized to do so within the OGC Database. If a SEP user is unable to accept or decline a 21-22, the SEP user must coordinate with their organization and the OGC Accreditation to become authorized to accept or decline a 21-22. OGC Accreditation can be contacted at AccreditationMailbox@va.gov.

1. To accept or decline a 21-22, select one of the options at the top of the detail screen.

2. To confirm that you accept a 21-22, select the “Accept Request” button at the bottom of the popup screen.
3. When you click the “Accept Request” button, the system revalidates your user identity and treats your acceptance as a virtual signature.

4. After confirming your acceptance of the 21-22, the detail page will reload and display the 21-22’s new status, as well as the Veteran’s File Number and Social Security Number.
   - The Veteran or claimant will receive a message through a secure messaging center located in their eBenefits account that his/her 21-22 POA request was accepted.
   - You may return to the 21-22 search results screen and evaluate other 21-22 requests.

5. To decline a 21-22, select the “Decline Request” button at the top of the detail screen.
   - You must provide a reason for declining a 21-22. After providing a reason, click onto the “Confirm” button to finalize your decline action.
6. After you confirm your decline action for the 21-22, the 21-22 detail page will reload and display its new status.

   - The Veteran or claimant will receive a message through a secure messaging center located in his/her eBenefits account that the 21-22 request was declined.
   - You may return to the 21-22 search results screen and evaluate other 21-22 requests.
6.0 SEP Dashboard

After the SEP user successfully logs in, the system will direct the SEP user to the VSO Representative Dashboard, where the user may search for Veterans.

- Note the difference in the screen below. Because a VSO has more authorized roles, an Attorney or a Claim Agent has less functions within SEP than that of a VSO Representative.
6.1 Search for a Veteran

You may use the SEP Representative Dashboard’s search criteria to locate Veterans for whom you have a POA. (The POA gives permission to an authorized SEP User to represent and/or manage a Veteran’s VA-related business.)

1. From the SEP Dashboard screen, enter the following:
   - Veteran’s Social Security Number, File Number, Service Number, or Insurance Number. (Only one criterion is necessary.)
   - Veteran’s First Name, Last Name, and Date of Birth (DOB) (All criterion required)

2. You may use “Advanced Search Criteria” to enhance your search for finding a Veteran.
3. If you select “Clear Form,” all of the entered Veteran information will clear from their fields, and you will remain on the Dashboard screen.

4. After entering the Veteran’s information, click onto the “Search for Veterans” button.

5. The Veteran Search Results will then appear with partial identifiable information.

6. Click onto “Actions” to view the Veteran’s profile.

7. To search for a different Veteran, click onto “Change Search Criteria” to return to the Representative Dashboard.

   a) Note that you must click onto “Clear Form” before inputting the next Veteran’s search criteria in order to remove information of prior search.
6.2 Authenticated Chat

You may communicate directly with a National Call Center agent through an authenticated chat box window located within the SEP Portal. You may ask VA-related questions, including those that are sensitive, regarding a Veteran. Note that questions must pertain to the Veteran whose information appears in the Dashboard screen at the time of the chat session.

To initiate an authenticated chat regarding another Veteran, you must exit the existing chat session, start a new search for a new Veteran, and once the Veteran’s information appears in the Dashboard screen, re-initiate a new chat session. To initiate an authenticated chat, see the directions below.

- **IMPORTANT:** Do not enter Personally Identifiable Information (PII) regarding the Veteran into the chat box window. The National Call Center Agent will have the Veteran’s information available when you initiate a chat session.

1. Once the Veteran’s Record appears in your Representative Dashboard, click onto the “Chat with the VA” blue icon located on the bottom right of your screen.

2. A popup window will appear where you may initiate a chat session with a National Call Center Agent. Type your name and your question into the window, and click the “Start Chat” button.

- **IMPORTANT:** Do not enter Personally Identifiable Information about the Veteran into the chat box window. The National Call Center Agent will already have the Veteran’s information available when you initiate a chat session.
3. You will be connected to a chat room where a live agent will be available to take your questions.

4. To end the chat session, click onto the “X” located in the blue panel at the top of the screen. A popup screen will appear. Click onto OK when prompted.
6.3 Claim Status and Document Upload

A SEP user (e.g., VSO, Attorney, or Claims Agent) can view and act on a Veteran’s Compensation/Dependent claim if the Veteran grants the SEP user Power of Attorney (POA) through VA form 21-22.

1. To view a Veteran’s Claim Status, select the “Claim Status” option from the “Actions” dropdown menu located in the “Veteran Search Results” screen.

2. The system will display a Work in Process page with Intent-to-File (ITF), Open Applications, and Claim Status of Submitted Claims.
3. Click the subject (Intent to File, Open Applications, Open Claims) to expand the table of each subject.
• An ITF signifies that the SEP user (on behalf of the Veteran) or the Veteran has submitted partial information in support of a claim, and that the user or Veteran needs additional time to gather the outstanding information or documentation required to complete a fully developed claim. The ITF section in the “Claims in Process” screen informs the user of the ITF’s Received Date, Type, Expiration Date, Source, and Status. Click here to learn more about the ITF.

<table>
<thead>
<tr>
<th>Received</th>
<th>Type</th>
<th>Expiration</th>
<th>Source</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/03/2015</td>
<td>Compensation</td>
<td>09/03/2016</td>
<td>Online</td>
<td>Active</td>
</tr>
</tbody>
</table>

3. To view “Historical claims” for the Veteran, select “Historical Claims” on the left-hand side panel.

4. The items that display ▼ are urgent or past due. To view the claim’s status, click onto the date of the claim.
5. In the “Claim Details” screen, click onto “Needed from You” or onto “Needed from Others” to view the list of documents that the user will need to upload to support the Veteran’s claim.

6. A list of requested documents, along with the documents’ statuses, will appear.

7. Click onto “Upload Document” to upload the requested documentation.

8. Click onto “Browse for Files” to locate and select the file to upload. When browsing for files to upload, user may select multiple files. There is no need to upload one file at a time.
9. After selecting the files to upload, click onto the “Select a Description” drop down list to select the documentation type for each file upload.

10. Select “Upload Documents.” The screen will display a progress bar showing the progress of the upload.

12. After uploading a file, the user may browse for additional files to upload by clicking onto “Browse for Files” and selecting the additional file(s).

13. For an additional verification that the document upload was successful, click onto “All Done” to return to the Claim Status page. On the “Claim Status” page, click onto the tab “All Uploaded Documents.” A tabbed screen will appear listing the documents uploaded into the Veteran’s profile.

6.4 My Profile

The left-hand side navigation panel within the Claims screen enables the SEP user to navigate easily to functional areas, including to the “My Profile” page. On the “My Profile” page, the SEP user can view information on Veteran’s benefits, Representative, and disabilities. The information within these links mirrors that information the Veteran accesses in the eBenefits portal.
1. Click onto the “Personal Information” to view the Veteran’s eBenefits username and the e-mail address associated with the Veteran’s eBenefits account.

2. Click onto “Representative” to view the Veteran’s Representative information.
3. Click onto “Disabilities” to view a summary of the Veteran’s disabilities. A SEP user is able to view the Veteran’s Total Combined Disability, Rated Disabilities, and Pending Disabilities claimed. Notice that the page also links to a web page that allows the user to add Disabilities.

![Disability Summary for: Barnett, Terrence]

- Note that if a Veteran does not have pending disabilities, the Pending Disabilities section will populate with the below message.

![Pending Disabilities]

4. Click onto “Dependents” to view a summary of the Veteran’s Dependents. A SEP user is able to view the Veteran’s Dependent Status and Dependents on an Award. Notice that the page also links to a web page that allows the user to add or remove dependents.
5. Note that if a Veteran or SEP User has submitted a claim for dependency benefits that has not yet been awarded, the SEP user will see the below message:

```
You submitted one or more claims for dependency benefits pending review. We will update your dependent information as soon as we complete processing your claim.
```

6. If the Veteran does not have dependents on the award, the SEP user will see the below message:

```
Dependents on an Award
You have no dependents listed on an award at this time.
Show Dependents not on an Award
```

7. To show Dependents in which the Veteran is not currently receiving benefits for on an award, click onto “Show Dependents not on an Award.”
6.5 Additional Benefits Summary

A SEP user is granted the right to perform certain functions on behalf of the Veteran for whom they have POA. For example, the SEP user may access additional benefits for the Veteran or for that of his/her dependents.

1. To view additional benefits for Veterans, select “Additional Benefits Summary” from the “Actions” drop-down list. The “Actions” drop-down list is found in the “Veteran Search Results” panel.

2. Additional Benefits include Eligibility Determinations; Supplementary Benefits; and Vocational Rehabilitation and Education Benefits. Details for each can be expanded by clicking the symbol. If there are no awarded additional benefits, the “Benefits” table will be blank.

Additional Benefits for: Ruiz, Jeanette

Some of the benefits you are currently receiving, or are entitled to, appear below. Do not consider this list as proof of benefits because recent updates may not be included. You may be approved for additional benefits that do not yet appear below.

For questions about your benefits, please contact the Department of Veterans Affairs:

- By Phone*: 1-800-827-1000 (711 if you use a TDD)
- Online: Use our Inquiry Routing & Information System (IRIS)

*Monday - Friday, 8:00 am - 9:00 pm ET

<table>
<thead>
<tr>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Eligibility Determinations</td>
</tr>
<tr>
<td>☐ Supplementary Benefits</td>
</tr>
<tr>
<td>☐ Vocational Rehabilitation and Education</td>
</tr>
</tbody>
</table>
3. If the Veteran is eligible for benefits, the table will display Eligibility Determinations.

![Eligibility Determinations]

- If a Veteran has applied for an Eligibility Determination, but he/she has *is not eligible* for that benefit, SEP will display the below message.

![Benefits]

- If the Veteran has applied for Eligibility Determinations, but a *decision has not been made*, the SEP display the following message.

![Benefits]

4. If the Veteran is entitled to Supplementary Benefits, the table will display those Supplementary Benefits.
If a Veteran has applied for a Supplementary Benefit, but he/she has not been awarded that benefit, SEP will display the below message.

If the Veteran has applied for Supplementary Benefits, but a decision has not been made, the SEP will display the following message.

In order to see benefit decisions, the SEP User may click onto the “Other Decisions” link, which will direct the SEP user to the list of denied benefits.
5. If the Veteran is entitled to Vocational Rehabilitation and Education Benefits, the table will display the Benefits. If the Veteran has not applied for these benefits and would like to, the user may request Education/Vocational Counseling and/or apply for Vocational Rehabilitation. You can click the symbol to expand the topic.

- Once expanded, you should see “Vocational Rehabilitation and Employment Program” and “Education/Career Counseling.” Click by either or both to expand. If the Veteran has not previously applied for Chapter 31 or requested Education/Career counseling, there will be buttons in this section to allow the user to do so.
- **Note that if the Veteran has applied recently, the option to apply will not be available.** However, a message that includes the date of submission of the request will be shown.

- **To apply for the Vocational Rehabilitation and Education Program, click the** button. Since this form is integrated, the Veteran’s information will already be populated. **To apply on the Veteran’s behalf, simply click** after confirming the Veteran’s information.
Note that if the Veteran’s information is incomplete, the following message will appear. The user will not be able to apply through SEP until the missing information has been updated.

To request Education/Career counseling, click the button. Since this form is integrated, the Veteran’s information will already be populated. To apply on the Veteran’s behalf, simply click after confirming the Veteran’s information.
6.6 Payment History

A SEP user is granted the right to perform certain functions on behalf of the Veteran for whom they have POA. For example, the SEP user may access the payment history for the Veteran or for that of his/her dependents.

1. To view payment history for Veterans, select “Payment History” from the “Actions” drop-down list. The “Actions” drop-down list is found in the “Veteran Search Results” panel.
The payment history page should appear. The system will display a default payment date range, from January of the current year to the present month. You may refine your search by using specific date range drop-downs located below the date fields. The payment history page will also display any returned payments applicable.

The initial payment screen displays a summary of payments made to the Veteran, including returned payments. Select the specific payment date to view payment details. Payment details may include reductions from the gross payment, as well as bank or check payment information. At the bottom of the pages, under “About,” the SEP user may find explanatory information, including payment mail dates and returned payments. Note that because the SEP user views the same data and information that the Veteran views through the eBenefits portal, the SEP user may also be able to provide contextual assistance to the Veteran.
6.7 Online Forms

The SEP users are allowed to access online forms for those Veterans who grant them Power of Attorney (POA). This process is using the same Electronic Claims Submission Process dashboard that Veterans use in eBenefits.

1. To access a Veteran’s online forms, the authorized SEP user selects the “Online Forms” option from the “Actions” drop-down menu. The “Actions” drop-down menu is found in the Veteran Search Results.
The system will display the Online Application Dashboard of the selected Veteran. The dashboard will display the current summary of open, submitted, and completed applications and forms. Open applications are displayed in descending order from the newest to the oldest.

- **Note:** Forms available through SEP are identical to those available to the Veteran through eBenefits. In addition, the SEP and eBenefit web portals enable the SEP user and Veteran to interact in order to complete and submit online forms to the VA. The interactive capability between SEP and eBenefits is especially helpful when a SEP user requires a Veteran’s Signature on a form (e.g., VA Form 21-526EZ). In this scenario, the Veteran can upload a signed form in PDF format through eBenefits for the SEP user’s retrieval and action in SEP.
7.0 Submit Form 21-526EZ on Behalf of a Veteran

Once the Veteran’s POA is in the VA system, a representative of that VSO can use SEP to prepare a disability compensation application (VA Form 21-526EZ) on behalf of the Veteran. However, the Representative may not be able to electronically submit the application through SEP.

2. Each VSO decides whether or not an individual representative can submit the application in SEP. While using SEP:
   - A representative with the right/authority to submit the application will be given that option.
   - A representative without the right/authority to submit the application will be able to electronically send the application for review by a representative with the authority.

3. Below are the POA types and their typical authorization, which is subject to the VSO’s or Veteran’s refinement:
   - Most National VSOs (NVSOs) submit a claim on behalf of the Veteran without a VSO organization’s review.
   - Most, but not all, County VSOs (CVSOs) cannot submit a claim on behalf of a Veteran, even if the claim has all the necessary certification information, without a VSO organization’s review.
   - Most Attorneys and Claim Agents have the same rights as NVSOs.

4. A POA may submit a claim if the Veteran provides authorization by either of the two methods:
   - The Veteran provides an electronic mark in the presence of a POA Witness, who in turn provides his or her electronic mark.
   - The Veteran provides a wet signature on the 21-526EZ signature page and the page is uploaded by the Veteran using eBenefits or by the VSO using SEP.
7.1 Verify a POA When Reopening an Existing 21-526EZ Claim

A Veteran may change representatives before an application has been submitted through SEP. Before the new Veteran Representative continues the application, the Veteran’s signature or mark will need to be updated. The system generates a message explaining this situation.

7.2 Submit an Original Claim

To ensure the Representative can prepare and/or submit an original application for a Veteran, the Representative must have permission to do so. Verification of that permission can be satisfied by either uploading a signed signature page or capturing the claimant’s and witness’ marks.

- The SEP user who can download, print, sign, and scan a document may consider uploading a signed signature page.
• If the Veteran is unable to provide a signature, the SEP Representative may consider capturing the **claimant’s and witness’ marks**, an electronic equivalent of a mark or thumb print. When completing the “Claimant and Witness Mark” section of the claim, the SEP Representative should:
  a. Read the claimant mark statement to the Veteran;
  b. Obtain the Veteran’s electronic mark “X”; and
  c. Acting as a witness, check the box certifying the SEP made visual verification that the Veteran made an electronic mark.

• **Important:** A SEP Representative must be present – either via computer screen sharing or a face-to-face interview -- when the Representative verifies the claimant’s mark.

### Submission Procedures

1. At the end of the 21-526EZ claim application process, the SEP Representative who is authorized to submit on the behalf of the Veteran will have two options - to submit the application to the VA on behalf of the Veteran or allow the Veteran to review the application.
2. SEP Representatives that require additional VSO review will only have the option to send the application to the NVSO for his/her review.

- The user will click onto “continue” to view a draft mail that will be sent to the Veteran.
Once the user clicks onto “Send for Review”, the user will receive a message acknowledging that the application has been sent for NVSO review.

3. When the NVSO reviews, the NVSO will have the following options:
   - Submit the claim on behalf of the Veteran
   - Request a Veteran review
   - “Return for Additional VSO Review and Action” (e.g. Return the claim to the CVSO for additional information)
4. Once a SEP Representative or an NVSO submits on the behalf of the Veteran, a submission confirmation page will appear.
Post Submission Procedures of an Original Claim

5. If the SEP Representative submitted an application on behalf of the Veteran and captured the signature by the claimant’s and witness’ marks, this will be captured on the PDF version of the claim application, as shown below:

- Note that if the claimant signature was uploaded instead, there will be a separate signature page document. The Veteran and Witness signatures will be blank on the generated 526EZ.

6. Confirmation of VSO claims submission will appear in the top left header of that claim application page, as shown below:

7.3 Submit a Supplemental Claim

When the Veteran has an eBenefits account and/or email address on record in the VA system, the SEP Representative can submit a supplemental claim without obtaining the claimant’s and witness’ marks or uploading a Veteran-signed signature page.

When a Veteran does not have an eBenefits account and no email address on record in the VA system, the SEP Representative will need to obtain the claimant’s and witness’ marks or to upload a Veteran-signed signature page in order to submit a supplemental claim, as was required with the original claim. When submitting a supplemental claim for a Veteran without an eBenefits account and without an email address, the SEP Representative should refer to Section 7.2 on Submitting an Original Claim.
If the Representative tries to submit a supplemental application for a Veteran (with no eBenefits account and no email address on record) without uploading a signature page or capturing the claimant and witness marks, the system will generate the following message:

- **NOTE:** If the Representative selects “Send for Veteran Review,” the system will allow the Representative to enter a temporary email address and will send a notification to the Veteran that a draft Compensation Benefits Application has been completed.
8.0 SEP Work Queue

After SEP users log into SEP, they can search for Veterans applications that have been started, but not submitted, and are in various stages of the process, by clicking onto “VSO Work Queue” located in the upper menu bar.

1. The Search for Veteran’s Applications page will appear, where the user may enter search criteria to find application(s) that require their organization’s action.

2. After the users have selected all their search criteria, they may click on the “Search for Applications” button located on the bottom of the Work Queue search screen.
8.1 View Work Queue Search Results

After the SEP user conducts a successful search, the work queue search results will appear in the window. Search results will display as a list of application(s) in alphabetical order and by Veteran’s name. The work queue is mostly limited to informative Veteran data; however, a SEP user may choose to navigate to a pending Disability Compensation Application and continue the process of completion and submission. A SEP user may enter the Veteran’s Disability Compensation Application by clicking onto the “Disability Compensation” link in the search results table.

- **Note:** A ☑(checkmark) in the “Comments” column indicates that notes have been entered for that application.

Clicking the Veteran’s name link in the search results table will display the “Application Information” window and provide more detailed information for a specific application.

- **Note:** A SEP user may also access the Veteran’s Disability Compensation Application from this “Application Information” window by clicking onto the “Disability Compensation” link.
<table>
<thead>
<tr>
<th>Application Information</th>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran's Name</td>
<td>Washington, Ennis</td>
</tr>
<tr>
<td>Address</td>
<td>1035 G ST WASHINGTON, DC 20007</td>
</tr>
<tr>
<td>File Number</td>
<td>79112-3385</td>
</tr>
<tr>
<td>Application</td>
<td>Disability Compensation</td>
</tr>
<tr>
<td>Status</td>
<td>Open</td>
</tr>
<tr>
<td>Last Updated</td>
<td>01/10/2015 07:52:22 CST</td>
</tr>
<tr>
<td>Created</td>
<td>01/10/2015 07:52:22 CST</td>
</tr>
<tr>
<td>Expires</td>
<td>01/10/2016 07:52:14 CST</td>
</tr>
<tr>
<td>Represented By</td>
<td>Disabled American Veterans</td>
</tr>
</tbody>
</table>
9.0 SEP ForeSee Survey

In order to ensure that we are providing the best customer service experience possible, we have partnered with ForeSee to include a random survey as part of the user’s SEP experience. If you are randomly selected to take part in the survey, a window will appear requesting the user’s feedback before exiting the SEP portal. If you are not selected but want to give feedback and complete the survey, please direct your comments and questions to: vrmsep.vbaco@va.gov. Note that there are a total of 24 questions in the survey; and to complete and submit a survey, the selected survey participant must complete all of the questions and click onto the “Submit” button.
Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an "x".

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating Options</th>
<th>Scale (1-10)</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Please rate the convenient placement of the website tools on this site.</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>2. Please rate the variety of website tools on this site.</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>3. Please rate the balance of graphics and text on this site.</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>4. Please rate the readability of the pages on this site.</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>5. Please rate the options available for navigating this site.</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>6. Please rate how well the site layout helps you find what you need.</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>7. What is your overall satisfaction with this site?</td>
<td>Poor, Very Dissatisfied, Very Satisfied</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>8. How well does this site meet your expectations?</td>
<td>Poor, Excellent</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>9. How does this site compare to your idea of an ideal website?</td>
<td>Poor, Very Close, Very Close</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>10. How likely are you to return to this site?</td>
<td>Very Unlikely, Very Likely</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>11. How likely are you to recommend the Stakeholder Enterprise Portal to someone else?</td>
<td>Very Unlikely, Very Likely</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td>12. How likely are you to use this site as your primary resource for obtaining information from this organization?</td>
<td>Very Unlikely, Very Likely</td>
<td>1-10</td>
<td></td>
</tr>
</tbody>
</table>

13. How likely are you to use this site rather than seeking information from other channels?

1: Very Unlikely
2: Somewhat Unlikely
3: Neutral
4: Somewhat Likely
5: Likely
6: Very Likely

14. Which of the following best describes your role in visiting the Stakeholder Enterprise Portal (SEP) site today? (Select all that apply)
- Veteran Service Organization (VSO)
- Education Provider
- Doctor or Other Health Care Provider
- Attorney
- Loan Appraiser
- Benefit Provider
- Other, please specify:

15. How frequently do you visit this site?
- First time
- Daily
- About once a week
- About once a month
- About once or twice a year
- Less frequently than once a year

16. For which reason did you visit the SEP site today? (Select all that apply)
- Access information
- Submit claims on my own behalf
- Submit claims on a veteran's behalf
- Apply for benefits
- Check the status of a claim for benefits
- Check the status of an appeal for a claim for benefits
- Check the status of a benefit payment
- To view a veteran's benefit payment history
- Obtain a benefit verification letter
- Change my profile (e.g., change contact information)
- Just browsing/curious what site offers
- Other, please specify:

17. Which of the following areas of the SEP site did you visit today? (Select all that apply)
- Compensation Service
- Education Service
- Purchased Care @ Health Administration Center (PC@HAC)
- Vocational Rehabilitation & Employment (VR&E)
- Veterans Service Organizations (VSO)
- FAQs
- Knowledge
- FAST Letters (1996 - Present)
- Learn More About SEP
- Other section not listed above
- Not sure

18. Did you accomplish what you wanted to on the site today?
- Yes
- Partially
- No
- I wasn't planning to accomplish anything in particular
19: *Did you try to log in on this site today?  
- Yes  
- No

20: Thinking about the SEP homepage, was it clear where you needed to go to find what you were looking for today?  
- Yes  
- No

21: How would you describe your navigation experience on the SEP site today? (Select all that apply)  
- I had no difficulty navigating/browsing on this site  
- Too many links/navigational options to choose from  
- Links often did not take me where I expected  
- Had difficulty finding relevant information/products  
- Could not navigate back to previous information  
- Links/labels are difficult to understand  
- Had technical difficulties (error messages, broken links, etc.)  
- I had a navigation difficulty not listed above

22: *Are you aware of the VA Transformation Plan?  
- Yes  
- No  
- Not Sure

23: *How likely are you to discourage others from using the Stakeholder Enterprise Portal?  

1 = Very Unlikely  
2 3 4 5 6 7 8 9 10 = Very Likely

24: If you could identify one improvement to this site, what improvement would you suggest?

1,000 Characters Remaining

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Submit

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