

**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](http://www.gibill.va.gov) and click on the link to the FAQ site. (See Arrow below)

Welcome to the GI Bill Web Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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

Address <http://www.gibill.va.gov> Go Links >>

**Education Benefits**  
*Veterans Benefits & Services*

Image displaying the words "Education Benefits"

**Welcome to the GI Bill Web Site.**

**NEW!!** Visit our "[Ask a Question and Find Answers](#)" section to see new questions and answers on the military "Call Up" or activation. Use the "Search" feature to see all questions and answers or click on the following links to view benefit specific questions.

- [Montgomery GI Bill - Active Duty](#) (Ch 30)
- [Montgomery GI Bill - Selected Reserve](#) (Ch 1606)
- [Veterans Educational Assistance Program \(VEAP\)](#) (Chapter 32)
- [Survivors' and Dependents' Educational Assistance Program \(DEA\)](#) (Ch 35)

**Operations Enduring Freedom and Iraqi Freedom Web Site.** This is the the Department of Veterans Affairs (VA) web site for returning Active Duty, National Guard and Reserve service members. **Click the following link to visit that site:**  
<http://www.vba.va.gov/EFIF/>

**Education Fact Sheet for Guard and Reserve Members** - A short fact sheet for Guard and Reserve members called to active duty. Also available in Adobe Acrobat [PDF format](#).

**LEGAL ADVICE FOR RESERVISTS** -- The American Bar Association offers information to those mobilized to active duty in the Reserves and National Guard on the Web at <http://www.abanet.org/legalservices/helpreservists/home.html>. The Web site informs legal professionals and lay persons, alike, about steps to take to prepare and protect Reserve and Guard members' families, property and jobs during their active

Local intranet

Education Home Page  
**Ask a Question and Answers**  
Education Benefit Programs  
WAVE  
Payment Rates  
Education Forms  
Electronic Application Form  
Education News  
Foreign Training  
Transition Assistance Information

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=](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 main content area features a purple header with the text 'Education Benefits' and 'Veterans Benefits & Services'. Below the header is a navigation menu with tabs: '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 menu set to 'All Categories', a 'Search Text (optional)' input field, a 'Search' button, and 'Search by' and 'Sort by' dropdown menus. Below the search section is a list of 117 answers found, with the first few items visible: 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. The page is numbered 'Page: 1 of 6' and has a 'Go' button. The browser's status bar at the bottom shows 'Done' and 'Local intranet'.

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

The screenshot shows a web browser window titled "Ask a Question - Microsoft Internet Explorer". The address bar shows a URL from "www.gbill2.va.gov". The page content is for "Education Benefits" under "Veterans Benefits & Services". There is a navigation menu with "Support Home", "Answers", "Ask a Question", "My Questions and Answers", and "Help". The main form has several sections: "Identification" with an "E-mail Address" field; "Additional Information" with a "Category" dropdown menu; "Your Question is..." with a "Subject" field; and a "Submit Question" button at the bottom. A sidebar on the left lists various links. Arrows from the text above point to the "E-mail Address", "Category", "Subject", and the text area below the "Subject" field.

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 with the address bar displaying a URL from the VA website. The page title is "Ask a Question - Microsoft Internet Explorer". The main content area is titled "Education Benefits" and "Veterans Benefits & Services". There are navigation tabs for "Support Home", "Answers", "Ask a Question", "My Questions and Answers", and "Help". The "Ask a Question" tab is active. The form is divided into several sections: "Identification" with an "E-mail Address" field containing "ralph.debar@forum.va.gov"; "Additional Information" with a "Category" dropdown menu set to "VA-ONCE (School Officials ONLY)"; "Your Question is..." with a "Subject" field containing "School Official" and a text area containing "DeBar University 31243428"; and "When You are Done..." with a "Submit Question" button. A vertical navigation menu on the left side of the page lists various links such as "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", and "Postal". Arrows from the text above point to the "E-mail Address" field, the "Category" dropdown, the "Subject" field, the text area, and the "Submit Question" button.

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 with the address bar displaying [https://www.gbill2.va.gov/vba/vba.cfg/php.exe/enduser/ask\\_submit.php](https://www.gbill2.va.gov/vba/vba.cfg/php.exe/enduser/ask_submit.php). The page title is "Create a New Account - Microsoft Internet Explorer". The main content area is titled "Veterans Benefits & Services" and features a navigation menu with "Support Home", "Answers", "Ask a Question", "My Questions and Answers", and "Help". The "New Account" form is the central focus, containing the following fields and instructions:

- E-mail Address:**
- Password:**
- Verify Password:**
- Contact Information:**
  - E-mail Address:**
  - First Name:**
  - Last Name:**
  - State:**  If currently in training, use the State or Country where your school is located.
- Soc. Sec. / Claim No.:**  Please enter your SSN or VA Claim Number to allow us to answer your question.
- Suffix:**  For Dependents of Veterans only.
- Phone Number:**

A legend indicates that an asterisk (\*) denotes a required field. At the bottom of the form is a "Create Account" button. The left sidebar contains various links such as "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", and "Postal and Telephone Contact Information". The status bar at the bottom shows "Done" and "Local intranet".

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 titled "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:** ralph.debar@forum.va.gov
- Password:** [Redacted]
- Verify Password:** [Redacted]
- Contact Information:**
  - E-mail Address:** ralph.debar@forum.va.gov
  - First Name:** Ralph
  - Last Name:** DeBar
  - State:** Missouri (dropdown menu)
  - Soc. Sec. / Claim No.:** 31243428 (with a note: "Please enter your SSN or VA Claim Number to allow us to answer your question.")
  - Suffix:** [Empty field, note: "For Dependents of Veterans only"]
  - Phone Number:** 202-273-7175

A "Create Account" button is located at the bottom of the form. A status bar at the bottom of the browser window 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?\_sid=1vN7L-4h&p\_va=&p\_sp=cF9ncmkc29ydD0mcF9yb3dfY250PTE:NyZwX3BhZ2U9MQ\*\*&p\_li=&p\_titl". The page content is titled "Education Benefits" 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 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](#)
- [EFOIA Reading Room](#)
- [VA Use of Cookies](#)

At the bottom, there is a footer with the following text:

[VA Home Page](#) / [Privacy & Security Statement](#) / [Disclaimer](#) / [FOIA](#) / [Contact the VA](#)  
[Click here to contact the Education Service Webmaster](#) This link is **ONLY** for site problems,  
**NOT** for BENEFIT or general questions.  
Page updated:

A status bar at the bottom of the browser window shows "Done" and "Local intranet".