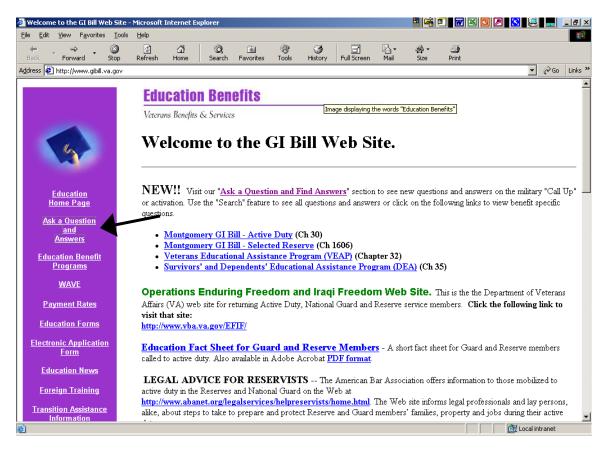# DVA Education Service

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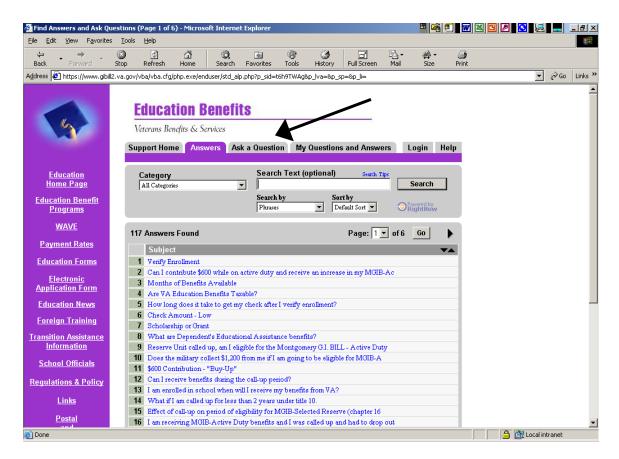Establishing a Frequently Asked Questions Account**

Prepared March 2, 2004
By Ralph DeBar (223C)

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)
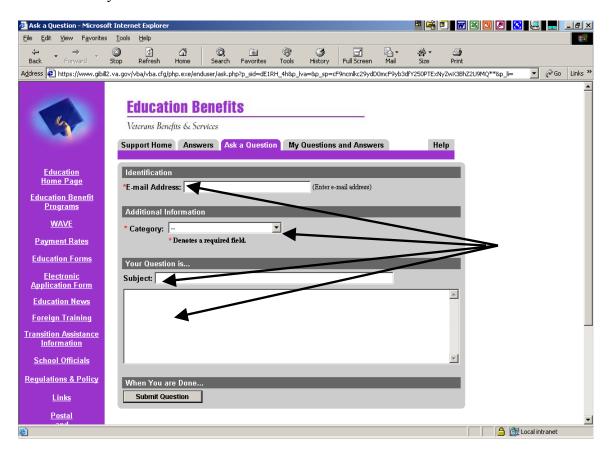
2. Once at the site **click the "Ask a Question" tab**. The page below will be displayed.

On the above page click on the "Ask a Question" tab to display the page to begin your registration process.
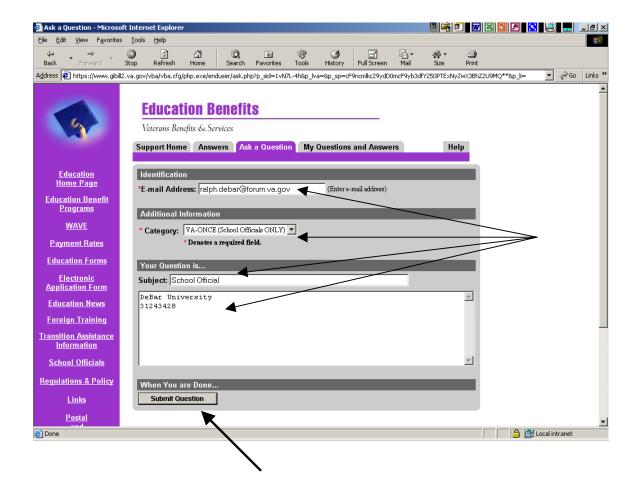
3. Complete the page providing the following information:
   - **E-mail address** - Self explanatory
   - **Category** – from the drop-down list choose "VA-ONCE (School Officials ONLY"
   - **Subject** – "School Official" – This is important since we use it to route this Inquiry to someone who can set-up your account.
   - In the block under "Subject" provide the name of your school and the VA Facility Code

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.

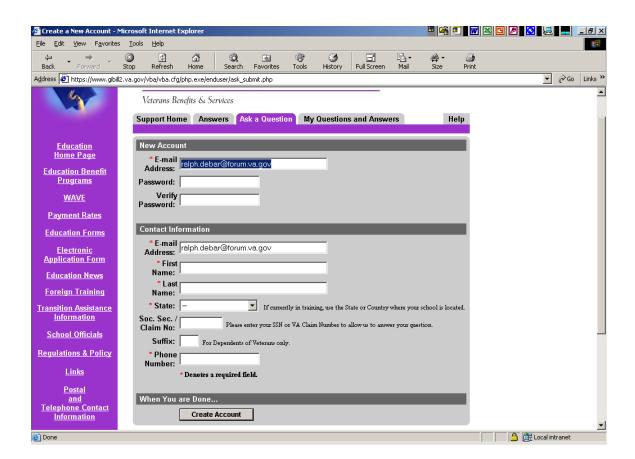The following page shows a completed form.

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.
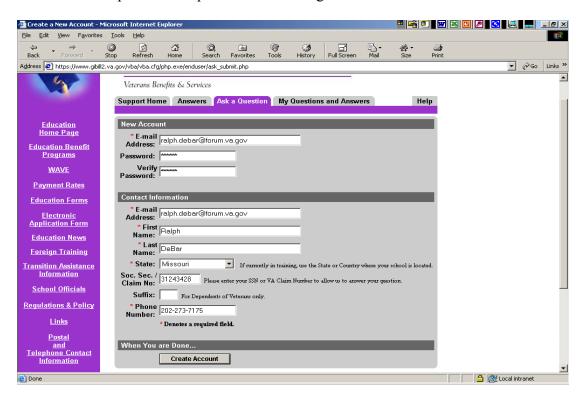

Note: If you already have an account set-up, you are done at this point. We ask that you access your account information to make sure it is current and in keeping with the format provided in the following pages.

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 to 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.

This is an example of a completed Account Registration form.

Here is the message you have been looking for.