



User Manual for Applicants

This manual contains instructions on how to use the VMSDEP online application portal.

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1 Getting Started

1.1 Basic Information

1.1.1 Minimum software requirements

1. An active Internet connection
2. Supported Operating Systems-
 - a. Windows XP and above for PC
3. Supported Browsers- Microsoft Internet Explorer 8 and above, Mozilla Firefox, and Google Chrome

1.1.2 Common symbols

Following is a list of all symbols used in the application and what they mean:

Table 1: Symbols and their meaning

Symbol	It stands for	Click on this symbol to
	Editable view	See the list of all your applications and edit them
	List view	View all your applications. Click on 'More' in order to edit them.
	View	View your application
	Quick Add	Add your college plans or upload a document
	Pencil	Edit your application
	Wizard	Go to the My Applications wizard

1.1.3 Create an account

1. To create a new account click on the 'Sign up' (Figure 1). Pop up blocker must be disabled.

VMSDEP Online Application Portal

Login

Username or Email (Forgot Username?)

Password (Forgot Password?)

I certify that I'm either
1. 18 years or older
2. A parent or guardian logging-in on behalf of a minor
3. An administrator authorized to log-in



Figure 1: Login Screen

2. In the Pop Up window, please enter the desired Username that you wish to use to access the system. Please note that the desired Username should be an email address. After successfully entering a Username, please enter your selected password, followed by your name. Next, in the security check section please enter the characters listed in the Captcha exactly as they appear.

Sign up

User Name : UserName should be an e-mail <input type="text" value="applicant@gmail.com"/>	First Name : * <input type="text" value="New"/>
Password : * <input type="password" value="....."/>	Last Name : * <input type="text" value="Applicant"/>
Re-type Password : * <input type="password" value="....."/>	

* indicates a required field.

This is a security check. Please enter the characters in the exact way as they are

6fgBIO

6fgBIO



Figure 2: Signup Screen

3. Click Submit after entering all of the requested information in the sign up screen. Please verify your account information before hitting Submit.
4. After clicking on Submit, you will get the following message:

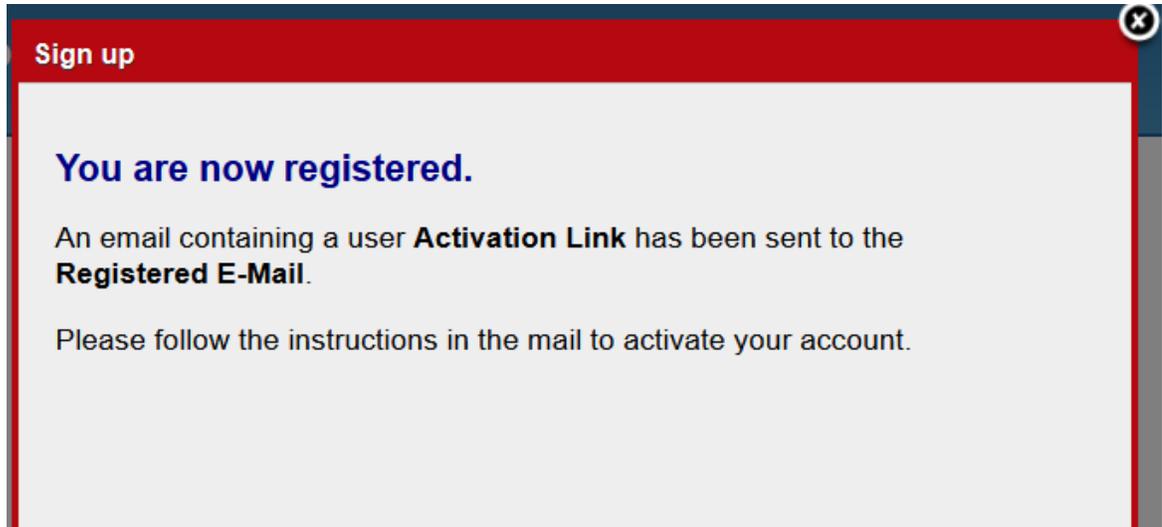


Figure 3: Registration Message

5. If you try logging in without clicking on the activation link, you will see the following error message:

Login

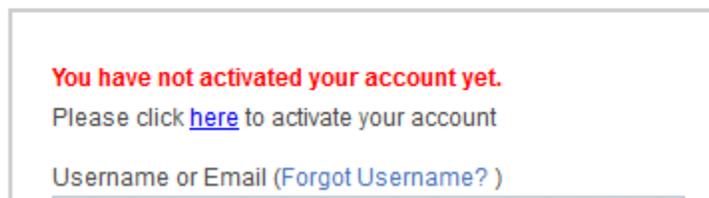


Figure 4: Username not activated error message

The activation email will be sent to your account again after clicking “here”.

6. Once you receive the activation email sent to your selected email address, please click on the activation link to activate your account. You should see the following screen after clicking on the activation link:

Your account has been activated! Please login with the registered UserName.

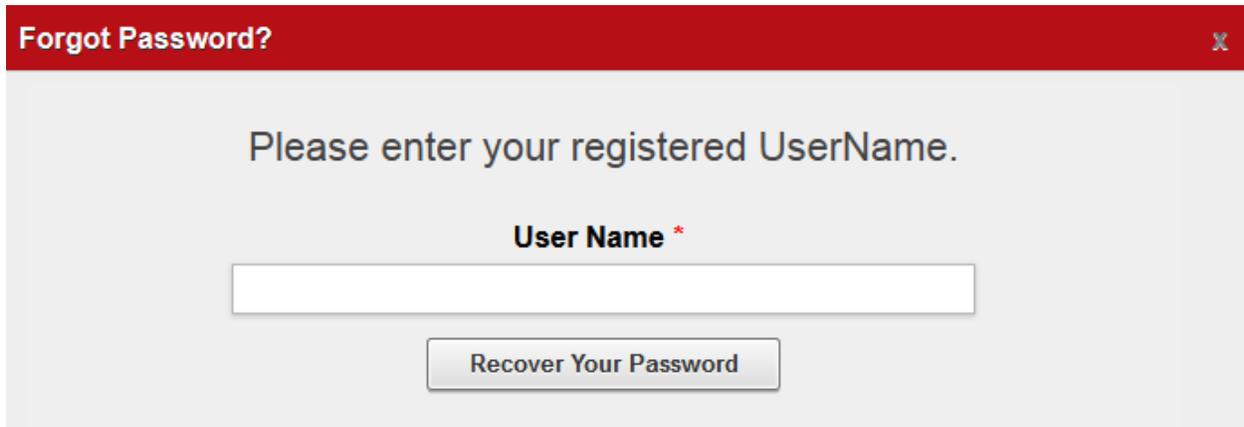


Figure 5: Activation Message

7. You have now successfully activated your account! Please click on “Login here” and then enter your username/password to login into the online application portal. Make sure to check the certification box that says, “I certify that I’m either...” (See Figure 1)
8. Please contact vmsdep@dvs.virginia.gov if you do not receive an activation email or you are having issues logging into your account.

1.1.4 Forgot Password

1. Click on 'Forgot Password' next to Password on the Login Page (See Figure 1, page 4)
2. Enter your username and click on Recover your Password.
3. A randomly generated password will be sent to your registered username.



Forgot Password? X

Please enter your registered UserName.

User Name *

Recover Your Password

Figure 6: Forgot Password recovery screen

1.1.5 Forgot Username

1. Your username is the email address that you used to sign up for the VMSDEP online application portal account. If you have forgotten your username, please contact vmsdep@dvs.virginia.gov for assistance.

1.2 Manage Applications

Once you login you will access the applicant homepage. From this page, you will be able to view the user manual, start a new application, view all of the existing applications that you have in the system, read the eligibility requirements for the program and access to the FAQs. Simply click on the appropriate box. If you have any questions, please do not hesitate to contact us at the information listed at the bottom of this page.

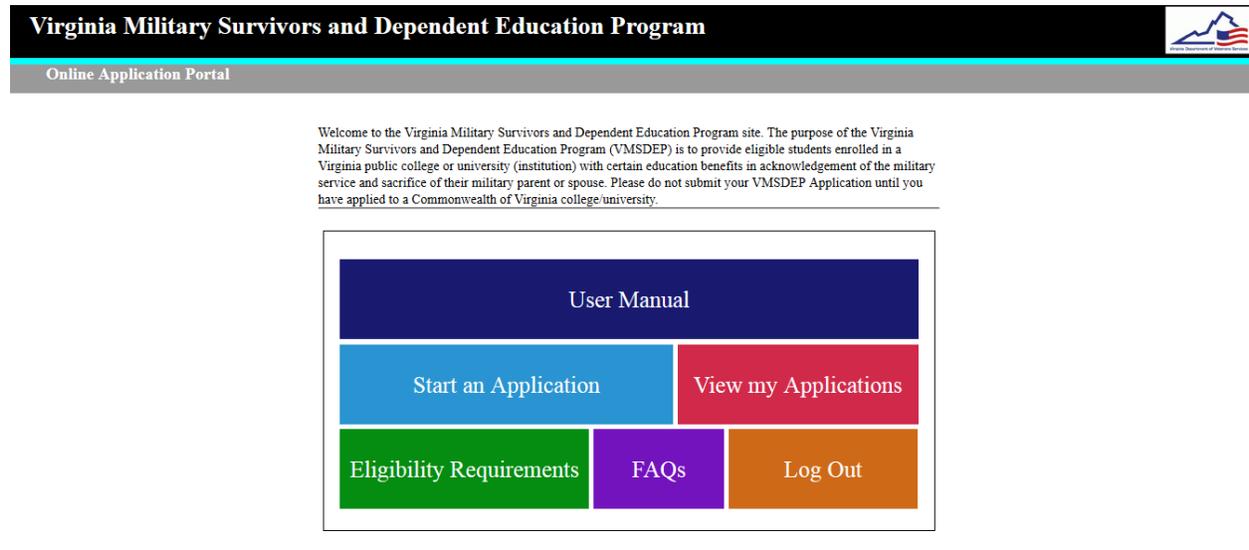


Figure 7: Applicant Homepage

1.2.1 Create a new application

1. To create a new application, click on 'Start an Application' on the homepage (Figure 4). A separate username is not required in order to submit multiple applications.
2. You will see the following screen after you click on Start an Application. This page is called My Applications Wizard and it is a step-by step process to help guide you through your application. It has six steps. All the fields marked with a red asterisk are mandatory and you will not be allowed to proceed to the next step until you ACCURATELY enter the appropriate information.

The screenshot displays the 'MyApplications Wizard' interface. On the left is a vertical navigation menu with the following items: 'Student Information' (highlighted in red), 'Parent or Guardian Information', 'Veteran Information', 'Applicant College Plans', 'Additional Documents', and 'Application Status'. The main content area is titled 'Student Information' and contains a form with the following fields and values:

- Application Number: Auto Generated
- First Name: Student First Name *
- Middle Name: (empty)
- Last Name: Student Last Name *
- Email: studentemail@email.com *
- SSN (xxx-xx-xxxx): 123-12-1234 *
- Date Of Birth: 07/30/1900 *
- Phone Number (xxx-xxx-xxxx): 120-123-0000 *
- Date Application Submitted to School or University: 08/05/2014 *
- User: Applicant1

At the top right of the form area, there are three buttons: 'Save & Return', 'Next >>', and 'Cancel'. A small instruction text reads: 'Please enter the applicant personal information and address in this screen. The SSN and phone number are mandatory and should be 9 and 10 digits respectively. The correct format for the phone number is xxx-xxx-xxxx.'

Figure 8: My Applications wizard

3. Enter the information requested on each screen and click on Next.
For more details on all the screens contained in the Application wizard please see the section on Application Wizard (Section 1.2.2).
4. You can toggle between screens by clicking previous and next. You can also click on the titles of the screen on the panel to your left to toggle between them. Hit cancel to exit the wizard anytime without saving.
5. To submit an application, press the "Submit" button on the last step of the Wizard, Application Status. Please review your application before hitting submit, you will not be allowed to edit the application once it has been submitted.
6. To save your application for future submission, fill all in the mandatory fields in the 'Applicant Information' and 'Veteran Information' screens and the click on 'Save and return'. You will not be able to save an application unless you have entered all the mandatory information. Please refer to section 1.2.3 on how to edit a saved application.

1.2.2 Application Wizard

This section describes all the steps in the wizard in details.

1.2.2.1 Student Information

Please enter the requested information for the student wishing to apply for benefits. The user field is automatically populated with your user login. Please note that all the fields marked with a red asterisk (*) are mandatory and must be filled out before you will be able to move on to the next screen. Information entered in the wrong format will also inhibit you from proceeding to the next screen. The error message is shown in Figure 10.

Student Information

Please enter the applicant personal information and address in this screen. The SSN and phone number are mandatory and should be 9 and 10 digits respectively. The correct format for the phone number is xxx-xxx-xxxx.

Application Number	<input type="text" value="Auto Generated"/>
First Name	<input type="text" value="Student First Name"/> *
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Student Last Name"/> *
Email	<input type="text" value="studentemail@email.com"/> *
SSN (xxx-xx-xxxx)	<input type="text" value="123-12-1234"/> *
Date Of Birth	<input type="text" value="07/30/1900"/> *
Phone Number (xxx-xxx-xxxx)	<input type="text" value="120-123-0000"/> *
Date Application Submitted to School or University	<input type="text" value="08/05/2014"/> *
User	<input type="text" value="Applicant1"/>

Student Address

Line 1	<input type="text"/>
Line 2	<input type="text"/>
Country	<input type="text" value="-- Select Item --"/>
State	<input type="text" value="-- Select Item --"/>
City	<input type="text"/>
Zip Code	<input type="text"/>

Figure 9: Wizard- Applicant Information

	<input type="text" value="07/30/1900"/>	
Phone Number (xxx-xxx-xxxx)	<input type="text" value="1200"/>	Phone No should be in format Phone No(xxx-xxx-xxxx)

Figure 10: Phone number error message

1.2.2.2 Parent or Guardian Information

Please enter the personal information and the address of the student's parent or guardian here. If the student is a spouse and not a dependent, this information is not mandatory.

Parent or Guardian Information

Please enter the parent or guardian personal information and address in this screen.

Parent or Guardian Information

First Name

Middle Name

Last Name

Phone Number (xxx-xxx-xxxx)

Parent or Guardian Address

Line 1

Line 2

Country -- Select Item --

State -- Select Item --

City

Zip Code

Figure 11: Wizard- Parent or guardian information

1.2.2.3 Veteran Information

On this screen, please enter the information about the veteran related to the student. The figure below shows the first half of the screen. Select the appropriate relationship between the qualifying veteran and the qualified student in the drop down; Child, Stepchild, Adopted Child, Spouse, or Surviving Spouse. Next enter the requested information about the qualifying veteran. Please note that the fields marked with the red asterisk (*) are mandatory.

Veteran Information

Please select the Applicant's relationship with the Veteran(Dependent/Spouse) and then enter the Veteran's personal information and address in this screen

Veteran Information

Veteran Internal ID

Relationship of Applicant to the Veteran *

First Name *

Middle Name

Last Name *

Service Number

Claim Number

SSN (xxx-xx-xxxx) *

Veteran Address

Line 1

Line 2

Country

State

City

Zip Code

Figure 12: Wizard- Veteran Information 1

Please enter the veteran residency and other information here.

Was the veteran a citizen and legal resident of Virginia when he or she entered the service?

Was the veteran a citizen and legal resident of Virginia for 5 consecutive years immediately prior to the date of this application?

Was the surviving spouse citizen and legal resident of VA for 5 years before he or she married the veteran?

Was the surviving spouse citizen and legal resident of Virginia for 5 consecutive years prior to date of application?

Please list the names and birthdates of siblings or children who have attended college under the Virginia Military Survivors and Dependents Education Program.

Other Dependent Name 1

Other Dependent Name 2

DOB 1 

DOB 2 

Figure 13: Wizard- Veteran Information 2

At the bottom of the veteran information screen, check the boxes that are applicable to the veteran. For example, if the veteran was a citizen and legal resident of Virginia when he or she entered military service, click on the check box next to this statement. Next enter the name and date of birth of other dependents who are related to the veteran and who have used this benefit program in the past.

1.2.2.4 Student College Plans

Click on green + sign to add your college plans.

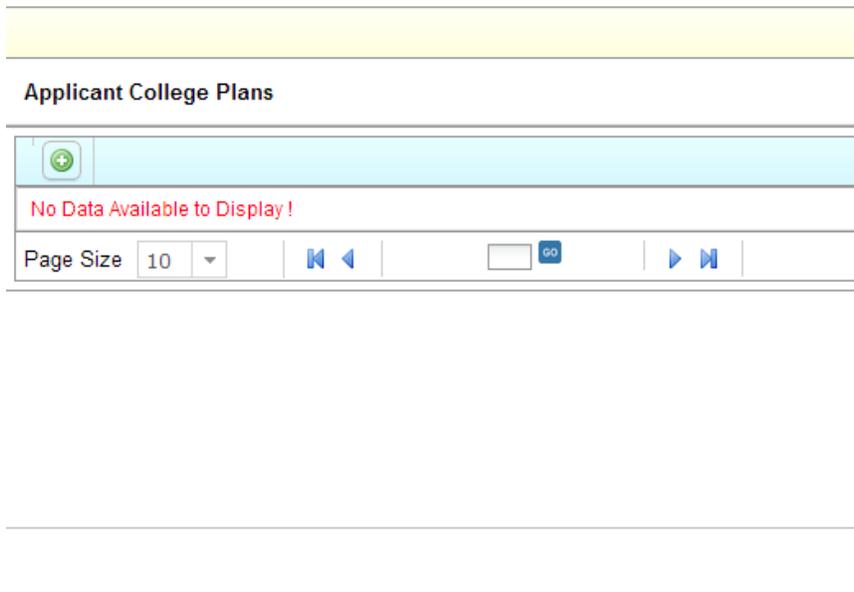


Figure 14: Wizard- Student College Plans

This is the view once the “Quick Add” symbol is selected:

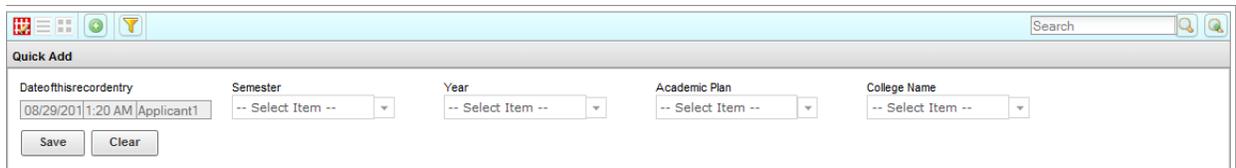


Figure 15: Quick add- Applicant college plans

Select the desired semester and year of your plan and then select the corresponding academic plan from the drop-down shown in the figure below and enter the effective date. It may be necessary to add more than one entry in this section.

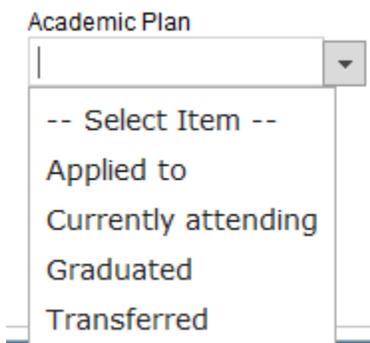
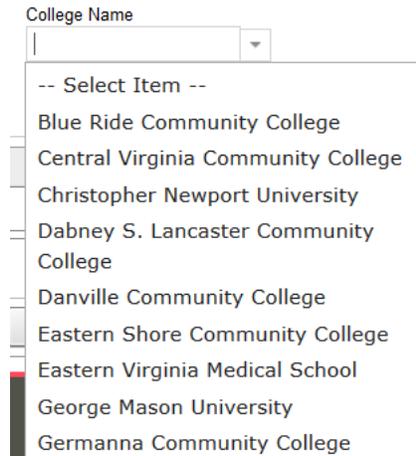


Figure 16: Types of academic plans

Select your college name from the drop-down below.



The image shows a web form with a dropdown menu labeled "College Name". The dropdown is open, displaying a list of college names. The first option is "-- Select Item --". The other options are: Blue Ride Community College, Central Virginia Community College, Christopher Newport University, Dabney S. Lancaster Community College, Danville Community College, Eastern Shore Community College, Eastern Virginia Medical School, George Mason University, and Germanna Community College. The "Eastern Virginia Medical School" option is highlighted with a red bar on the left side of the list.

Figure 17: College Names

Click “Save” once you are done. Ensure that you keep your college plans up to date and notify the VMSDEP Office of any changes or additions to college plans promptly. When new plans are made, the previous entry can be edited, and a new plan can be added. To add a recent college plan, follow the steps listed above.

1.2.2.5 Supporting Documents

1.2.2.5.1 Supported file types: .doc, .docx, .pdf, .jpg, .jpeg

In this section you can upload any supporting documents to be reviewed with your application submission such as copies of tax returns, adoption papers, birth certificate copies, etc.. Click on the green plus sign beneath the Supporting Documents. Once you click on the green plus, you see a 'Quick Add' bar. Enter the name of the document, select the document type and upload the document from your computer by clicking on 'Browse' to search for the selected file. **Once you have selected your document, click on "Save".**

The screenshot shows the 'MyApplications Wizard' interface. On the left is a sidebar with the following menu items: Applicant Information, Parent or Guardian Information, Veteran Information, Applicant College Plans, >> Additional Documents (highlighted in red), Certification Statement, and Application Status. The main content area is titled 'Additional Documents' and features a green plus sign icon in a light blue box. Below this is a 'Quick Add' section with the following fields and controls:

- Name ***: A text input field.
- Upload document**: A button labeled 'Choose File' followed by the text 'No file chosen'.
- Document Type**: A dropdown menu with the text '-- Select Item --'.
- Save** and **Clear**: Two buttons at the bottom of the form.

Below the form, a red message states 'No Data Available to Display!'. At the bottom of the page, there is a footer area containing 'Page Size 10', navigation arrows, and a 'GO' button.

Figure 18: Wizard- Supporting Documents

Document Type

▼

-- Select Item --

Adoption papers

Birth certificate

DD Form 214

Marriage License

Other

Personal property tax re

Real estate tax record

State income tax record

State voter registration

Figure 19: Document types

1.2.2.6 Application Status

Check the certification statement that says all the information you have entered is truthful.

You will not be allowed to submit the application until you check the certification box. To submit the application, simply click on the “Submit” button. You will receive a confirmation email that is sent to your username email address. Please note the VMSDEP Online Application cannot be edited once it has been submitted. It is imperative that the application be reviewed for accuracy prior to submission. Applications submitted with incorrect information may be denied. You will only be allowed to upload additional supporting documents and add/edit your academic plans once the application has been submitted.

Application Status

Please check the certification box and click on 'Submit' to submit your application. You will receive a confirmation email at your username. Please note the VMSDEP Online Application cannot be edited once it has been submitted. It is imperative that the application be reviewed for accuracy prior to submission. Applications submitted with incorrect information may be denied.

I certify that the information in this application is true and correct to the best of my knowledge

Application in progress
08/29/14 01:20 AM

Submit >>

Figure 20: Application Status Screen

1.2.3 Edit an application

1. On the application homepage (Figure 3) click on 'View my applications'. This will take you to a list of all the applications that you have created.
2. To edit the application, go to actions on the left and click on 'Edit' to edit your application.
3. Once you submit your application, you will only be allowed to upload supporting documents and add/edit your academic plans.
4. To submit a saved application, go to "Edit" under the Actions drop down. Scroll to the bottom your application to the 'Application Status' section. Click on the blue 'Submit' button.

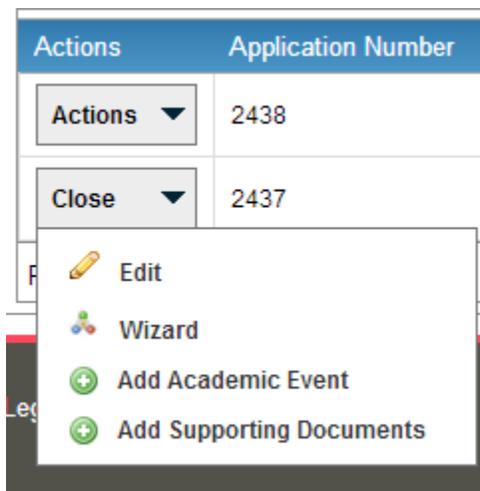


Figure 21: Actions menu

Image of submitting saved application:

1.2.4 Track your application

1. Once you have submitted your application, you can monitor the progress of your application in the 'Application Status' section located at the bottom of your application. This area can be accessed from the "Actions → Edit" menu or by double clicking on the desired application from the "My Applications" view.
2. You will also receive email notifications from the application system when the status of your application changes.

3. You will receive email correspondence from the VMSDEP Coordinator if additional information will need to be submitted for additional processing and when the application is fully adjudicated.



Figure 22: Application Status

1.2.4.1 Applications statuses

Below is a brief description on what the application statuses mean. These descriptions are included in the email notification sent to you when your application status changes.

Application in Submitted:	VMSDEP Claims Examiners will review application submission for completion. The examiners will ensure that all required information, applicant's name, Veteran's name, complete SSN, and address have been provided. If any required information is incorrect, the application may be denied.
Application in Administrative Review:	VMSDEP Claims Examiners will review application submission along with the associated Veteran's Veterans Administration (VA) medical records to ascertain eligibility for VMDSEP benefit.
Application in Claims Examiner Review:	Final VMSDEP Claims Examiner review before application is returned to the VMSDEP Coordinator.
Application in Processing:	VMSDEP Claims Examiners have adjudicated the request for benefits and returned the application to the VMSDEP Coordinator. The VMSDEP Coordinator will contact the applicant via the email that was provided on the application to request additional information if it is required. Processing of the application will held in abeyance until the requested information is received.
Application in Approved:	The VMSDEP Coordinator will move an application to Approved from Processing once the application has been approved and the applicant has been notified via secured email along with the corresponding college being provided with the necessary authorization via secured email.
Application in Denied:	The VMSDEP Coordinator will move an application to Denied from Processing once the application has been denied and the applicant has been notified via email that the application has been denied.
Notes for	VMSDEP Applications take approximately 46 business days to process from date of submission. Please ensure that all required information (i.e. Applicant's name,

Applicants: Veteran's name, Complete SSN for both Applicant and Veteran, and addresses) is reviewed for accuracy prior to submission. If an application in our system is started but not submitted, processing time does not begin until the application is submitted. If additional information is requested from the applicant, the application will be held in abeyance until the requested documentation is received, and when the information is received, the application will go back into the application queue to be re-examined.

1.2.4.2 Notification Sent

In this status, notification has been sent via email from the VMSDEP Coordinator regarding an approval, denial or a request for additional more information letter. This information will also be uploaded by the VMSDEP Coordinator to the application submission in the Official Letters section.

1. To look at all the letters, please go to View all my Applications on the homepage
2. Double click on the application number for the application that you wish to view or go to Actions → Edit
3. Go to the official letters tab



Figure 23: Official Letter tab (within an application)

4. Click on the Download button to download the letter.

Actions	Name	Upload Letters	OfficialLetters Type
Actions ▼	Approval Letter- Applicant 1	Download	Approval Letter

Figure 24: Download official letters from VMSDEP

1.2.4.3 Need more information status

1. The Need Additional Information status signifies that in order to finish processing your application submission, additional information will need to be provided.
2. Students will be informed via email of what information will be required to complete application processing.
3. Once the requested documents have been uploaded, Students must, click on 'Submit Additional Info' button to notify the VMSDEP Coordinator that the information has been provided. This button

is located at the bottom of the application under the “Application Status” section.

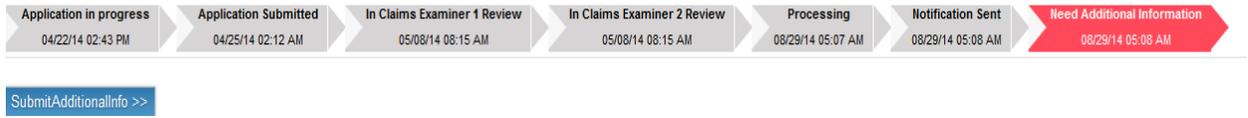


Figure 25: Submit additional information

User profile

1.2.5 Change Password

1. To change your username or password, go to 'View my applications' on the Applicant Homepage.
2. Hover over your username on the top right of the screen. Select 'User Profile' from the drop down.
3. To change your password, click on 'Change Password' under Security in the right column. You will be asked to enter your old password and the new one.
4. You do not have the ability to change the login name or email address.

User Profile

Profile Information	Security
<p>Login Name*: <input type="text" value="Applicant1"/></p> <p>First Name*: <input type="text" value="First"/></p> <p>Last Name: <input type="text" value="Applicant"/></p> <p>Email*: <input type="text" value="applicant1@email.com"/></p>	<p><input type="button" value="Change Password"/></p>
<p><input type="button" value="Save Changes"/> <input type="button" value="Cancel"/></p>	

Figure 26: User Profile

2 APPENDIX

2.1 Troubleshooting

2.1.1 FAQs

1. What do I do if I never receive my activation link
 - i. Check your 'spam' folder if you do not see the email in your inbox.
 - ii. When you try to login without activating your account, it will give you an option to resend an activation email to your username.
 - iii. If still you do not receive the activation link, please contact us.
2. [What do I do if I forgot my password? Change forgot to forget..](#)
3. [What do I do if I forgot my username? Change forgot to forget...](#)
4. [How do I submit an application?](#)
5. What is the difference between save & return
 - a) If you hit 'Save' you remain on the same screen whereas Save & Return takes you back to your list of applications.
 - b) If you hit Save & Return while saving your document or college information it will take you to the list of all the documents you have submitted or a list of all your college information. Click on the 'My Applications' tab to get back to the list of your applications.
6. I hit save and return and nothing happened
 - a) Check that you have filled in all the required information in the 'Applicant Information' and 'Veteran Information' screen. The required fields have a red asterisk next to them.
 - b) When a required field is empty, you see the following message next to it: *** Required information.**
7. How do I get back to the "Application Wizard"?

If you like the wizard view, you can go to Actions → Wizard to go back to the Application Wizard
8. Is there another way to edit my application?

Instead of selecting "Edit" from the Actions button, you can also double click on your application to edit it. Go the 'View my Applications' on your homepage, from the list of applications, hover over the application you want to edit. Once it turns grey you can double click anywhere in the same row to edit your application.

2.1.2 Common error messages

1. You get an error message when you enter something wrong. The error text either appears on the top of the application or right next to the erroneous field.
 - a. For example, if you entered a 5 digit social security number, the error message would say: 'SSN is invalid'.
 - b. If you entered a 2 digit phone number, the error message would say: 'Phone Number is invalid'.
2. To correct the error, go to the field where the invalid information was entered and enter the information correctly.

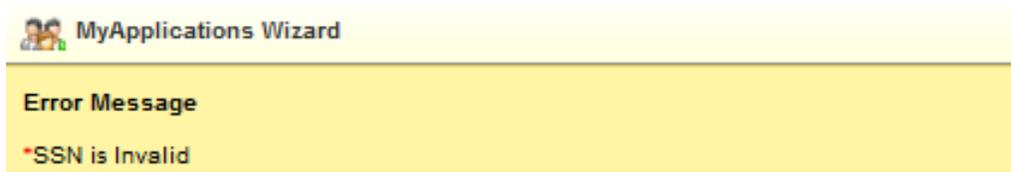


Figure 27: SSN Invalid error message

2.2 Useful URLs

1. Application URL: <http://www.vmsdep.dvs.virginia.gov/Application>
2. DVS Homepage: <http://www.dvs.virginia.gov/>
3. VMSDEP Homepage: <http://www.dvs.virginia.gov/veterans-benefits.shtml#education>
4. Eligibility Requirements: <http://www.dvs.virginia.gov/veterans-benefits.shtml#education>
5. FAQs: <http://www.dvs.virginia.gov/downloads/VMSDEP%20FAQs%202012-2013--Feb%2026%202013.pdf>