Education Service

eBenefits

Lesson Plan

March, 2016

Version 1.0

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: |  |
| Purpose of the Lesson: | Today’s training will discuss the purpose of eBenefits, the services it provides, how to register for access, and what to do if technical issues arise.  The PowerPoint also serves as a visual guide that VA employees may use to assist claimants in navigating through various portions of the program. |
| Prerequisite Training Requirements: | None. |
| Target Audience: | ECCT |
| Lesson References: | * <https://www.ebenefits.va.gov/> * eBenefits Help Desk Reference Guide, Release 3.3 – December 2011 * eBenefits for the Call Center Representative and Public Contact, TMS VA #3864696, 11/6/13 * Fraud/Privacy Violation Guidelines – Reportable Incidents, Procedural Guidance, FAQs, and Suggested Scripts |
| Lesson Objectives: | At the conclusion of this lesson, you will be able to:   * Recall characteristics and features of the eBenefits portal * Differentiate between methods of obtaining Basic vs. Premium level eBenefits account access * Recognize location of content within the eBenefits portal * Recall education-specific features of eBenefits * Identify actions when users report fraud and/or technical issues pertaining to eBenefits. |
| What You Need: | [Describe/list anything the instructor needs to successfully present the lesson including copies of handouts, equipment, case materials, answer keys, etc.] |
| Post Training Requirements: | Upon completion of the classroom portion of the lesson, participants are required to complete an online lesson assessment and survey in Talent Management System (TMS).  To demonstrate successful completion of the lesson participants must pass the assessment with a score of at least 80%.  Participants must also complete the online survey to earn credit for completion of the lesson. |

Instructor Notes

[Insert overview and summary of the lesson.]

[Note: Insert slide text in the left-hand column. If the slide has a chart or graphic, copy and paste that image into the cell. Use the right column for instructor notes, tips, and scripting as necessary.]

| PowerPoint Slides | Instructor Activities |
| --- | --- |
| eBenefits | **DISPLAY** slide  INTRODUCE yourself as the instructor and introduce the lesson. |
| Overview of Today’s Training  The eBenefits portal is a joint VA and DoD effort that allows users to update personal information, apply for benefits, view benefit payment history, check the status of a pending claim, and access official military personnel records.  As a VCE, you may receive general or education-specific inquiries about the system; therefore you should have a basic understanding of its features and how users may interact with it. | **DISPLAY** slide  **PROVIDE an overview of the lesson by discussing the topics or key points of instruction.** |
| Overview of Today’s Training, Cont.  Today’s training will discuss the purpose of eBenefits, the services it provides, how to register for access, and what to do if technical issues arise.  This PowerPoint also serves as a visual guide that VA employees may use to assist claimants in navigating through various portions of the portal. | **DISPLAY** slide |
| Icebreaker Activity   * Has anyone heard of eBenefits? * What do you know about eBenefits, or what have you heard about it? | **DISPLAY** slide  **[start lesson with a motivating statement, ice breaker, or knowledge check to gauge familiarity with the subject]** |
| Lesson Objectives  At the conclusion of this lesson, you will be able to:   * Recall characteristics and features of the eBenefits portal * Differentiate between methods of obtaining Basic vs. Premium level eBenefits account access * Recognize location of content within the eBenefits portal * Recall education-specific features of eBenefits * Identify actions when users report fraud and/or technical issues pertaining to eBenefits | **DISPLAY** slide  **Review the lesson learning objectives.** |
| History and Features of eBenefits | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| History   * eBenefits ([www.ebenefits.va.gov](http://www.ebenefits.va.gov/)) is a joint VA/DoD Web portal that provides self-service capabilities to Veterans, Servicemembers, and their dependents and caregivers * Development of eBenefits began in March of 2007 at the recommendation of the President’s Commission on Care for America’s Returning Wounded Warriors (Dole/Shalala) * Veterans Online Application (VONAPP) is a website linked to eBenefits that allows Veterans to apply for benefits online by completing and sending an application electronically | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Features of eBenefits   * Secure, personalized online access to numerous VA and DoD applications and services * Links to other sites containing information about military and Veteran benefits and services * 24/7 access to information, records, and services from VA and DoD * Faster way for Servicemembers, Veterans, and their eligible dependents (age 18 and over) to access and submit information * Complete career lifecycle access to personnel and other records | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Features of eBenefits, Cont.   * Access and download VA and DoD documents (to include DD214) * Edit personal information (to include address and Electronic Funds Transfer (EFT) changes) * Apply for benefits * Review benefit claims and appeal status * Check Post-9/11 GI Bill status * Transfer Post-9/11 GI Bill benefits * Verify enrollment for Ch30, 1606, or 1607 * Search for employment * Order medical equipment | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Enrolling in eBenefits | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| eBenefits Account Options  Two types or levels of access exist for the eBenefits portal:   * Basic eBenefits (DS Logon Level 1) account   + Does not allow access to Personally-Identifiable Information (PII)   + Allows limited access to self-service features * Premium eBenefits (DS Logon Level 2) account   + Includes access to individual’s PII   + Allows full access to all self-service features | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic vs. Premium Account | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Obtaining a Basic Account   * In order to obtain a Basic account, the user must be registered in Defense Enrollment Eligibility Reporting System (DEERS) * Once registered in DEERS, the user may obtain a Basic eBenefits account by either:   + Online self-registration   + In-person registration at a VA Regional Office or TRICARE center | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Online Registration  Screenshot of the ebenefits home page with the register button highlighted for emphasis  To register for a Basic eBenefits account online, select “Register” from the homepage. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Registration Page  Screen displays the Initial DS LOGON registration page. The stem reads "Select registration method" First option reads "I have a Common Access Card (CAC) with accessible card reader. Second option reads "I have a Defense Finance and Accounting Service (DFAS) myPay account. Third option reads "None of the above apply. However at least one of the following conditions is true: 1. I am a Veteran; 2. I am a Dependent of a Veteran; 3. I am a Survivor of a Veteran; 4. I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). A "Continue" and a "Cancel" option is available.  Select the appropriate registration method and then select “Continue”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Personal Information  Registration page reads "Fill in your personal information. We will search for your record in DEERS." Separate input fields are available for first name, last name, date of birth, and a identification field with dropdown. A "Continue" and a "Cancel" option is available.  User should enter their personal information and select “Continue”. If the user is not registered in DEERS, they will receive an error message. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Password  Registration page reads "Create your personalized password. Please note security tips. Security tips. For a strong password use 1. At least 9 characters; 2. At least one uppercase letter; 3. At least one lowercase letter; 4. At least one number; 5. At least one special character (@_#!&$'%*+()/,;~:}|?{<=>)". Separate input fields for Password and Confirm Password are available. A "Continue" and a "Cancel" option is available.  User should create and confirm a password; then, select “Continue”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Challenge Questions  Registration page reads "Select challenge questions and enter personalized answers. These questions will be asked if you need to retrive or change your password." Five drop down fields are available to select a challenge question. Beneath each is a text entry field to supply an answer to the question. A "Continue" and a "Cancel" option is availale.  User should select and respond to five challenge questions. Then, select “Continue”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Personal Image  Registration page reads "Select personal image and enter personalized text below. These will display on your personal profile page." Eight images are available to select from. A text entry field is available with the following guidance "Enter a personalized image phrase. Limit is 50 characters long." A "Continue" and a "Cancel" option is available.  User should select a personal image and enter a personal image phrase. Select “Continue”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Basic Account Username Assigned  Registration page provides username, indicates firstname.lastname as a standard with a note that the username may contain a number for common last names. A "Begin" option is available.  A username will be provided. If needed, user should keep a copy for future reference. User should select “Begin” to continue with the Premium Account registration process. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Obtaining a Premium Account   * Before obtaining a Premium account, user must have a Basic eBenefits account * Once users have a Basic level account, there are three ways to obtain a Premium eBenefits account:   + Online, self-service proofing   + Phone proofing   + In-person proofing at a VA Regional Office | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Online Proofing  In order to upgrade to a Premium account online:   * Users should login to [eBenefits](https://www.ebenefits.va.gov/ebenefits/homepage) ([www.ebenefits.va.gov](http://www.ebenefits.va.gov/)) with their Basic account login * And select “Upgrade to a Premium Account” | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Upgrade Method  Registration page reads "Select upgrade method" with the following options available "I have a Defense Finance and Accounting Service (DFAS) myPay account." and "I have none of the above." A "Continue" and a "Cancel" option is available.  User should select the appropriate upgrade method option and select “Continue”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Proofing Instructions  Registration page reads "There is one final step to complete the upgrade process. You will be presented with 3 questions intended to sufficiently proof your identity online. This quiz is time-based so please select the correct responses and submit your answers timely before the quiz expires. These questions are based on information in your credit history and in public records. The questions and responses are not stored nor are they maintained by the DoD. Upon successfully answering the questions on the following apge, you will be upgraded to a Premium DS LOGON account." There is a "Begin" option available.  User should select “Begin” to proceed with the remote proofing process. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Consent Page  Registration page reads "By clicking on the "I AGREE" button immediately following this notice, you are providing "writtin instructions" to (Government) under the Fair Credit Reporting Act authorizing (Government) to obtain information from your personal credit profile or other information from Contractor. You authorize (Government) to obtain such information solely to Remote Proof your identity so that you may be issued a DS Logon Credential." There is an "I agree" and a "Print" option available.  User should select “I agree” to provide consent to use the remote proofing service. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Personal Information  Registration page reads "A U.S. domestic address is required to be eligible for the remote proofing service. Enter your current or most recent U.S. domestic address." Input fields for the address are available. A "Continue" and a "Cancel" option is available.  User should enter their address and select “Continue”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Proofing Questions  Registration page reads "Which of the following is the highest level of education you have completed? If there is not a matched educational level, please select 'NONE OF THE ABOVE'. Options available are 1. High school diploma; 2. Some college; 3. Bachelor degree; 4. Graduate degree; 5. None of the above. A "Submit Responses" and a "Cancel" option is available.  A quiz appears consisting of three applicant-specific questions. User’s answers must be submitted within a few minutes for the remote proofing process to be successful. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Proofing Questions, Cont.  Registration page includes three sample proofing questions and answer options. A "Submit" option is available and highlighted for emphasis.  The user will have four minutes to select the correct answers to the quiz. Once the questions have been answered, they should select “Submit”. If the user answers one question incorrectly, an extra question will be asked. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Confirmation  Registration page reads "Congratulations! You have successfully upgraded to a DS LOGON Premium account. Your usernmae is John.Doe. You may now begin to use your DS LOGON Premium account." A "Continue" option is available.  If the answers are successful, the user will receive confirmation of a Premium account. If they are unable to use remote proofing, they may need to pursue a different upgrade path.  Users should log back into the eBenefits portal instead of logging in from this page. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account Phone Proofing   * Users must be receiving VBA payments by direct deposit * This service is not available for dependents * Dial 1-800-827-1000, options 1, 7, and 0   + ECC Phone Agents may transfer the call by dialing \*6, then 150 * Users must have available:   + Date of birth   + Primary ID (driver’s license, Military ID, or passport)   + Secondary ID (birth certificate or social security card)   + Bank account number   + The exact dollar amount of their most recent VA payment | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Premium Account In-Person Proofing   * Users may go to the nearest VA Regional Office or TRICARE Service Center * Provide a Federal or State-issued picture ID (such as Driver’s License, Military ID, or Passport) * Provide a Federal or State-issued non-picture ID (such as Social Security Card, Voter Registration, or Birth Certificate)   ***Note:*** *Creating a Premium account by visiting a RO without having a Basic account first will require the Veteran to receive an activation code from DoD within 6-12 days at their mailing address on record.* | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Comprehension Check   1. What methods are available to apply for a Basic level eBenefits account? 2. What methods are available to upgrade to a Premium level eBenefits account? 3. Which account level is needed to apply for VA benefits? | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Navigating the eBenefits Portal | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| eBenefits Home Page  Screen capture of the ebenefits home page | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| eBenefits Home Page Tabs  Displayed at the top of the eBenefits homepage, emphasizes tabs for "Apply", "Manage", "Learn", "National Resource Directory", "Employment Center", and "Contact".   1. Apply 2. Manage 3. Learn 4. National Resource Directory 5. Employment Center 6. Contact | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Apply for Benefits  Screen capture of the Apply page of the eBenefits portal. The Apply tab is highlighted for emphasis.  To apply for benefits, user should select the “Apply” tab. Then, select the hyperlink that corresponds to the type of benefit they wish to apply for. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Apply for Benefits, Cont.  Screen capture of the tabs under the eBenefits portal in order to access various benefit programs or services available to veterans and their dependents.  Users may apply for burial, compensation, education and training, health care, housing, insurance, or pension benefits through eBenefits. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Manage Your Benefits  Screen capture of the Manage page of the eBenefits portal. The Manage tab is highlighted for emphasis.  From the “Manage Your Benefits” tab users may track the status of their compensation and pension claim, order certain medical supplies, request copies of military documents, transfer education benefits, and update insurance beneficiaries. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Obtaining VA Letters  Screen capture of the Manage page of the eBenefits portal. The Documents and Records option is circled for emphasis.  To request copies of official military documents, the user must first select the “Manage” tab, then select “Documents and Records”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Obtaining VA Letters, Cont.  Screen capture of the Documents and Records page of the of the eBenefits portal. The Manage tab and the VA Letters link are highlighted for emphasis.  The “Access Your Documents and Records” page shows several types of documents that may be requested. The user should select “VA Letters”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Obtaining VA Letters, Cont.  Screen capture of the VA Letters page of the eBenefits portal. Screen displays Step 1 Confirm your address on file, and Step 2 select a letter from the following list.  From the “Download VA Letters” page, users will need to further specify the type of letter needed by selecting the appropriate hyperlink. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Finding a VA Representative  Screen capture of the Manage Your Benefits page within the eBenefits portal. The Manage tab is highlighted for emphasis. The VA Representative link is called out for emphasis.  Users may also request or find VA representation by selecting the “VA Representative” link from the “Manage” tab. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Learn Page  Screen capture of the Learn tab of the eBenefits portal. The screen displays four benefits and services tabs to learn more.  From the “Learn” tab, users may select and explore the various links to find resources that are available to them. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| National Resource Directory  Screen capture of the National Resource Directory tab of the eBenefits portal. The tab is expanded to show the following options 1. Browse Resources; 2. Benefits & Compensation; 3. Education and Training; 4. Employment; 5. Family and Caregiver Support; 6. Homeless Assistance; 7. Housing; 8. Transportation and Travel; 9. Other Services and Resources  From the “National Resource Directory” tab drop-down menu, users may find resources in their specific geographic area. Users should select the hyperlink for the type of resources they are searching for to find additional information. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| National Resource Directory, Cont.  Screen capture of the National Resource Directory page of the eBenefits portal, search feature.  Users may also enter a keyword for the type of assistance they need from the “National Resource Directory” page. Then, enter the location and select “Search”. A list of topic-specific local resources will be displayed. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Employment Center Page  Screen capture of the Employment Center page of the eBenefits portal.The Employment Center tab is expanded to show the following options for employees 1. job search; 2. skills translator; 3. resume builder. The following options are dispalyed for employers 1. Manage employer profile; 2. post jobs; 3. make a hiring commitment  The “Employment Center” tab provides options such as searching for jobs, translating military skills into similar civilian occupations, and building resumes. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Contact Page  Screen capture of the Contact tab of the eBenefits portal. The Contact tab displays telehone numbers for technical support and Online support options.  The “Contact” tab provides various means of interacting with VA. Users may contact the VA by phone, email, or chat. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Contact Page, Cont.  Screen capture of the In Person section of the Contact tab within the eBenefits portal. The Contact tab is highlighted for emphasis. A link is available that states Find your nearest VA office  The “Contact” tab also provides a list of nearest VA facilities. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Comprehension Check   1. What types of benefits may be applied for on the eBenefits site? 2. What are the main tabs available on the eBenefits site? | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Education-Related eBenefits Features | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Education Related Features   * Apply for benefits * Enroll in direct deposit * Change address * Review Post 9/11 GI Bill enrollment status * Check remaining benefits and delimiting date * Transfer Post-9/11 GI Bill entitlement * Web Automated and Verification of Enrollment (WAVE) for Ch30, 1606, and 1607 | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Applying for Benefits  Screen capture of the Veterans On-Line Application (VONAPP) page within the eBenefits portal.  From the “Apply” tab, the user may select “Education”, to be directed to the VONAPP portal where they can apply for a variety of VA Education benefits. If they are a new VONAPP user, they will first have to set up a VONAPP account. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Address or Direct Deposit Changes  Screen capture of the Manage tab of the eBenefits portal. The Manage tab is highlighted for emphasis. The Contact and Direct Deposit Information link is called out for emphasis.  In order for a user to change their address or EFT information, the user should select the “Contact and Direct Deposit Information” link from the “Manage” tab. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Address or Direct Deposit Changes, Cont.  Screen capture of the Contact and Direct Deposit page of the eBenefits portal. The Manage tab is highlighted for emphasis. The Direct Deposit and Contact Information Update link is called out for emphasis.  Select “Direct Deposit and Contact Information Update”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Address or Direct Deposit Changes, Cont.  Screen capture of the Personal Information page of the eBenefits portal requesting Basic Information.  The “Personal Information” page will display and show their personal information that is already on file. From there the user may edit their direct deposit and/or address. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Direct Deposit Changes  Screen capture of the Payment Information page of the eBenefits portal. The Edit Payment Information option is circled for emphasis.  To edit direct deposit information, the user should select “Edit Payment Information” and submit the updated information. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Address Changes  Screen capture of the Personal Information page requesting Basic Information of the eBenefits portal. The Edit Contact Information option is emphasized.  To edit an address, the user should select “Edit Contact Information”. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Address Changes, Cont.  The Manage tab is selected and displays a screen capture of the Edit Personal Information page of the eBenefits portal. Also displays Contact Information  requesting Correspondence Mailing Address.  A pop-up window reads "How would you like to update your payment information?" with the options 1. Don't update any payment information and 2. Change direct deposit information for Compensation and Pension payments.  Save My Changes is emphasized.  The user will then update address information as necessary, then select “Save My Changes”.  **NOTE**: Address changes completed in eBenefits will have a 22 transaction code in BDN, but no NOTE in the TIMS file. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Managing Education Benefits  Screen capture of the Manage Your Benefits page within the eBenefits portal. The Manage tab is highlighted for emphaiss. The Education link is circled for emphasis.  The “Manage Your Education Benefits” page, accessible from the “Manage” tab, provides access to a variety of education benefit specific features and information. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Checking VA Education Payments  Screen capture of the Manage Your Education Benefits page of the eBenefits portal. The VA Payment History link is circled for emphasis.  User should select the “VA Payment History” link to review their education benefit payment history. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Checking VA Education Payments, Cont.  Screen capture of the VA Payment History page within the eBenefits portal, displays payments disbursed. The Manage tab is highlighted for emphasis.  User should select the time period for which they would like to view past payments. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Post 9/11 GI Bill Enrollment Status  Screen capture of the Manage Your Education Benefits page emphasizes the Post-9/11 GI Bill Enrollment Status.  User should select the “Post-9/11 GI Bill Enrollment Status” link to review benefit status.  **Note**: Enrollment status for other education benefits is currently not available. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Remaining Benefits and Delimiting Date  Screen capture of the Education Enrollment Status page within the eBenefits portal. A callout on the page reads "Post 9/11 GI Bill Personal Entitlement Info"  Under “Entitlement Information” the user may view their school enrollment information, delimiting date, and the amount of entitlement used and remaining. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Transferring Post-9/11 GI Bill Benefits  Screen capture of the Manage Your Education Benefits page emphasizes the Post-9/11 GI Bill Benefits Transfer link.  User may select the “Post-9/11 GI Bill Benefits Transfer” link to transfer education benefit(s) to their dependent(s). | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| WAVE  Screen capture of the Manage Your Education Benefits page emphasizes the Montgomery GI Bill (WAVE) Enrollment Verification link.  Students using Ch30, Ch1606, Ch1607 may access WAVE to certify their attendance electronically, rather than calling the Education Call Center. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Comprehension Check   1. What are some education-related features available within eBenefits? 2. Which education benefit displays enrollment status on eBenefits? | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Fraud and Technical Issues | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Fraud Issues   * eBenefits users have occasionally reported that their personal information (address, EFT) has been changed in the eBenefits system without their consent * In these instances, VA Education employees must:   + Advise the user to contact their local police department and file a report   + Correct any address or EFT information as needed   + Complete a payment tracer for any missing payment   + Complete a VA Form 119, Report of Contact, and email (via encrypted email) to their supervisor   \*\*Please refer to the ***Fraud/Privacy Violation Guidelines – Reportable Incidents, Procedural Guidance, FAQs, and Suggested Scripts*** *for specific reporting instructions* | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Technical Issues  Transfer callers who are experiencing technical issues with the eBenefits portal to 1-800-983-0937.  Do not transfer for:   * Navigational help * Help with applying for Education Benefits * Problems with the VONAPP website * Problems with the GI Bill website * Phone proofing | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Comprehension Check   1. Which actions should you complete if a customer suspects fraud on their eBenefits account? 2. True or False: You should transfer individuals who are having difficulty with the VONAPP site to the technical helpdesk. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Summary   * eBenefits is a self-service portal that offers services and access to VA and DoD programs and information * Veterans and dependents may obtain a Basic or Premium account * The site contains six tabs which categorize services by function: Apply, Manage, Learn, National Resource Directory, Employment Center, and Contact * Education specific functions include the ability to apply for education benefits, manage EFT and address information, check Post-9/11 GI Bill enrollment/benefit status, transfer benefits, and certify enrollment * A dedicated phone line is available for technical help with the site | **DISPLAY** slide  **REVIEW the key points of the lesson.** |
| Summary, Cont.  You have completed the eBenefits lesson. You should now be able to:   * Recall characteristics and features of the eBenefits portal * Differentiate between methods of obtaining Basic vs. Premium level eBenefits account access * Recognize location of content within the eBenefits portal * Recall education-specific features of eBenefits * Identify actions when users report fraud and/or technical issues pertaining to eBenefits | **DISPLAY** slide  **REVIEW the lesson learning objectives.** |
| Questions  What questions do you have about today’s training? | **DISPLAY** slide  **ASK students what questions they have about the lesson.** |
| References   * [eBenefits](https://www.ebenefits.va.gov/ebenefits/homepage) portal * eBenefits Help Desk Reference Guide, Release 3.3 – December 2011 * *eBenefits for the Call Center Representative and Public Contact*, TMS VA #3864696, 11/6/13 * Fraud/Privacy Violation Guidelines – Reportable Incidents, Procedural Guidance, FAQs, and Suggested Scripts | **DISPLAY** slide  **REVIEW the lesson references.** |
| TMS Assessment and Survey   * The assessment and survey have been assigned to you in TMS * The assessment is comprised of multiple choice questions * The questions are based on the information presented throughout the lesson * The assessment should take approximately 30 minutes * Be sure to complete both the assessment and the survey in TMS to receive credit for this training | **DISPLAY** slide  **PROVIDE an overview of the process of completing the post lesson online assessment and survey.** |