

# VIC Application Guide

An application for a printed Veteran ID Card that helps Veterans receive discounts at retailers.



*Note: The print design is not final*

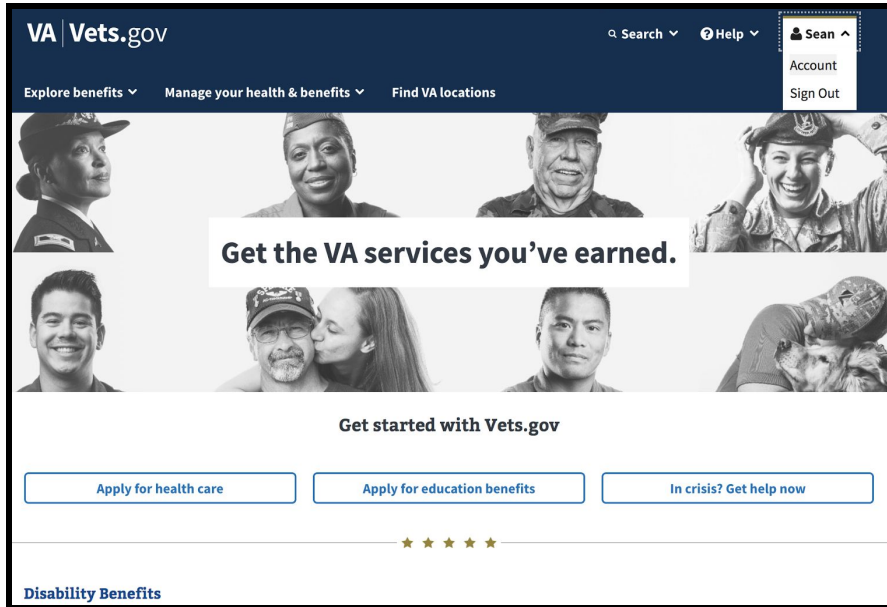
## Who can access it?

Technically, anyone who visits Vets.gov can access this tool. But it's meant to be used only by Veterans. Ideally a Veteran logs in and finishes the identify verification before using the tool, but they can also use the tool without logging in. Both scenarios are described in detail in the sections below.

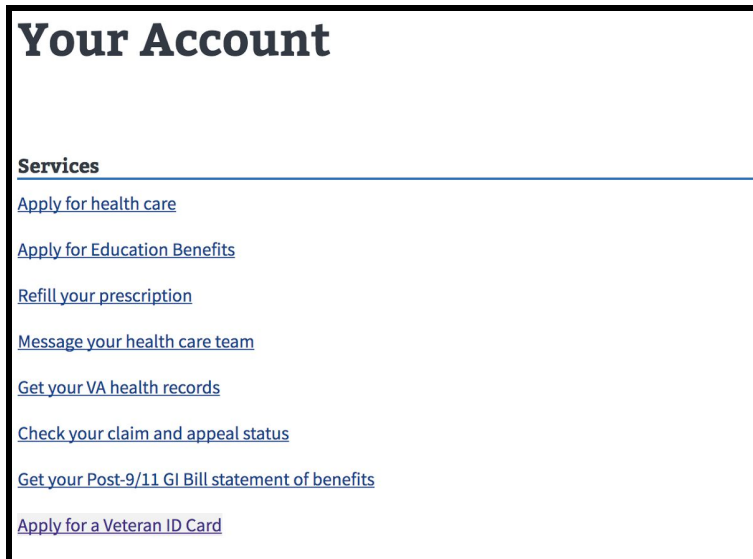
*Note: all information shown in the screenshots below is fake test user data.*

# How do users navigate to it on Vets.gov?

**Option 1:** Vets.gov >> [user name] >> Account >> Apply for a Veteran ID Card



[Step 1]



[Step 2]

## Option 2: Vets.gov >> Footer (Popular on Vets.gov) >> Apply for Printed Veteran ID Card

**Pension Benefits**  
Apply for monthly pension benefits for wartime Veterans and survivors.

**Burials and Memorials**  
Get help planning a burial or memorial service, and find out how to get survivor and dependent benefits.

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**Services and Benefits**

- [Disability Benefits](#)
- [Health Care Benefits](#)
- [Education Benefits](#)
- [Housing Assistance](#)
- [Careers and Employment](#)
- [Life Insurance](#)
- [Pension Benefits](#)
- [Burials and Memorials](#)

**Popular on Vets.gov**

- [Apply for Printed Veteran ID Card](#)
- [Apply for health care](#)
- [Apply for education benefits](#)
- [Check your claim and appeal status](#)
- [Education benefits by school](#)
- [Refill prescriptions](#)

**Contact**

Find nearby VA locations

Call the Vets.gov Help Desk  
1-855-574-7286  
TTY: 1-800-877-8339  
Monday - Friday, 8:00 a.m. - 8:00 p.m. (ET)


Get help from the Veterans Crisis Line

**New to VA?**

[Print Out Your VA Welcome Kit](#)

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[Vets.gov Playbook](#) | [Inspector General](#) | [Accessibility](#) | [Privacy](#) | [USA.gov](#)

**VA**  U.S. Department of Veterans Affairs

**A new way to give us feedback**  
Check back soon to share your feedback on what you'd like to see on Vets.gov.

<https://dev.vets.gov/veteran-id-card/how-to-get>

# What does it look like, and how does it work?

**Page 1 - Introduction:** Before starting the application, users are asked to acquire the appropriate documents/digital files and presented the details on the different ways to apply (authenticated vs. anonymous).

## Apply for a Veteran ID Card

Follow the steps below to apply for a Veteran ID Card.

### 1 Prepare

**When you apply, be sure to have these on hand:**

- Your Social Security number
- A digital copy of your DD214, DD256, DD257, or NGB22 that you can upload. This could be a .pdf or other photo file format, like a .jpeg or .png
- A digital color photo of yourself

**The photo has to follow all the standards listed below. It must:**

- Show a full front view of your face and neck, with full visibility of the face and no shadows, **and**
- Be cropped from your shoulders up (much like a passport photo), **and**
- Show you with your eyes open and a neutral expression, **and**
- Be a square size and have a white or plain-color background (with no scenery or other people in the photo), **and**
- Show what you look like now (a photo taken sometime in the last 10 years), **and**
- Be in a .jpeg, .png, .bmp, or .tiff file format

**Examples of good photo IDs**



### 2 Sign In and Verify Your Identity

You have a choice for how you complete this application.

**Page 2 - Veteran Information:**

*Note\* if the user has logged in, some of their information may be prefilled*

First name (\*Required)

Middle name

Last name (\*Required)

Suffix

Gender (\*Required)

Female

Male

Social Security number (\*Required)

Date of birth (\*Required)

Month      Day      Year

Branch of service (\*Required)

If you have more than one branch of service, choose the one you want represented on the Veteran ID Card.

[« Back](#)      [Continue »](#)

### Page 3 & 4 - Contact Information:

*Note\* if the user has logged in, their address may be prefilled*

**Address**

Country (\*Required)

United States

Street (\*Required)

Line 2

City (\*Required)

State (\*Required)

Postal code (\*Required)

Email address (\*Required)

Re-enter email address (\*Required)

Phone number

[Save and finish this application later](#)

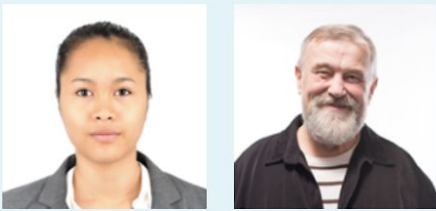
## Page 5 - Photo Upload & Cropping

### What makes a good photo?

To meet the requirements for a Veteran ID Card, your photo should follow the guidance listed below. It must:

- Show a full front view of your face and neck, (with no hat, head covering, or headphones covering or casting shadows on your hairline or face), **and**
- Be cropped from your shoulders up (much like a passport photo), **and**
- Show you with your eyes open and a neutral expression, **and**
- Be a square size and have a white or plain-color background (with no scenery or other people in the photo)
- Be uploaded as a .jpeg, .png, .bmp, or .tiff file

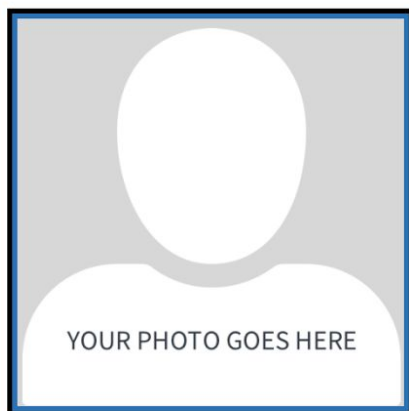
### Examples of good ID photos



### Upload a digital photo (\*Required)

**Step 1 of 2:** Upload a digital photo.

Drag and drop your image into the square or click the upload button.



[Upload Your Photo](#)

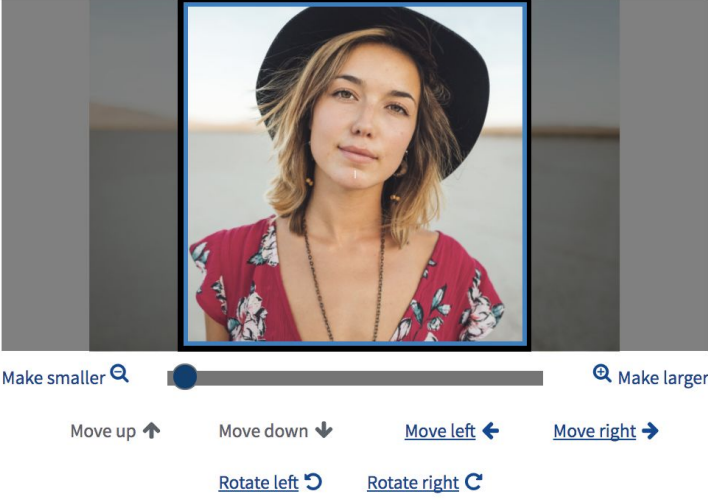
[Screen reader friendly photo upload tool](#)

## After photo is uploaded into cropper

### Upload a digital photo (\*Required)

**Step 2 of 2:** Fit your head and shoulders in the frame

Move and resize your photo, so your head and shoulders fit in the square frame below. Click and drag, or use the arrow and magnifying buttons to help.



Your photo currently fits within the square frame. If you'd like to adjust the position of your photo, click Make larger.

[I'm done](#)

[Upload a New Photo](#)

## Other warnings with Photo Cropper

1. User reached the edge of the photo

You have reached the edge of your photo and can't move it any farther down. To continue to edit your photo, click on the other arrows to move it or to make it larger.

2. User zoomed in too much

If you zoom in this close, your ID photo will be less clear.



***After cropping the photo***

Success! This photo will be printed on your Veteran ID card.



[Go back and change your photo](#) [Edit your photo](#)

*Users can go back and change their photo or edit the photo they've already uploaded by clicking on those two links underneath the cropped photo.*

## Page 6 - Discharge Document Upload

\*Necessary if the user:

- *Can't be found in MVI*
- *Is in MVI, but VA can't find their discharge status*
- *Is not logged with identity verification in Vets.gov*

→Full list of discharge documents here: [https://www.cem.va.gov/hmm/discharge\\_documents.asp](https://www.cem.va.gov/hmm/discharge_documents.asp)

**3** of 4 **Document Upload**

Please upload a copy of your military discharge papers, for example, a DD214, DD256, DD257, or NGB22, to verify that you were honorably discharged.

If you have more than one discharge document, please upload the one with the highest character of discharge.

If you don't have a digital copy of your discharge document, you can scan or take a photo of it and then upload it to your computer or phone.

File types you can upload: .jpg, .pdf, or .png  
Maximum file size: (TBD)

**Upload your discharge document (\*Required)**

[Upload your discharge document](#)

[« Back](#) [Continue »](#)

## Page 7 - Review & Submit

**4** of 4 **Review Application**

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**Veteran Information** —

---

[Edit](#)

---

First name **Austin**

---

Middle name

---

Last name **Buckets**

---

Suffix

---

Gender **Male**

---

Social Security number **321-22-1232**

---

Date of birth **02/07/1980**

---

Branch of service **Coast Guard**  
If you have more than one branch of service, choose the one you want represented on the Veteran ID Card.

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**Contact Information** +

---

**Documents** +

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**Note:** According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

I have read and accept the [privacy policy](#) \*

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[« Back](#) [Submit Application](#)

## Page 8 - Confirmation

We've received your application. Thank you for applying for a Veteran ID Card.  
We process applications and print cards in the order we receive them.

### What happens after I apply?

We'll review your application to verify your eligibility. If you're eligible for a Veteran ID Card, you should receive your card by mail in about 60 days.

We'll send you emails updating you on the status of your application. You can also print this page for your records.

To be eligible for a Veteran ID Card, you must have separated under honorable conditions. If you have an other than honorable discharge, you can apply for an upgrade or correction.

[Find out how to apply for a discharge upgrade.](#)

You can use any of these forms of ID to get the same business and restaurant discounts while you wait for your card:

- A Veteran Health Identification Card (VHIC)
- A Department of Defense (DoD) Identification Card—either a Common Access Card (CAC) or a Uniformed Services ID Card
- A Veterans Proof of Service Letter or Card

#### Veteran ID Card claim

for Jenkin Buckets

#### Confirmation number

500350000018NdTAAU

#### Date received

Feb. 9, 2018

### Need help?

If you have questions, call [1-855-673-4357](tel:1-855-673-4357), Monday – Friday, 8:00 a.m. – 8:00 p.m. (ET). For Telecommunication Relay Services, dial [711](tel:711).

[Go Back to Vets.gov](#)

# What error messages might a user see?

## **Required Response**

**First name (\*Required)**

**Please provide a response**

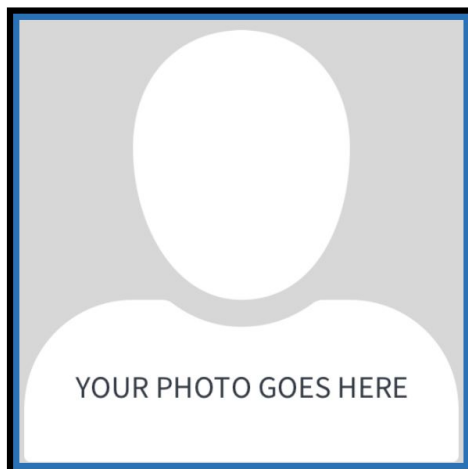
## **Your photo is too small (less than 350px by 350px)**

**Upload a digital photo (\*Required)**

**The file you selected is smaller than the 350px minimum file width or height and could not be uploaded. Please try to upload a different photo.**

**Step 1 of 2:** Upload a digital photo.

Drag and drop your image into the square or click the upload button.



[Upload Your Photo](#)

[Screen reader friendly photo upload tool](#)

**Discharge Document file is greater than 25 Megabytes**

**Upload your discharge document (\*Required)**

test\_large\_pdf.pdf

**File is too large to be uploaded**

[Delete file](#)

[Add Another](#)