



STAKEHOLDER ENTERPRISE PORTAL

TOP FREQUENTLY ASKED QUESTIONS

Q: CAN I ADD AN ADOPTED CHILD WITHOUT PROOF OF ADOPTION DURING THE 686C APPLICATION?

A: No. When adding an adopted child as a dependent, proof of adoption documentation must be uploaded.

Q: CAN I CHAT WITH A LIVE CLAIM AGENT TO GET HELP WITH SEP?

A: The new chat feature allows any SEP users to communicate with the National Call Center agents directly during their session, regardless of access level. Users may communicate via a chat window from the SEP home page only. This feature is anonymous, and is only available if the user is not logged in to SEP.

Q: HOW CAN I GET HELP WITH LOGGING IN TO SEP WITH MY PIV (PERSONAL IDENTIFICATION VERIFICATION) CARD?

A: Users who are having trouble with registration or logging in with a PIV card should call the National Service Desk at 855-673-4357 and select Option 6 for specialty services, then Option 2 for PIV support when prompted by the automated menus.

Q: HOW CAN I GET HELP WITH LOGGING IN TO SEP WITH NORTON SYMANTEC CREDENTIALS?

A: Users who are having trouble with the Norton Symantec registration or log in process can email VHAISWIAMHELPDESK@va.gov or call 855-632-8200. The hours of operation for the Norton Symantec Helpdesk are 8am – 5pm EST.

Q: HOW CAN USERS RECEIVE ASSISTANCE WITH SEP?

A: There is an **SEP dedicated phone line** which is serviced by a group of specialists. The number is **1-855-225-0709** and assistance is available **from 9:00am to 5:00pm (ET) Monday through Friday**. The Public Contact Representatives (PCRs) who are servicing the phone lines are the first line of defense in addressing queries regarding the Stakeholder Enterprise Portal (SEP). Additionally, these specialists are trained to identify and expedite those claims which are identified as hardship cases.

Any general feedback or questions can be directed to: vrmssep.vbaco@va.gov.

PLEASE NOTE: This inbox is not equipped to take requests for support.



Q: HOW WILL SEP ADDRESS THE BACKLOG?

A: The Veterans Benefits Administration (VBA) goal is to eliminate the backlog and process all claims within 125 days with 98% accuracy in 2015. SEP is one of the many elements that are part of the plan to make that goal a reality. SEP helps eliminate the submission of paper-based forms, ultimately contributing to a reduction in the claims processing time. Just as the Veteran is being encouraged to use the eBenefits portal to interact with VA, external stakeholders are encouraged to use the SEP portal to interact with VA. For more information about SEP, visit www.sep.va.gov.

Q: I JUST RECEIVED MY NEW PIV CARD AND I AM UNABLE TO REGISTER MY PIV OR LOG INTO SEP.

A: In order for your PIV card to work with SEP, your name must be spelled exactly the same in 3 different databases; otherwise you will not pass the verification process. Work with your Change Management Agent (CMA) at your nearest Regional Office (RO) to ensure that your name is spelled the same on your PIV card, the OGC database, and VA's corporate database.

Q: HOW DO I GET ACTIVCLIENT SO I CAN REGISTER MY PIV CARD?

A: The VA has provided a way to download ActivClient if it is not already on your computer. Launch a web browser, and use the link to the **RESCUE Media Site** at <https://rescue.vpn.va.gov>. Enter <VA Active Directory credentials> (Ex. dva\jsmith). Navigate to **Media** and select the **Remote Access Solution**. Click either the **ActivClient 6.2 64-bit** or the **ActivClient 32-bit** (depending upon whether the system is 32-bit or 64-bit.), download link and **Save**. Download the update package either **ActivClient 6.2.0.172 32-bit** or **ActivClient 6.2.0.172 64-bit** Update Install Package. There are two zip files downloaded. Both will be either 32-bit or 64-bit versions.

Q: I TRIED TO ACCEPT A VETERAN'S 21-22 REQUEST, BUT AM GETTING A YELLOW TRIANGLE WARNING. WHAT DO I DO?

A: If the Veteran has any restrictions listed on their VA Form 21-22 (Section 7332, Title 38, U.S.C. [Sections 12 and 13 of the form]), then the VSO will be unable to access anything except the Veteran's payment history. A warning icon (Yellow triangle with an exclamation point in the center) indicates that the "Authorized POA Access" drop down within the Veteran's Corporate record is either blank or indicates "no." Note: This icon is not related to the checkbox in VBMS to view the Veteran's e-folder.

To resolve this issue the VSO must contact their Regional Office. Ensure first that the Veteran has no restrictions on their VA Form 21-22. If necessary, provide the RO employee with a new VA Form 21-22 indicating that there are no restrictions. Ask for the establishment of an EP 400 Correspondence. And have the highlighted **drop down box changed to "YES," [box is highlighted]** Once the EP 400 has been established, it can be cleared automatically.

This should fix the issue of viewing the Veteran within SEP. If issues continue, please contact the EVSS Help Desk: EVSShelpdesk@sra.com.



Q: WHAT FEATURES DOES SEP CURRENTLY OFFER VSO USERS?

A: Currently, SEP offers several features that allow users to provide better service to the Veterans they assist. Currently in SEP, one can accept or decline electronic Power of Attorney (POA) requests submitted by Veterans on eBenefits using VA Form 21-22. Users can also complete online claims forms, check the status of pending claims, upload documents and view payment history for claims that have already been granted.

Additionally, SEP offers the Work Queue, which allows users to quickly identify which claim applications require their review.

New to SEP is the capability for a VSO user to submit a 526EZ on behalf of a Veteran.

Q: WHAT FEATURES DOES SEP CURRENTLY OFFER ATTORNEYS AND CLAIM AGENTS AS USERS?

A: As of September 2014, Attorneys and Claim Agents accredited with the Office of General Counsel (OGC) will be able to log in to SEP via Norton Symantec credentialing or the use of a PIV card. Not all Attorneys and Claim Agents will be able to obtain a PIV card. Attorneys and Claim Agents will have access to the SEP Dashboard to search for Veterans, review claim status, payment history and access online forms. At this time, Attorneys and Claim Agents will not have access to the SEP Work Queue and the page where VA Form 21-22 (Request for Power of Attorney) can be managed.

Q: WHAT FORMS CAN I COMPLETE IN SEP?

A: The forms that can be completed by users in SEP using the “Access Online Forms” feature are:

VA Form 21-526ez, **Application for Disability Compensation Benefits**

VA Form 21-686c, **Declaration of Status of Dependents**

VA Form 21-674, **Request for Approval of School Attendance**

You will no longer see VA Form 21-0781a, VA Form 21-0781: Statement in Support of Claim for Service Connection for PTSD, VA Form 21-8940: Veteran's Application for Increased Compensation Based on Unemployability, VA Form 21-4502: Application for Automobile or Other Conveyance and Adaptive Equipment, VA Form 21-2680: Examination for Housebound Status or Permanent Need for Regular Aid and Attendance as separate forms in SEP. They have been integrated into the 21-526EZ and the questions that need to be answered for those forms will be brought up through that process.

Q: WHAT IS THE ELECTRONIC CLAIMS SUBMISSION PROCESS?

A: The Electronic Claims Submission Process is the online claims form dashboard that is accessed by Veterans through eBenefits and VSOs through SEP. It was once known as VONAPP Direct Connect (or VDC). All



electronic claims forms are accessible through VDC. Please see the graphic depiction of how eBenefits, SEP, and the Electronic Claims Submission Process integrate to support electronic claims submission, available under the “How will SEP address the backlog?” question.

Q: WHAT DO I DO IF I RECEIVE AN ERROR CODE WHILE TRYING TO SEARCH FOR A VETERAN OR ACCEPT/REJECT A VETERAN’S POA REQUEST?

A: One way these errors are generated is by a system called VADIR, the VA’s version of the Department of Defense’s DEERS System. Information between DEERS and VADIR is consistent, but many of the VADIR issues in SEP stem from DEERS issues. In order to resolve the issue, fill out an IRIS request by going to the following link and filling out the required fields:

<https://iris.custhelp.com/app/ask/session/L3RpbWUvMTM4Njg1ODEzNS9zaWQvSXFVQzdFSGw%3D>

Q: WHAT DO I DO WHEN I HAVE RECEIVED AN ERROR SAYING I HAVE INSUFFICIENT PRIVILEGES WHILE TRYING TO ACCESS A VETERAN’S INFORMATION?

A: To see if you are accredited with the Office of General Counsel, proceed to the following URL: <http://www.va.gov/ogc/apps/accreditation/index.asp> and select the appropriate dialog box. Then enter your last name in the last name field and select the search button. If you are not in the OGC database, you must contact the OGC at ogcaccreditationmailbox@va.gov in order to resolve this error. If you are in the database, but your information is not correct, you must contact Benefits Assistance Services at OGCDATA.VBAVACO@va.gov.

Q: WHAT TYPES OF CHANGES CANNOT BE PROCESSED THROUGH THE RULES BASED PROCESSING SYSTEM (RBPS)?

A: The types of family member changes RBPS cannot automatically process include:

Any request to remove a dependent from a Veteran’s award.

Requests where the Veteran or SEP User uploaded a document. The VA is required to review all documentation.

Adding an adoptive child (This request is required to include documentation).

When the dates of a prior marriage claimed overlaps with the current marriage being claimed.

If any fields (street, city, state, etc.) of a Veteran’s US or International address is left empty.

If any data on a dependent (name, date of birth, etc.) is missing.



Q: WHEN DOES SEP RECOMMEND A DISABILITY BENEFIT QUESTIONNAIRE (DBQ)?

A: SEP will recommend a DBQ only when a Veteran or an SEP user working on behalf of a Veteran is requesting an increase in Disability Compensation Benefits. DBQ's will not be made available during initial Disability Compensation Benefits applications.

Q: WILL THE VETERAN RECEIVE NOTIFICATION WHEN I ACCEPT OR DECLINE THE VA FORM 21-22, REQUEST FOR REPRESENTATION, IN SEP?

A: If the Veteran has an eBenefits account and access to the eBenefits message center, the Veteran will receive a message in their eBenefits message center indicating your response. Otherwise, a VSO will still need to notify the Veteran of his or her response.

