



## **Veterans Affairs Canada (VAC) - Online Services Overview**

**Service Delivery and Program Management Division**

**February 2017**

*"A simple and secure way to do business  
online with Veterans Affairs Canada"*



## What is My VAC Account?

- A secure, authenticated web portal which allows Veterans to do business online with Veterans Affairs Canada
  - Available to:
    - Any Veteran or still-serving member of the Canadian Armed Forces or the RCMP
    - Family members who directly receive benefits from Veterans Affairs Canada
-



## Current functionality



**BENEFITS NAVIGATOR**  
Learn more about VAC  
benefits and services



**UPLOAD**  
Files, applications,  
images, claims



**COMMUNICATE**  
Secure message Case  
Managers and Veteran  
Service Agents



**PROFILE**  
View and update  
biographical information



**APPLY**  
Access to all major  
application forms



**TRACK STATUS**  
View the status of  
submitted applications



**SUMMARY**  
View of financial benefits  
received from VAC



**DIRECT DEPOSIT**  
Set up direct deposit or  
change banking information



## Vision for My VAC Account



Prototype, test and build  
new framework for  
guided HTML forms  
(Turbo-Veteran)



Further interoperability  
with DND and RCMP



Rehabilitation and all VAC  
benefits end-to-end online



Conduct public opinion  
research with Veterans;  
and ongoing usability  
testing



Online chat and  
additional support



Canadian Armed Forces  
seamless transition tools



Implement digital signatures



Install and use analytics



# Achieving the vision...How do we get there?



Veteran and stakeholder feedback



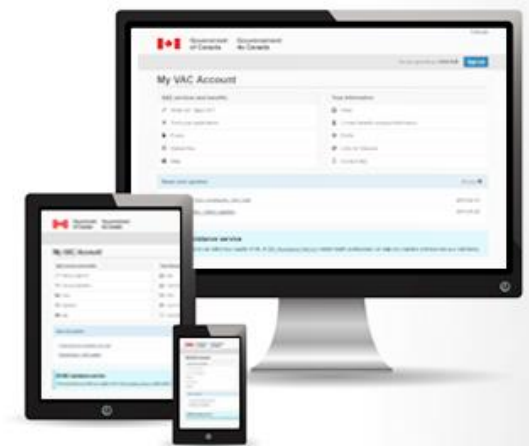
Ongoing usability testing



Partnerships



# User-centered design





# We listen!

## Veterans & CAF Members

### Usability Testing

- Help with registration process

### Feedback

- More detailed status tracking
- Easier to use application forms

### Summit

- Proactive benefits

## Our Response

- Use service number to register, train front-line staff and 'how-to' video
- Status tracking review
- Guided web forms
- Analyzing how to use existing Veteran data





## Enhancements and design changes benefit Veterans

### Service Ontario Feedback

**Overall Impression:** Veterans Affairs Canada website is easy to use with smooth navigation; Highlights areas of interest to help client focus on important details; Provides a consistent experience by providing access to left hand navigation bar; Easy to locate available programs, feedback and call centre information

**Highlighted Features Clients Appreciate:** Benefits Navigator is intuitive and easy to use; Availability of prepopulated application forms with known information; Availability of application tracking information

### Veteran Feedback

"I just wanted to convey my thanks on the set up of the "MY VAC Account". The site is easy to navigate and makes interaction with all parties quick and simple. Being able to upload / complete forms without having to mail them, check on claim status etc. are all great features. Thanks to those who put the thought and effort into designing MY VAC Account."

(message from Veteran – July 27, 2016)





Veterans Affairs Canada  
veterans.gc.ca






# Welcome Screen


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# My VAC Account

 [Verify your e-mail address](#)


## VAC services and benefits

 What can I apply for?

 Track your applications

 Forms

 Upload files

 Help

## Your information

 Inbox


 Current benefits and payment history

 Profile

 Useful Links

 Contact [VAC](#)

## News and updates

All news 

[CFOne Card: One Community, One Card](#)

2016-02-19

## VAC assistance service

Personal problems can affect your quality of life. A [VAC Assistance Service](#) mental health professional can help you maintain and improve your well-being.



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# Benefits Navigator

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[My VAC Account](#) → [What can I apply for?](#) → Benefits Navigator

## Benefits Navigator

[+ Learn more about this page](#)

**i** The information you provide in this Benefits Navigator is for your reference only. No eligibility decision will be made based on your answers.

[↶ Start again](#)

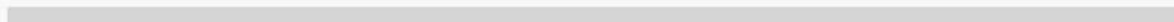
[View previous results](#)

[Exit ↗](#)

### Results are based on service type, which one best describes your service?

- ☐ Canadian Armed Forces (CAF) - member or Veteran
- ☐ Royal Canadian Mounted Police (RCMP) - member or Veteran
- ☐ Veteran (includes Merchant Navy and eligible civilians) - Second World War or Korean War
- ☐ Allied Veteran - Korean War
- ☐ Allied Veteran - Second World War

Your progress





[My VAC Account](#) → [What can I apply for?](#) → Benefits Navigator

## Benefits Navigator

[Learn more about this page](#)

**i** The information you provide in this Benefits Navigator is for your reference only. No eligibility decision will be made based on your answers.

[Start again](#)

[View previous results](#)

[Exit](#)

### Results are based on service type, which one best describes your service?

☒ Canadian Armed Forces (CAF) - member or Veteran

### Are you still serving?

☒ Yes

### Are you planning on releasing soon?

☒ Yes

### Are you currently in receipt of a VAC disability benefit?

☒ No

### Do you have a service-related illness or injury that will likely make the transition to civilian life difficult?

☐ Yes

☐ No

Your progress





## Your benefits navigator results

[Start again](#) [Print results](#) [Exit](#)

The information you provide in this Benefits Navigator is for your reference only. No eligibility decision will be made based on your answers.

✓ Based on your answers you may be eligible for:

### Disability Benefits

Disability benefits are financial payments made to you when you have a service-related disability. To receive a disability benefit you must have a diagnosed medical condition or disability and be able to show that the condition or disability is related to your service.

The amount provided depends on the degree to which your condition is related to your service (entitlement) and the extent to which the disability impacts your health (assessment).

[Apply for a new disability benefit](#)

#### More information

[Disability Benefits](#)[Disability Benefits policies](#)

✓ Based on your answers you may be eligible for:

### Rehabilitation services

You may qualify for VAC's rehabilitation services (medical, psychosocial and vocational), which includes monthly financial support, after you release from the military. The purpose of these services is to ensure that you improve your health to the fullest extent possible and adjust to life at home, in your community or at work after your transition from the military.

Prior to your release you should schedule a transition interview to learn more about rehabilitation services and other VAC benefits. You can [send a secure message](#) or [call us](#) to schedule an interview.

[Apply for Rehabilitation Services](#)[Apply for Earnings Loss Benefit](#)[Apply for Group Health Insurance](#)

#### More information

[Rehabilitation services](#)[Rehabilitation services policies](#)[Earnings Loss Benefit](#)[Earnings Loss Benefit policies](#)[Group Health Insurance](#)[Group Health Insurance policies](#)

✓ Based on your answers you may be eligible for:

### Transition interview

Helping you transition from military to civilian life is our priority. The first step in that transition should include a transition interview — a personalized approach that helps to identify any needs you may have.

Transition interviews are usually held at a VAC area office or an Integrated Personnel Support Centre (IPSC) located on or near every CAF base or wing. If you need assistance setting up a transition interview, visit the [office nearest you](#), [send a secure message](#) or [call us](#).

#### More information

[Transition interview](#)[Transition interview policies](#)

✓ Based on your answers you may be eligible for:

### Federal Government jobs for Armed Forces Veterans

The Veterans Hiring Act creates a new statutory priority entitlement for Veterans whose medical release is attributable to service. Veterans will be eligible for this new statutory priority entitlement for up to five years and will be considered by hiring managers before all other candidates for public service jobs.

In order for you to be eligible for the new statutory priority entitlement, the Department needs to determine whether your medical release was attributable to service or not. If VAC decides that your medical release was attributable to service, you will be eligible for the new statutory top ranking priority entitlement. If you would like VAC to provide you with this determination, you should complete the Medical Release Attributable to Service Determination form. This form will allow VAC to obtain your service health information from the Canadian Armed Forces (CAF) or Library and Archives Canada, if it is needed to make the determination.

[Apply for VAC determination](#)

#### More information

[Federal Government jobs for Armed Forces Veterans](#)



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veterans.gc.ca



# Application Forms

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Veterans Affairs  
Canada

Anciens Combattants  
Canada

## Your Profile

Protected B when completed.

		CSDN ID 500007528968	File No. 6157275
Last name* DOE	First name* JOHN	Middle name(s)	

Please read and complete **Section A, B, E and F** of this form.

**Sections C and D** are to be completed only if they apply to your personal situation.

**Please note:** If at any time the information you provided on this form changes, please contact us immediately, either toll-free at 1-866-522-5122 or through "My VAC Account" to update your personal information.

### A - Personal information

Title/rank      Mr. <input type="radio"/> Mrs. <input type="radio"/> Ms. <input type="radio"/> Miss <input type="radio"/> Other <input type="radio"/> (specify)			
Mailing address (No., Street, Apartment No., PO Box, RR No.)*			City/Town/Village*
Country*		Province/Territory/State*	Postal Code/ZIP*
Home telephone (Country Code, Area Code, No.) 1    ( 709 )    1111101		Other telephone (Country Code, Area Code, No.) (    )	

[My VAC Account](#) → [Forms](#) → Application for Career Transition Services (VAC606CAP)

# Application for Career Transition Services (VAC606CAP)

1 - Getting started

2 - Career Transition Services

3 - Review and submit

## Getting started

### Time to complete

We expect this application to take about 10 minutes.

### Information you will need

Your base and unit upon release, and your Military Occupational Structure Identification (MOS ID).

### Help

▶ [Getting help with your application](#)

Cancel

Back

Start application

[My VAC Account](#) → [Forms](#) → Application for Career Transition Services (VAC606CAP)

# Application for Career Transition Services (VAC606CAP)

1 - Getting started

2 - Career Transition Services

3 - Review and submit

## [Release date](#)

[Service information](#)[Eligibility criteria](#)[Privacy notice and declaration](#)

## Release date

You must apply within two years of release from Regular or Reserve Forces, unless it is determined that the reason for the delay in applying was reasonable.

### What day did you release?

**Note:** Time limits do not apply to Canadian Forces Income Support (CFIS) recipients. You must participate in a career transition program to obtain CFIS benefits.

[Exit](#)[Delete application](#)[Back](#)[Next](#)

Date Modified: 2016-07-17

[Feedback](#)

MV.7.100.10.2.1


# Application for Career Transition Services (VAC606CAP)

1 - Getting started

2 - Career Transition Services

3 - Review and submit

## Review and submit

 **Error**

[Error 10400 - Unit is required](#)

Review the following information before submitting your application. If you need to make changes use the back button.

Application for Career Transition Services (VAC606CAP)	
Release date:	2016-09-06
Unit:	
Base:	42
MOS ID:	67823905
Eligibility criteria:	Veteran or member of the <b>Regular Force</b> who completed Basic Training and was not or will not be released under items 1 or 2 of the Queen's Regulations and Orders 15.01.





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# Secure Messaging

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# Inbox

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Send a secure message

Preferences

- All
- [Secure messages](#)
- [Letters and forms from VAC](#)

1

Next →

2016-08-24	ID 32934
<b>Testing</b>	
Testing	
2016-08-12	ID 32933
<b>Replacement medals</b>	
Hello Veterans Affairs, I have lost my medals that I received while serving. Can you tell me how I can get replacement medals? Thank ...	
2016-08-11	ID 32932
<b>Winnipeg</b>	
test	
2016-08-09	ID 32931
<b>I need help completing my Rehab application</b>	
Hi Can I get more info?	



# Track Your Applications

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Government  
of Canada

Gouvernement  
du Canada

[Français](#)

You are signed in as **J450 DOE**

[Sign out](#)

[My VAC Account](#) → Track your applications

#### VAC services and benefits

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## Track your applications

**Your opinion counts.** Help us make the services offered in My VAC Account reflect your needs. If you live in Montreal or Halifax, you may be eligible to participate in a [focus group](#). If you live in other parts of the country, look for our online survey in the next few weeks.

[Learn more about this page](#)

**It may take several days before a submitted application appears on this page.**

At this time, My VAC Account displays the status of applications for the following programs: Disability Benefits, Career Transition Services, Rehabilitation Program, Health Benefits Program (PSHCP), Earnings Loss, Family Caregiver Relief Benefit, Critical Injury Benefit, Veterans Independence Program, Priority Hiring and Permanent Impairment Allowance. For information on the status of other applications for VAC programs, please [contact us](#).

Program	Date of Application	Description	Status
Veterans Independence Program (VIP)	November 14, 2016	1st Application (Veteran/PCG)	<a href="#">Step 1</a>
Health Benefits Program - PSHCP	November 8, 2016	First Application	<a href="#">Complete</a>
Career Transition Services	November 8, 2016	First Application	<a href="#">Withdrawn</a>
Earnings Loss	November 8, 2016	First Application	<a href="#">Step 3</a>
Veterans Independence Program (VIP)	November 8, 2016	1st Application (Veteran/PCG)	<a href="#">Step 3</a>
Critical injury benefit	November 8, 2016	First Application	<a href="#">Step 3</a>
Family caregiver relief benefit	November 8, 2016	First Application	<a href="#">Step 2</a>
Rehabilitation Program	October 1, 2016	Veteran/Survivor-First Application	<a href="#">Complete</a>
Disability benefit	October 25, 2016	First Application - Hearing Loss	<a href="#">Complete</a>
Priority Hiring	November 8, 2016	Abdominal Rupture	<a href="#">Complete</a>

The information on this page is not considered official. In the event that there is any difference between records in My VAC Account and those maintained internally by VAC, the latter is considered the official record. If you have any questions or concerns, please [send](#)





Veterans Affairs Canada  
[veterans.gc.ca](http://veterans.gc.ca)


# Summary of Benefits


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VAC services and benefits

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
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# Current benefits and payment history



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 [Learn more about this page](#)




For more detailed information about your Medavie Blue Cross claims, benefits and eligibility, including a list of registered providers near you, access the [Medavie member portal](#).


## Disability Benefits


Current benefits	Payment history	
Description	Expiry date	Amount
DP - Disability Pension		\$134.79
DP - Spouse/Partner - DP Schedule I		\$33.70
DP - Child - DP Schedule I	October 31, 2030	\$17.52
Gross entitlement		\$186.01
Redirections		-
Withholds		-
Net entitlement		\$186.01





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# Current benefits and payment history

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 [Learn more about this page](#)

 For more detailed information about your Medavie Blue Cross claims, benefits and eligibility, including a list of registered providers near you, access the [Medavie member portal](#).







## Disability Benefits

Current benefits

Payment history

Showing 1 to 10 of 21 entries | Show 10 entries

Filter items

Payment date  	Payment method  	Amount  
2016-10-28	Direct Deposit	\$186.01
2016-09-29	Direct Deposit	\$186.01
2016-08-30	Direct Deposit	\$186.01
2016-07-28	Direct Deposit	\$186.01
2016-06-29	Direct Deposit	\$186.01
2016-05-30	Direct Deposit	\$186.01



# Questions?

