

How to Obtain an eBenefits Premium Account (DS Logon) to Participate in the VA Mobile Health Family Caregiver Pilot

Overview: To participate in the VA Mobile Health Family Caregiver Pilot, Veterans and Caregivers must have an eBenefits premium account (DS Logon). eBenefits is a secure Web site used by Servicemembers, Veterans, and their families that allows access to many Department of Veterans Affairs (VA) and Department of Defense (DoD) online benefits and resources. Getting an eBenefits premium account (DS Logon) allows you to access your personal information held by VA and DoD and ensures the privacy and security of Veteran and Caregiver participants' information.

Who needs an account for the VA Mobile Health Family Caregiver pilot?: Both Veterans and Caregivers will need an eBenefits premium account (DS Logon).

What do I need to obtain an eBenefits premium account (DS Logon)?:

- Both the Veteran and the Caregiver must be enrolled in Defense Enrollment Eligibility Reporting System (DEERS) to obtain an eBenefits premium account (DS Logon). Enrollment in DEERS is automatic for all Servicemembers and Veterans (but not necessarily Caregivers) who have served since 1982. Those who served prior to 1982 are being added from VA/DoD records. If you are not enrolled in DEERS the eBenefits system will notify you during the registration process.
- Both the Veteran and the Caregiver must register for an eBenefits Basic Registration (Level 1) from the secure eBenefits Web site.
- Both the Veteran and the Caregiver must upgrade to an eBenefits premium account (DS Logon) by performing "Remote Proofing" – which verifies your identity.

What do I need to do?: For a Veteran and Caregiver to obtain an eBenefits premium account (DS Logon) several steps are needed depending on the level of access the Veteran and Caregiver have previously obtained. Please note:

- Veterans and Caregivers can use their Common Access Cards (CAC) to obtain an eBenefits premium account (DS Logon) from the eBenefits Web site (www.ebenefits.va.gov) or;
- Veterans and Family Caregivers can authenticate with their Defense Finance and Accounting Service (DFAS) myPay account from the eBenefits web site or; **(This method is not recommended)**
- Veterans and Family Caregivers can register for an eBenefits Basic Registration (Level 1) from the eBenefits Web site and then upgrade to an eBenefits premium account (DS Logon) by performing "Remote Proofing." **(This method is the preferred)**

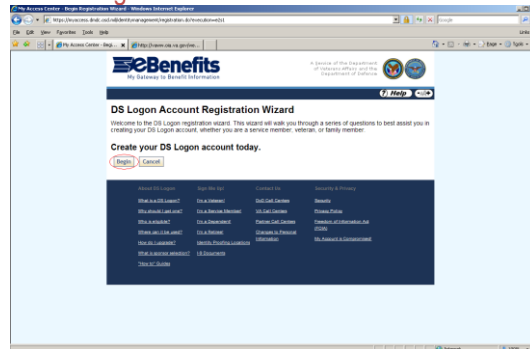
How to Obtain an eBenefits Premium Account (DS Logon) as a Veteran or Family Caregiver

STEP 1 - Visit the eBenefits Web site at www.ebenefits.va.gov and **Click REGISTER** to access the DS Logon Account Registration Wizard, Next, **Click Begin**.

Click Register in the upper right hand corner



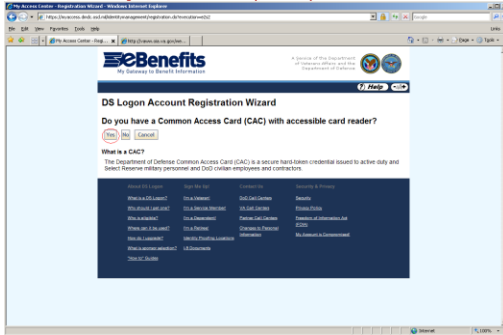
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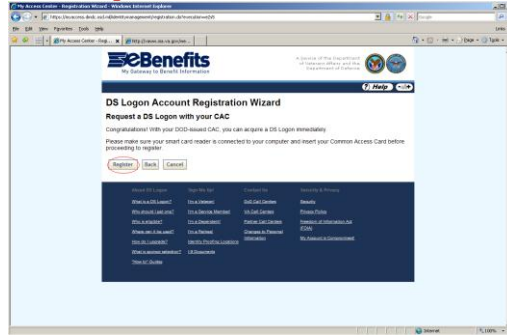
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STEP 2 - If you have a DoD Common Access Card (CAC) and a smart card reader **Click YES** to receive your eBenefits premium account (DS Logon) instantly. If you do not have a (CAC) card **Click NO** and proceed to step 3.

Click Yes if you have a (CAC) card



Click Register

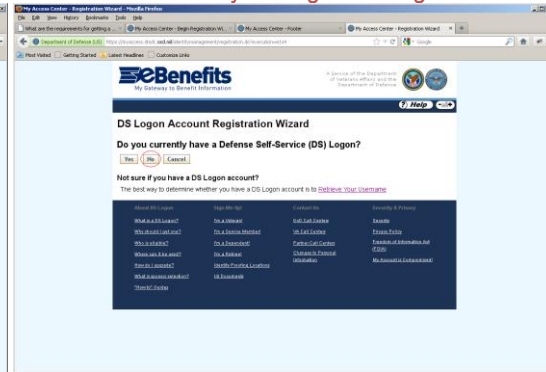


STEP 3 – **Click NO**. Even if you have a DFAS myPay account, this option is not always reliable and will cause unnecessary delay in the process. **Click NO** for “Do you currently have a Defense Self-Service (DS) Logon?”

Click NO to having a DFAS myPay account

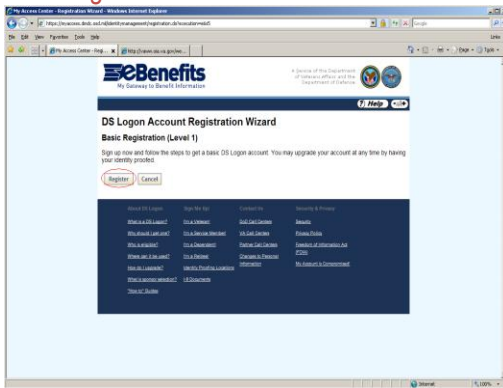


Click NO to currently having a DS Logon

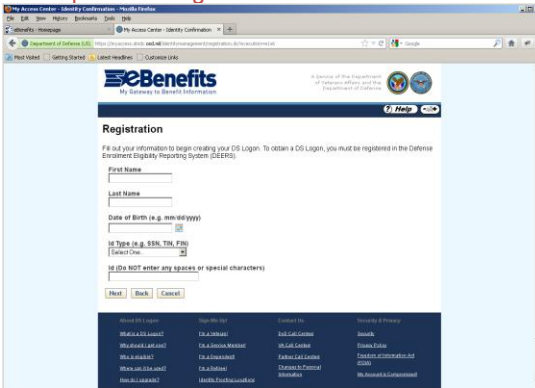


STEP 4 - **Click Register** to apply for the eBenefits Basic Registration (Level 1) account.

Click Register



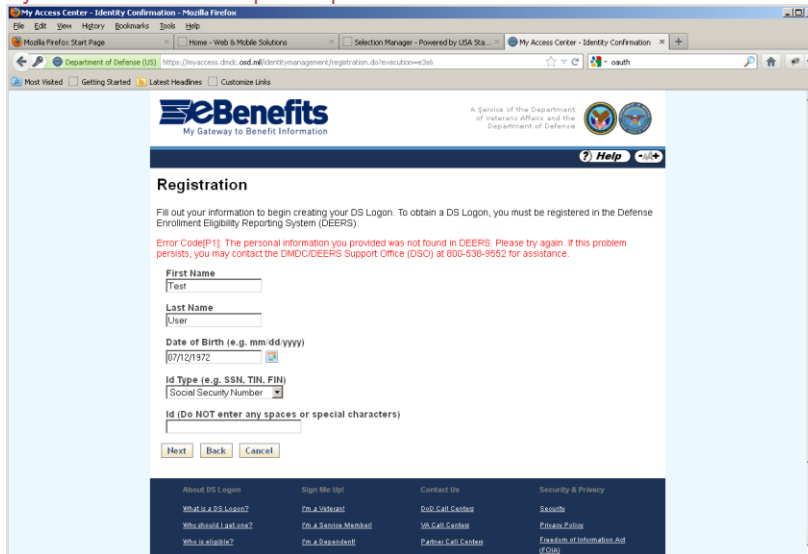
Complete the registration form then Click Next



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If you fill out the registration form and receive an Error, your personal information was not found in DEERS. You must follow the “How to Enroll in DEERS” instructions below.

If you receive this error please proceed to “How to Enroll in DEERS”



The screenshot shows the eBenefits website's registration page. At the top, there's a navigation bar with the eBenefits logo and the text "My Gateway to Benefit Information". Below that, the page title is "Registration". The main content area contains a form with fields for "First Name", "Last Name", "Date of Birth", "Id Type", and "Id". A red error message is displayed above the form: "Error Code(P1): The personal information you provided was not found in DEERS. Please try again. If this problem persists, you may contact the DMD/DEERS Support Office (DSO) at 800-538-9552 for assistance." At the bottom of the page, there is a footer with various links such as "About DS Logon", "Sign My Self", "Contact Us", "Security & Privacy", "VBA USA DS Logon", "VA Address", "VA Call Center", "Safety", "VA Social Login", "VA Service Mailbox", "VA Call Center", "Privacy Policy", "VA Login", "VA Assessment", "VA Call Center", and "Freedom of Information Act (FOIA)".

STEP 5 - Once you have completed your eBenefits Basic Registration (Level 1) select the option to upgrade your account to an eBenefits premium account (DS Logon). This step will require you to verify your identity through “Remote Proofing.”

Note: The “Remote Proofing” questions are used to verify your identity. You will have two chances to answer the questions correctly. If you are unable to complete the “Remote Proofing” process, call the Veterans Benefits Administration (VBA) Support Center at 1-800-827-1000, Option 7, to discuss the best way to proceed.

How to Enroll in DEERS

If your record was not found while registering for eBenefits Basic Registration (Level 1) you will need to enroll in DEERS. Please follow the steps below:

STEP 1: Call the VBA National Call Center at 1-800-827-1000, Option 7.

STEP 2: Inform the operator that you are a Veteran or a Caregiver and need to be enrolled (Added) in DEERS.

STEP 3: Provide the operator with an email address and tell them you want to be notified by email once you have been added in DEERS.

STEP 4: Once you receive the DEERS enrollment confirmation email, Login to the eBenefits Web site at www.ebenefits.va.gov and follow the “How to Obtain an eBenefits Premium Account (DS Logon)” instructions above.

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Frequently Asked Questions (FAQ)

- **What if I am not sure if I have an eBenefits premium account (DS Logon), or I have one but have forgotten my login information?**

You can try to login by selecting “Login” from the eBenefits website. <https://www.ebenefits.va.gov>. If you have forgotten your login information you can click “Forgotten Username/Password”. You can also call the DMDC Support Center at 1-800-477-8227 (select option 2, and then select option 2 again) to receive account assistance.

- **I am a Veteran or a Family Caregiver. I tried to do the eBenefits Basic Registration (Level 1) but when I filled out the form I received this error: Error Code[P1]: The personal information you provided was not found in DEERS. Please try again.**

If you received this error then either the Veteran or Family Caregiver was not found in the DEERS system. Refer to the [How to Enroll in DEERS](#) section of this document.

- **What if I could not complete the “Remote Proofing”?**

If you were unable to complete the “Remote Proofing” call the VBA Support Center at 1-800-827-1000, Option 7

- **I have followed the instructions but things are not working out.**

You can call the DMDC Support Center at 1-800-477-8227 (select option 2, and then select option 2 again).

- **I have a CAC card but do not have a computer with a card reader.**

If you have a CAC card but no reader, please choose one of the other methods to establish your account.