



VA’s Primary Family Caregiver

User Guide for Direct Deposit Enrollment (As of August 2023)

Introduction

As part of the VA’s Program of Comprehensive Assistance for Family Caregivers (PCAFC), you may be eligible for a monthly stipend paid directly to you as the Primary Family Caregiver. Once approved to receive a monthly stipend, you may complete VA’s Direct Deposit Enrollment process through VA’s Webform.

This User Guide walks you through how to complete the enrollment process. Prior to starting, please have your bank’s name, your account number, and your routing number readily available. If you are **updating** a previous enrollment, please have your previous bank’s name, account number, and routing number readily available as well. You will also **need access to an active email address that is different from the Veteran's email** to complete the Webform.

What’s In This User Guide

In this guide you will find a visual walkthrough of the required steps for completing the Webform to get setup for Direct Deposit Enrollment. After the Webform instructions, there is a Frequently Asked Questions section followed by an additional resources section if you need more assistance.

As you navigate this Guide, the green boxes  on the images are used to draw your attention to where the instructions are listed on the computer screen or Webform.

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Direct Deposit Enrollment – The Webform Is as Easy as A B C!

VA's Webform Direct Deposit Enrollment process is broken down into three parts which are covered in part A, B and C below. These parts must be completed in that sequential order.

A "A" is for Account. To access the Webform, you will need to set up an **ID.me** account. Government entities such as VA have partnered with ID.me to protect users' identities. When you create an ID.me account, it is a **one-time effort** and will be used every time you login to the Customer Engagement Portal (where the Webform is located).

B "B" is for Begin. Once you set up your ID.me account, log into the Customer Engagement Portal. As part of logging in, you will need to authenticate who you are, and having a smart device (e.g., cell phone) that can receive text messages may be an easy way for you to do this. If you cannot receive texts, a phone call will do. Even after establishing your ID.me account, you will need to authenticate who you are every time you need to access the VA Financial Service Center (FSC) Customer Engagement Portal.

C "C" is for Customer Engagement Portal. Once you authenticate yourself, you will be on the VA FSC Customer Engagement Portal site where you may now complete the Webform.

Now that you know what to expect, let's get started!



Did you know? – The Department of Veterans Affairs (VA) has partnered with ID.me to verify VA users requesting information online. ID.me provides secure digital identity verification to government agencies and healthcare providers to make sure you are you—and not someone pretending to be you.

ID.me's next-generation identity platform meets the highest federal standards for online identity proofing and authentication.

A [Set Up for your ID.me Account](#)

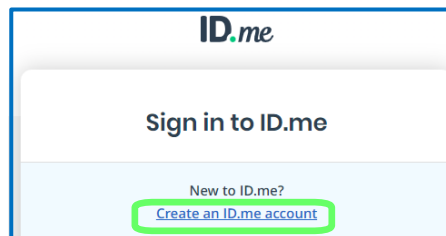
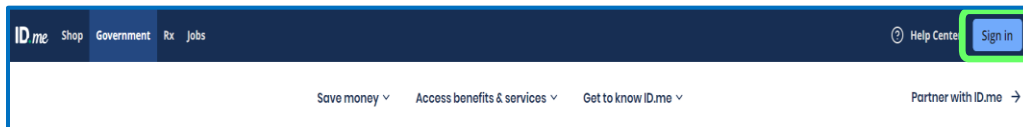
First, create an **ID.me** account. If you already have an ID.me account, go to the next section – **B, Login to the Customer Engagement Portal.**

Things you will need to get started:

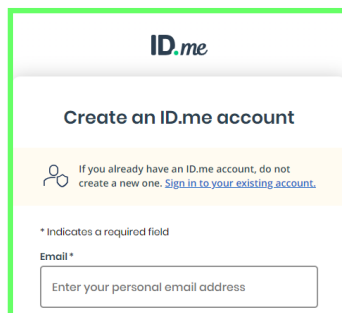
- 1) Access to the web through a personal computer/laptop or smart device such as a cell phone or tablet.
- 2) A Government ID such as your state driver's license. The ID.me account creation process may require information from your Government ID and ask you to upload images of that ID to the ID.me website.
- 3) The site may also require you to submit a "selfie" photo as part of the account creation and identity verification. This selfie photo will also be uploaded to the ID.me website.

Time to complete: Creating an account may take 10 to 15 minutes.

1. Open your **Google Chrome** or **Microsoft Edge** web browser and go to **ID.me** (<https://www.id.me/>) to create an ID.me account. These web browsers are known to fully support ID.me and the CEP.
2. Select "Sign in" (upper right-hand corner). Then, select "Create an ID.me account."



3. Complete the ID.me account creation process.



Note: As the ID.me site is not a VA site, this Guide does not include the remaining ID.me account creation steps or images from this point on. Once you create your ID.me account, continue to **B, Login to the Customer Engagement Portal**

B [Login to the Customer Engagement Portal](#)

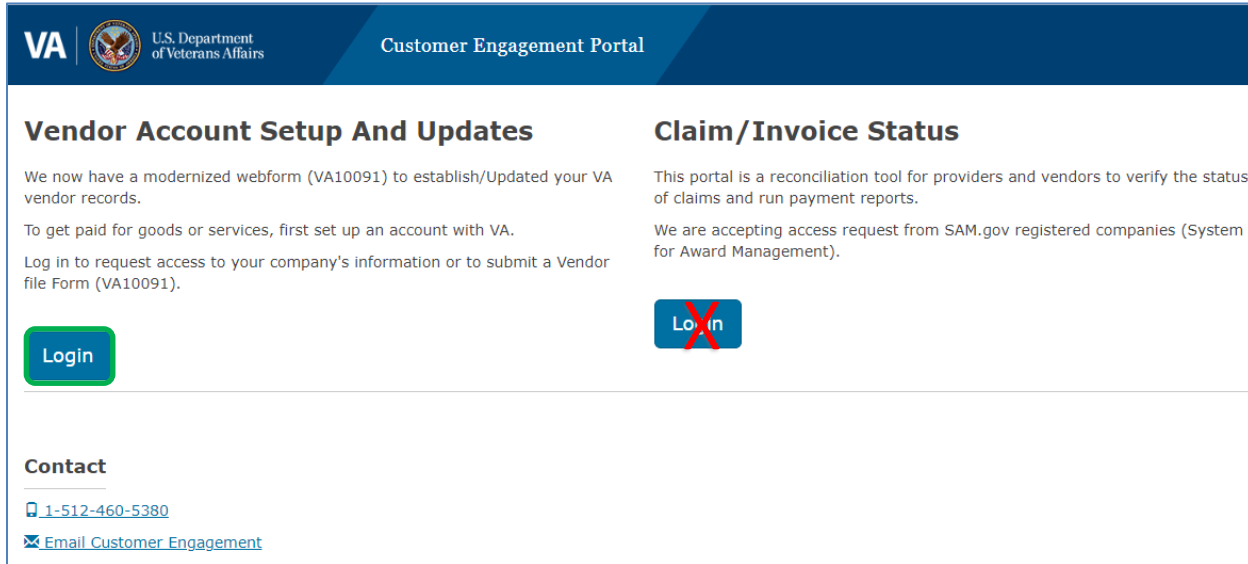
Once your **ID.me** account is established, you are ready to access the **Customer Engagement Portal (CEP)** with your **ID.me** account credentials.

Things you will need to get started:

- 1) Access to the web through a personal computer/laptop or smart device such as a cell phone or tablet. If you do not have a cell phone, you will need access to a regular phone.
- 2) Your ID.me login information (the email address used to create your ID.me account and password).

Time to complete: Logging in may take up to two minutes.

1. Go to the **Customer Engagement Portal**: <https://www.cep.fsc.va.gov/>.
2. On the **Customer Engagement Portal Login** page, Click the “Login” button under the **Vendor Account Setup and Updates** header. (Note: Do not click on the “Claim/Invoice Status” Login button as it will direct you to the part of the Customer Engagement Portal for that activity).



The screenshot shows the top of the Customer Engagement Portal. The header includes the VA logo, the U.S. Department of Veterans Affairs seal, and the text "U.S. Department of Veterans Affairs" and "Customer Engagement Portal". Below the header, there are two main sections: "Vendor Account Setup And Updates" and "Claim/Invoice Status".

Vendor Account Setup And Updates

We now have a modernized webform (VA10091) to establish/Updated your VA vendor records.

To get paid for goods or services, first set up an account with VA.

Log in to request access to your company's information or to submit a Vendor file Form (VA10091).

Login

Claim/Invoice Status

This portal is a reconciliation tool for providers and vendors to verify the status of claims and run payment reports.

We are accepting access request from SAM.gov registered companies (System for Award Management).

Lo X in

Contact

[1-512-460-5380](tel:1-512-460-5380)

Email Customer Engagement

3. Once the **Continue Login Process** popup appears, click “**Continue**”.

VA U.S. Department of Veterans Affairs Customer Engagement Portal

Contact: 1-877-353-9791 Email: Customer_Engagement

Customer Engagement Portal

The Customer Engagement Portal is a reporting tool for commercial vendors seeking invoice or payment information. We are now accepting access requests for System of Interest (SOI) reports. Please log in to request access to your company's information. [ten-network.com/customer-engagement](https://access.va.gov/ten-network.com/customer-engagement)


Please login to access the Customer Engagement Portal.

[Login](#)

Contact

1-877-353-9791
Email: Customer_Engagement

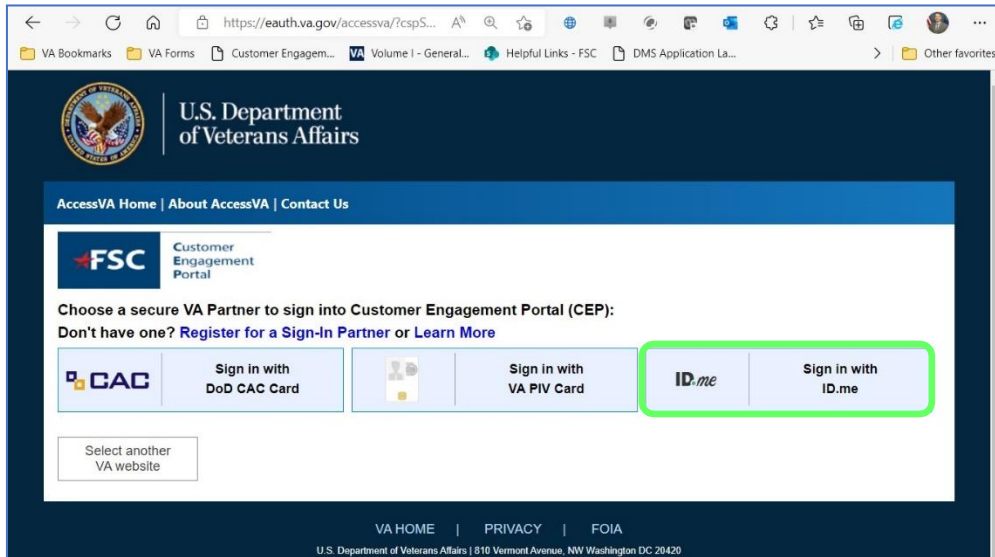
Continue Login Process



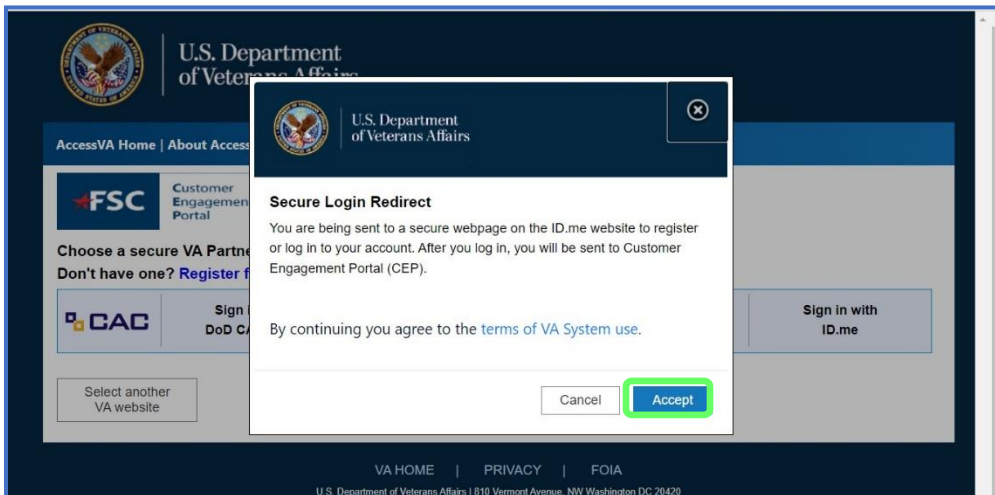
You will now be directed to AccessVA to sign in. You will then be redirected to CER.

[Continue](#) [Close](#)

4. The **Access VA Home** page for the **Customer Engagement Portal (CEP)** will appear. On this page, select the **“ID.me-Sign in with the ID.me”** option.

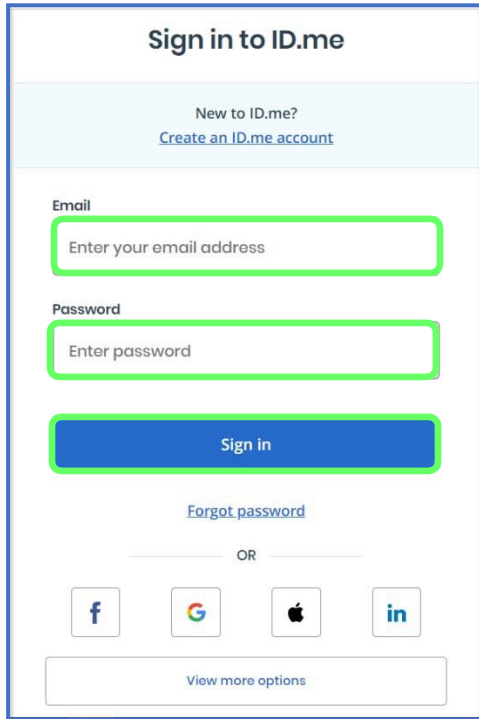


5. The **Secure Login Redirect** will appear; select **“Accept”**.



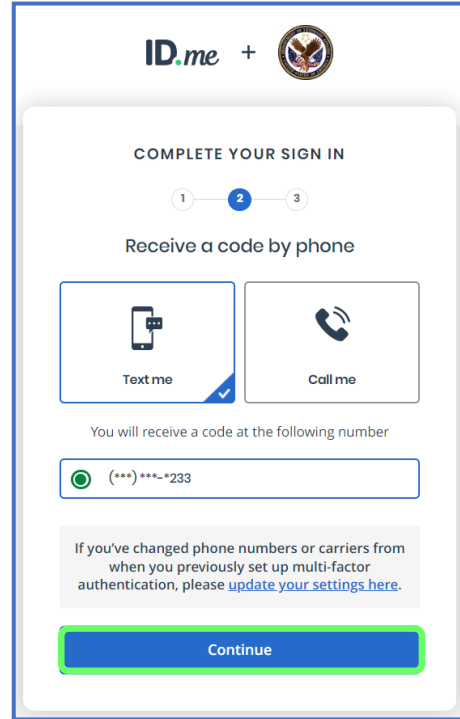
6. Complete the **Sign in to ID.me** prompts (6a- 6c.)

6a. Enter your **Email, Password** and click **Sign in**.



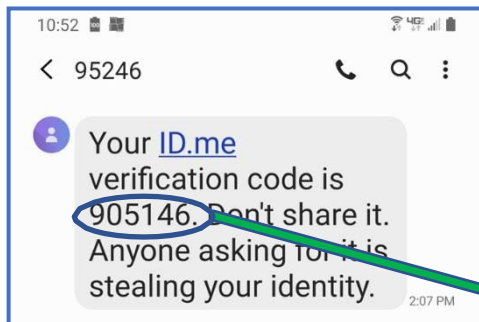
The screenshot shows the 'Sign in to ID.me' page. At the top, it says 'Sign in to ID.me' and 'New to ID.me? Create an ID.me account'. Below this are two input fields: 'Email' with the placeholder 'Enter your email address' and 'Password' with the placeholder 'Enter password'. A blue 'Sign in' button is below the password field. There is a link for 'Forgot password' and social media login options for Facebook, Google, Apple, and LinkedIn. A 'View more options' link is at the bottom.

6b. Select your identity verification method (i.e., **Text me** or **Call me**) and click **Continue**.

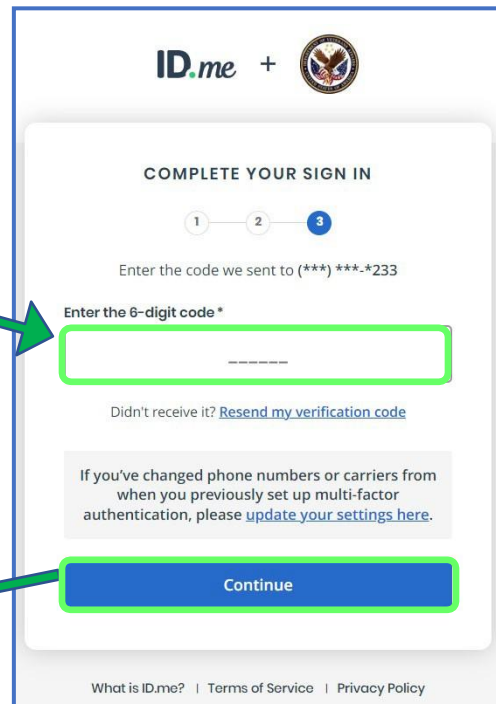
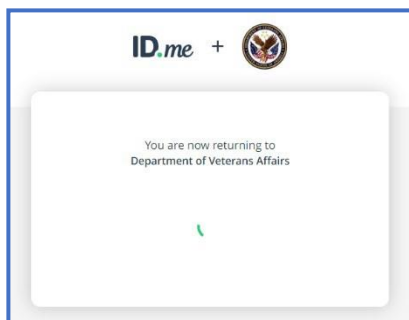


The screenshot shows the 'COMPLETE YOUR SIGN IN' screen. It has a progress indicator with steps 1, 2, and 3, where step 2 is active. The heading is 'Receive a code by phone'. There are two options: 'Text me' (selected with a checkmark) and 'Call me'. Below this, it says 'You will receive a code at the following number' followed by a field containing '(***)-***-2333'. A note says 'If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please update your settings here.' A blue 'Continue' button is at the bottom.

6c. Enter the verification code into **ID.me** and click **Continue**. After successful verification, ID.me will return you to the **VA Customer Engagement Portal**.



(EXAMPLE ONLY)



The screenshot shows the 'COMPLETE YOUR SIGN IN' screen with step 3 active. It says 'Enter the code we sent to (***)-***-2333'. Below this is a field labeled 'Enter the 6-digit code *' with a green border and a dashed line. A link says 'Didn't receive it? Resend my verification code'. A note says 'If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please update your settings here.' A blue 'Continue' button is at the bottom.

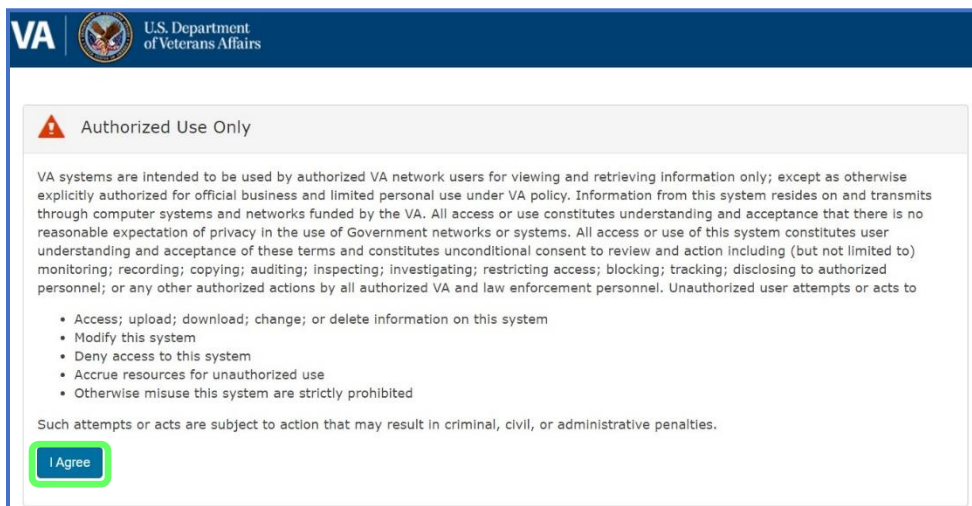
C Welcome to the VA FSC Customer Engagement Portal (CEP)

After logging in through **ID.me**, the **Customer Engagement Portal** home page will appear. On the home page, locate the **“VA FSC Vendor File Form”** button to start your Direct Deposit Enrollment.

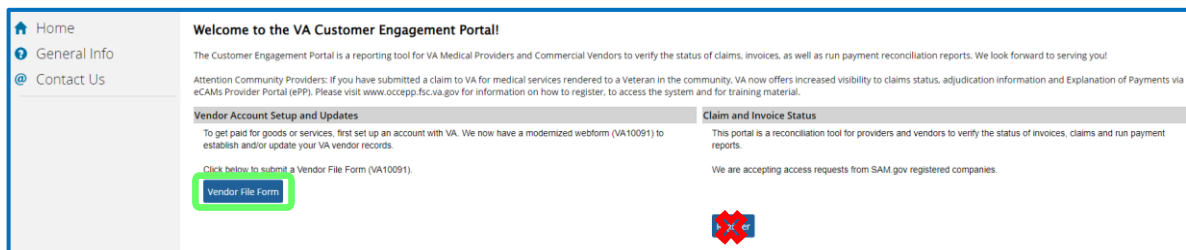
Things you will need to get started: Your current banking information where you want your stipend payments to go to. If this is an **update** to a previous VA Direct Deposit enrollment, you will also need your previous bank account information used on your previous Direct Deposit Enrollment. You may need to call your previous bank to get this information. Again, since you must complete the form in one sitting, we strongly recommend having your banking information (i.e., bank name, account, and routing numbers) readily available prior to starting.

Time to complete: Completing the Webform should take 5 to 20 minutes. Once you start your form, you cannot save your progress or information to return to the form later.

1. After reading the **Authorized Use Only**, click **“I Agree”**.



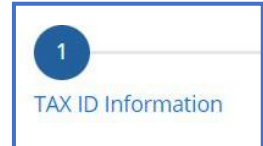
2. Click the **“Vendor File Form”** button. (Note: Do **not** click on the **Register** button as registering is not required to complete the Direct Deposit Enrollment process.)



The **Vendor File Form** page will open where you will begin your Direct Deposit Enrollment. This Enrollment has **5 specific sections** – **1. Tax ID Information, 2. Payee Information, 3. Address/Bank Information, 4. Add Authorized Representative Contact/s, and 5. Review.** To track your progress, the form highlights the stage you are in with a visual reference at the top of the screen. You may go back to any previous section at any time by selecting the section name; however, you can only progress through the form as you complete each of the sections.

Section 1 – TAX ID Information

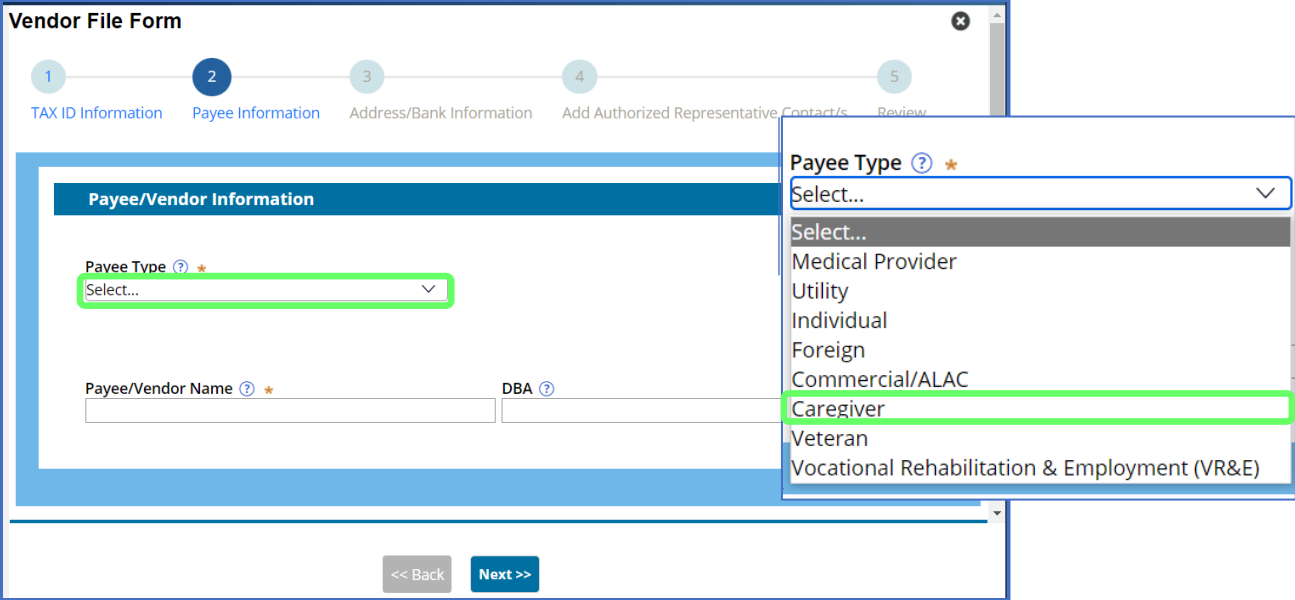
1. Enter your **TAX ID** or **Social Security Number** (both are 9-digit numbers) and then re-enter it again in the free text fields. (Note: Click on the “eyeball” in the free text field if you need to review what you entered.)



2. Select the appropriate **Request Type** – either **New** or **Update**. Unless you already have an active VA vendor record (completed this process previously either online or through the paper pdf VA Form 10091 form), select **New**. **Note:** If you are **updating** banking information, address, first/middle/last name or SSN/ITIN, select **Update**.
3. For the question “Is the account that you are adding or updating registered with SAM.gov”, unless you are a SAM.gov vendor, select **No**. If in doubt, select **No**.
4. Click **Next**.

Section 2 – Payee Information

1. Select the drop-down box under **Payee Type** and select “**Caregiver.**” (Note: Previously, we allowed the selection of “Individual” which technically is correct; however, “Caregiver” is more accurate.)



2. After selecting the **Payee Type**, enter your legal first and last name in the **Payee/Vendor Name** field.
3. Skip the Doing Business As (**DBA**) field.
4. The next field is **NPI** (National Provider Identifier). You most likely will not have an NPI and will leave this field blank. *If in doubt, leave it blank.* If you have one, enter your NPI.
5. Click **Next**.



Section 3 – Address/Bank Information

1. Complete the Current Payee Mailing Address by entering your Address, City, State and Zip code fields. (The VA respects your privacy and VA does not intend to use your address other than for payment or to verify your identity.)
2. Scroll down to enter your banking information.
3. Enter your Bank **Routing Number**. This will auto-populate the **Bank Name** field.
4. If the **Bank Name** is incorrect, you may edit it; otherwise, skip.
5. Enter your Bank **Account Number***. To ensure accuracy, **Re-Enter** your **Account Number**. (*Please note, if you use a paper check for reference, use the **Account Number** only and not include the check number as part of the **Account Number**.)
6. Select the appropriate **Account Type**. If in doubt, select **Checking**.
7. The **Notes** field is optional. Add notes as needed or leave blank.

The screenshot displays two sections of a form. The top section, titled "Current Payee Mailing Address", contains fields for "Address Line 1" (123 Sesame Street), "Address Line 2", "City" (New York), "State" (NY), and "Zip" (11754). The bottom section, titled "Current Payee Bank Information", contains fields for "Routing Number" (043000096), "Bank Name" (PNC BANK NATIONAL ASSOCIATION), "Account Number" (No Check #), "Re-enter Account Number", and "Account Type" (Checking selected). At the bottom of the form are "Back" and "Next" buttons.

8. Click **Next**.

Section 4 – Add Authorized Representative Contact/s

Adding an Authorized Representative is OPTIONAL!

As the form indicates, an **Authorized Representative** is a person who you are authorizing to represent you (and should be someone you know and trust). Once designated, this representative is authorized to change your Direct Deposit Enrollment information to include your banking account information that is stored in VA's financial system (also known as your vendor file). Please note, this does not authorize this individual(s) to update your VA records with the Veteran's Benefits Administration or within the VHA Caregiver Support Program.

1. The top portion of this form will auto-populate with the **First Name, Last Name, Email Address** and **Phone Number** you shared with ID.me as you are automatically designated as your own **Authorized Representative**. (Note: If your email is incorrect, you must go to ID.me to correct it.)
2. Add your **Official Title** (e.g., Mr., Ms., Mrs., or Dr.).
3. If you do not have an **Authorized Representative**, click **Next** and you will be taken to the next section of the process and may skip the rest of the instruction in this area.

Vendor File Form

1 TAX ID Information 2 Payee Information 3 Address/Bank Information 4 Add Authorized Representative Contact/s 5 Review

Authorized Representative Contact Information

A person authorized to change banking or address information on your behalf.

First Name *	Last Name *
First	Last
Official Title *	Email Address *
Mr.	
Phone Number *	Fax Number
51291131111	

+ Add Additional Contact << Back Next >>

4. If you do have an **Authorized Representative**, click the **+Add Additional Contact**.
5. Enter your Authorized Representative's information in the required fields (**First Name, Last Name, Official Title** (e.g., – Mr., Ms., Dr.), **Email Address**, and **Phone Number**) for your designated **Authorized Representative**.
6. Repeat this process for every **Authorized Representative** you want to designate.
7. Click **Next** when done.

First Name *

Last Name *

Official Title *

Email Address *

Phone Number *

Fax Number

+ Add Additional Contact

Notes

Enter any Notes/Comments

<< Back Next >>

Section 5 – Review

All the information entered in the previous 4 sections will carry over to this **Review** section and should be reviewed for accuracy (typos) prior to submission.

1. To review the information in a specific section, click the carrot or section name to be reviewed. This will expand the data captured in this section.
2. If any of the information is incorrect, go back to the appropriate section by clicking on the section heading at the top (form progress numbers) or click the **Back** button.
3. If the information entered is accurate, review the certification statement at the bottom of the page. If you agree to the statement, select the checkbox next to the statement.
4. When done, click **Finish**.

Vendor File Form

1 TAX ID Information 2 Payee Information 3 Address/Bank Information 4 Add Authorized Representative Contact/s 5 Review

> Payee/Vendor Information

> Address Information

> Bank Information

> Authorized Representative Information

I certify that the information submitted on this form is true and correct and I am authorized to submit this information. Per Title 18 U.S. Section 1001, anyone who knowingly falsifies this document may be subject to fines and/or up to five (5) years imprisonment.

<< Back Finish

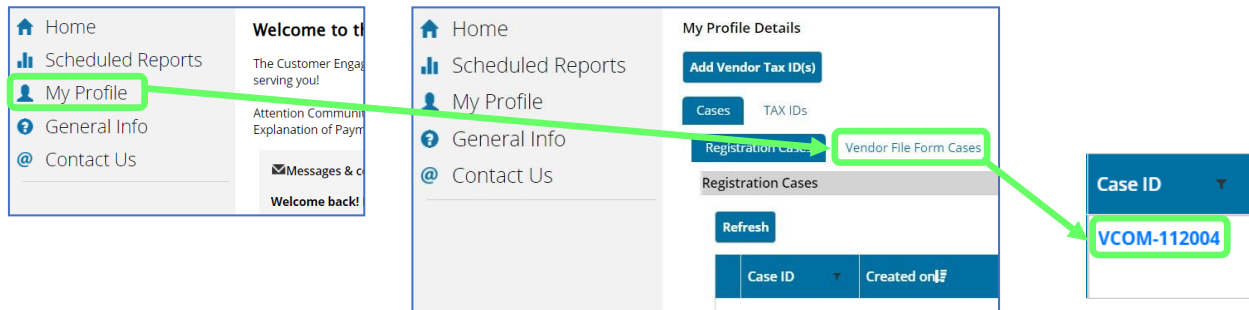
Once the page accepts your submission, a Case Number is generated for the transaction. Expect to receive an email from [“FSC.CustomerSupportDoNotReply@va.gov”](mailto:FSC.CustomerSupportDoNotReply@va.gov) with your Case Number. Please allow up to **two weeks** for the Financial Services Center team to process your transaction. You should expect another email from [“FSC.CustomerSupportDoNotReply@va.gov”](mailto:FSC.CustomerSupportDoNotReply@va.gov) letting you know when your Direct Deposit Enrollment is complete (“Resolved”).

Frequently Asked Questions

Webform – Direct Deposit Enrollment

Question: After I submit my Webform, when can I check the status of the form?

Answer: After submitting the Webform, you may check the status of your Webform from the Customer Engagement Portal home page. Select “My Profile” which will open a screen that displays the “Vendor File Form Cases”. Then select the case number issued to you when you submitted your form. The case number starts with “VCOM” followed by a dash and a number.



Question: I submitted a Webform, but did not receive a Case Number or an email with my Case Number, may I call the FSC Call Care Center (help desk) for an update?

Answer: If the system did not generate a Case Number at the time of submission, and you do not see a Case Number in the Customer Engagement Portal under **My Profile, Vendor File Form Cases**, it is likely your submission failed and needs to be resubmitted. Without a Case Number, the FSC Call Care Center (help desk) may be limited in their ability to provide support and they may ask you to resubmit your Direct Deposit Enrollment.

Question: If my initial Webform Enrollment was successful and I received a Case Number, may I call the FSC Call Care Center (help desk) for a status update?

Answer: After you submit the Webform, **please wait up to 15 days** to contact the VA FSC for a status update. If you did not receive an email within 15 days informing you that your Direct Deposit Enrollment is complete or “resolved/closed”, yes, you may call the FSC Call Care Center (help desk) for a status update.

General – Direct Deposit Enrollment

Question: How do I add or remove an Authorized Representative after I submit my Direct Deposit Enrollment Webform?

Answer: Please call the VA FSC Call Care Center (help desk) at (877) 353-9791 (or email VAFSCSHD@va.gov). After they authenticate who you are, they will provide you with additional assistance.

[Need Additional Assistance?](#)

Need General Direct Deposit Enrollment Assistance: If you need general assistance with Direct Deposit Enrollment, you may first contact your local Caregiver Support Program. They will not be able to assist with case specific information (i.e., status of the case or timeline it takes for FSC to process your request).

Need More Specific Direct Deposit Enrollment Assistance: If you need specific assistance (i.e. status of your case, troubleshooting use of the CEP, etc.), please contact the FSC Call Care Center (help desk) at (877) 353-9791 (or email VAFSCCSHD@va.gov). Please have your Case Number readily available as this will help them locate your request.

Need ID.me Assistance: As this is not a VA program or site, please call the ID.me support line at (855) 904-3635 or visit: [Veterans Affairs and ID.me – ID.me Help Center](https://help.id.me/hc/en-us/articles/4416188902039-Veterans-Affairs-and-ID-me)
<https://help.id.me/hc/en-us/articles/4416188902039-Veterans-Affairs-and-ID-me>

Thank you for your service to our Nation's Veterans!