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What is VONAPP?

General Description

The VONAPP (Veterans On Line Application) website is an official U.S. Department of Veterans Affairs (VA) website that enables service members, veterans and their beneficiaries, and other designated individuals to apply for benefits using the Internet.

U.S. military veterans and some service members within six months of separation or retirement can apply for **Vocational Rehabilitation and Employment benefits** using VA Form 28-1900.

U.S. military veterans, service members, members of the Selected Reserve, and dependents can apply for **education benefits**.

The **burial benefits** can be applied for using VA Form 21-530.

How is using this site different from visiting a VA office?

When you use this site to complete and send an application to the VA, your application will be sent directly to the VA office with jurisdiction over your application. Processing will begin and you will receive an automated e-mail response from the VA office letting you know that your application has been received.

It can be important for you to submit your claim as soon as you can if it is near the end of a month, whether by regular mail or using VONAPP, to ensure we receive it *before* the first of the next month. In some cases, your entitlement is based on the date we receive your claim in the VA. You might lose a month of benefits if we find you eligible, but you wait until the following month to submit your claim.

When you successfully submit your electronic application using VONAPP, the time and date is stamped on your application. The time and date is the Eastern Standard Time (EST) at Philadelphia, Pennsylvania, where it is electronically received by the VA regardless of your geographic location around the world.

What "Helps" are on this site?

Home Page Buttons. We have designed this site so you can have help features and background information at all times.

Frequently Asked Questions (FAQs)

Questions about VONAPP

Questions about VA Benefits

Maneuvering in the VONAPP Web Site

Computer Requirements and Issues

Questions about VA and Other Issues

Questions about VA's Benefits Delivery at Discharge and Quick Start Programs

A. Questions about VONAPP

If you have questions about the status of your claim, general benefit information, or need assistance completing your form(s), please contact the VA at:

For Education Benefits (VA Form 22-1990, 22-1995, 22-5490, or 22-5495) call 1-888-GIBILL1 (442-4551) to speak with an Education Case Manager. You may also contact us via our secure e-mail service by using our "Questions and Answers" section at www.GIBILL.va.gov.

For all other benefits call 1-800-827-1000, or go to this link to send VA an e-mail question: www.vba.va.gov/benefits/address.htm.

If you have technical problems using the VONAPP web site, or if you have suggestions after you use it, you may use our VONAPP mailbox: VONAPP.VBACO@va.gov to contact us. Do not use this address for questions on the status of your claim, benefits questions, etc.

If you send e-mail to the VONAPP mailbox, please do not include personal information such as your Social Security Number. If you wish to share this information, please contact VA via <https://iris.va.gov>, which supports encryption and will help keep your information secure.

1. What does the name "VONAPP" mean?

VONAPP is an acronym for Veterans On Line Applications.

2. What can I do on this web site?

You can apply for VA Veterans Pension, education, vocational rehabilitation and employment, and burial benefits.

3. Who should use VONAPP?

To file for **vocational rehabilitation and employment**, veterans and some service members may use VONAPP. Service members will enter their estimated release from active duty date or retirement date.

To file for **education benefits**, veterans, service members, reservists, and spouses/dependents of a "service connected" disabled or deceased veteran may use VONAPP. If the benefit you're applying for isn't listed as an option on the VONAPP form (REAP chapter 1607 for example) check unsure for the benefit type and use the remarks section of the application to indicate which benefit you wish to apply for.

To file for **Vetrans Pension** benefits, veterans may use VONAPP.

Refer to "Who Should use VONAPP?" on the VONAPP Homepage for a complete discussion, or contact the VA National Call Center toll-free 1-800-827-1000 if you are unsure whether to use VONAPP to submit a claim.

4. Can I file a paper application in addition to this electronic one?

No. Do not submit the same claim through VONAPP and by mail. Do one or the other. If you are unsure whether or not your claim was submitted electronically, e-mail the VonApp Mailbox at **VONAPP@vba.va.gov**. **In your e-mail, make sure to reference your confirmation number located on the confirmation page you received when you submitted your claim electronically through VONAPP.**

If you already have a claim pending with VA, don't use VONAPP to apply again for the same benefit. Contact the VA National Call Center toll-free at 1-800-827-1000 before you submit another claim using VONAPP.

5. What can I do to help get my application processed faster?

The more complete your application is when you send it, the faster we can process it. Filling in questions accurately and completely greatly helps the VA process your claim. For instance, if you are claiming service connection for a certain medical disability, tell us how that disability is related to your military service.

If you have questions about filling out an education form, please call 1-888-GI BILL (1-888-442-4551).

If you have questions about filling out a vocational rehabilitation and employment or burial application, please call our toll-free number at 1-800-827-1000 for assistance.

6. Can I attach documents to my claim?

Yes. You can attach up to 5 electronic files to your VONAPP application before you submit it using VONAPP. The total size of all attachment must be one megabyte or less and must be one of the following file types VONAPP can accept:

.doc (Word document file)
.xls (Excel spreadsheet file)
.gif, .jpeg, .jpg, .bmp, .tif (picture files)
.txt (text file)
.pdf (Adobe Acrobat file)

7. If I am a Power of Attorney (POA) preparing an application on behalf of my client, what documentation do I need to submit and how should I submit it?

If you are a POA submitting an application on behalf of a client, the following documentation must be submitted to VA:

A properly executed VA Form 21-22 or 21-22a, if one is not of record with the VA, and The application signature page signed by the claimant, if you are filing an application form which requires the claimant's signature. This includes, but is not limited to, VA Form 21-530.

You can submit VA Form 21-22/21-22a and the application signature page in one of three ways:

- 1. Attach** each document to the VONAPP application by scanning and uploading. Use the VA Forms website at <http://www.va.gov/vaforms/> to locate VA Form 21-22 or 21-22a. Following completion of the form, scan and upload to your computer along with the application signature page. When you have completed the application in VonApp, select Submit Form button. You will be prompted to attach documents to your claim. For more information about attachments, please see Question 6, above.
- 2. Mail** them to the VA Regional Office address shown on the confirmation page you will receive following the submission of the application electronically through VONAPP. Be sure to write the VONAPP confirmation number at the bottom of each page.
- 3. Fax** them to the VA Regional Office. You can fax documents and forms to the VA Regional Office shown on the confirmation page you will receive following the submission of the application electronically through VONAPP. To obtain a fax number for the VA Regional Office handling your claim, contact the National Call Center at 1-800-827-1000.

8. Should I use regular mail to send in documents about my claim?

If you have documents you want to be a part of your claim, you can:

- 1. Attach** them to your application by uploading to VONAPP. Upon selecting the Submit Form button in VONAPP (following the completion of your application), you will be prompted to submit attachments to your claim. Please see Question 6, above, for attachment information.
- 2. Mail** them to the VA Regional Office address shown on the confirmation page you received when you submitted your claim electronically through VONAPP. Write your name and VONAPP confirmation number on each page, and remember to always keep a copy for your records.
- 3. Fax** them to the VA Regional Office. You can fax documents to the VA Regional Office shown on the confirmation page you will receive following the submission of the application electronically through VONAPP. To obtain a fax number for the VA Regional Office handling your claim, contact the National Call Center at 1-800-827-1000.

9. Do I have to complete every question?

No. There may be questions that do not pertain to you. However, there are some questions that will require an entry, like your name, mailing address, Social Security number, etc. Unless the form tells you not to fill out a question, complete it if you think it relates to your claim.

10. The printed VONAPP form looks different from one I saw recently--why is that?

The VONAPP form that you print out does not contain blocks, lines, spaces, etc., which the regular form has, but the questions on it are the same.

If you want to submit a paper form, do not print and fill out a VONAPP form. Instead, use the links from the VONAPP Home Page to go to the Veterans Benefits Administration (VBA) Home Page. From there, select the "VA Forms" link in the Forms and Publications box to the right of your screen. Type in your application number and click "Search." You can then view and print out an official paper form to complete.

If you have questions about filing our your application form, please call our toll-free number at 1-800-827-1000 for assistance.

11. Will using VONAPP make the application process easier?

Yes and no. Depending on which benefits you are applying for, there may be a lot of information needed to complete your application. It will require time and patience whether you use the paper form or use VONAPP; but VONAPP will guide you through the form and supply you with help topics. It also edits certain items so that you will have fewer typing errors. Shorter VONAPP forms will take less time to complete.

12. How do I sign a VONAPP form?

Claims for VA education benefits (VA Form 22-1990, 22-1995, 22-5490 and 22-5495): With the exception of a child not of legal age applying for Dependent's Education Assistance, Chapter 35 benefits, your signature is not required when applying for Education benefits.

Claims for VA vocational rehabilitation and employment benefits (VA Form 28-1900): If you are a service member or veteran, your signature is not required when completing these forms. Prior to final submission of your application in VONAPP, you will be prompted to certify that all information you have entered on your form is accurate. Your certification serves as your signature.

Power of Attorney (POA) submitting Claim on Behalf of Claimant: If you are submitting a claim on behalf of a client, please refer to Question 7, above.

Claimants submitting VA Form 21-530: If you are filing VA Form 21-530 on behalf of a firm or other unpaid creditor, you must submit the application signature page by the person who authorized services. Please refer to Question 8 above for information on how to submit the signature page as well as other documentation you may want to submit in support of your claim.

13. What if I filled out the application on screen and printed it out without submitting it electronically?

If you filled out and printed your application but did not submit it electronically, sign the application where required and mail it to the VA as soon as possible. Be sure the bottom of all application pages contains the automatically generated VONAPP confirmation number as well as your name, and date. Add your VA File number, if known. The address for mailing your application is located on your confirmation page.

If you have questions about filing your application form, please call our toll-free number at 1-800-827-1000 for assistance.

14. Can I fax my signature to the VA Regional Office?

Claims for VA education benefits (VA Form 22-1990, 22-1995, 22-5490 and 22-5495): With the exception of a child not of legal age applying for Dependent's Education Assistance, Chapter 35 benefits, your signature is not required when applying for Education benefits.

Claims for VA vocational rehabilitation and employment benefits (VA Form 28-1900): A signature is not required in most cases when completing these forms. Prior to final submission of your application in VONAPP, you will be prompted to certify that all information you have entered on your form is accurate. Your certification serves as your signature.

If you are a Power of Attorney submitting a claim on behalf of a client, please refer to Question 7, above.

15. After I submit my application using VONAPP, how do I know which VA Office will process it?

After you submit your form through VONAPP, you will receive an automatic e-mail notice showing your name, the date of submission, and which VA Office received your form. You will also receive an automatic e-mail notice telling you when the VA downloaded your VONAPP application. This e-mail will show when your form was downloaded and which office will be processing your form.

In addition, your VONAPP confirmation page will have the VA Regional Office's name and address where your claim will be processed. After your form has been submitted, you should contact this office with any questions concerning benefits or your claim.

16. Is the VONAPP Confirmation Number the same number VA will use to process my application?

No. The VONAPP confirmation number is only used to track your application in VONAPP. When the VA Regional Office starts processing your application, you will be assigned a VA file number. This may be your Social Security number or a VA claim number. Once you learn what your VA file number is, you should ***always use that number*** when dealing with VA. Until that time, your application will be tracked using the VONAPP Confirmation Number. If you already have a VA file number, be very sure to put that on your form where asked.

17. What if I'm filling out a form in VONAPP and something happens such as a power outage, computer crash, etc., will I lose everything I put in?

No. As you begin filling out an application in VONAPP, your information is automatically saved as you move from screen to screen. The most you will lose is the information on the screen you were on at the time of the problem. You will be able to reenter VONAPP, select the application you were on, and start working again.

18. You said that there is a lot of information needed for some of the applications; what if I can't complete it at one time?

You can suspend working on the form and come back to it within 30 days from the date you started. This will give you a chance to find or verify information, seek help, etc. If your form is not completed and submitted within 30 days from the date you start your application, VONAPP will delete your form.

19. If I return to the form and just look at it, will the 30-day suspension start over again?

No. You must submit your form within 30 days from the date you start your application. If your form is not submitted within the 30 days, VONAPP will delete it.

20. If I'm working on a form in VONAPP but I want to take a break, can I leave it running?

Yes, but only up to 15 minutes. VONAPP will automatically shut down if it sees no input from you in 15 minutes. Input means that you make or change an entry and then save it by moving on to another screen.

21. Will I get a warning before VONAPP shuts down?

Yes. After 10 minutes of no activity, VONAPP will give you a message warning you of the impending shutdown.

22. If VONAPP automatically shuts down, will I lose everything I entered?

No. You will only lose unsaved information on the last screen you were on.

23. If I need help to fill out any forms, who is available?

Help is available from many sources. For help on compensation, pension, or vocational rehabilitation and employment forms, you can call the National Call Center toll-free at 1-800-827-1000.

For help on education forms you can call 1-888-GI-BILL-1 (1-888-442-4551).

You can seek help from a National, County, or local service organization, an agent or an attorney. From the VONAPP Home Page, click on the "VA Partners" button or "State and County Organizations and Other Help" for detailed information.

24. Will VONAPP check information I put in my application?

Sometimes. VONAPP checks some information you enter while you are on that page. In addition, VONAPP will check again before you can submit your form to us electronically. This

presubmission check will require that that any errors found be corrected before submitting your application.