W.A.V.E. Web Automated Verification of Enrollment

USER GUIDE

Version 1.0
Created 12/17/12

To log into WAVE:

Go to the site. This can be done through the GI Bill Home page (www.gibill.va.gov) by clicking "Verify Attendance" at the bottom of the page, or directly (www.gibill.va.gov).

On the log in page:
First time Users

First Name - Enter First Name
Last Name - Enter Last Name
File Number – Enter your 9 digit SSN
Enter the last 6 digits of your SSN
Click "Log In"

If used before enter the same as above, only instead of the last 6 digits of your SSN, use the password you created.

If you have forgotten your password, click the "Lost Pin/Password" link.

On the lost password page:
Enter your first Name
Enter your last name
Enter your File Number (your SSN)
Click "Send"

On the lost password page 2:
Enter your email address, if not displayed. If incorrect email address is displayed, correct.
Answer the security question
Click "Send"

Your reset password will be sent to the email address.

If you have not logged in before, or if you have had your password emailed to you, the password reset page will display.

Old password – Enter the last 6 digits of your SSN, or, if you requested a password through the lost password page, the password that was emailed to you.
New password – Enter a password you will remember. It needs to be 8 characters and must have letters and numbers.

The next page is the Security Question Page.

Answer the 3 questions. You may change the questions using the drop down. These questions will be used if you forget your password in the future.
Click "Send"

The next page you will see is the home page. If you have logged in before, this is the first page you will see.

This page provides you with a list of actions.

Benefit Status Information – Provides information regarding your enrollment, remaining benefits, delimiting date, and either information on your last verification, or a link to verify your attendance

Verify Monthly Enrollment Status – If there is a period of attendance that needs verified, it will be displayed here. If not, you will see the message, "We do not show any current periods to be verified."

Your Last WAVE Verification – Provides you with information regarding the last verification you submitted through WAVE.

Direct Deposit Enrollment Form – Allows you to add or update your direct deposit information.

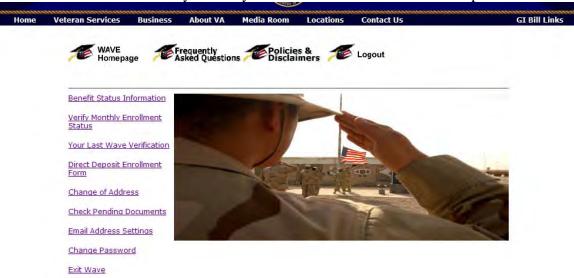**Change of Address** – Allows you to change your address.

Check Pending Documents – Allows you to see if the Regional Processing Office has a claim waiting to be processed.
Email Address Settings – Allows you to change your email address and email preference.
Change Password – Allows you to change your password.
Exit WAVE – Exits the web site, and takes you back to the GI Bill page.

The Benefit Status and Verify Monthly Enrollment Status links will be explained below.

Benefit Status Information page

This shows your information. The first section is your name, claim number, and address. If the address is incorrect, you can click the link to make a change.

The second section shows your school attendance. This is the enrollment periods that have been processed by the Regional Processing Office. You will see the start and end dates of attendance, the number of hours you are taking, your training time, and your monthly rate for the period.

The third section shows under what program you are receiving benefits. Note: Due to system limitations VRAP participants will reflect chapter 30.

The fourth section shows your remaining benefits. This is as of the end date above.

The fifth section shows your delimiting date. You cannot use benefits after this date.

The last section will change based on your record.
- If you need to verify your attendance, you will see "Enrollments Requiring Verification", the attendance that needs verified, and a link to "Verify Enrollment".
- If not, you will see information on "Your Last Verification Information.
- If you have recently verified your attendance, you will see "Recently Verified Enrollment Pending".

WAVE Homepage   Frequently Asked Questions   Policies & Disclaimers   Logout

Thank you for using WAVE to check your benefit status. Please note that it takes 3 to 5 days to process all on-line verifications through the WAVE system. The information provided below is the most current information we have on file in this system for payments made to you. If you do not see payment information for a certification you submitted using our system, please check back again later.

Payee Information:

Full Name:	JOHN SMITH
Claim Number:	▮▮▮▮▮▮▮
Address:	▮▮▮▮▮▮▮▮▮▮
	▮▮▮▮▮▮▮
Zip Code:	▮▮▮▮

If your address is incorrect, please click Change Address

Your School Attendance:

The following information is taken directly from your VA record. The dates displayed may not represent dates your training started or stopped. For example, a date of October 1, generally represents a rate change. Since the table below provides your monthly rate, you may print this page for Financial Aid purposes in lieu of an award letter.

Start Date:	End Date:	Credits:	Status:	Monthly Rate:
01/12/2009	01/13/2009	4	Less than 1/2 Time	$132.54
01/14/2009	05/05/2009	4	Less than 1/2 Time	$133.68

Benefit Program:

The program and chapter under which you are receiving benefits:	MGIB - Active Duty (Chapter 30)

Remaining Benefits:

This is the amount of entitlement you have left as of 05/06/2009. It is expressed in the number of months and days you are eligible for full time benefits.

Months:	Days:
00	0

Delimiting Date:

Benefits are not payable after:	05/09/2010

Your Last Verification Information:

Last Check or Direct Deposit Amount:	$1012.77

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Enrollments Requiring Verification:

Start Date:	End Date:	Credits:	Status:
08/01/2011	08/05/2011	6	Full Time
08/22/2011	12/16/2011	12	Full Time

Verify Enrollment

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or

Your Last Verification Information:

Last Check or Direct Deposit Amount:	$108.20

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or

Recently Verified Enrollment Pending:

Start Date:	End Date:	Credits:	Status:
01/24/2009	05/05/2009	4	Less than 1/2 Time

Verify Monthly Enrollment Status page

If a verification is not needed, you will see the message, "We do not show any current periods to be verified."

If a verification is needed, you will see a screen showing your information, instructions for verification, and the periods to be verified.

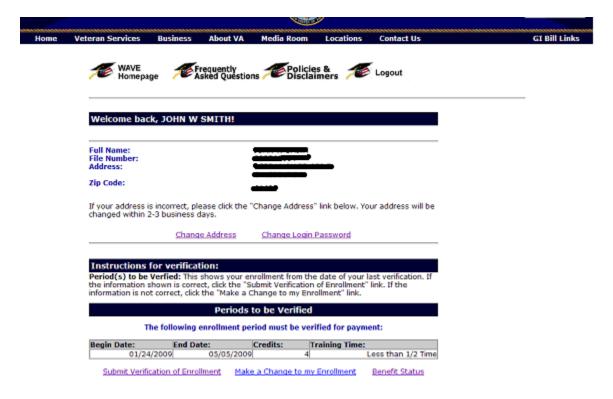Below the period to be verified there are 3 links
- Submit Verification of Enrollment
- Make a Change to my Enrollment
- Benefit Status

If the period displayed is correct, click "Submit Verification of Enrollment".

If your hours have changed, or you have withdrawn from school, click "Make a change to my Enrollment".

If you would like to go back and look at the Benefit Status page, click "Benefit Status".
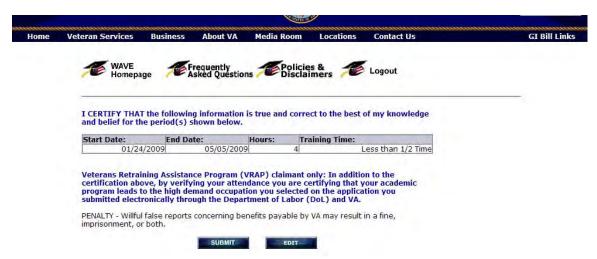
Submit Verification Of Enrollment link

You will see a page that shows the attendance you are verifying.
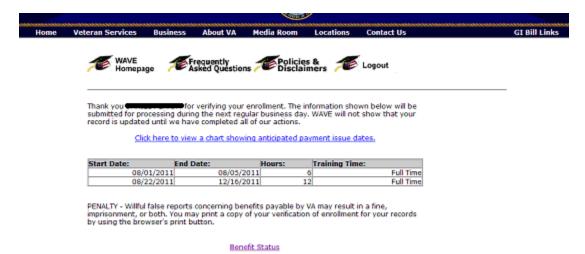
Click "Submit", if it is correct.

If you need to make a change to your enrollment, click "Edit".

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I CERTIFY THAT the following information is true and correct to the best of my knowledge and belief for the period(s) shown below.

Start Date:	End Date:	Hours:	Training Time:
01/24/2009	05/05/2009	4	Less than 1/2 Time

Veterans Retraining Assistance Program (VRAP) claimant only: In addition to the certification above, by verifying your attendance you are certifying that your academic program leads to the high demand occupation you selected on the application you submitted electronically through the Department of Labor (DoL) and VA.

PENALTY - Willful false reports concerning benefits payable by VA may result in a fine, imprisonment, or both.
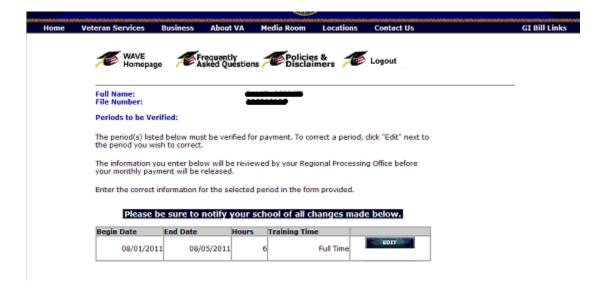
SUBMIT   EDIT

Confirmation page

You will see a thank you for submitting your enrollment message, the period that was verified, and a link that shows a chart with anticipated payment dates.

From here you may, go back to the home page, go to the Benefit Status page, or logout by clicking the Logout icon.

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Thank you ███████████ for verifying your enrollment. The information shown below will be submitted for processing during the next regular business day. WAVE will not show that your record is updated until we have completed all of our actions.

Click here to view a chart showing anticipated payment issue dates.

Start Date:	End Date:	Hours:	Training Time:
08/01/2011	08/05/2011	6	Full Time
08/22/2011	12/16/2011	12	Full Time

PENALTY - Willful false reports concerning benefits payable by VA may result in a fine, imprisonment, or both. You may print a copy of your verification of enrollment for your records by using the browser's print button.

Benefit Status

Make a Change to my Enrollment link

This will show the period to be verified. If you need to change the dates or hours, click "Edit".
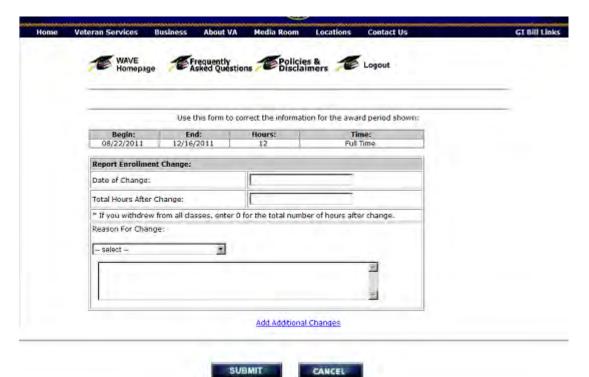
Edit Period page

Enter the date your enrollment changed and the number of hours after the change. If you withdrew completely, enter zero. Select the reason for your change. If it is not on the drop down list, select other and enter the reason.

If you have made more than one change, click "Add Additional Changes". Enter the dates, hours, and reason for each change.

Click "Submit".

If you do not want to submit the change(s), click "Cancel".

From here you may, go back to the home page, go to the Benefit Status page, or logout by clicking the Logout icon.

Other links within WAVE:

Your Last WAVE Verification – Provides you with information regarding the last verification you submitted through WAVE.

This will give the date and time you submitted your verification, whether or not you made a change, the Regional Processing Office to which it was sent, and the term dates and hours. It does not reflect verifications done by other means, such as the automated verification line (1-877-823-2378), or by calling the Education Call Center (1-888-GIBill-1 (1-888-442-4551)).
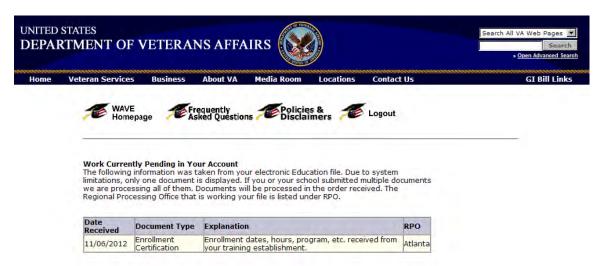

Please note, if you submit a change through WAVE it is not processed automatically. It will take the Regional Processing Office the average processing time to review it. The average processing time changes based on time of year an workload.

Direct Deposit Enrollment Form – Allows you to add or update your direct deposit information. You cannot cancel your enrollment through this site. To do so, you can call the Direct Deposit Unit at 1-877-838-2778. Direct Deposit additions or changes are processed automatically the next business day.

Change of Address – Allows you to change your mailing address. These changes are processed automatically the next business day. You will see the updated address in WAVE in 2 business days.

Check Pending Documents – Allows you to see if the Regional Processing Office has a claim waiting to be processed.

If there is a claim that has been submitted, but not yet processed you will see it here. It will tell you the date it was received in the Regional Processing Office, the type of document (Enrollment, Change in Enrollment, Change made through WAVE, etc.), an explanation of the document type, and the Regional Processing Office that is working the claim.

Work Currently Pending in Your Account
The following information was taken from your electronic Education file. Due to system limitations, only one document is displayed. If you or your school submitted multiple documents we are processing all of them. Documents will be processed in the order received. The Regional Processing Office that is working your file is listed under RPO.

Date Received	Document Type	Explanation	RPO
11/06/2012	Enrollment Certification	Enrollment dates, hours, program, etc. received from your training establishment.	Atlanta

If there is nothing pending to be worked, you will see a message stating that we do not have a claim pending. This site is not updated in real time, so please allow for system updates that can take 3 business days. Also, recently processed claims will not show on this page, but if you check the Benefit Status page, you should see the term dates or the change reflected there.

We currently do not show a claim pending. If you recently submitted your claim, WAVE may not have been updated yet. Please allow for mail time plus 3 - 5 business days. Check back periodically.

If you have had a claim pending, but it is no longer reflected on this page, it may have been recently completed. Please check under Benefit Status to see if your enrollment data has been updated.

Example: On Monday you log into WAVE and click the "Check Pending Documents" link. It shows that an Enrollment Certification is pending. You look at the Benefit Status page, and your current term is not shown. On Tuesday when you log into WAVE and click the "Check Pending Documents" link you see the message, "We currently do not show a claim pending". However, when you look at the "Benefit Status page, you see your term dates. Your claim was worked on Monday, and it took WAVE one business day to update.

Email Address Settings – Allows you to change your email address and email preference.

Change Password – Allows you to change your password. See instructions for the first time log in or reset password above.

Exit WAVE – Logs you out of the application. Please remember to log out, especially if you are using a public computer.