

INTERNET INQUIRIES

What does the current Internet Inquiry System do?

Note: The current system, known as 'Ask a Question' will be upgraded on October 18, 2021 to a new system called 'Ask VA'. You will then be able to submit questions and documents through the new system.

To make "Ask VA" secure and to protect your personal information, you need a [VA.gov](#) account. If you need to create a new account, you must [verify your identity](#). You can do so by using your account for certain secure VA systems, like [MyHealthVet](#), or by [creating an ID.me account](#). Creating an ID.me account may require personal identity documents. International SCOs should note that [some non-U.S. documents are accepted](#). More information on using 'Ask VA' will be added as it becomes available.

The current Internet Inquiry System allows you to find answers to Frequently Asked Questions (FAQs) without calling the toll-free number. The system can be accessed from our [GI Bill homepage](#) in the right navigation column under FAQs.

By clicking on FAQs, you have access to a database of frequently searched questions pertaining to GI Bill benefits. Use keywords to retrieve detailed information pertaining to specific subject matter. If the answer is not easily accessed through search or if an individual has a detailed question pertaining to their benefits, users can send an inquiry to VA using the [Submit a Question](#) tab.

A user can click on the "Submit A Question" button to submit either a general question or a detailed question pertaining to their personal benefits. If an account has not been previously created, it will need to be done on their first submission.

If you have an open issue in "Ask a Question", it will be addressed and closed as part of the system transition. You won't notice major differences in how this new system functions and you'll be able to submit GI Bill questions, documents, and information through it as normal. Any documents or evidence you've previously submitted will be preserved in your file, but any conversation history will be lost. We recommend you make a record of any conversation history you want to preserve. To do this, open your "Ask A Question" account, open any inquiries you want to save, and copy the text of those inquiries into a stand-alone document.