



# USER GUIDE

Version 2.0  
Updated 2/27/15

## To log into WAVE:

Go to the site. This can be done through the GI Bill Home page (<http://www.benefits.va.gov/gibill/>) by clicking “Verify School Attendance” on the right side of the page, or directly (<https://www.gibill.va.gov/wave/index.do>).

## 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.

The screenshot shows the WAVE login page. At the top is the Department of Veterans Affairs header with a search bar and navigation links. Below the header is the W.A.V.E. logo and a navigation menu with links for 'Frequently Asked Question', 'Lost PIN/Password' (circled in red), 'Login Instructions', and 'Policies & Disclaimers'. The login form includes fields for First Name, Last Name, File Number, and Password/PIN, followed by a 'LOG IN' button. To the right of the form is a 'First Time Users' section with a link to the 'WAVE User Guide' and a note about benefit requirements. At the bottom, there is a 'December Verifications' announcement box with text about processing dates and verification procedures. A footer at the very bottom states: 'You have reached a web server that is the property of the United States Government. Unauthorized use of this system will result in criminal prosecution.'

## On the lost password page:

Enter your first name.

Enter your last name.

Enter your File Number (your SSN).

Click "Send".

The screenshot shows the top navigation bar with links: Home, Veteran Services, Business, About VA, Media Room, Locations, Contact Us, and GI Bill Links. Below the navigation is the W.A.V.E. logo (Web Automated Verification of Enrollment) and a row of icons for Frequently Asked Questions, Lost PIN/Password, Login Instructions, and Policies & Disclaimers. The main content area contains the text: "If you have forgotten your password please complete the form below. Your password will be reset and emailed to you." Below this are three input fields labeled "First Name:", "Last Name:", and "File Number:". A "SEND" button is positioned below the fields. At the bottom, there is a note: "If you have an inquiry regarding your benefits, you may contact your Regional Processing Office by using the 'Ask a Question' tab in the 'Questions and Answers' section of the GI BILL web site".

**On the lost password page 2:**

Enter your email address, if not displayed. If incorrect email address is displayed, enter the correct email address.

Answer the security question.

Click "Send".

Your reset password will be sent to the email address.

The screenshot shows the top navigation bar with links: Home, Veteran Services, Business, About VA, Media Room, Locations, Contact Us, and GI Bill Links. Below the navigation is the W.A.V.E. logo (Web Automated Verification of Enrollment) and a row of icons for Frequently Asked Questions, Lost PIN/Password, Login Instructions, and Policies & Disclaimers. The main content area contains the text: "Your password will be reset and emailed to the address below. If the incorrect address is displayed, delete it and enter your new address. Please add wave@vba.va.gov to your list of approved senders to prevent spam filters from blocking this email." Below this is an "Email Address:" label followed by an input field. A "SEND" button is positioned below the field. At the bottom, there is a note: "If you do not have an Email address then you must [contact your RPO](#)."

**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.

**Please enter the information below to permanently change your password.**

Note: Passwords must be 8 characters or more and contain a combination of numbers and letters.

Old Password:   
New Password:   
Verify New Password:

**SAVE**

\*\*\*WARNING\*\*\*

It is your responsibility to keep your WAVE password confidential and secure.

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"

**Please choose three security questions below to help us verify your identity in case you ever forget your password.**

1. Select Question:   
Answer:

2. Select Question:   
Answer:

3. Select Question:   
Answer:

**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.

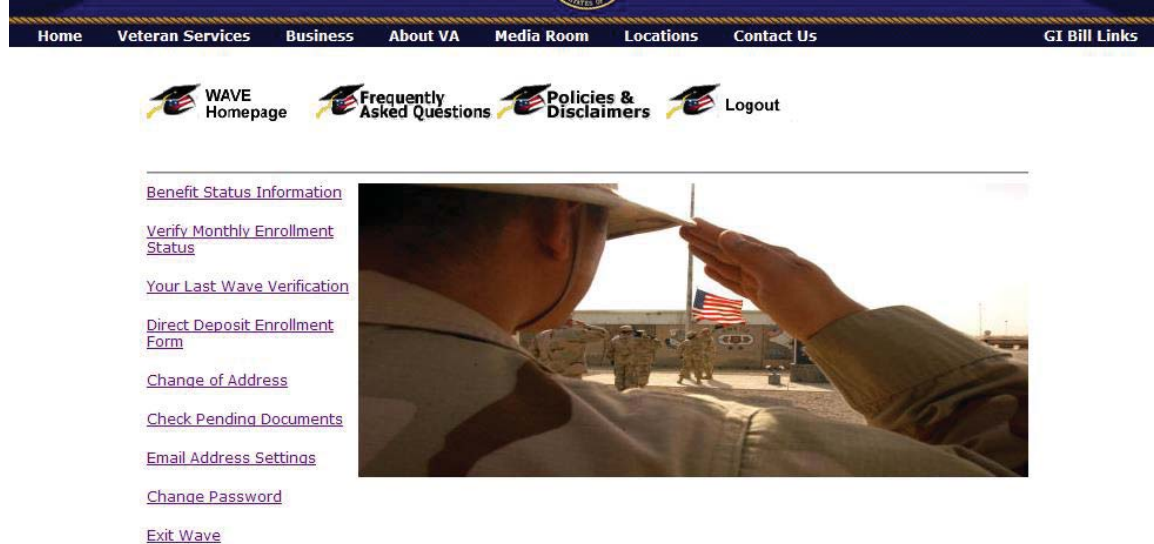
**Check Pending Documents** – Allows you to see if the Regional Processing Office has a claim waiting to be processed.

**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.



The screenshot shows the top navigation bar of the WAVE website. The navigation bar is dark blue with white text for the following links: Home, Veteran Services, Business, About VA, Media Room, Locations, Contact Us, and GI Bill Links. Below the navigation bar are four icons with text: a graduation cap for 'WAVE Homepage', a graduation cap for 'Frequently Asked Questions', a graduation cap for 'Policies & Disclaimers', and a graduation cap for 'Logout'. Below these icons is a list of links: [Benefit Status Information](#), [Verify Monthly Enrollment Status](#), [Your Last Wave Verification](#), [Direct Deposit Enrollment Form](#), [Change of Address](#), [Check Pending Documents](#), [Email Address Settings](#), [Change Password](#), and [Exit Wave](#). To the right of the links is a photograph of a person in a military uniform saluting a flagpole with an American flag.

## **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.

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”.



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:	[REDACTED]
Address:	[REDACTED]
Zip Code:	[REDACTED]

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

\*\*\*\*\*

**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](#)

\*\*\*\*\*

*or*

Your Last Verification Information:	
Last Check or Direct Deposit Amount:	\$108.20

\*\*\*\*\*

*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.”

The screenshot shows a dark blue navigation bar with the following links: Home, Veteran Services, Business, About VA, Media Room, Locations, Contact Us, and GI Bill Links. Below the navigation bar are four utility links, each with a graduation cap icon: WAVE Homepage, Frequently Asked Questions, Policies & Disclaimers, and Logout. A red asterisk message is displayed below the utility links: **\* We do not show any current periods to be verified.** Below this message is a blue underlined link: [Benefit Status](#).

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”.

The screenshot shows the user verification page. At the top is the same navigation bar as in the previous screenshot. Below the navigation bar are the same utility links: WAVE Homepage, Frequently Asked Questions, Policies & Disclaimers, and Logout. A dark blue banner displays the message: **Welcome back, JOHN W SMITH!** Below the banner, the user's information is displayed: Full Name: [REDACTED], File Number: [REDACTED], Address: [REDACTED], and Zip Code: [REDACTED]. A message follows: "If your address is incorrect, please click the 'Change Address' link below. Your address will be changed within 2-3 business days." Below this message are two links: [Change Address](#) and [Change Login Password](#). A dark blue banner displays the heading: **Instructions for verification:** Below this banner, the text reads: "Period(s) to be Verified: This shows your enrollment from the date of your last verification. If the information shown is correct, click the 'Submit Verification of Enrollment' link. If the information is not correct, click the 'Make a Change to my Enrollment' link." Below this text is another dark blue banner displaying the heading: **Periods to be Verified**. Below this banner, the text reads: "The following enrollment period must be verified for payment:" Below this text is a table with the following data:

Begin Date:	End Date:	Credits:	Training Time:
01/24/2009	05/05/2009	4	Less than 1/2 Time

Below the table are three links: [Submit Verification of Enrollment](#), [Make a Change to my Enrollment](#), and [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”.

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.

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”.





Full Name: [REDACTED]  
 File Number: [REDACTED]

**Periods to be Verified:**

The period(s) listed below must be verified for payment. To correct a period, click "Edit" next to the period you wish to correct.

The information you enter below will be reviewed by your Regional Processing Office before your monthly payment will be released.

Enter the correct information for the selected period in the form provided.

**Please be sure to notify your school of all changes made below.**

Begin Date	End Date	Hours	Training Time	
08/01/2011	08/05/2011	6	Full Time	<input type="button" value="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.



Use this form to correct the information for the award period shown:

Begin:	End:	Hours:	Time:
08/22/2011	12/16/2011	12	Full Time

**Report Enrollment Change:**

Date of Change:

Total Hours After Change:

\* If you withdrew from all classes, enter 0 for the total number of hours after change.

Reason For Change:

-- select --

[Add Additional Changes](#)

## 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)).



[Click here to view a chart showing anticipated payment issue dates.](#)

Transaction Date/Time	Change Cert	Sent for Processing	Processing Office	Begin Date	End Date	Hours	Training Time
Dec 17 2012 2:16PM	No	No	St. Louis, MO	11/01/2012	11/30/2012	6	Half Time
Reason for Change (if any):							

[VA Home](#) | [Privacy Policy](#) | [FOIA](#) | [Web Policies](#) | [No FEAR Act Data](#) | [Site Index](#) | [USA.gov](#) | [White House](#) | [National Resource Directory](#) | [Inspector General](#)

U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420

Reviewed/Updated Date: November 9, 2009

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 and 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.