

April 15, 2020



Dear GI Bill Students and School Certifying Officials,

Due to the COVID-19 national emergency, the GI Bill program is working to increase capabilities for a paperless environment as much as possible.

What has changed?

All incoming mail must be submitted to VA electronically either through <https://www.va.gov> or through “Ask a Question” <https://gibill.custhelp.va.gov/>. Although VA may be able to continue to send some letters through the mail, there are several letters that can only be delivered to you electronically, therefore, it is critical that VA have an updated email address for all GI Bill students. Additionally, many schools have informed us that employees are no longer on campus to send or receive paper mail, therefore, electronic communication is critical to schools as well.

What do you need to do?

We’re asking GI Bill students to ensure VA has a current email address on file for you. This will help ensure we can contact you with important updates to your education benefits. You can update your email address by submitting a request through the “Ask a Question” link <https://gibill.custhelp.va.gov/>. You can also contact the Education Call Center at 1-888-GIBILL-1 (1-888-442-4551) or 001-918-781-5678 from Overseas, Monday – Friday, 7:00 am – 6:00 pm CST to help update your contact information.

How are we going to contact you?

If Education Service emails you a letter, it will be in an encrypted format to help protect your information. You should expect to receive an email notifying you that either the Muskogee, St. Louis, or Buffalo Regional Processing Office has sent you an encrypted message. The email will provide you with step-by-step instructions on how to decrypt the message (you will be presented the option to either register with the system or to use several common log-in credentials, such as your Google account). Please follow the instructions to decrypt and view the message.

What if the VA cannot contact you through email?

If VA does not have an email address for you, your letters will be available upon demand through the “Ask a Question” link <https://gibill.custhelp.va.gov/> or by calling the Education Call Center. Please allow the VA 15 days after you submit your information to process your submission before requesting a copy of any decision letters.

Does this new process include OJT and Apprenticeship Programs?

Yes, it does. Education Service is committed to ensuring you are paid in timely manner. We have notified your OJT or Apprenticeship training establishment’s certifying officials that faxes will not be accepted, and your monthly hours must be submitted through the “Ask a Question” link <https://gibill.custhelp.va.gov/> or through VA’s electronic certification system (VA ONCE) to be processed. VA has provided your training establishment with guidance on how to do this.

Additional questions:

If you have questions about your specific circumstance, please contact the Education Call Center at: 1-888-442-4551 between 8 AM and 7 PM Eastern Time, Monday-Friday, or submit your questions through <https://gibill.custhelp.va.gov/>.

A grateful nation thanks you for your service.

Respectfully,

Education Service

US Department of Veterans Affairs

Veterans Benefits Administration
1800 G Street NW, Washington, DC 20006

Contact Us

Visit us on the web at <https://gibill.custhelp.va.gov/>

Call us at 1-888-442-4551

TDD: 711