

# How to Register and Submit a Question in the VA Inquiry System

1. Select the 'Submit a Question' tab on the following website:

<https://www.benefits.va.gov/gibill/>

2. Select the "Ask a Question" tab on the following website:

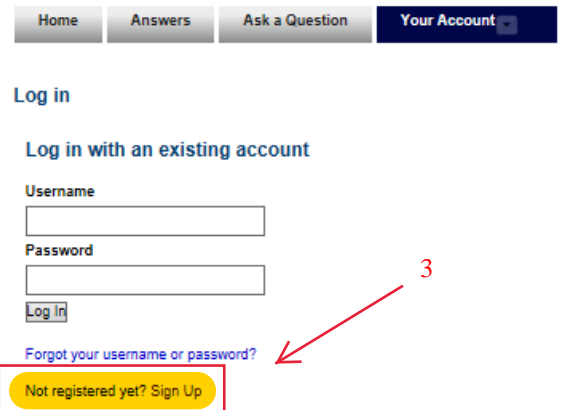
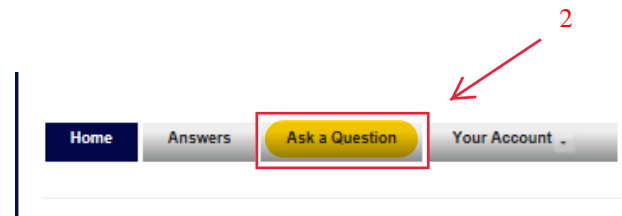
<https://gibill.custhelp.va.gov/app/home>

3. Once redirected, click 'Sign Up'

4. You will be required to complete the fields marked with an \*.

- **Email Address:** type in your e-mail
- **Username:** Create a unique username
- **Password:** Make a strong password
- **Verify Password:** Reenter the password
- **First Name:** Enter your first name
- **Last Name:** Enter your last name
- **State of School:** Select from the list

Click on 'Create Account'



**How do I send an Inquiry?**

Once you have registered, go to the 'Your Account' tab. Enter your username and password and select 'Log In'. Once you are logged in, select the 'Ask a Questions' tab and complete the form. If you have a problem case in which payment is due, enter 'School Certifying Official Hardship Case' in the subject line. Your inquiry will be handled on a priority basis (24 to 48 hours). If you have a general inquiry, please do not identify it is a hardship case. You should receive a reply to your general inquiry in 3 to 5 working days.

**NOTE:**

You will receive a system-generated message when you submit your question advising you to expect an answer in 8 to 10 days.

**IMPORTANT:**

Responses to your inquiries are not e-mailed to you. However, you will be notified by e-mail that a response has been submitted. You must go to the website, click on 'Your Account' and login in order to review the response.