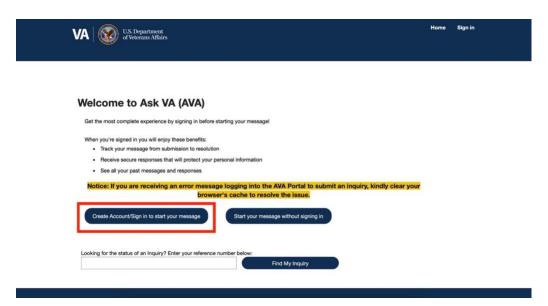# Utilizing the Ask VA Tool to request your Certificate of Eligibility
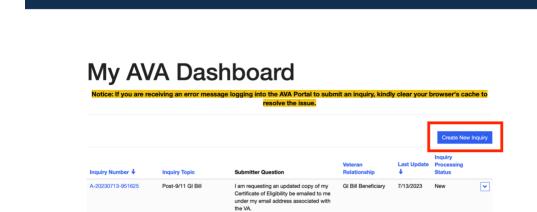
How to Request your COE via the Ask VA Tool:

1. Navigate on your browser to https://ask.va.gov.

2. Click on "Create account/Sign in to start your message" tab to access your AVA Dashboard.

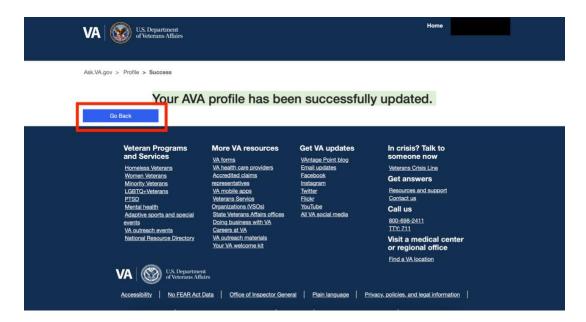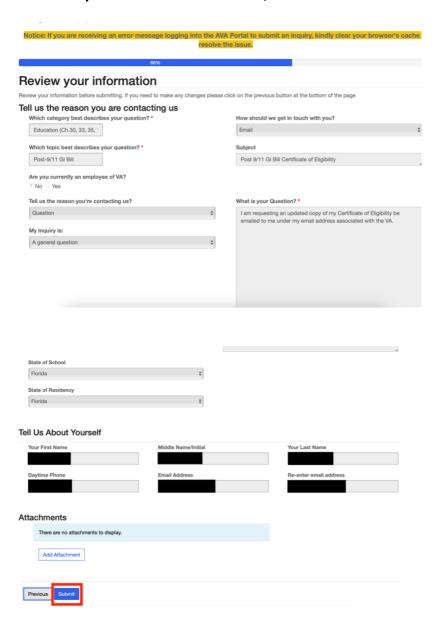**3. "Create New Inquiry" and fill out the following information:**

4. If necessary, update your personal information (you will be prompted to do this). When finished, press "Update my Profile".

Notice: If you are receiving an error message logging into the AVA Portal to submit an inquiry, kindly clear your browser's cache to resolve the issue.

33%

Tell us about yourself

First Name (*Required)	Middle Name/Initial	Last Name (*Required)
▉▉▉▉	▉▉▉	▉▉▉

Preferred Name	Pronouns I Use	Suffix

Daytime Phone (*Required)	Email Address (*Required)	Re-enter Email Address (*Required)
▉▉▉	▉▉▉	▉▉▉

Submitter Gender (M or F)	SSN (*Required)	Date of Birth (*Required)
	▉▉▉	▉▉▉

DoD ID/EDIPI Number
▉▉▉

To update any of the required fields above, please choose 'Update My Profile' then save and return to this page

Previous   Next   **Update My Profile**

5. Ensure you see this screen, then hit "Go Back".

VA | U.S. Department of Veterans Affairs   Home ▉▉▉

Ask.VA.gov > Profile > **Success**

Your AVA profile has been successfully updated.

Go Back

Veteran Programs and Services
Homeless Veterans
Women Veterans
Minority Veterans
LGBTQ+Veterans
PTSD
Mental health
Adaptive sports and special events
VA outreach events
National Resource Directory

More VA resources
VA forms
VA health care providers
Accredited claims representatives
VA mobile apps
Veterans Service Organizations (VSOs)
State Veterans Affairs offices
Doing business with VA
Careers at VA
VA outreach materials
Your VA welcome kit

Get VA updates
VAntage Point blog
Email updates
Facebook
Instagram
Twitter
Flickr
YouTube
All VA social media

In crisis? Talk to someone now
Veterans Crisis Line

Get answers
Resources and support
Contact us

Call us
800-698-2411
TTY: 711

Visit a medical center or regional office
Find a VA location

VA | U.S. Department of Veterans Affairs

Accessibility | No FEAR Act Data | Office of Inspector General | Plain language | Privacy, policies, and legal information |

6. Review your information. If correct, hit "Submit" tab.

66%

Review your information

Review your information before submitting. If you need to make any changes please click on the previous button at the bottom of the page

Tell us the reason you are contacting us

Which category best describes your question? *	How should we get in touch with you?
Education (Ch.30, 33, 35, ˙	Email

Which topic best describes your question? *	Subject
Post-9/11 GI Bill	Post 9/11 GI Bill Certificate of Eligibility

Are you currently an employee of VA?
○ No ○ Yes

Tell us the reason you're contacting us?	What is your Question? *
Question	I am requesting an updated copy of my Certificate of Eligibility be emailed to me under my email address associated with the VA.

My inquiry is:

A general question

State of School

Florida

State of Residency

Florida

Tell Us About Yourself

Your First Name	Middle Name/Initial	Your Last Name
██████	██████	██████

Daytime Phone	Email Address	Re-enter email address
██████	██████	██████

Attachments

There are no attachments to display.

Add Attachment

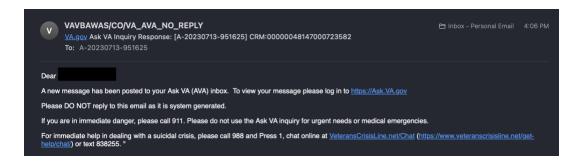Previous **Submit**

7. Once your inquiry has been submitted, monitor your email address (the one associated with the VA) for a response.

8. Once you submit your inquiry, you should be receiving this email:

9. When the VA responds, you will receive this email:

10. Navigate back to https://ask.va.gov, log in, and access your request. Click on the response and, if approved, you will receive this message:

ℹ **View details**   ☒

Message

Dear █████████

Please be advised that I have attached a copy of the letter requested to this response. A copy has also been sent by mail.

If your mailing address does not match the address on this letter please let us know so we can update your record

Thank you for submitting your Inquiry with the U.S. Department of Veteran Affairs. It is our commitment to provide an excellent customer service experience to all Veterans and members of our Veteran community. To all who have served or continue to serve, we thank you for your service. The response to your Inquiry can be found below:

If you have additional questions or need to provide follow-up information, please reply to this email. For NEW issues please submit a new Inquiry via https://dvagov-veft.dynamics365portals.us/.

If you are in immediate danger, please call 911. Please do not use the Ask VA inquiry for urgent needs or medical emergencies.

For immediate help in dealing with a suicidal crisis, please call 988 and Press 1, chat online at VeteransCrisisLine.net/Chat (https://www.veteranscrisisline.net/get-help/chat/) or text 838255.

Attachments

6 minutes ago

📄 AWD1█████████pdf (661.99 KB)