

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.

VA U.S. Department of Veterans Affairs Home Sign in

Welcome to Ask VA (AVA)

Get the most complete experience by signing in before starting your message!

When you're signed in you will enjoy these benefits:

- Track your message from submission to resolution
- Receive secure responses that will protect your personal information
- See all your past messages and responses

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.

Create Account/Sign in to start your message Start your message without signing in

Looking for the status of an Inquiry? Enter your reference number below: Find My Inquiry

3. “Create New Inquiry” and fill out the following information:

My AVA Dashboard

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.

Create New Inquiry

Inquiry Number ↓	Inquiry Topic	Submitter Question	Veteran Relationship	Last Update ↓	Inquiry Processing Status
A-20230713-951625	Post-9/11 GI Bill	I am requesting an updated copy of my Certificate of Eligibility be emailed to me under my email address associated with the VA.	GI Bill Beneficiary	7/13/2023	New

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.

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Tell us about yourself

First Name (*Required)	Middle Name/Initial	Last Name (*Required)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Preferred Name	Pronouns I Use	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime Phone (*Required)	Email Address (*Required)	Re-enter Email Address (*Required)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Submitter Gender (M or F)	SSN (*Required)	Date of Birth (*Required)
<input type="text"/>	<input type="text"/>	<input type="text"/>
DoD ID/EDIPI Number		
<input type="text"/>		

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.

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

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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

<p>Which category best describes your question? *</p> <input type="text" value="Education (Ch.30, 33, 35, -"/>	<p>How should we get in touch with you?</p> <input type="text" value="Email"/>
<p>Which topic best describes your question? *</p> <input type="text" value="Post-9/11 GI Bill"/>	<p>Subject</p> <input type="text" value="Post 9/11 GI Bill Certificate of Eligibility"/>
<p>Are you currently an employee of VA?</p> <input type="radio"/> No <input type="radio"/> Yes	
<p>Tell us the reason you're contacting us?</p> <input type="text" value="Question"/>	<p>What is your Question? *</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">I am requesting an updated copy of my Certificate of Eligibility be emailed to me under my email address associated with the VA.</div>
<p>My inquiry is:</p> <input type="text" value="A general question"/>	

<p>State of School</p> <input type="text" value="Florida"/>	
<p>State of Residency</p> <input type="text" value="Florida"/>	

Tell Us About Yourself

<p>Your First Name</p> <input type="text" value="[REDACTED]"/>	<p>Middle Name/Initial</p> <input type="text" value="[REDACTED]"/>	<p>Your Last Name</p> <input type="text" value="[REDACTED]"/>
<p>Daytime Phone</p> <input type="text" value="[REDACTED]"/>	<p>Email Address</p> <input type="text" value="[REDACTED]"/>	<p>Re-enter email address</p> <input type="text" value="[REDACTED]"/>

Attachments

There are no attachments to display.

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

The screenshot shows the top of the VA website with the logo and 'U.S. Department of Veterans Affairs'. A dark blue banner contains the text 'Your inquiry has been submitted!' followed by a thank you message and the inquiry ID 'A-20230713-951625'. Below this is a light blue box with emergency contact information. At the bottom, there are four columns of links: 'Veteran Programs and Services', 'More VA resources', 'Get VA updates', and 'In crisis? Talk to someone now'.

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

The screenshot shows an email interface with a dark background. The sender is 'VAVBAWAS/CO/VA_AVA_NO_REPLY' and the subject is 'VA.gov Ask VA Inquiry Response: A-20230713-951625 CRM:00000048147000715118'. The email body contains a thank you message, the reference number 'A-20230713-951625', and instructions to expect a response within 7 days. It also includes emergency contact information for suicidal crises.

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

The screenshot shows an email interface with a dark background. The sender is 'VAVBAWAS/CO/VA_AVA_NO_REPLY' and the subject is 'VA.gov Ask VA Inquiry Response: [A-20230713-951625] CRM:00000048147000723582'. The email body contains a message about a new post in the Ask VA (AVA) inbox, a reminder not to reply, and emergency contact information for suicidal crises.

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:

 View details



Message

Dear [REDACTED]

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 [REDACTED].pdf (661.99 KB)