



WDVA Bulletin

August 28, 2024

TO: County/Tribal Veterans Service Offices and Veteran Service Organizations

SUBJECT: VBATS 2.0 Updates

The Wisconsin Department of Veterans Affairs is pleased to announce the implementation of the new Veterans Benefits and Applications Tracking System (VBATS 2.0), which is deploying for all users on Tuesday, 7:00 a.m., on September 3, 2024. Please review the following to ensure no interruptions in service for Wisconsin's veterans.

1. **System Unavailability.** MyWisVets and VBATS will be offline in maintenance-mode from **Friday, August 30 at 3:00 p.m.** until **Tuesday, September 3 at 7:00 a.m.** During this period, VBATS 1.0 will be unavailable to enable the deployment of VBATS 2.0.
2. **New Login.** All users will receive an email from WDVA by Tuesday, 7:00 a.m., September 3 with the instructions to setup their new login to VBATS 2.0.
 - a. All old user logins will no longer be used. Only the newly created VBATS 2.0 logins will be able to access the updated platform.
 - b. Your VBATS 2.0 login ID will be your unique work email. Each user of VBATS 2.0 will need to have a unique work email identified; **shared emails cannot be used.**
3. **Existing Data and Work Products.** All your current VBATS 1.0 data and documentation, such as in-process or completed applications and veteran/dependent data, will migrate to the new VBATS 2.0 and be ready the first time you log in.
4. **New Access.** To request access for personnel that do not currently have a VBATS 1.0 account, email your complete [Form WDVA 2419](#) to SysDevRequest@dva.wisconsin.gov
5. **Issues and Support.** If you have issues while trying to setup the login or cannot see the email from WDVA, please email us at SysDevRequest@dva.wisconsin.gov

VBATS 2.0 updates include the following features:

- Dashboard and Reports Dashboard: customizable layout of useful information unique to each user
- Application Search: improved layout and search functions for benefit applications
- Client Search: improved layout and search functions for Veterans and dependents
- Forms Manager: library of commonly used forms
- Call and Email Logging: capability to log calls and emails with clients
- Reminders: ability to set client-specific reminders
- Electronic Application Submission: ability to submit multiple benefit applications through VBATS (WI GI Bill, Property Tax Credit, Veterans Homes, etc.)
- Documentation: improved ability to upload and view client documents
- Support: improved means of requesting WDVA Information Technology support

For questions regarding access to VBATS 2.0 and establishing your login, please contact WDVA Information Technology at: SysDevRequest@dva.wisconsin.gov or reference the attached User Guide. Thank you for your attention and assistance as we deploy VBATS 2.0, and we look forward to sharing the new features and functions with all of you. Please let us know if you require any additional assistance or information to ensure no interruptions of service to our Wisconsin Veterans.