

## FAQs About VA Portal Closure

✚ Can we still submit certification request forms during the VA portal blackout?

**Yes, you can still submit them to our office using the document uploader.**

**We will still be completing the school's side of the certification, we just can't report the enrollment to the VA until the new portal becomes live.**

✚ When is the last day the school can submit certifications to the old portal?

**The portal closes on February 24th.**

✚ Can the certification process still take up to 15-30 business days for certification request forms submitted on or before February 24<sup>th</sup>?

**Yes, while we work as fast as we can we must process requests in the order in which they are received.**

✚ Will this affect my monthly housing allowance (MHA)?

**If your certification was not submitted before February 24<sup>th</sup>, the VA will not be processing your MHA until after the blackout ends. You will likely receive your MHA delayed, however, you will eventually receive all the money you were owed.**

✚ How will I know if my certification was sent to the VA before the blackout?

**Once certification is completed you typically receive two emails informing you of certification. One from the school and one from the VA. If you do not receive the automated email from the VA, but do receive the automated email from the school, it is likely you were only certified on the school side.**

✚ If I am using Chapter 33 or Chapter 31 will I be dropped from classes?

**No students should be dropped due to the portal closure.**

✚ What happens if I make a change to my enrollment during the blackout?

**We will not be able to alter any certifications during this blackout period.**

**If you add, drop, or withdraw from classes, that adjustment cannot be made until the new portal comes up. This delay in our ability to process may create a debt in certain drop or withdraw situations. Please avoid making changes to your enrollment unless absolutely necessary to avoid this issue.**

✚ When will the school be able to submit certifications again?

**The new portal opens on March 6<sup>th</sup>.**

✚ Does this affect Hazelwood students?

**Since Hazelwood is a state benefit, we are able to process this benefit as we normally do. Forms, deadlines, and processing expectations will remain the same.**

 **Does this affect the school's Census Date Policy?**

**No, this should not affect our census date policy. Students will still receive tuition and fee payments, as well as their monthly stipends for certification completed before the blackout.**