M22-4, Part II, Chapter 6, Section C - Requesting Access to eMPWR

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Overview

This chapter discusses how to obtain access to the Enterprise Management of Payment Workload and Reporting (eMPWR).

In This Chapter

This chapter contains the following topics:

Topic	Topic Name
1.	Topic 1: Requesting Access to eMPWR
2.	Topic 2: eMPWR Employee Access Requests for Conversion

Topic 1: Requesting Access to eMPWR

Introduction

This section discusses how to request access to the eMPWR system.

Change Date

June 24, 2025

II.6.C.1

General

With July 8, 2024, release of the Digital GI Bill (DGIB) project, those members of Education staff who currently review Education Benefit payments under the Chapter will need access to the eMPWR system on SalesForce.

Unless specifically needed for their position or role, individuals will be given access to the eMPWR system with an inquiry (read only) role. Any fiscal transactions needed for the correction or completion of a Chapter 33 record would need to be routed for review and processing by the Regional Processing Office's (RPO) Support Services Division (SSD) following local procedures.

Activating new users in SalesForce

Note: The following steps should be taken by the user's supervisor.

a. Request eMPWR - VA roles in CSEM/8824E. Most Education users will only need "Inquiry" level access.

b. When the user is granted roles in CSEM, create a FIRE case, and include all the information below:

- User's name: As displayed in Outlook.
- Federation ID
- LAN ID: (Follow the link for Federation ID)
- Participant ID:
  - o Log in to Share, go to Corporate Inquiries, and enter the SSN.
  - o Locate the PID on the right half of the screen.

Note: The participant ID is auto populated if Employee Request is selected as the FIRE type.

- User's email address
- Station

c. Ensure the LAN ID and CSEM IDs are the same. If not, request assistance from your local IT to ensure they are the same.

d. An eMPWR - VA team member will contact you when the user can try to access eMPWR-VA.

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Topic 2: eMPWR Employee Access Requests for Conversion

Introduction	This section discusses the one-time process for getting existing employees access to eMPWR prior to July 8, 2024.
Change Date	June 24, 2025

II.6.C.2 **RPO Action Needed**

General

RPO employees/staff will need to determine the individuals requiring access to the eMPWR system for purposes of viewing and reviewing Chapter 33 payments.

a. **Recommendation**

(1) Prioritization of individuals requiring early access, considering the following order:

- Individuals who actively participate in User Acceptance Testing (UAT) as they require both a Production and a "mirror"/testing account
- Supervisors and Management Analysts
- Education Quality and Training Specialists (EQTS)
- Lead and Senior Veterans Claims Examiners (SVCEs)
- Veterans Claims Examiners (VCEs) who process specialized cases (i.e., COW, Appeals)

(2) Individuals who require access by May 6, 2024, will include:

- All other VCEs who might process Chapter 33 claims
- Education Call Center (ECC) agents
- Any other staff identified by RPO leadership

b. **Requesting eMPWR Access**

RPOs will need to complete the following steps to begin the process of requesting eMPWR access.

(1) Determine the individuals requiring access to eMPWR and the associated priority,

(2) Assign the individuals listed the eMPWR-VA roles within Corporate Senior Executive Management (CSEM),

(3) Once CSEM updates are processed, the attached spreadsheet will need to be completed, to include the following information, for all those needing access:

- LAN/Network ID, also known as "Alias" listed in Outlook under a user's Global Address List (GAL) "General" tab under "properties"
- Federation ID, case sensitive email address listed in Outlook under a user's GAL "E-mail Addresses" tab under "properties"

- Participant ID, listed under a user's Corporate record in SHARE, under Corporate Inquiries and labeled "PID"
- Last Name
- First Name
- Email
- Station

(4) Once the required steps have been completed, the RPO staff should return the spreadsheet to the DGIB Procedures Team for submission to the eMPWR team.

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https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000263366/M22-4-Part-II-Chapter-6-Section-C-Requesting-Access-to-eMPWR