

How to Create a VA Works Account and Submit a VA Certification Request Form

1

CREATE A VA WORKS ACCOUNT AND COMPLETE REGISTRATION FORMS

Once you are admitted, visit va.citadel.edu. You will need to use your Citadel credentials to log into VA Works and begin your registration forms to create your account.

VETERAN STUDENT SUCCESS CENTER
THE CITADEL - THE MILITARY COLLEGE OF SOUTH CAROLINA

DASHBOARD CERTIFICATION REQUESTS HELP CONTACT US

Welcome to Student-Works at Veteran Student Success Center

Student Services are available for:

- Veterans Services

To get started click the Login / Signup button below.

Login / Sign-up

2

ACCESS YOUR VA WORKS DASHBOARD

After completing your registration and creating your account, you will be brought to your main dashboard. Your dashboard allows you to view the status of your Certification Requests, resources, etc.

DASHBOARD STAFF DASHBOARD CERTIFICATION REQUESTS HELP CONTACT US

Dashboard

Student Name *****@citadel.edu

SSN: [edit]

Certification Requests

Term	Current Status	Action
Full Spring 2025	Not started	Start Certification Request

[View All GI Certification Requests](#)

Inbox

Message	Date
Email Department registration for Veteran Student Success Center: Confirmation	11:53 AM

3

ACCESS CERTIFICATION REQUEST FORMS

Once you register for classes, navigate to the Certification Requests tab in VA Works and click Start a New Certification Request.

DASHBOARD STAFF DASHBOARD **CERTIFICATION REQUESTS** HELP CONTACT US

VA Certification Requests

Your VA Certification Requests are listed below. Your Certification Request for the current term (if you have started one) will appear first, followed by your Certification Request for the upcoming term (if you have started one). Any Certification Requests submitted for previous terms will appear at the bottom of the list.

You don't have any Certification Requests yet. Click here to get started:

[Start a new VA Certification Request](#)

4

SUBMIT A CERTIFICATION REQUEST

Once you start a new Certification Request, you will need to select the semester and VA benefit you plan to use. **You must submit a new certification every semester.**

New Certification Request

Select a Term

Full Spring 2025 **Current Term**

Full Summer 2025 **Future Term**

Other term

Required fields are marked with an asterisk (*).

Which GI Bill *
Ch 35 DEA

Under Chapters 30/35/33, I understand that it is my responsibility to pay the portion of my bill that is not covered by the VA

I understand

[Select and continue](#) [Cancel](#)

5

VIEW FORM STATUS AND ACCESS DRAFT FORMS

To view the status of current or past forms, navigate to the Certification Requests tab.

Draft forms **will not be certified. It is your responsibility to resume and successfully submit the form.**

DASHBOARD STAFF DASHBOARD **CERTIFICATION REQUESTS** HELP CONTACT US

VA Certification Requests

Your VA Certification Requests are listed below. Your Certification Request for the current term (if you have started one) will appear first, followed by your Certification Request for the upcoming term (if you have started one). Any Certification Requests submitted for previous terms will appear at the bottom of the list.

[Start a new VA Certification Request](#)

This Term (Full Spring 2025) 1

Full Spring 2025	
Status:	Draft
Chapter:	Ch 35 Depen. Edu. Assist.
Created:	2025-03-24

[Resume](#) [Discard](#)

How to Update Your VA Works Account Information

1

VIEW YOUR ACCOUNT INFORMATION

Once you are logged into VA Works, navigate to your initial in the top right corner and click Account.

The screenshot shows the top navigation bar with 'DASHBOARD', 'STAFF DASHBOARD', 'CERTIFICATION REQUESTS', 'HELP', and 'CONTACT US'. The 'CERTIFICATION REQUESTS' tab is active. Below the navigation bar is the 'Dashboard' header. On the right side, there is a circular profile icon with the letters 'SN' and an email address '*****@citadel.edu'. Below this is the 'Student Name' field and an 'SSN' field with an 'edit' button. The main content area features a 'Certification Requests' table with columns for 'Term', 'Current Status', and 'Action'. The table contains one row for 'Full Spring 2025' with a status of 'Not started' and a 'Start Certification Request' link. Below the table is a 'View All GI Certification Requests' button. To the right of the table is a 'Resources' section with links for 'Contact the VA' and 'Maintaining VA Benefits'. At the bottom of the dashboard is an 'Inbox' section.

2

EDIT YOUR INFO ON THE GENERAL TAB

You can edit some of your personal information underneath the General tab at the bottom of the page. If you need to update anything on the Veterans tab, please reach out to the VSSC.

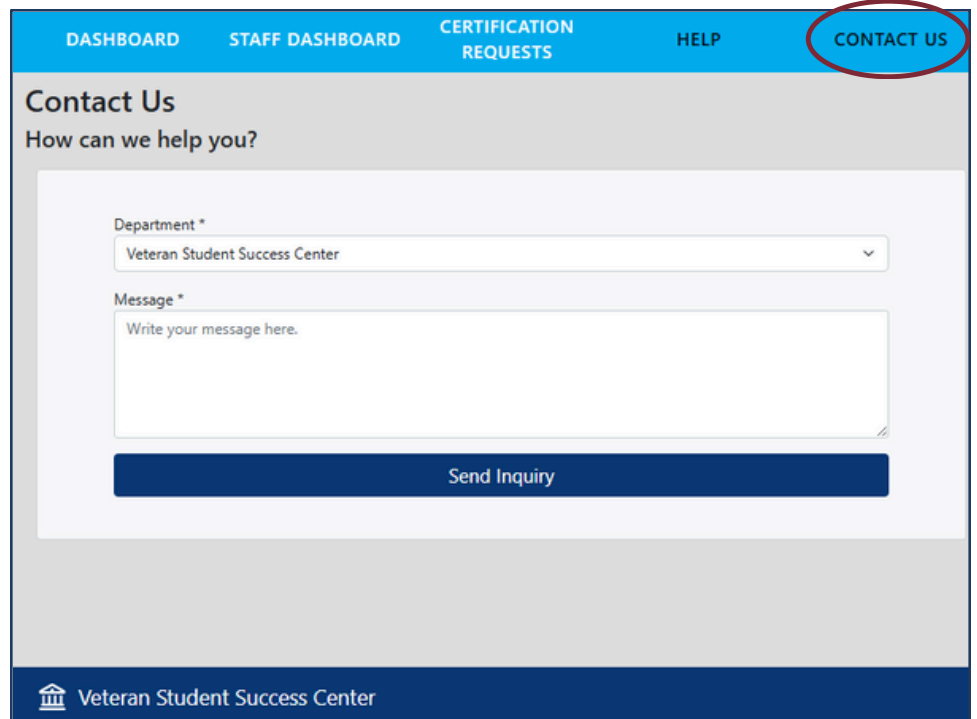
The screenshot shows the 'Account' page with a navigation bar at the top containing 'DASHBOARD', 'STAFF DASHBOARD', 'CERTIFICATION REQUESTS', 'HELP', and 'CONTACT US'. The 'Account' header is followed by a 'Notifications' section. Below this is a 'How are notifications sent to you?' section with a 'Mobile Phone' input field and a 'Verify' button. A 'Stay updated!' notification box is displayed, stating 'You cannot sign up for text messages until you provide your mobile phone number.' At the bottom of the page, there are two tabs: 'General' and 'Veterans'. The 'General' tab is selected and circled in red.

How to Submit an Inquiry to the VSSC via VA Works

1

SUBMIT AN INQUIRY THROUGH VA WORKS

If you need assistance, navigate to the Contact Us tab to submit a secure message to the VSSC team. The more specific the message is, the quicker the VSSC will be able to help resolve the issue.



DASHBOARD STAFF DASHBOARD CERTIFICATION REQUESTS HELP **CONTACT US**

Contact Us

How can we help you?

Department *
Veteran Student Success Center

Message *
Write your message here.

Send Inquiry

Veteran Student Success Center

2

CHECK YOUR CITADEL EMAIL

Student inquiries submitted through VA Works are emailed to the VSSC. The VSSC will follow up with you by sending an email to your Citadel email unless other preferred communication methods are indicated in the inquiry. Please allow the VSSC around 24-48 hours to respond.

