



National Archives – DD214 Request – Quick Guide

Background

The Homeless Program Office and the National Personnel Records Center (NPRC) are committed to helping homeless Veterans obtain services quickly and are working together to expedite homeless Veterans DD214 requests. Prioritized requests for a digital copy of DD214s for Veterans experiencing homelessness can now be submitted online.

How to Apply

To initiate the request for the Veterans DD214, case managers should follow the below instructions.

1. Visit www.archives.gov/veterans
2. Click on '**Request Service Records Online**' located in the Request Military Service Records Section located halfway down the page.
3. Select the option for '**DD214/Separation Documents**' and start the new request.
4. Begin filling out the Veterans military history.
5. In section 2, Service and Request Details, make sure to select '**Emergency Request**'. A conditional question will appear, select '**Homeless Seeking Shelter**'.
6. In section 3, Report of Separation – Documents Requested, make sure to select '**Undeleted**'.
7. In section 3, Requester Information, provide the name of the Case Manager and Case Manager's email address. This will send the digital copy directly to the Case Manager and help prevent delays due to unreliable delivery addresses/emails. Complete the rest of the form using the Veterans mailing address.
 - If the Veteran is completing the form, be sure to add a comment in the Comment Section stating *"I am the Veteran making the request. The requester information is my case worker and should receive the response."*
 - If the Case Manager is completing the form, please select '**Authorized Agent**' as the relation to the Veteran, with the comment stating, *"VA Case Manager"*.
8. Review the request with the Veteran and hit submit. You will be provided an **SR#**. Record this number as it will be used to track the status of the request.

Request Military Service Records



- **Request Service Records Online**, by Mail, or by Fax
- Request Medical and Health Records
- Check the Status of an Existing Request
- More ways to get service records
- Recently separated veteran?
- Funeral Home Director Information Page

Checking the Status of a Request

Once a request has been submitted you will be provided with an SR#. This number will be used to check the status of the request. Please allow about 10-days for the request to be received and processed before checking the status.

1. On the same page the request was initiated, located in the Request Military Service Record, select '**Check the Status of an Existing Request**'.
2. Enter the SR# that was included on the confirmation page after submitting the request. The SR# will look like 2-12345678900
3. If you do not know the SR# select 'No, I don't know my request number' and complete the requested information to find the status request.
4. For additional support, please contact **NPRC Customer Service Line 314-801-0800** from 7:00a – 5:00p C.T.

Additional Information

Requests can be submitted by Mail or Fax using an [SF180](#). This can be used as an alternative option to the online portal. Completed forms can be faxed to 314-801-9195. Make sure to handwrite at the top of the form **HOMELESS VETERAN** to help expedite the request. If this guidance has been followed and requests for Veterans experiencing homelessness are not satisfied within 7 business days, contact the [National Homeless Program Office's Business Intelligence Team](#) for assistance.