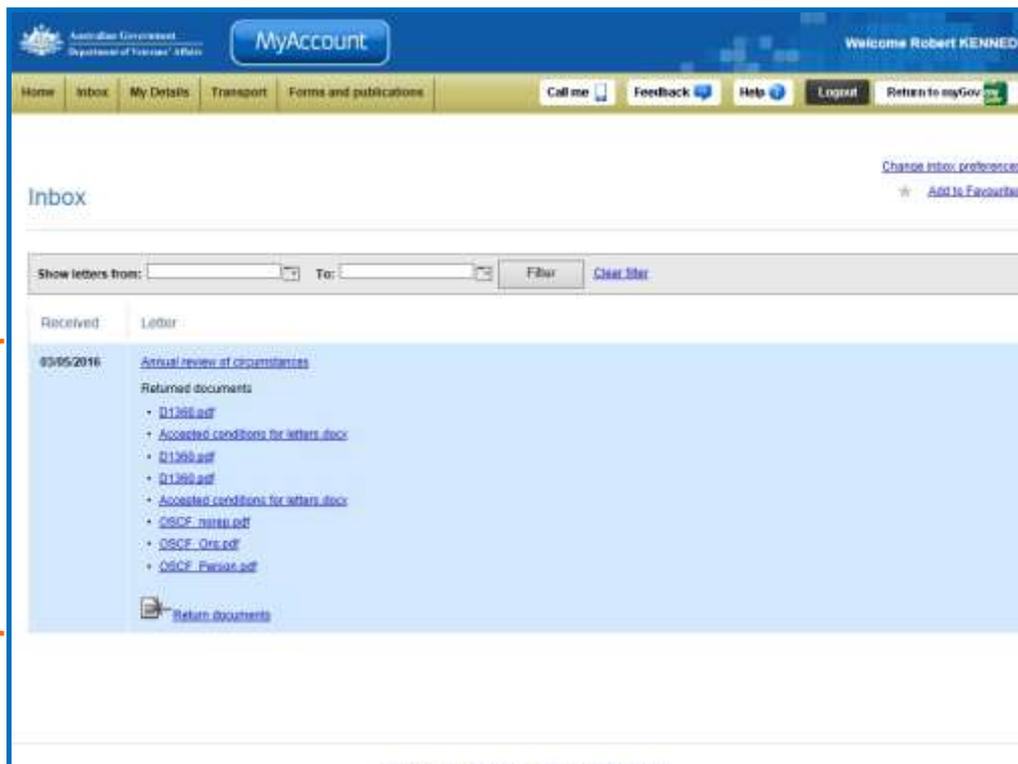


The Inbox screen

Overview

The Inbox is a screen that allows direct correspondence between yourself and DVA.

The Inbox screen



Incoming correspondence and attachments

Email preferences and Inbox filter

Claim-related correspondence sent to you from DVA will be available for you to access from the MyAccount Inbox screen. The Inbox will display correspondence as lists containing links to the letters, as well as links to any attachments that have been included in the correspondence.

You can also direct correspondence back to DVA. By using the **Return documents** link you can send requested supporting documentation directly back to the person/s looking after your application.

Viewing your letters

You can view letters from the inbox quickly and easily.

The following process is used to view your letters.

1. In the **Inbox** screen, click the letter link.

MyAccount
your DVA services online

Inbox ★ [Add to Favourites](#)

Show letters from: To: [Filter](#) [Clear filter](#)

Received	Letter
03/05/2016	<p>Annual review of circumstances</p> <p>Returned documents</p> <ul style="list-style-type: none"> • D1360.pdf • Accepted conditions for letters.docx • D1360.pdf • D1360.pdf • Accepted conditions for letters.docx • OSCF_norep.pdf • OSCF_Orq.pdf • OSCF_Person.pdf <p> Return documents</p>

The letter will display.

UIN	1577069	Telephone	133254
Reference	NGHA2568		



Australian Government
Department of Veterans' Affairs

Wednesday 18 May 2016

Mr Travis Ts stork
1 Aaron Cl
LAKE HAVEN NSW 2263

Dear Mr stork,

ACKNOWLEDGEMENT: INCAPACITY PAYMENTS

Thank you for submitting your claim for Incapacity Payments which was received by the Department of Veterans' Affairs (DVA) on 18 May 2016.

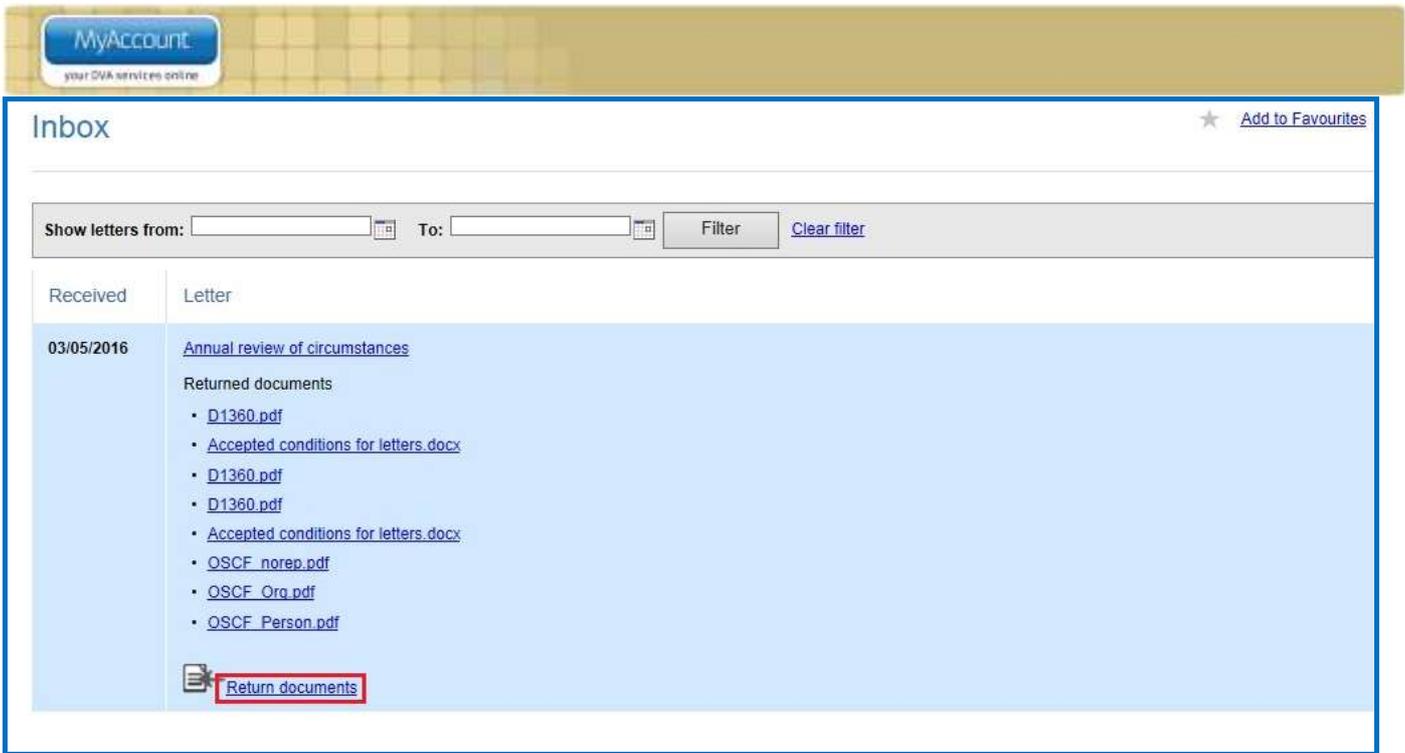
The first thing we do at DVA is to check whether we have all the information we require to assess your claim. If we need any additional information we will be in touch to discuss this with you. If you have missed anything, we will ask you for more information.

Returning documents

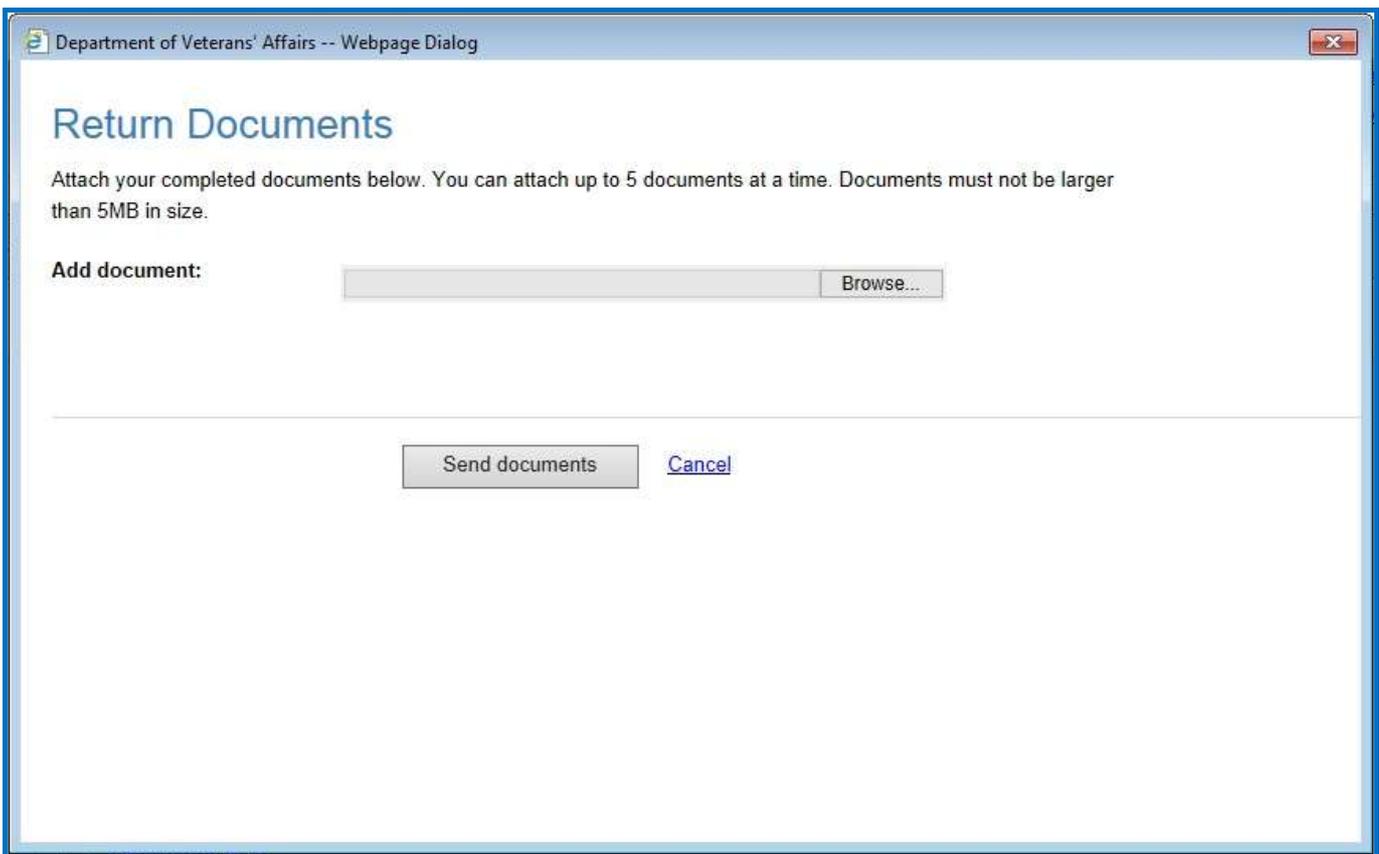
You can return documentation in direct response to the letter requesting it. By returning the documents in response to the letter you are ensuring the documentation is delivered directly to the person/s look after your application, and the documents will be linked directly to your claim.

The following process is used to return documents.

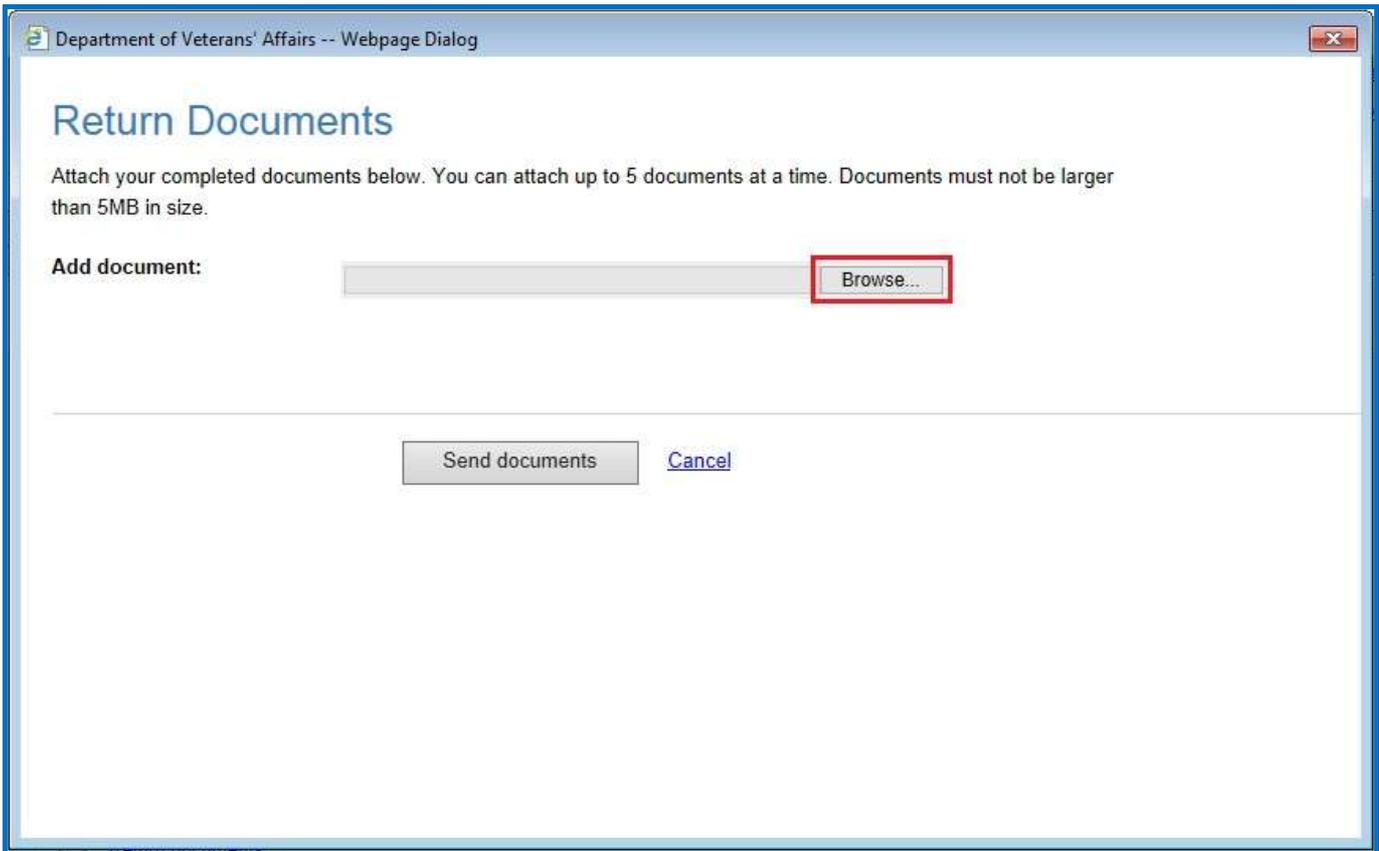
1. In the **Inbox** screen, under the letter you are replying to, click the **Return documents** link.



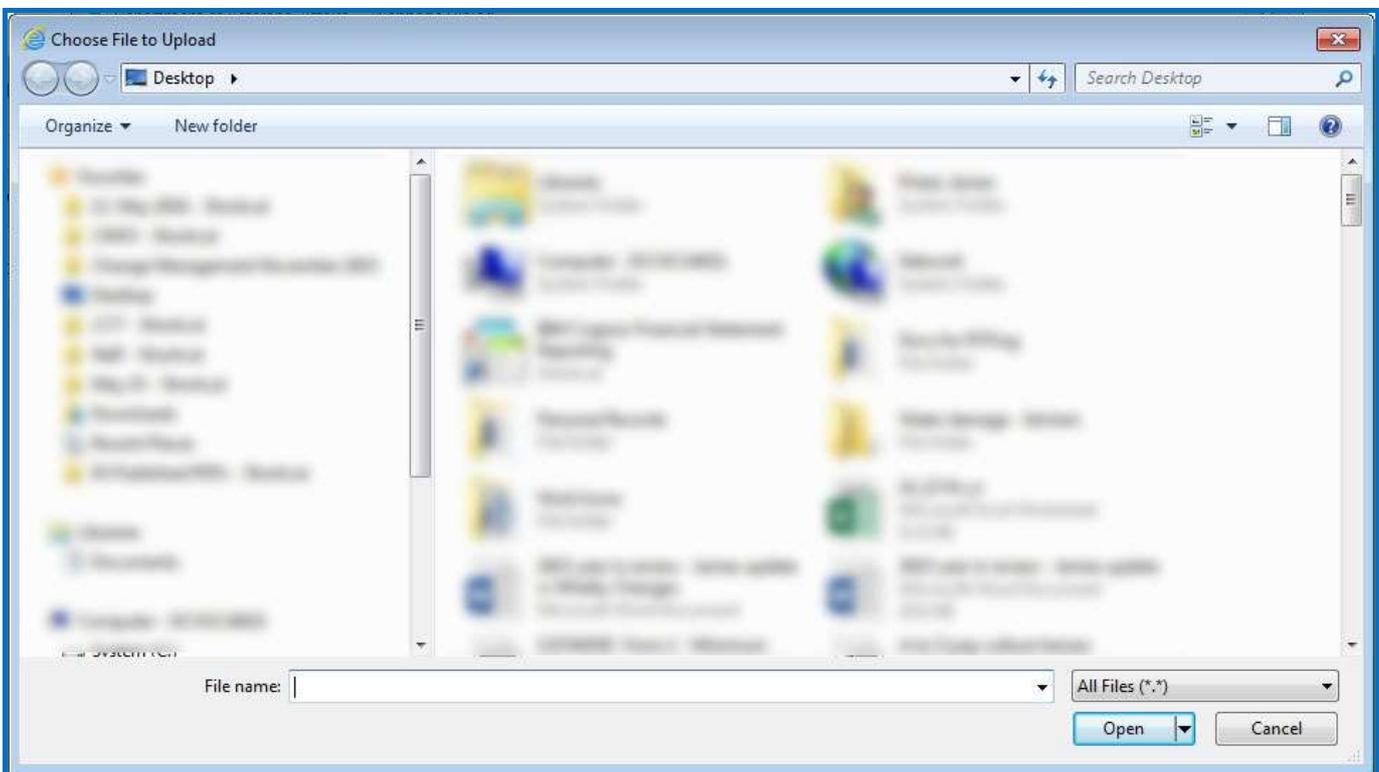
The Return Documents window will display.



2. In the **Return Documents** window, click the **Browse** button.

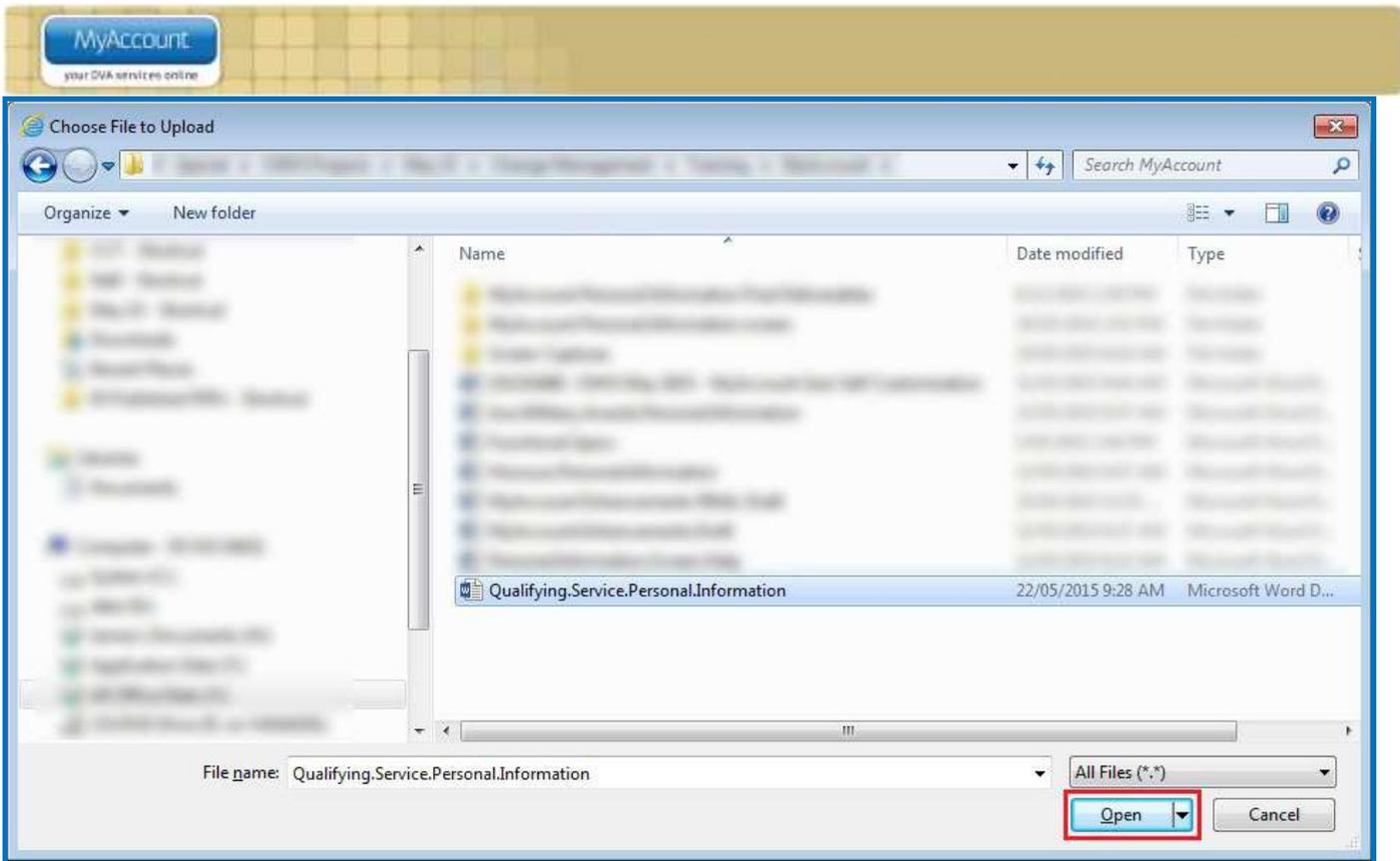


The Choose File to Upload window will display.

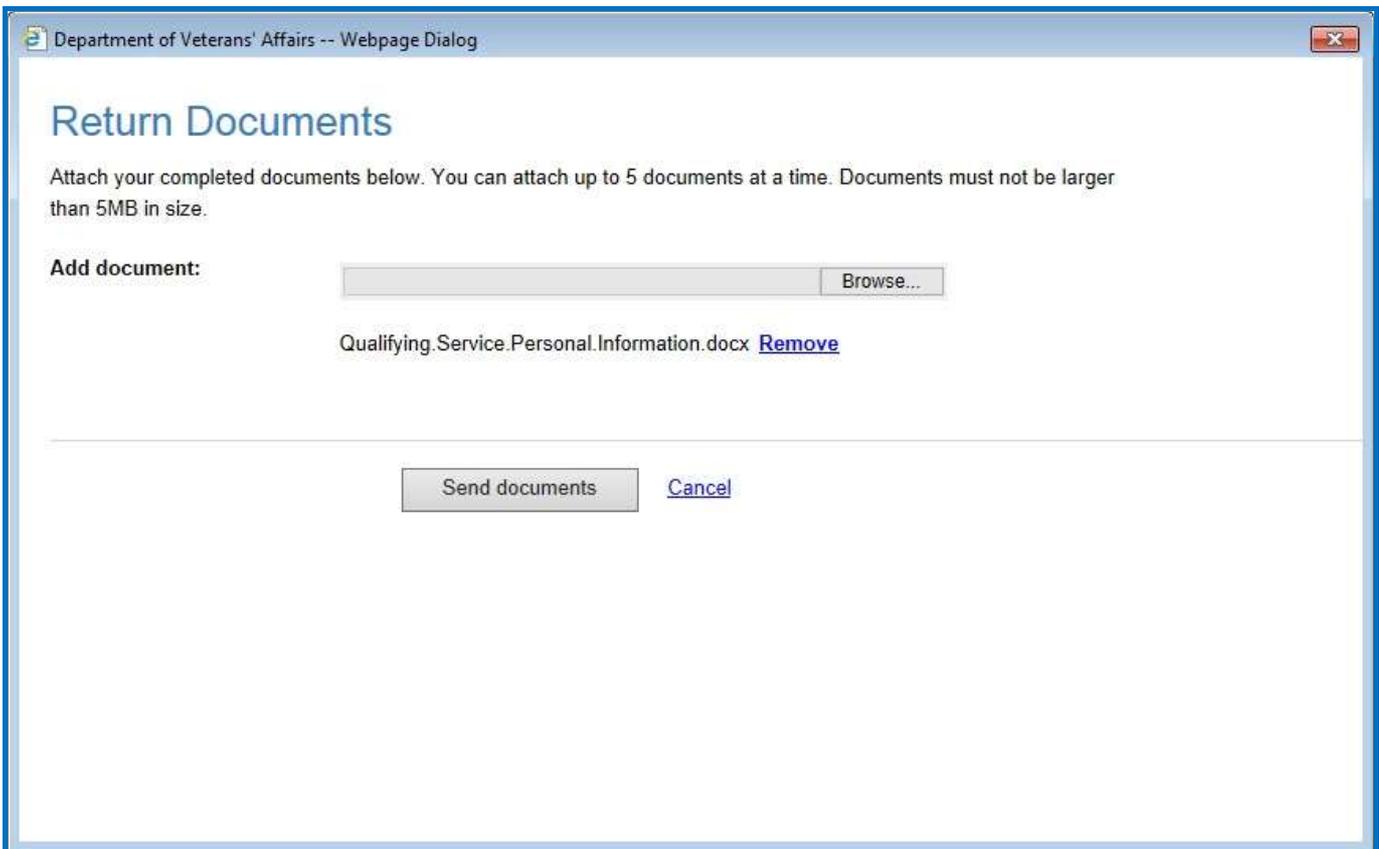


3. In the **Choose File to Upload** window, select the file you wish to upload.

4. Click the **Open** button.



The Return documents window will display again. The details of the document you are uploading will display.



Note: You can click the **Browse** button again and load another document for sending. You can upload and send a total of five documents at a time.

5. Click the **Send documents** button.



Return Documents

Attach your completed documents below. You can attach up to 5 documents at a time. Documents must not be larger than 5MB in size.

Add document:

Qualifying.Service.Personal.Information.docx [Remove](#)

[Cancel](#)

The Inbox screen will display again. A green banner will display advising the file successfully uploaded.

Australian Government
Department of Veterans' Affairs

MyAccount

Welcome Robert KENNEDY

Home | **Inbox** | My Details | Transport | Forms and publications

Call me | Feedback | Help | Logout | Return to myGov

File successfully uploaded.

[Change inbox preferences](#)
★ [Add to Favourites](#)

Inbox

Show letters from: To: Filter [Clear filter](#)

Received	Letter
03/05/2016	Annual review of circumstances Returned documents <ul style="list-style-type: none">• D1360.pdf• Accepted conditions for letters.docx• D1360.pdf• D1360.pdf• Accepted conditions for letters.docx• OSCF_norep.pdf• OSCF_Org.pdf• OSCF_Person.pdf• Authority Form.pdf• 2015 year in review - James update.docx• Qualifying Service Personal Information.docx