

**Tennessee War Records Modernization
Fact Sheet
December 16, 2020**

The Tennessee Department of Veterans Services (TDVS) and County Veteran Service Officers frequently utilize Tennessee's Department of the Military, War Records Division to assist clients in obtaining DD214 or its equivalent.

On-Line Secure Portal - EFFECTIVE IMMEDIATELY

Effective immediately you should begin submitting all request for documents via War Records new on-line secure portal and no longer submit request by fax. To request documents, click on this link or type in your browser WWW.TN.GOV/MILITARY and then click on the "Click here to Request" link. Note: Ensure to change "Individual" to "Agency" to populate agency name and personal code.

You will need your agency code that has been assigned by War Records. Information on obtaining your agency code is included below. You will NOT be able to complete a request form without this code. Please note that an incorrect code will result in a rejection of the request and you will have to resubmit a new request. IT IS IMPERATIVE THAT ALL VETERAN INFORMATION BE CORRECT AS AN EXACT MATCH TO DOCUMENTS TO INCLUDE FULL MIDDLE NAME AND BRANCH OF SERVICE ARE REQUIRED. This is because many War Records documents are computer matched. For example, if there is a middle name and you do not include it on the request the systems will not find a match.

For recurrent users War Records suggests that you turn on your browsers AUTO-FILL function and enter your name and agency information. This should prevent you from having to constantly type this information over and over.

If you have any questions or technical issues email David.Maver@tn.gov and put SNOW ROLL OUT in the subject line.

Request Your Agency Code

Email your agency information (AGENCY NAME, ADDRESS, PHONE #, CONTACT PERSON) **from your state or county email** with the subject "AGENCY CODE REQUEST" TO TN.WARRECORDS@TN.GOV. War Records will then email you your code.