

Veteran-facing legacy benefit pages on TeamSite: Retirement FAQs

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This document provides answers to frequently asked questions about retiring and redirecting the “legacy” Veteran-facing benefit pages that are currently hosted on TeamSite. This document is intended only for internal use by VA staff and contractors.

FAQs

What is content parity?

Content parity refers to VA’s Web Brand Consolidation work. The goal of content parity is to make sure we have the same or equivalent information for Veterans within the new benefit hub pages as currently exists on Veteran-facing benefit pages within TeamSite. It’s a step we’re taking before we retire those TeamSite pages and redirect them to the relevant matching pages within the new VA.gov benefit hubs.

This work began for the launch of the new VA.gov and is part of VA’s larger mission to execute on VA Digital Modernization. Digital Modernization includes consolidating and integrating VA’s top web properties (Web Brand Consolidation) and eliminating duplicative content so that Veterans have a single source of truth for benefit content on VA.gov.

[Learn more about VA Digital Modernization and Web Brand Consolidation](#) (VA network access required)

What is legacy rewriting and migration?

Content parity brought over the top Veteran-facing benefit information into the new VA.gov benefit hubs and redesigned the experience to fit Veterans’ mental models. Parity also ensured that all top information is now written in the new customer-focused, empathetic, plain language voice and style of VA.gov, as documented in the new [VA.gov content style guide](#).

But there are still whole pages of benefit content remaining on legacy pages that the new VA.gov launch didn’t migrate. Legacy rewriting and migration brings over into the new VA.gov benefit hubs these remaining pages about Veteran and family member benefits, rewritten to align with the new voice and style.

Why is VA Digital Modernization and Web Brand Consolidation important?

VA is committed to executing on the Secretary’s number one priority: customer service.

Veterans, family members, caregivers, and service members told VA the same thing over years of research and feedback sessions: Navigating VA’s many websites is confusing. There’s too much duplicative content, so it’s hard to tell which information is the right information. They expect the same seamless online experience that they’re used to from private sector websites. VA’s Digital Modernization and Web Brand Consolidation work to make the online experience on VA.gov better meet the needs of Veterans, family members, caregivers, and service members.

[Learn more about the new VA.gov](#)

What happens to the legacy TeamSite benefit pages after they're migrated to the new VA.gov hubs?

We'll redirect those legacy page URLs to point to the new VA.gov pages. We'll then ask that VA teams responsible for the legacy content on TeamSite pages retire those pages. The VA.gov web content team will provide a list of legacy page URLs to retire and the redirects to the new URLs.

Retiring legacy content after the benefit information has been migrated will help prevent cannibalizing and diluting search traffic. This step ensures that Veterans have a single source of truth for benefit information and that benefit information is optimized for organic searches.

Where should we direct Veterans, service members, and family members for online benefit information?

In general, you should direct users to 1 of the 11 benefit hubs (including hubs for service members and family members), the VA.gov homepage, the facility locator tool, or the create an account/sign in page.

See the supplemental document: **New-VA.gov-starting-points-and-CTAs**

Will the old TeamSite page URLs go to a 404 error?

No. We'll create one-to-one page redirects to new URLs.

It's still important to retire the TeamSite page after the benefit information has been migrated. This step ensures that VA benefit information is optimized for organic searches and that Veterans have a single source of truth.

Should we update our URLs in our VACO, VHA, VBA, and NCA booklets, pamphlets, brochures, fact sheets, and other materials?

Yes. Please prioritize removing and updating retired URLs in any materials that you print. Please also update your web content to point people to new VA.gov URLs for benefit information.

See the supplemental document: **New-VA.gov-starting-points-and-CTAs**

What should we tell Veterans, family members, VSOs, and others who ask about why we're changing the VA website?

We listened to their feedback and we're consolidating brands and duplicative information. We're using user research and human-centered design, so we can provide a better online user experience and a single source of truth for their benefit information and top tasks (like checking a disability claim or appeal status or refilling a prescription).

We've researched, designed, and built the new VA.gov with Veterans, for Veterans. Veterans, service members, and family members can now get to their benefits and health care eligibility information, plus all VA online tools, by starting on 1 of the 11 VA.gov benefit hubs or from the homepage.

What if I have new benefit information or benefit updates I need to make, and they're no longer on TeamSite pages?

Please contact your administration's central digital office to coordinate updates or new benefit content. All Veteran, service member, and family member benefit information updates should be made on the new VA.gov benefit hubs, once that information has been migrated.

- VHA Digital Media: VHADigitalMedia@va.gov
- VBA Digital Strategy Team: WEBADMIN.VBACO@va.gov
- NCA Web Services: NCAWebServices@va.gov
- OPIA: newmedia@va.gov

What if I have more questions about the new VA.gov?

Contact Jennifer Lee, jennifer.lee27@va.gov