

VA



U.S. Department
of Veterans Affairs

Print Styles Design

The problem space

- Veterans have expressed interest in being able to print both the *Review submission* and *Confirmation* screens while completing forms on VA.gov
- Many confirmation screens prompt the veteran to print this page for their records, however **there is no current print style design implemented on VA.gov**
 - This causes some strange printing errors!
- The goal is to design the print stylesheet to both follow best practices and standardize print stylesheets across all VA.gov pages

Supporting research

- Caregiver usability study:
 - 5 out of 9 participants expressed the desire to print and/or take a screenshot of the confirmation page to "prove" they submitted the form
 - One participant expressed desire to also have "proof" for Veteran
 - Almost all the participants mentioned the importance of that review page and confirmation information - One participant expressed the desire to print review pages.

"I think electronic transmission, getting to the VA in that way, there was a little bit of a paper trail in the electronic one, anyway, where I could go back and prove that I submitted something."

- Higher-level Review usability study:
 - "Most users wanted to print the submission page. Only one or two said they also wanted to print the review pages."

Print style best practices

- Convert all color to print only in black
- Remove unnecessary imagery such as pictures and graphics
- Remove both nav and footer
- Display all collapsed elements
- Include urls to important links either in parenthesis or brackets
- Change buttons to text and incorporate url either in parenthesis or brackets
- Ensure margins are optimized for print
- Guarantee font size is optimized for print

Current print styles

2/19/2020 Apply for Health Care | Veterans Affairs

Apply for health care

Form 10-10EZ

Please print this page for your records.

Thank you for submitting your application

Health Care Benefit Claim (Form 10-10EZ)
for Greg A Anderson

Date submitted
Feb. 19, 2020

How long will it take VA to make a decision on my application?

We usually decide on applications within **1 week**.

We'll contact you by email if we:

- Successfully receive and process your application, or
- Can't process your application for any reason

If we need you to provide more information or documents, we'll contact you by mail.

If we haven't contacted you within a week after you submitted your application

Please don't apply again. Instead, please call our toll-free hotline at 877-222-VETS (877-222-8387). We're here Monday through Friday, 8:00 am to 8:00 pm ET.

How can I check the status of my application?

1 Sign in to VA.gov

You can sign in with your DS Logon, My HealtheVet, or ID.me account. If you don't have an account, you can create one now.

<https://staging.va.gov/health-care/apply/application/confirmation> 1/2

2/19/2020 Apply for Health Care | Veterans Affairs

2 If you haven't yet verified your identity, complete this process when prompted

This helps keep your information safe, and prevents fraud and identity theft. If you've already verified your identity with us, you won't need to do this again.

3 Go to your personalized My VA homepage

Once you're signed in, you can go to your homepage by clicking on the **My VA** link near the top right of any VA.gov page. You'll find your application status information in the **Your Applications** section of your homepage.

Please note: Your application status may take some time to appear on our homepage. If you don't see it there right away, please check back later.

How will I know if I'm enrolled in VA health care?

If enrolled, you'll receive a Veterans Health Benefits Handbook in the mail within about 10 days.

We'll also call to welcome you to the VA health care program, help you with scheduling your first appointment, and answer any questions you may have about your health care benefits.

[Find out what happens after you apply](#)

What if I have more questions?

Please call 877-222-VETS (877-222-8387) and select 2. We're here Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

<https://staging.va.gov/health-care/apply/application/confirmation> 2/2

2/19/2020 Apply for education benefits | Veterans Affairs

Apply for VET TEC

Form 22-0994

Your claim has been received

We usually process claims within **30 days**.

We may contact you for more information or documents.
Please print this page for your records.

Education Claim (Form 22-0994)
for Greg A Anderson

Confirmation number
V-EBC-4386

Date received
Feb. 19, 2020

Your claim was sent to
Eastern Region
VA Regional Office
P.O. Box 4616
Buffalo, NY 14240-4616

What happens after I apply?
[Find out what happens after you apply](#)

Need help?
If you have questions, call 1-888-GI-BILL-1 (888-442-4551), Monday – Friday, 8:00 a.m. – 7:00 p.m. ET.

<https://staging.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/vetec-high-tech-program/apply-for-vetec-form-22-0994/confirmation> 1/1

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Headers are misaligned

Unnecessary information

Inconsistent styling across VA.gov

Entire page prints in grayscale

Link is blue; Underlined text is difficult for folks with dyslexia to read

Unnecessary imagery in grayscale

Proposed print style

- Prints in black and white
- Consistent format of pages across VA.gov
- Text styling
 - All text is left aligned
 - Indented for scannability
- Link styling
 - Buttons are displayed as links with link in parenthesis
 - Neither links nor phone numbers are underlined for accessibility
- Rendered for print accuracy (accessibility and readability)

02/19/2020

<https://va.gov/health-care/apply/application/confirmation>



U.S. Department
of Veterans Affairs

Order hearing aid batteries and accessories

Form 2346

Your order has been submitted

We'll send you an email confirming your order to email@gmail.com.

Your order details

Order date: November 7, 2019

Items ordered

ZA1239 Batteries

Qty: 60

Oticon medium domes

Qty: 10

How long will it take to receive my order?

You will receive an email containing an order tracking number within 1-2 business days.

You are able to view both the status of your order and your order history any time.


[View your order history \(https://va.gov/health-care/apply/view-order-history\)](https://va.gov/health-care/apply/view-order-history)

What if I have questions about my order?

If you have any questions about your order please call the Denver Logistics Center at 303-273-6200.

Consistency across confirmation screens

02/19/2020 <https://va.gov/health-care/apply/application/confirmation>

 **U.S. Department of Veterans Affairs**

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View your order history (<https://va.gov/health-care/apply/view-order-history>)

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02/19/2020 <https://va.gov/health-care/apply/application/confirmation>

 **U.S. Department of Veterans Affairs**

Apply for family caregiver benefits

Form 10-10CG

Your application was received

We'll send you an email confirming your order to **email.va.gov**.

Applications details

Submission date: February 19, 2020

Form submitted

Family Caregiver Benefits (form 10-10CG):
for Jonathan Jacobsen

Confirmation number:
V-ECD-3423

What happens after I apply?

We usually decide on applications within **30 days**.


If we need you to provide more information or documents, we'll contact you by mail.

What if I have questions about my order?

If you have any questions about your order please call the VA Caregiver Support Line: 855-260-3274.

Application on review submission screen

02/19/2020 <https://va.gov/health-care/apply/application/review-and-submit>

 **U.S. Department of Veterans Affairs**

Apply for health care

Form 10-10EZ

Veteran Information

Veteran information

First name: **Greg**
Middle name: **A**
Last name: **Anderson**
Suffix: **Not applicable**
Mother's maiden name: **Not applicable**

Veteran information

Date of birth: **04/05/1933**
Social security number: **796-12-1200**
City: **Not applicable**
State: **Not applicable**


Veteran information

Gender: **Male**
Marital status: **Never married**
Which categories describe you? **American Indian or Alaskan Native, Black or African American, Asian, White**

Permanent address

Country: **United States**
Street: **140 WHITEHAVEN CIR**
Line 2: **Apartment 30**

02/19/2020 <https://va.gov/health-care/apply/application/review-and-submit>

 **U.S. Department of Veterans Affairs**

City: **HIGHLANDS RANCH**
State: **Colorado**
Postal code: **80129**

Contact information

Email address: **veteran@gmail.com**
Re-enter email address: **veteran@gmail.com**
Home telephone number: **Not applicable**
Mobile telephone number: **Not applicable**

Military Service

Service periods

Last branch of service: **Army**
Service start date: **04/06/1980**
Service end date: **05/07/1984**
Character of service: **General**

Service history

Purple Heart award recipient: **True**
Former Prisoner of War: **Not applicable**
Served in combat theater of operations after November 11, 1998: **Not applicable**
Discharged or retired from the military for a disability incurred in the line of duty: **Not applicable**
Served in Vietnam between January 9, 1962 and May 7, 1975: **Not applicable**
Exposed to radiation while in the military: **Not applicable**
Received noise/throat radium treatments while in the military: **Not applicable**

Next steps

- Questions we have:
 - Has anyone been part of an initiative to implement print styles on VA.gov?
 - What feedback do you have for our designs?
- We will post a GH document containing both our designs and notes after this presentation
- We hope to finalize a design that can be implemented soon!

Thank you!
