Role	Positive Aspects	Negative Aspects	Participant - New Ideas	Recommendation to Address Negative Aspects
VFS - QA VSA				
	"When are you launching this? I want it yesterday"	[Filter screen] "I'm not sure what available means. Does it mean I'll see only accounts that fit all criterea I select here?"	Add MHV to account type field in user profile	Clarify "Availability" column to be more clear that the account is being used by someone else. Remove green dot and introduce check/in out
	"[LOG IN button] Oh yeah, this is going above and beyond!	"Does availability mean someone else is logged in or this account has prescription info available?" I would prefer it to mean data availability (i.e. prescription info)"	Support deep linking: devs give QA a link in ticket to this tool with filters already set	
	"Authentication Type is key for many user stories. It's good to know the account type as well."	"If someone else is logged in, it's not a showstopper, I can just move on and use another test account"		
	[Filter screen] "Edit Filters does what I expected"			
	"Right now, it will take a few days to a week to find out which test accounts have the test data I need for me to test. This would be an extremely useful timesaving tool."			
	"The log in button, this is amazing!"			
	"Filter by Use Case is a good thing because I'm getting things from design organized like this."			
	"There's icing on it, it's lit and I really want to eat the cake!"			
VFS - FE AuthExp				
	For given scenario, seems like this would give me exactly what I'm looking for	Currently test account availability is not a thing b/c people don't update the table.	IDEA: Nice if login auto signed me in	Clarify "Availability" (see above)

	"this is all pretty clear" re: filter	Expected login goes to ID.me not MHV	IDEA: Don't see any reference to vet360 other than change your address? Add tool tips describing what user criteria is tied to	The LOG IN button should go to ID.me log in screen
		Currently working on direct deposit feature - needs to be a user that's eligible for EVSS benefits. Not sure which use case I'd click on. Tricky UX problem.	IDEA: Check-in/out system (can time out after x hours) Provide contact info to let others know	Filter by "state," i.e. has received direct deposit or is in application process etc
		Trying to find users that meet the requirements for access to the feature	IDEA: we could add a bit of magic that logs "last session" for each user, which would auto-magically update availability status	
		knows he's looking for something with "MHV" "feature, or attribs"	Filter by "state," i.e. has received direct deposit or is in application process etc	
			could add a "reset" button to the user row that would reset state to initial	
			Search functionality	
			Instead of pagination provide a mechanism to infini-scroll through results	
			sounds like he'd like to filter directly by "attribute" i.e. EVSS access	
			Column sorting	
VSP - FE 508/Accessibility				
	"Don't have to do trial & error anymore"	Guessing availability green-circle means "wide availabiliity"	IDEA: Filter for LOA level	Clarify "Availability" (see above)
	"Account details -This is the stuff I've wanted forever"	I would expect it to go to VA. gov not MHV but :shrug:	Assumption is the password is the same between users	The LOG IN button should go to ID.me log in screen
	filter by use case seems like a win : D	doesn't see anything specific towards prescription	IDEA: Maybe add tooltips to the relevant places	

		What does availability mean specifically? A new person may not be sure what the green light means.	Filter by use case and user type	
			Pipe dream: Mad-lib style picker, sounds like our post-MVP	
			IDEA: Picker to define use case query	
Call Center Lead				
	"It's helpful to see if it's a myhealthevet account, LOA3..."	Not sure what "Availability" means - maybe that the site is working	[Filtered - LOG IN button] I would expect to have info pre-populated on the log in screen	Clarify "Availability" (see above)
	"I assume the FIND TEST ACCOUNTS button would filter"	"Not sure why identity-proofed is there because it means the same as LOA3"	Service date might be good info to display	Make "Services" section more user friendly, less techy. Add "info" icon to explain services and what you can access with them
	"This is exactly what I would have hoped to see [Find Test Accounts screen]"	"Not sure what vet360 means in terms of services"	Would like to see test profile - to help reps walk users through changing name, address, etc.	Add ability to filter by account type (log in: myhealthevet or DS LOGON)
	"Overall this is awesome"	Not sure what the names are for in the "Availability" column - maybe it means that someone is using it - because the names are there?		Add ability for Log In button to pre-fill log in screen
	"Call center agents don't have anything now, so this is amazing"	[Filter screen] Would want to see myhealthevet or DS Logon. To help replicate logging in with the wrong logon info.		Remove option for dev environment
	"This [tool] would be helpful during training"	Not sure how important displaying the birthdate is for these accounts		Add tooltips on Results > Services to explain what scenarios this is needed for
	"I've been hearing things about messaging, but I personally don't feel comfortable and being able to just log in and explore would be great from a training perspective"	Not sure if having the option to go into dev is a good idea, to avoid accidental entry.		Add user story for editing profile

	"There are a lot of call center agents who just don't have a good understanding of all that va.gov does and this will help the thousands of representatives to use the tool to help vets would be a huge way to improve serving the user"			
Prototype Link:	https://projects.invisionapp.com/share/TRUYL8CFEWP#/screens/394667723_Landing_Page			