1. The system accepts or restricts special characters based on the following defined set of User Entry Rules :

Rule 1: Veteran and Dependent Name

All Veteran and Dependent Name fields accept special characters - /

All Veteran and Dependent Name fields restrict special characters ` ' ˜ = + [ ] { } # ˆ \* < > \ ! @ $ % & ( ) \_ | ; : " , . ?

Rule 2: Address (does not include city; reference Rule 4 below).

All Address fields accept special characters + # @ % & ( ) \_ : ' , . - /

All Address fields restrict special characters ` ˜ = [ ] { } ˆ \* < > \ ! $ | ; " ?

Rule 3: Email (Source for email allowances and restrictions based on RFC 5322)

Note: the period is allowed provided it is not first or last character and may not appear as duplicates in succession.

All Email fields accept special characters ` ' ˜ = + # ˆ \* ! @ $ % & - \_ | . / { }

All Email fields restrict special characters [ ] < > ( ) ; : " , ? \

Rule 4: General Entry

All remaining fields not part of Rules 1,2,or 3 (i.e. City, Titles, Search fields, Notes, Free Text, Bookmark Comments, Doc Properties, Descriptions, Reasons, Fill-in values, Evidence names) accept all special characters ` ' ~ = + [ ] { } # ˆ \* < > \ ! @ $ % & ( ) - \_ | ; : '' , . / ?

Rule 5: File Names - i.e. when uploading a document.

All file name fields accept special characters ` ' ˜ = + # ˆ @ $ & - \_ . ( ) { } ; [ ]

All file name fields restrict special characters \ / :\* ? " < > | % , !

2. When a user enters a restricted special character(s), the user is informed that an invalid character has been entered and provide the list of invalid characters for that field via a consistent error messaging method that is used across the Web UI application. For VBMS services, a consistent error handling method is used to inform the consumer of the service of the error.

3. VBMS Services that support the import, creation, or maintenance of data also accept and reject appropriate special characters as required by the user entry rules.

CAUTION: In the list of special characters above, the tilda character displays differently in the web based version of RTC (as small tilda). It displays correctly in the thick client. If you only have the web based client, do not cut and paste the tilda (˜) character from the RTC web client. You can copy it from the special character attachment or use your keyboard to enter into the VBMS application directly.

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