VFS Check-In Experience Monthly Report

July 2022

Project Name: Veteran-Facing Services - Check-In Experience
Period of Performance: September 8, 2021- September 7, 2022
Contract ID: 36C10B21D0006
Task Order: 36C10B21N00060001
Staffing Data: [Team Roster](#)
Backlog: [Link to ZenHub Board](#)
Planned Releases: [Link to Github Page](#)

Monthly Summary

During the month of July, the team conducted a user experience research study on-site at Corpus Christi, TX. The Spanish language Check-In experience was also released, while the team continued to work with the state department on additional Spanish updates as well as Tagalog language translations. A number of UI bug fixes and improvements were released to Production.

Releases during the month of July:
- 7/30/2022- Bug fix to ensure Veterans are not prompted to check in for an appointment they already checked in to when they use their browser back button.
- 7/25/2022- Fixed a bug where duplicate requests were being made with an undefined token; Fixed a bug where the wrong API call is made after refreshing a page in Pre-Check-in
- 7/23/2022- Fixed a bug where Veterans would be scrolled to the bottom of the loading-message page
- 7/22/2022- Added the physical location to the appointment information displayed during Pre-Check-in and Check-in so that the Veteran will know the exact location of their appointment
- 7/19/2022- Updated content to use semantic lists or divs instead of dl, dt, and dd HTML elements. Should resolve accessibility issues with screen readers reading "definition" repeatedly when accessing the content in these lists.
- 7/16/2022- Fixed a bug where text inputs were missing the red line that visually indicates an error state
- 7/12/2022- For low-vision Veterans or Veterans who only use a keyboard, the alert for a user verification error now gets the focus when displayed.
- Modified several HTML aria labels to enhance compatibility with screen readers
- 7/8/2022- Veterans will now see a new error message when they attempt to complete pre-check-in for an appointment that has been cancelled; Removed the visual display of the Pre-Check-in expiration date so that Veterans would not be confused by the date

and what it means; more detailed messages are already presented to the Veteran when they attempt to use a Pre-Check-in link on the day of or after their appointment
- 7/7/2022- Spanish Language Support - New feauture to allow Veterans to view page content translated to Spanish; Session storage to keep track of user validity attempts now resets each time a new appointment identifier (UUID) is set for the session. This allows a user to have 3 validity attempts per appointment identifier. Validity attempts also get reset upon successful login.
- 07/01/2022- Replaced straight quotation marks with curly quotation marks to maintain consistency with the VA Design System.

Updates/Accomplishments
Sprint 75
Dates: June 29- July 12
Points Completed: 88 (points include non-Agile Six Team Members)
Burndown Report: Link to burndown report

Goal: Enable Veterans the flexibility to prepare and check-in for planned healthcare services with VA that best suits their needs
User Stories
#36057 [BE] vets-api check-in: Remove unneeded feature flags
#38257 Spanish Support - Round 1
#38881 [FE] Create layout component for shared footer component
#38980 Ongoing Support for VISN Rollout
#39305 [FE] Display Message when Authentication Limit has been Reached for Pre-Check-in Login
#39601 [BE] Send upstream error status & body in Sentry context
#40390 [BE] Deprecate check_in_experience_lorota_401_mapping_enabled Feature Flag
#40418 Canceled Appointment Messaging
#41432 [Research] Create Research Plan
#41435 [Research] Plan Research Trip
#42057 Release to Production
#42127 Release to Production
#42490 [Design] Update Wireframes as Needed
#42561 [FE][Tech debt] - Mock demographics confirmation patch requests in cypress
#42613 Release to Production
#42721 [Research] Talk to VAOS & Mobile App Team regarding V2 Data Fields
#42789 [FE] Add Tagalog Translation Key/Values
#40652 [BE] Run Load Tests for vets-api

#41334 [FE] Clean up deprecated pages / functionality	
#41393 [Research] Synthesize Research Findings	
#42857 Fix Review Environment	
#42909 Engineering Support for VISN Rollout - June 15 Sprint	
#42935 [Design] Create MVP User Flow	
#42951 Pilot Abstract	
#43045 [FE] [Tech Debt] Create shared CSS file	
#43159 [FE] Use curly quotations marks consistently	
#43176 [TIMEBOXED] [FE] [SPIKE] "Definition" is being read by screen readers after each definition list item	
#43522 [Link and button labels] Button and link language isn't descriptive and/or their purpose isn't clear	
#43523 [Link and button labels] Button and link language isn't descriptive and/or their purpose isn't clear	
#43524 [Link and button labels] Button and link language isn't descriptive and/or their purpose isn't clear	
#43525 [Other] Focus does not move to status alert. (00.00.1)	
#43567 Get CDW access (look in Platform Support for link to form)	
#43585 [Design] Audit GitHub Links and unimplemented wireframes in collections after Move to Abstract	
#43639 Update Staging Tool so that we can pass a review environment URL parameter and generate app	
#43680 [BE] Add statsd metrics for Demographics Controller	
#43879 Final Changes for Spanish Round 1 Approval	
#43992 [BUG] The "(in English)" Content for Links Does Not Display when the Language is Auto-Detected	
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#44152 [BE] Deprecate check_in_experience_no_demographics_confirmation_for_unverified_enabled	

Sprint 76

Dates: July 13-26
Points Completed: 42 (points include non-Agile Six Team Members)
Burndown Report: Link to burndown report

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User Stories
#38176 [FE] Add Bene Travel Link Utilization to Analytics Dashboard
#38249 [Research] June 2022 Research Study
#41670 [SPIKE] [Timeboxed] How can we reduce app payload size (performance improvement)
#42028 [FE] Add Physical Location to Check-in and Pre-Check-in Appointment Information
#42684 [SPIKE] [BUG] Users Starting on Bottom of Page after Login
#43411 [BE] Update specs for physical location
#43575 [Research] Document & Review Travel Clerk Processes
#43739 [Product] Send Workflow documents to State Department
#35368[FE] Routing Corrections needed within Check-in Workflow - "back to last screen"
#43895 Send the VA Design System Tagalog translations for controls
#44115 [UX] Interview Travel Clerks at Bay Pines & Corpus Cristi
#44145 [FE] Update list semantics
#44153 [BE] Deprecate check_in_experience_custom_cookie_for_low_auth
#44211 [SPIKE] Investigate CVT Appointments
#44216 Error Mapping for AWS Timeouts
#44331 [FE] [BUG] "Too late for check-in" message shown when patient is in a later timezone
#44335 [FE] - Text inputs missing red line in error state
#44377 [Research] Get posters printed for Corpus Christi trip

Upcoming Work

Travel Reimbursement Research Study (remote) and MVP work
Translation support updates
Brainstorming for Check-In on VA Owned Devices