

VA



U.S. Department  
of Veterans Affairs

# VA Mobile App Navigation

Recommended UI Direction

# Our design process



# Our strategy

- Present a **unified** view
- **Do the hard work** for Veterans
- Proactively **anticipate** their needs
- **Surface** content and tasks that are **most relevant**
- **Evolve** with Veterans over their journey
- Provide a **sense of comfort & control**, in many contexts

# How our recommendation meets our strategy goals

## **Mapped to Veterans' expectations**

- Based on findings from various studies (My VA study, card-sort testing, etc)
- Allows for dynamic personalization

## **Technical feasibility**

- Supports the complexity of the application
- Feasible within React Native

## **Future-proof**

- Room for growth & enhancements

## What distinguishes this choice from other options

- Category-driven
- Most flexible, efficient
- Maps to existing tools
- Avoids scalability issues

Questions so far?

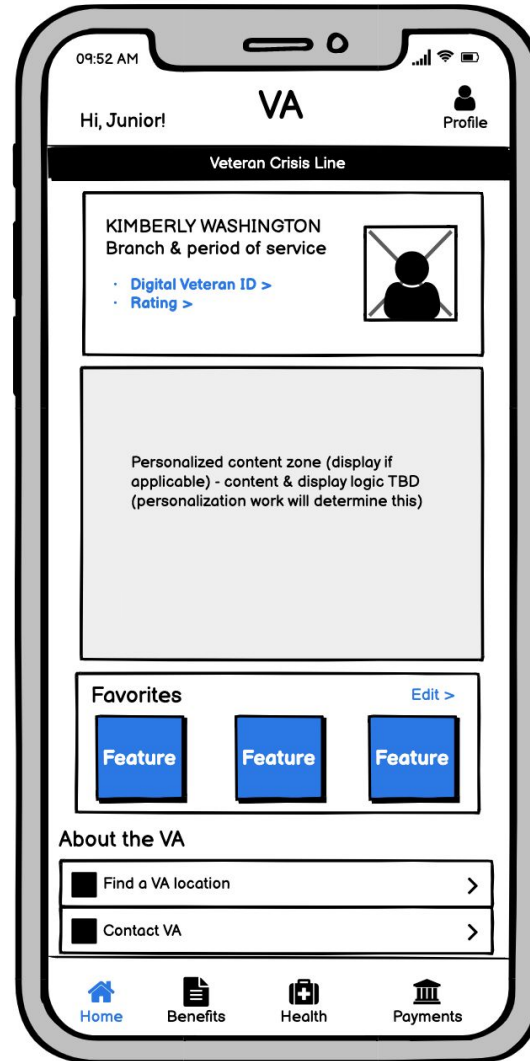
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# Global navigation pattern

Cross-references to  
feature content



Cross-references to  
feature content

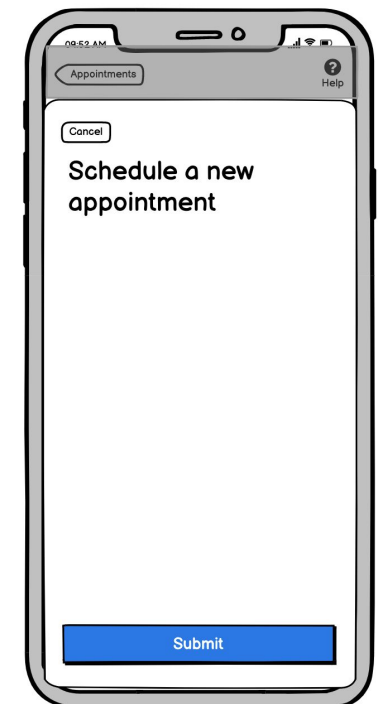
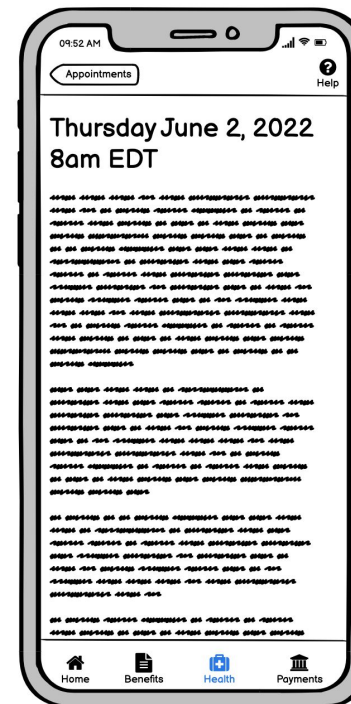
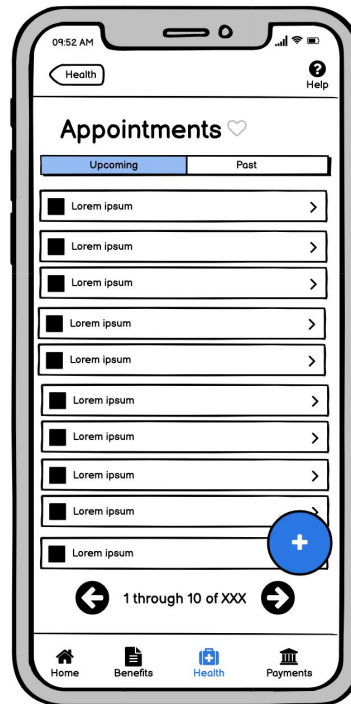
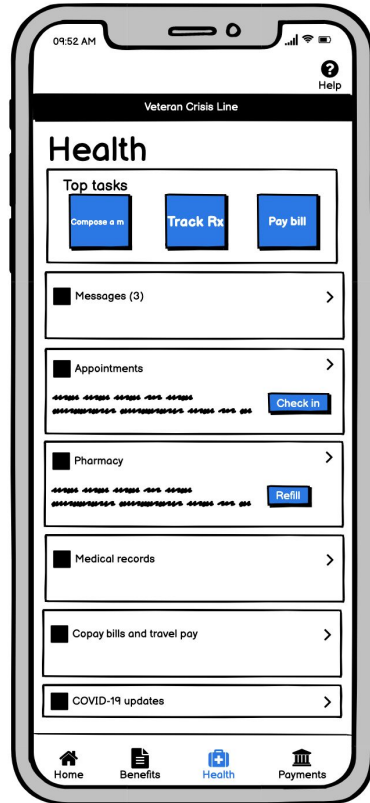


Global placement for  
contextual actions



Space to expand

# Differentiating & moving between screens





# Differentiating & moving between screens



# Planning for personalized content

Evergreen + personalized



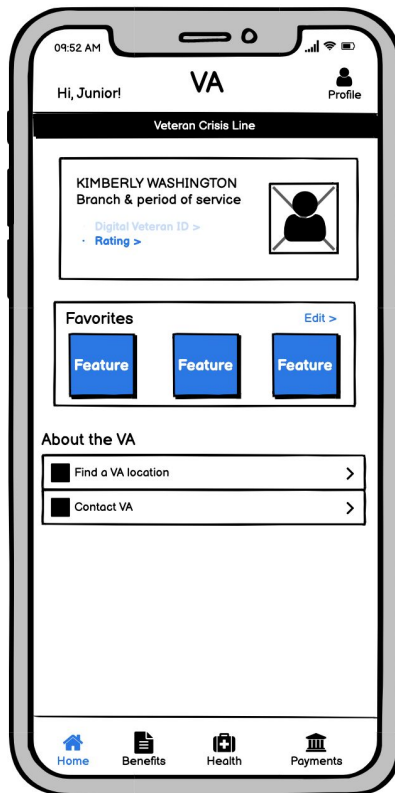
Evergreen + personalized



Evergreen + personalized



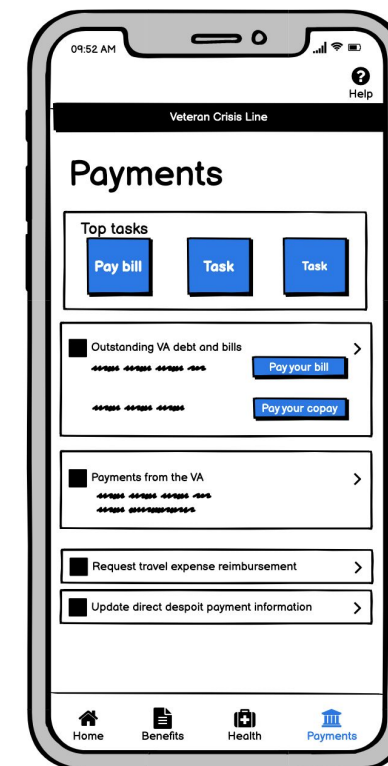
Evergreen



Personalized + contextual



Personalized + contextual



# Alignment on next steps

- Designs for new screens & new navigation elements
- In-depth technical feasibility study
- Build-ready designs
- Additional requirements-gathering

# Thanks!

Questions?

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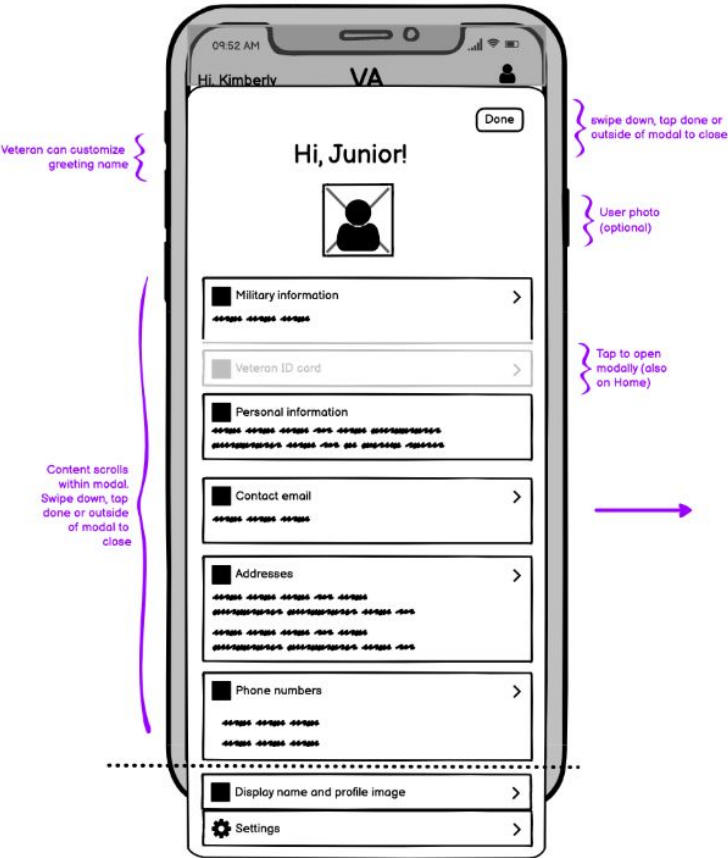
# Appendix

Process work + the high-level wireframe for the recommended direction are on github:

[VA Mobile App - Navigation Model UI - Explorations, Audit & Refinement](#)

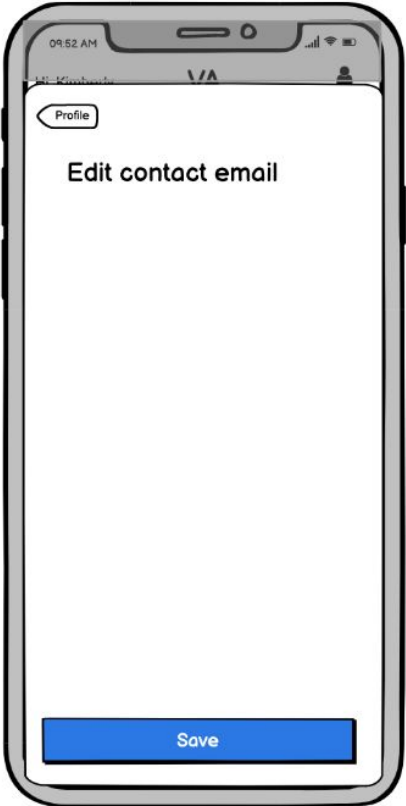
# Profile

Profile



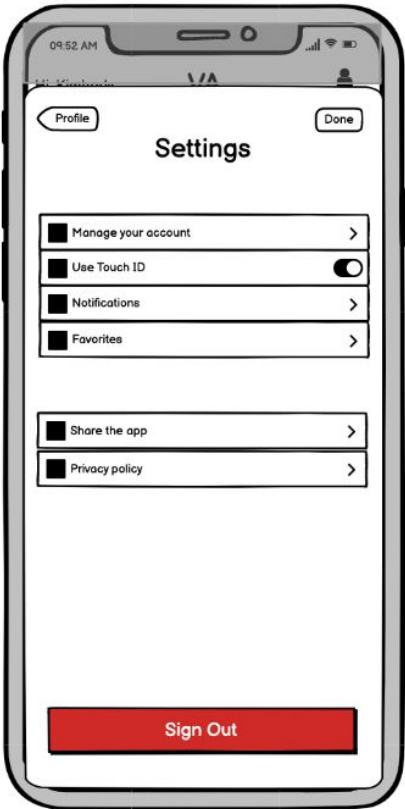
↑ screen transition: push up from bottom; down upon close

Subtask: Edit contact email



← screen transition: push on from right; back upon save

Settings



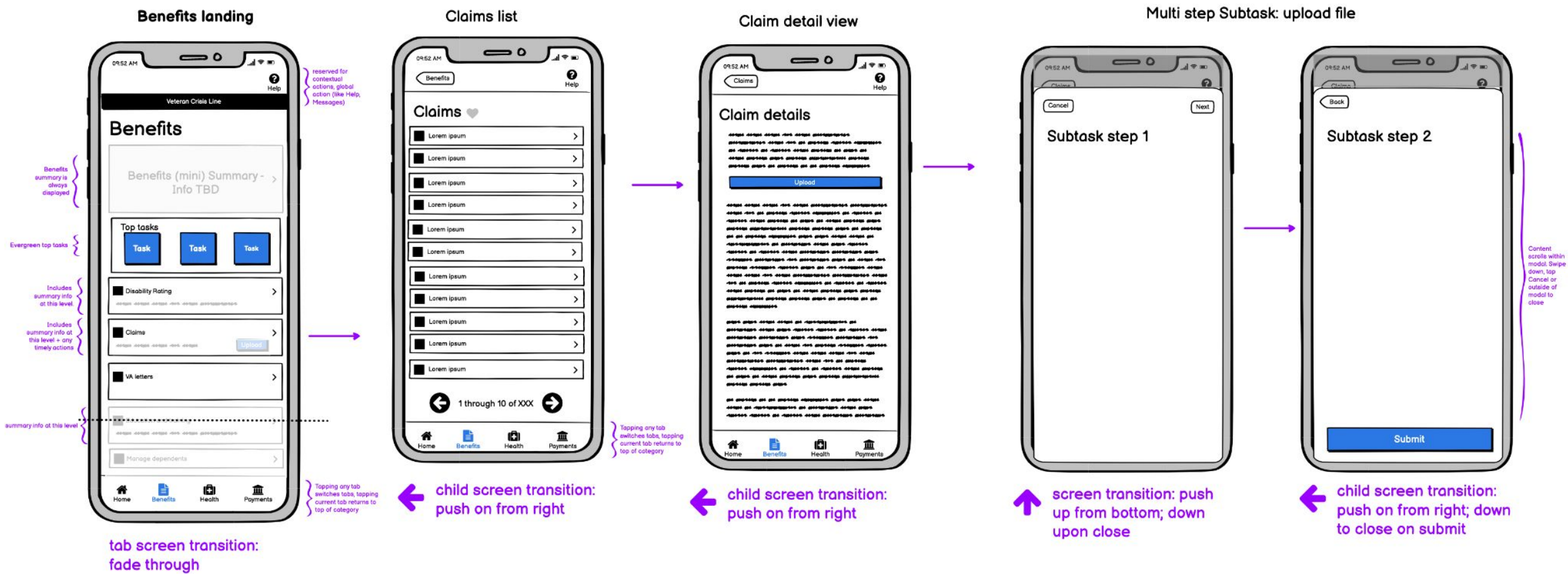
← screen transition: push on from right; down upon close

Future: Favorites



← screen transition: push on from right; down upon close

# Benefits





# Benefits

Health landing



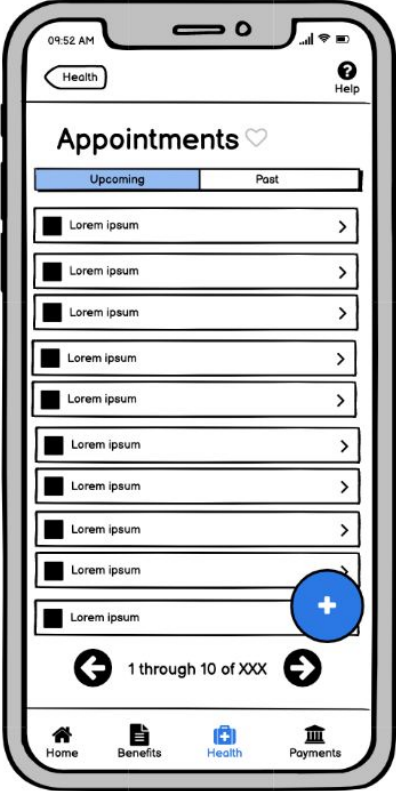
Evergreen top tasks

Menu items show an embedded action when applicable

Health cross-reference

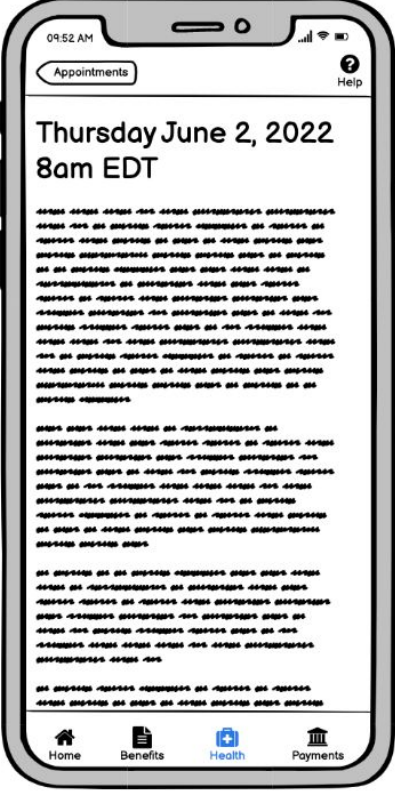
tab screen transition:  
fade through

Appointments list



child screen transition:  
push on from right

Appointment detail view



child screen transition:  
push on from right

Subtask

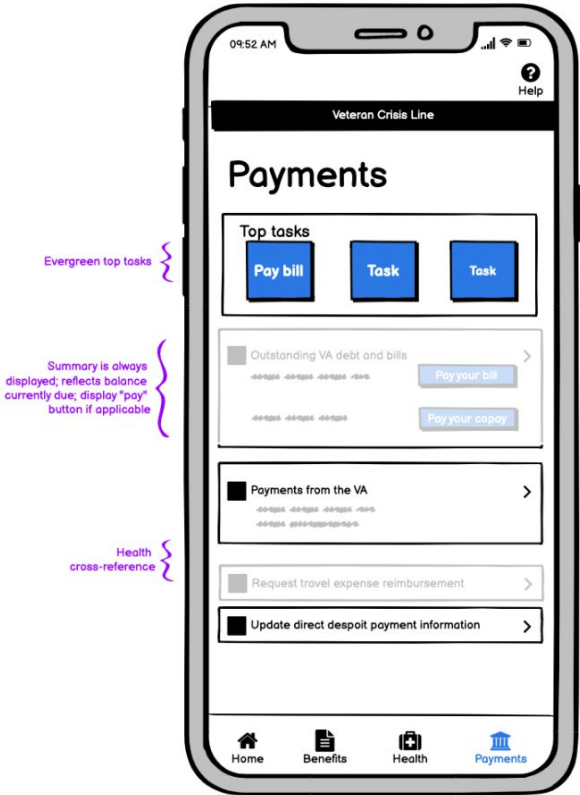


screen transition: push  
up from bottom; down  
upon submit or cancel



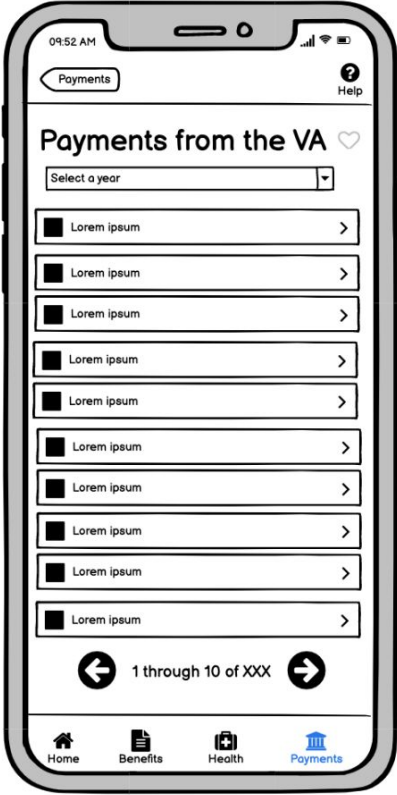
# Payments

Payments landing



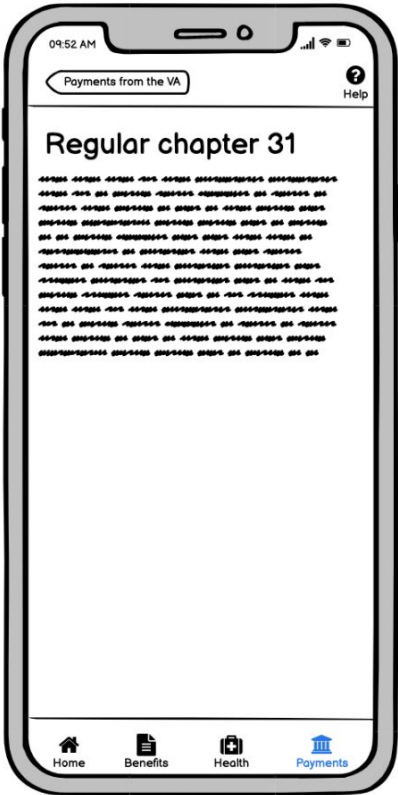
tab screen transition:  
fade through

Payments from the VA list



child screen transition:  
push on from right

Payment detail view



child screen transition:  
push on from right

## VA Mobile App Navigation

