

Indigo Violet - Zoom Text User



Bio

Ms. Violet is a Veteran that served in the Air Force. She finds herself using various technology such as a bigger screens or increased Zoom accessibility options. She spends time on VA.gov managing messages and checking prescriptions.

Demographics

Age:	35
Branch:	Air Force
Education:	Some College
Status:	Married

Motivations

- Refill their prescriptions
- Check their expenses and claims
- Learn more about VA.gov
- Check on health benefits
- Finding the correct forms

Behaviors

- Uses ZoomText to navigate with the computer
- Sometimes uses a TV or large screen

Pain Points

- Sometimes it is hard to read all the content
- When she is unable to use VA.gov she uses other means to access her health needs
- Has a hard time managing their password
- There is too much content on the site
- Not all of the web browsers have the same level of accessibility