



**VA**

U.S. Department  
of Veterans Affairs

OCTO

Copy Deep Link  
Version 1.0 (pilot)  
May 17, 2021

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## Product Overview

Today, deep content on exceptionally long pages is not easily shared. Only the URL of the page can be copied and sent to others.

When a Veteran, caregiver, VA public affairs agent, or customer service representative wants to direct someone to a specific Question & Answer, they can only share a link for the whole page. This leaves it up to the recipient to navigate through a long list of information to find the deeper content they seek, which can be frustrating and time-consuming.

The goal of this pilot is to share deep content contained within a very long page and make it easier to access via a single link.

A new clickable icon will be introduced on one page for the pilot. The new clickable icon will enable users to copy a deep link to their clipboard. They can then paste that link and share it in an email or their choice of application.

The coronavirus FAQ page will be used to pilot this new feature.

## User Access

Users do not need to be signed in to VA.gov to use this feature. The feature will be available for any user who visits the [coronavirus FAQ page](#).

## Navigation and Functionality

On the [coronavirus FAQ page](#), users will see this new clickable icon ([Figure 1](#)) for copying a deep link:




*Figure 1. Icon for copying a deep link.*

The new “copy deep link” icon will be available in accordion FAQs, as well as Q&As that are not inside accordions.

When a Q&A is **not** inside an accordion, the new icon will be visible at the end of the question text. [See Figure 2.](#)

## Coronavirus-specific concerns

**Can I get a COVID-19 vaccine at VA?** 

We continue to offer COVID-19 vaccines as quickly and safely as we can. We're following our phased plan based on VA and [CDC COVID-19 risk criteria](#). Our goal is always to do the most good for the most people.

**Many VA facilities and clinics are now offering COVID-19 vaccines to these 2 groups:**

- All Veterans who are enrolled in VA health care or currently receive care at VA, **and**
- Designated primary and secondary family caregivers who are enrolled in our [Program of Comprehensive Assistance for Family Caregivers \(PCAFC\)](#) and come with the Veteran to get a vaccine

**These groups are now also eligible for a COVID-19 vaccine at VA when their local VA health facilities are able to offer more vaccines:**

- All Veterans

Figure 2. Copy deep link icon following question text.

When a Q&A is inside an accordion, the new icon will be visible after opening the accordion. By default, all accordions are closed, as seen in [Figure 3.](#)

## Coronavirus-specific concerns

Can I get a COVID-19 vaccine at VA?	+
What should I do if I have symptoms of COVID-19?	+
I don't have symptoms, but I feel anxious and overwhelmed. What can I do?	+
Why should I consider volunteering for coronavirus research at VA?	+

Figure 3. Default state for accordions.

Clicking the plus sign opens the accordion and shows the answer text. The new clickable “copy deep link” icon is visible at the end of the answer, as in [Figure 4](#).

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**These groups are now also eligible for a COVID-19 vaccine at VA when their local VA health facilities are able to offer more vaccines:**

- All Veterans
- Spouses and surviving spouses of Veterans
- Caregivers of Veterans. For COVID-19 vaccine eligibility, we define a caregiver as a family member or friend who provides care to a Veteran. Caregivers may help a Veteran with personal needs like feeding, bathing, or dressing. They may also help a Veteran with tasks like shopping or transportation.
- Recipients of Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) benefits




Figure 4. Copy deep link at the bottom of the page.

After clicking the icon, the icon changes color and the user will see a “Link copied” message (see [Figure 5](#)).

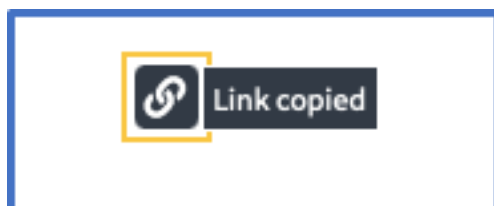


Figure 5. The icon with link copied text.

The link has now been copied to the user’s clipboard and they can paste into an email or other application of their choice to share.

When the recipient clicks on a shared deep link, it will take them directly to the deep Q&A content. If the Q&A is inside an accordion, the accordion for that question will be open upon landing (see [Figure 6](#)).

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Figure 6. Open accordion for selected Q&A.

## Table of Figures

[Figure 1. Icon for copying a deep link.](#)

[Figure 2. Copy deep link icon following question text.](#)

[Figure 3. Default state for accordions.](#)

[Figure 4. Copy deep link at the bottom of the page.](#)

[Figure 5. The icon with link copied text.](#)

[Figure 6. Open accordion for selected Q&A.](#)