**User Screening and Test Script**

National Portal

My HealtheVet and VA.gov Profile Integration

By Light Professional IT Services

October 2021

**Target Users:**

* 8+ participants
* Must have both VA.gov and My HealtheVet account access
* Has used My HealtheVet recently.
* We require a wide age range - younger people may be more likely to change their names/addresses/phone numbers.
* 50% aged 55-64+
* 50% with an identified cognitive disability
* 30% people of color
* 25% in a rural area
* 25% without a degree
* 17% with immigrant origins
* 10% women

**Script**

*[Intro – 3 minutes]*

Thanks for joining us today! My name is Lexi and I also have some colleagues on the line observing and taking notes. We are the team that makes updates to the My HealtheVet website based on feedback from users like you, and today we're going to talk about future updates to the My HealtheVet Profile. Our goal is to understand how users interact with My HealtheVet to create the best experience possible.

Let’s start by going over what you can expect today.

I will start by asking you some questions about you and your relevant experience. I will then ask you to perform some tasks on our site, and finally, I’d like to get some feedback from you about your experience with the tasks.

This entire session should take about 30-45 minutes, and I want to be sure not to keep you much longer, so I may occasionally prompt you with the next question or topic.

Please know that there are no right or wrong answers. We are testing the site, not your ability. Today we want to hear your honest opinions, so I will not be offended by anything you express, and I welcome your feedback.

During this session, I would like you to think out loud as you work to complete the tasks. For example, I encourage you to say things like “I am going to click over here” or “I am scrolling down to find what I am looking for”. I won’t be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expected to happen.

If for any reason and at any time you want to stop the session, please let me know.

Finally, I’d like to record our session today with your permission. We use the recordings to confirm that we have captured your opinions accurately. The recordings are destroyed after we complete analysis, and none of your comments will be attributed to you directly. Are you comfortable if I record your screen and audio as we talk today?

*[If yes:]* Thank you. Once I start recording, you will see a prompt on your screen that you will need to accept.

*[Start recording]*

Now that I have started recording, I’d like to include your permission in the recording, so I will confirm one last time: Are you comfortable if I record my screen and audio as we talk today?

Do you have any questions so far?

**Pre-Test Questions**

Before we look at the Profile design, I’d like to ask you just a few quick questions.

1. Tell me about yourself. What are your hobbies?
2. How often do you shop online?
   1. *[If yes]* Hypothetically, if you had to change some of your personal information on that site, like your address, what would you do?
3. How would you go about updating your personal or contact information for the VA?
4. What comes to mind when I say My HealtheVet Profile?
   1. Have you ever had to update your information on My HealtheVet?
5. What comes to mind when I say VA.gov Profile?
   1. Have you ever had to update your information on VA.gov?
6. Do you have more than one email address? Why?
   * 1. Do you use different email addresses to receive My HealtheVet and VA.gov notifications?
     2. Do you share an email address with any members of your household?
7. Now I’m going to ask you to explain to me in your own words some of the common phrases you might see on My HealtheVet. Please keep in mind that we are not testing your knowledge - we just want to make sure we are using the same phrases that you might use.

How would you describe:

* + Donor information
  + My VA treating facilities
  + Relationship to VA
  + Health information card
  + In case of emergency
  + Emergency contact
  + My links
  + Account settings (what do you think you can do here?)
  + Account type
  + Account activity history
  + Manage account access
  + My HealtheVet welcome bar personalization

**Test Questions:**

Before we start the next section of our session, I’d like to give you a little more context about what we’re doing today. In this project, My HealtheVet will soon include your VA.gov profile information. Our goal is to make sure you can view your personal information across all of the sites you may use at VA.

I’m going to ask you to do some specific tasks. For today’s purposes, we have created this account that we will pretend is yours, though it looks slightly different than what you might be used to. Please note that this is not the REAL MyHealtheVet, and there will be some areas that you won’t be able to click on – this has nothing to do with you or your computer, those spots just aren’t relevant to our study.

And again, as much as possible, it would help us if you can try to think out loud as you complete these tasks.

Ok, now we will start looking at the site. To begin, I am going to paste a link in the chat. Please click on that link and let me know when you have it open.

Now I will ask you to go back to the Zoom window and share your screen with me.

**Profile Tasks:**

Before we start the first task, I’d like to mention that navigating this may work differently than what you are used to. Because you don’t have a scroll bar on the right side of your screen, use the wheel on your mouse, two finger scrolling on your trackpad, or click and drag the blank white space on the right.

1. Our first task is to please navigate to your profile.
2. Now imagine the scenario that you are expecting an email from My HealtheVet but haven't received it yet, and you are worried that they might have sent it to your old email address. Where would you go to validate that you have the correct email address on file?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
3. Imagine that you have recently changed your name. How would you go about updating your profile?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
4. How would you go about changing your mobile phone number?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.

**Lefthand Navigation Menu Tasks:**

1. Where would you look to update your donor status?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
2. Where would you go to turn on your appointment reminders?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
3. Where would you look to view your dates of service?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
4. Where would you go to edit the blue bar across the top of your screen that has your name on it?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
5. Imagine that you are receiving notifications about a VA Facility that you visited many years ago, but have since moved away, and you no longer want to be associated with that facility. What would you do?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.
6. Imagine that your identity was stolen, and you were advised to change all of your online passwords. Where would you go to change your password?
   1. Overall, how difficult or easy did you find this task on a scale between 1 and 7, with 1 being very difficult and 7 being very easy.

Thank you, we are done with the interactive portion of our conversation, and you may stop sharing your screen.

**Post-Test Questions:**

1. We want you to be able to edit your personal information quickly and easily. I’m going to show you two options of how you might edit your profile information, and then I will ask you a couple questions about them. [show the edit button, versus the deep link.]

**For the first option**, there is an edit button that you would click on to edit your information directly in your My HealtheVet profile. Anything you type here would automatically replace all previous information you have entered into both My HealtheVet and your VA.gov profile. For example, if you log in to your VA.gov account later, you would see the changes you made when you were on your My HealtheVet profile.

**The second option** is that we will display the information you have entered on both My HealtheVet and VA.gov, but if the information is at all associated with your VA.gov profile, you cannot edit it on My HealtheVet. To edit it, you will have to click on the link, which will open a new tab in your browser, and from here, you will be directed to log in to your VA.gov profile, where you will then find and edit this particular field.

* 1. Which of these two options would you prefer, and why?

1. Out of what you have seen today, what features do you find most usable and why?
2. After today’s session, what is your understanding of the relationship between the My HealtheVet and VA.gov profiles?
3. Was there anything here that you expected to see, but didn’t?
4. Now that I’ve shown you the potential changes to this part of the site, do you have any additional comments, questions or feedback for us?

**Conclusion:**

Thank you so much for your help – that concludes our test. We will use your feedback to help us as we continue to work on the site and make sure it really works for Veterans.

I do have one last question: do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session?

*[If yes]:* Thank you! I'll have our team send you an email with a more details that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!