

## Quick Reference Guide

Caseflow Hearing Prep helps judges rapidly prepare for their hearings. It allows judges to view their upcoming hearings, view relevant appellant information, take notes before and during a hearing, and review documents in the Veteran's eFolder.

To launch Hearing Prep, open Google Chrome and paste the following URL into the browser: <https://appeals.cf.ds.va.gov/hearings/dockets>. Hit Enter and sign in using your VA credentials.

**Upcoming Hearing Days** is your dashboard to Hearing Prep. It shows the hearing **Date**, **Start Time**, **Type**, **Regional Office** (office of jurisdiction), **Slots** (hearing slots available for each date), and **Scheduled** (hearing(s) scheduled for each date).

### step 1

Click on the hyperlinked date to go to the **Daily Docket** for that day. The hyperlink will be unavailable if there are no hearings scheduled for that day.

#### Upcoming Hearing Days

VLJ: Lauren Roth

Date	Start Time	Type	Regional Office	Slots	Scheduled
9/11/2017	4:40 p.m. EST	CO	Manchester, NH	8	2
9/12/2017	4:49 p.m. EST	CO	Anchorage, AK	11	5
<a href="#">9/14/2017</a>	5:25 p.m. EST	Travel	Houston, TX	10	7
9/15/2017	3:40 p.m. EST	CO	Little Rock, AR	12	6
<a href="#">9/16/2017</a>	4:49 p.m. EST	Video	Cheyenne, WY	10	7
9/17/2017	4:19 p.m. EST	Video	Milwaukee COWAC, WI	9	4
<a href="#">9/18/2017</a>	4:23 p.m. EST	CO	Milwaukee, WI	12	7
9/19/2017	4:32 p.m. EST	Video	Boston, MA	11	8
<a href="#">9/20/2017</a>	5:20 p.m. EST	Video	Portland, OR	12	3
<a href="#">9/21/2017</a>	4:55 p.m. EST	Video	Honolulu, HI	12	1



## Step 2

**Daily Docket** lists the hearings scheduled for the day, along with the **Time/Regional Office**, **Appellant's Name**, **Veteran's VBMS ID**, **Representative** (if applicable), **Actions**, and **Notes**.

Displays the hearing date and the **Hearing Type** (Travel, Video, or Central Office).

Caseflow Hearing Prep | Daily Docket Hearing Prep (DSUSER) ▼

**Daily Docket**  
VLJ: Lauren Roth

Thu 9/21/2017  
Hearing Type: Video  
Last saved at 3:38 p.m.

Time/Regional Office	Appellant	Representative	Actions
1. 2:11 p.m. EST Honolulu, HI	WASHINGTON, ANDREW A. c918d76c7		<div>Disposition: Cancelled ▼</div> <div>Hold Open: 90 days ▼</div> <div>AOD: Select... ▼</div> <div><input type="checkbox"/> Add on <input checked="" type="checkbox"/> Transcript Requested</div>

Notes:

< Back to Upcoming Hearing Days

Click the **Veteran's VBMS ID** to view the **Hearing Worksheet** for this Appellant.

Use the dropdown menus under **Actions** to indicate the **Disposition**, **Hold Open** (duration), and **AOD** status of the case.

**Time/Regional Office** displays the time of the hearing and the regional office with jurisdiction.

**Notes** displays the notes related to the hearing and hearing day logistics. This information is pulled from VACOLS.

Click **Add on** to indicate this is an added hearing. Click **Transcript Requested** to indicate Appellant has requested a transcript of the hearing.



step 3a

The **Hearing Worksheet** shows information relevant to the appellant's case including: **Appellant/Veteran Profile Information, Appeal Stream Documents and Issues, Contentions, Periods and Circumstances of Service, Evidence**, and your **Comments and Special Instructions to Attorneys**. Information entered on this page will only be saved on the Hearing Worksheet and will not overwrite VACOLS or VBMS.

## Hearing Worksheet

VLJ: Lauren Roth

Every 30 seconds, or when the page is refreshed or closed, the Hearing Worksheet automatically saves and updates any notes that are entered.

Tue 9/26/2017  
Hearing Type: Video

Saving...

### Appellant/Veteran Information

Appellant Name: Washington, John A.	City/State: Huntingdon, TN	Regional Office: New York, NY	Representative Org: Military Order of the Purple Heart	Rep. Name: <input type="text"/>
Veteran Name: Washington, Anne, A	Veteran ID: e6cd01387	Veteran's Age: 47	Witness (W)/Observer (O): <input type="text"/>	

### Relevant Documents

Docs in eFolder: 5

APPEAL STREAM 1

Docket Number: 4198	NOD: 09/02/2017	Form 9: 09/21/2017	Prior BVA Decision:	Docs since Certification: 0
SOC: 09/17/2017	Certification:	SSOC: 09/24/2017, 09/23/2017		

**Docs in eFolder** indicates the number of documents in the Veteran's eFolder.

This section displays the docket number and the dates of key documents for this appeal stream.

**Docs since Certification** are the documents added to the case since it was certified.



Step 3b

**Hearing Worksheet** (continued) –  
This section shows the issues on appeal.

You can select any of these possible outcomes to indicate **Preliminary Impressions** about the issue.

**Issues**

APPEAL STREAM 1

Program	Issue	Levels 1-3	Description	Preliminary Impressions	
1. Compensation	Service connection	All Others, 5010 - Migraine	<div>Frequent headaches, caused by concussion</div> <div>80 characters left</div>	<div><input type="checkbox"/> Re-Open</div> <div><input type="checkbox"/> Remand</div> <div><input type="checkbox"/> Allow</div> <div><input type="checkbox"/> Dismiss</div> <div><input type="checkbox"/> Deny</div> <div><input type="checkbox"/> VHA</div>	
2. Compensation	Service connection	All Others, 5010 - Arthritis, due to trauma	<div>Left Elbow</div> <div>110 characters left</div>	<div><input type="checkbox"/> Re-Open</div> <div><input type="checkbox"/> Remand</div> <div><input type="checkbox"/> Allow</div> <div><input type="checkbox"/> Dismiss</div> <div><input type="checkbox"/> Deny</div> <div><input type="checkbox"/> VHA</div>	

[+ Add Issue](#)

Click **+Add Issue** to add an issue.

**Description** provides a description of the issue. This information is pulled from VACOLS. This field is editable but the information entered here will not overwrite VACOLS.

Click the trash can to delete an issue.



**Hearing Worksheet** (continued) – This screen shows how to add an issue on appeal.

**Step 3b-1**

**Issues**

APPEAL STREAM 1

Program	Issue	Levels 1-3	Description	Preliminary Impressions			
1. Compensation	Service connection	All Others, 5010 - Arthritis, due to trauma	Left Elbow	<input type="checkbox"/> Re-Open	<input type="checkbox"/> Allow	<input type="checkbox"/> Deny	
				<input type="checkbox"/> Remand	<input type="checkbox"/> Dismiss	<input type="checkbox"/> VHA	
2. Compensation	Service connection	All Others, 5010 - Migrane	Frequent headaches, caused by concussion	<input type="checkbox"/> Re-Open	<input type="checkbox"/> Allow	<input type="checkbox"/> Deny	
				<input type="checkbox"/> Remand	<input type="checkbox"/> Dismiss	<input type="checkbox"/> VHA	
3.				<input type="checkbox"/> Re-Open	<input type="checkbox"/> Allow	<input type="checkbox"/> Deny	
				<input type="checkbox"/> Remand	<input type="checkbox"/> Dismiss	<input type="checkbox"/> VHA	

[+ Add Issue](#)

Click **+Add Issue** to add an issue.

Once you click **+Add Issue**, a row of boxes will appear. Fill in the boxes with the required information.



**Hearing Worksheet** (continued) – This screen shows deleting an issue on appeal.

**step 3b-2**

The screenshot displays the 'Issues' section of the Caseflow Hearing Prep interface. It features a table with columns for 'Program', 'Issue', and 'Levels 1-3'. Two rows are listed, both with 'Compensation' as the program and 'Service connection' as the issue. A modal dialog titled 'Remove Issue Row' is centered on the screen, asking for confirmation to remove an issue from 'Appeal Stream 1'. The dialog includes 'Cancel' and 'Yes' buttons. To the right, the 'Preliminary Impressions' section is partially visible, showing checkboxes for 'Re-Open', 'Remand', 'Allow', 'Dismiss', 'Deny', and 'VHA'. A green line points from the 'Remove Issue Row' dialog to a green callout box below. Another green line points from a trash can icon in the 'Preliminary Impressions' section to another green callout box to the right.

Program	Issue	Levels 1-3
1. Compensation	Service connection	All Others, 5010
2. Compensation	Service connection	All Others, 5010

[+ Add Issue](#)

**Remove Issue Row**

Are you sure you want to remove this issue from Appeal Stream 1 on the worksheet?

This issue will be removed from the worksheet, but will remain in VACOLS.

[Cancel](#) [Yes](#)

**Preliminary Impressions**

☐ Re-Open ☐ Allow ☐ Deny

☐ Remand ☐ Dismiss ☐ VHA

☐ Re-Open ☐ Allow ☐ Deny

☐ Remand ☐ Dismiss ☐ VHA

Once you click the trash can, a confirmation screen appears to confirm the deletion.

Click the trash can to delete an issue.



**Hearing Worksheet** (continued) – This section shows the **Contentions, Periods and circumstances of service**, and **Evidence** associated to the case. You may type your notes in each of these boxes.

**Step 3c**

Contentions

The veteran believes their knee is hurt

Periods and circumstances of service

Army 02/02/2003 - 05/07/2009  
Navy 08/23/2011 - 09/12/2014

Evidence

Medical exam occurred on 10/10/2008

**Periods and Circumstances of Service** is prefilled with information pulled from the VBMS sidebar. You may edit and add to the information in this box and it will not affect VBMS.



**Step 3d**

**Hearing Worksheet (continued)** – This section shows the **Comments and special instructions to attorneys** associated to the case. You may type your notes in each of these boxes.

Comments and special instructions to attorneys

Look for knee-related medical records

[Review eFolder](#)

Built with ♥ by the [Digital Service at the VA](#)

[Send feedback](#)

**Comments and special instructions to the attorney** are typed here.

Click **Review eFolder** to begin reviewing documents in the Veteran's efolder.

Click **Send Feedback** to send feedback about Hearing Prep to the Caseflow Team.





## Step 3e

The **Claims Folder** page displays a subset of the case documents relevant to Hearing Prep.

Click the **+** to display the **Claims Folder** details, including the **Veteran's ID**, **Claim Type**, **Docket Number**, **Regional Office**, and **Issues** as listed in VACOLS.

By selecting the **Comments** toggle, you will display only documents that have comments (expanded).

**Joe A Smith's Claims Folder**

Claims folder details

Type to search...

4 Documents

Filtering by: Categories (1). [Clear all filters.](#)

Categories Receipt Date Document Type Issue Tags Comments

	09/24/2017	Form 9		
	09/24/2017	SOC	Right Knee	1
	09/24/2017	NOD	Service Connected	1
	09/19/2017	BVA Decision		

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[Send feedback](#)

Click the document title to open the document.

Click the dropdown arrow to see the **Comments** on this document.

Click **Send Feedback** to send feedback about Reader to the Caseflow Team.



Clicking the + to display the **Claims Folder** details, including the **Veteran's ID**, **Claim Type**, **Docket Number**, **Regional Office**, and **Issues** as listed in VACOLS. Click – to close the Claims folder details window.

Step 3e-1

## Joe A Smith's Claims Folder

You've viewed 0 out of 4 documents

### Claims folder details

**Veteran ID**  
DEMO123

**Type**  
Court Remand AOD, CAVC

**Docket Number**  
13 11-265

**Regional Office**  
RO13 - Baltimore

#### Issues

1. Service Connection: All Others, Thigh, limitation of flexion of

Type to search...














4 Documents

Show all:

Documents

Comments

Filtering by: Categories (1). [Clear all filters.](#)

Categories	Receipt Date	Document Type	Issue Tags	Comments
  	09/29/2017	Form 9		
 	09/29/2017	SOC	Right Knee	1 
 	09/29/2017	NOD	Service Connected	1 
   	09/24/2017	BVA Decision		



The **Claims Folder** page displays a subset of the case documents relevant to Hearing Prep.

Step 3e-2

## Joe A Smith's Claims Folder

Claims folder details

Type to search...

4 Documents

Show all

Documents

Comments

Filtering by: Categories (1). [Clear all filters.](#)

Categories	Receipt Date	Document Type	Issue Tags	Comments
  	09/24/2017	Form 9		
 	09/24/2017	SOC		
 	09/24/2017	NOD		
   	09/19/2017	BVA Decision	 	 

These are **Comments**. You can add them within the document and filter and see them here.

These are **Issues Tags**. You can create them within the document to label files by issue, which can be filtered here.

Documents relevant to Hearing Prep are marked with a yellow **Case Summary** category tab. You can see all efolder documents by clicking on **Clear all filters**.

[Send feedback](#)



The **Claims Folder** page displays a subset of the case documents relevant to Hearing Prep.

Step 3e-3

Caseflow Reader > Claims Folder Reader (DSUSER) ▼

## Joe A Smith's Claims Folder

Claims folder details

Type to search... 4 Documents

Filtering by: Categories (1), Comments. [Clear all filters.](#)

Categories Receipt Date Document Type Issue Tags Comments

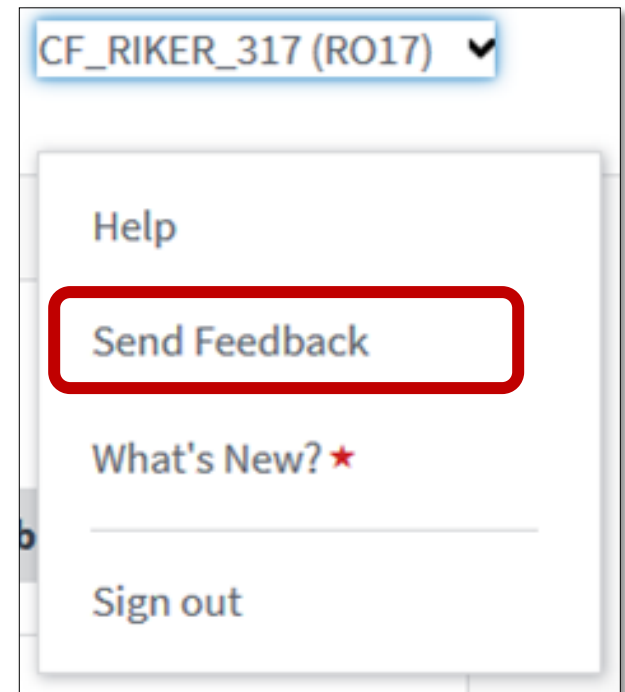
	09/29/2017	SOC	Right Knee	1 ▲
Page 1 <a href="#">Jump to section</a> This is an example comment				
	09/29/2017	NOD	Service Connected	1 ▲
Page 1 <a href="#">Jump to section</a> Hello World!				

By selecting the **Comments** toggle, you will display only documents that have comments (expanded).

Click **Jump to section** to go to the location in the document with this comment.

Click the dropdown arrow to open or close the **Comments** on this document.

- To Provide Feedback
  - Click on username
  - Select **Send Feedback** from dropdown menu
  - Complete Feedback form
    - Comment or Feedback
    - Contact email
  - Click **Send Feedback** button
- Or, click **Send Feedback** link located on the bottom right-hand side of the screen





# Experiencing Technical Issues Or Need More Support?

- Contact the Caseflow Product Support Team
  - 1-844-876-5548 or [caseflow@va.gov](mailto:caseflow@va.gov)