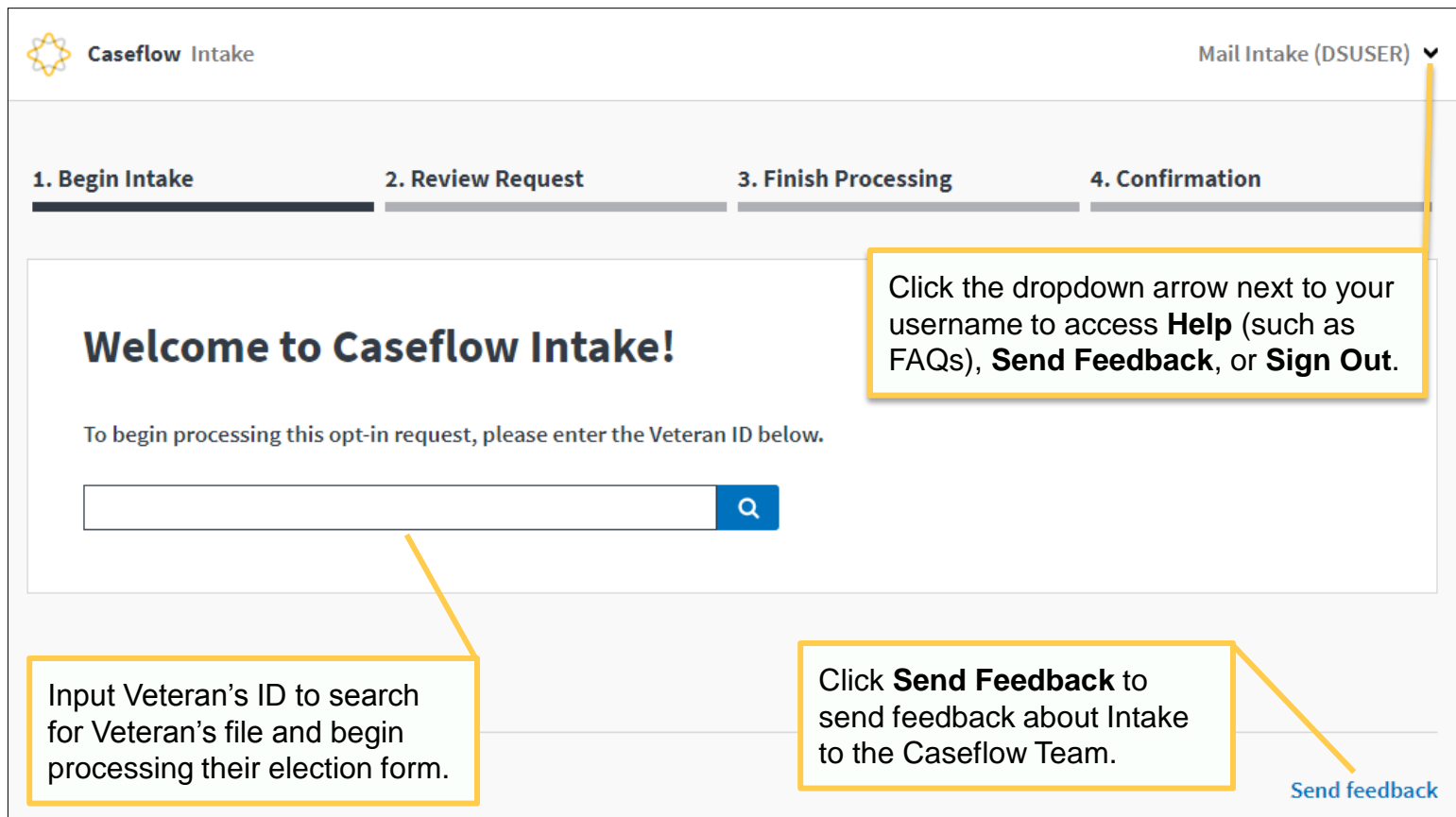


## Quick Reference Guide

Caseflow Intake is a web-based application designed to support the Rapid Appeals Modernization Program (RAMP). Intake guides Claims Assistants through the process of notifying Veterans, updating necessary systems, and creating EPs.

To launch Caseflow Intake, input the URL, <https://appeals.cf.ds.va.gov/intake>, into your web browser. Hit Enter and sign in using your VA credentials.

### step 1



The screenshot shows the Caseflow Intake web application. At the top left is the Caseflow Intake logo. At the top right is the user name 'Mail Intake (DSUSER)' with a dropdown arrow. Below the header is a progress bar with four steps: '1. Begin Intake' (highlighted with a thick black bar), '2. Review Request', '3. Finish Processing', and '4. Confirmation'. The main content area has a heading 'Welcome to Caseflow Intake!' followed by the instruction 'To begin processing this opt-in request, please enter the Veteran ID below.' Below this is a text input field with a blue search button. Three yellow callout boxes provide instructions: one points to the search button saying 'Input Veteran's ID to search for Veteran's file and begin processing their election form.', another points to the dropdown arrow saying 'Click the dropdown arrow next to your username to access **Help** (such as FAQs), **Send Feedback**, or **Sign Out**.' and a third points to a 'Send feedback' link at the bottom right saying 'Click **Send Feedback** to send feedback about Intake to the Caseflow Team.'

Caseflow Intake

Mail Intake (DSUSER) ▼


1. Begin Intake 2. Review Request 3. Finish Processing 4. Confirmation

## Welcome to Caseflow Intake!

To begin processing this opt-in request, please enter the Veteran ID below.

**Review Request** page is where you indicate the Veteran's opt-in election from the Veteran's election form.

## step 2

 Caseflow Intake | Washington, Martin (85555555) Mail Intake (DSUSER) ▼

1. Begin Intake

2. Review Request

3. Finish Processing

4. Confirmation

### Review Martin Washington's opt-in request

Check the Veteran's RAMP Opt-In Election form in the Centralized Portal.

Which election did the Veteran select?

☐ Supplemental Claim

☐ Higher Level Review **with** DRO hearing request

☐ Higher Level Review **without** DRO hearing request

What is the Receipt Date for this election form?

mm/dd/yyyy

Select the Veteran's election from the list.

Click **Continue to next step**, after completing Veteran's election, to advance to the next step.

Input the **Receipt Date** of the Veteran's election form.

**Finish Processing** page provides a list of steps that must be completed outside of Caseflow Intake before proceeding to the next page.

### step 3

Caseflow Intake | Anthony, James (85555555)
Mail Intake (DSUSER)

1. Begin Intake
2. Review Request
3. Finish Processing
4. Confirmation

## Finish processing Supplemental Claim election

Please complete the following steps outside Caseflow.

- Step 1.** Upload the RAMP Election form to the VBMS eFolder and ensure the Document Type is Correspondence.
- Step 2.** Update the Subject Line with "Ramp Election".
- Step 3.** Create an EP 683 RAMP – Supplemental Claim Review Rating in VBMS.
- Step 4.** Add a placeholder contention of "RAMP".
- Step 5.** Send a RAMP Withdrawal Letter using Letter Creator.

*Complete all steps outside of Caseflow before continuing to next page.*

**i This Veteran has 1 active appeal, with the following issues**

Program	VACOLS Issue(s)	Note
02 - Compensation	15 - Service connection 03 - All Others 5252 - Thigh, limitation of flexion of	low back condition
02 - Compensation	15 - Service connection 03 - All Others 5252 - Thigh, limitation of flexion of	low back condition

☐ I'm ready to move to the next step and close the VACOLS record. *Required*


*After completing all the steps above, click box to confirm that all tasks are complete.*

Once all steps outside of Caseflow have been completed, click **I've completed all steps** to continue. Clicking the button will complete the intake and automatically close the VACOLS record.

Cancel Intake
I've completed all steps

**Confirmation** page confirms completion of the Veteran's opt-in request and the closing of the record in VACOLS.

**Step 4**

 Caseflow Intake | Washington, Martin (85555555)

Mail Intake (DSUSER) ▼

1. Begin Intake

2. Review Request

3. Finish Processing

4. Confirmation

# Intake completed

Martin Washington's (ID #85555555) opt-in request has been processed. You can now begin intake for the next opt-in letter.

✓ Caseflow closed the VACOLS record

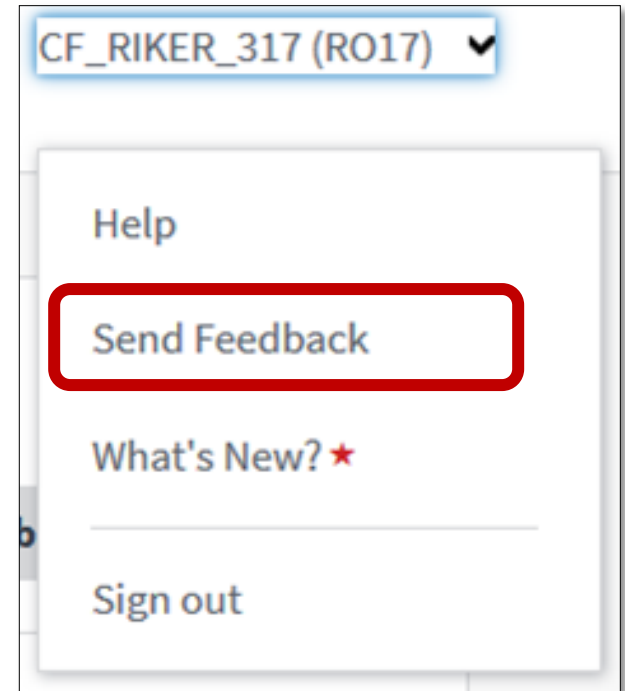
Begin next intake

Click **Begin next intake** to begin processing the next intake.

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Send feedback

- 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 the **Send Feedback** link located on the bottom right-hand side of any page


# **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)

# Alert Screens

**Veteran ID not found** displays when the Veteran ID can not be found in the system. Verify Veteran ID and try again.

 **Caseflow** Intake


Mail Intake (DSUSER) ▼

1. Begin Intake

2. Review Request



3. Finish Processing

4. Confirmation

 **Veteran ID not found**  
Please enter a valid Veteran ID and try again.

## Welcome to Caseflow Intake!

To begin processing this opt-in request, please enter the Veteran ID below.


 

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[Send feedback](#)



**This Veteran is not eligible to participate in RAMP** displays when the Veteran ID has not been identified as eligible for RAMP participation. Complete listed steps outside of Caseflow.


 Caseflow IntakeMail Intake (DSUSER) ▼

1. Begin Intake

2. Review Request

3. Finish Processing

4. Confirmation

 **This Veteran is not eligible to participate in RAMP.**

Please check the Veteran ID entered, and if the Veteran ID is correct, take the following actions outside Caseflow:

- Upload the RAMP Election to the VBMS eFolder with Document Type **Correspondence** and Subject Line "RAMP Election".
- Notify the Veteran by mail of his/her ineligibility to participate in RAMP using the **RAMP Ineligible Letter** in *Letter Creator*.
- Document your actions as a permanent note in VBMS.


## Welcome to Caseflow Intake!

To begin processing this opt-in request, please enter the Veteran ID below.

✕

🔍

**A RAMP Opt-in Notice Letter was not sent to this Veteran** displays when the Veteran ID has been identified as ineligible for RAMP participation. Complete listed steps outside of Caseflow.


 Caseflow IntakeMail Intake (DSUSER) ▼

1. Begin Intake

2. Review Request

3. Finish Processing

4. Confirmation

 **A RAMP Opt-in Notice Letter was not sent to this Veteran.**

Please check the Veteran ID entered, and if the Veteran ID is correct, take the following actions outside Caseflow:


- Upload the RAMP Election to the VBMS eFolder with Document Type **Correspondence** and Subject Line "RAMP Election".
- Notify the Veteran by mail of his/her ineligibility to participate in RAMP using the **RAMP Ineligible Letter** in *Letter Creator*.
- Document your actions as a permanent note in VBMS.

## Welcome to Caseflow Intake!

To begin processing this opt-in request, please enter the Veteran ID below.

✕🔍

**Opt-in already processed in Caseflow** displays when an opt-in notice has already been processed for the Veteran ID. Ensure election form is a duplicate and proceed to the next intake.

 **Caseflow** Intake


Mail Intake (DSUSER) ▼

1. Begin Intake

2. Review Request

3. Finish Processing



4. Confirmation

 **Opt-in already processed in Caseflow**

A RAMP opt-in with the notice date 09/07/2017 was already processed in Caseflow. Please ensure this is a duplicate election form, and proceed to the next intake.

## Welcome to Caseflow Intake!

To begin processing this opt-in request, please enter the Veteran ID below.

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[Send feedback](#)