

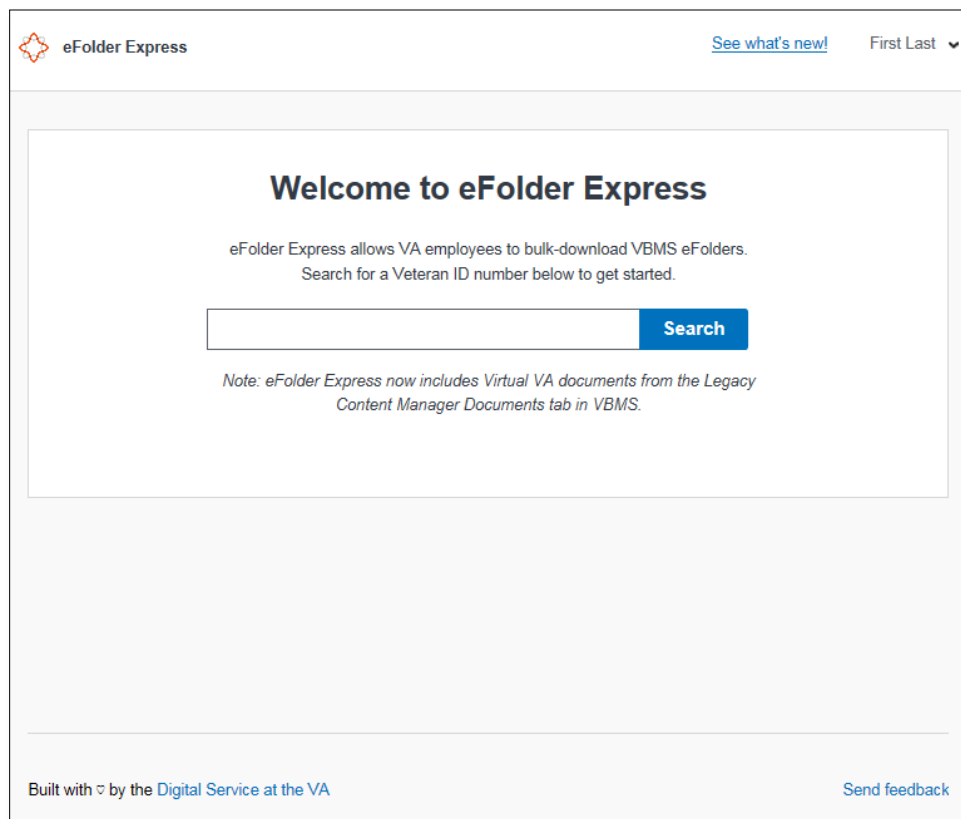
Welcome to eFolder Express!

eFolder Express is an easy to use, web-based application that allows authorized VA employees to bulk download documents from a veteran's VBMS efolder, reducing the need to manually click and save these documents one by one. It was built by the Digital Service at VA (DSVA) and will create cost savings and process improvements for many areas of the VA.

Accessing and Using eFolder Express:

Signing into eFolder Express

1. Connect to the VA network.
2. On your web browser, navigate to <https://efolder.cf.ds.va.gov>.
3. Sign in using your VA credentials.
4. You will be taken to the eFolder Express Welcome page.



The screenshot shows the eFolder Express web application interface. At the top left is the eFolder Express logo. At the top right are links for "See what's new!" and a user profile indicator "First Last" with a dropdown arrow. The main content area has a heading "Welcome to eFolder Express" followed by a description: "eFolder Express allows VA employees to bulk-download VBMS eFolders. Search for a Veteran ID number below to get started." Below this is a search input field and a blue "Search" button. A note states: "Note: eFolder Express now includes Virtual VA documents from the Legacy Content Manager Documents tab in VBMS." The footer contains the text "Built with ♥ by the Digital Service at the VA" and a "Send feedback" link.

eFolder Express

[See what's new!](#) First Last ▾

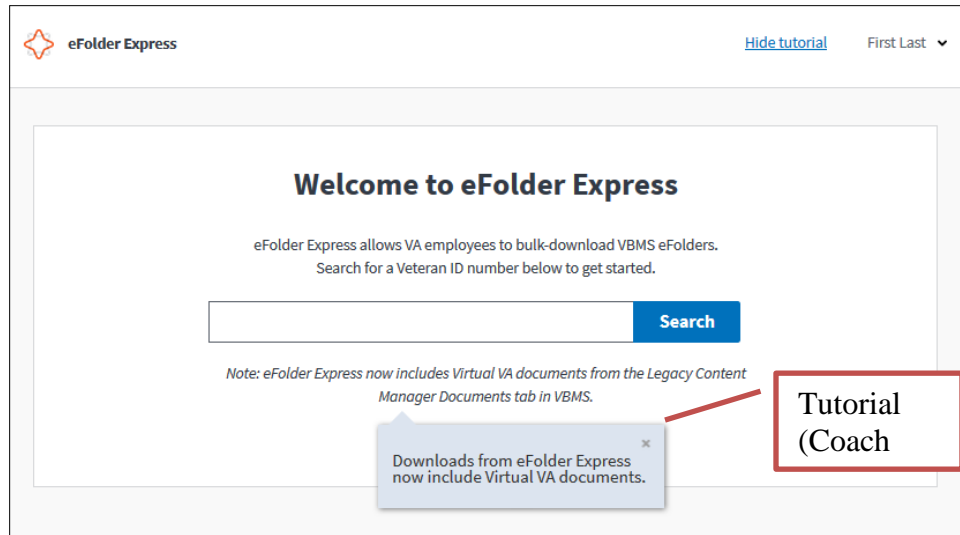
Welcome to eFolder Express

eFolder Express allows VA employees to bulk-download VBMS eFolders.
Search for a Veteran ID number below to get started.

Note: eFolder Express now includes Virtual VA documents from the Legacy Content Manager Documents tab in VBMS.

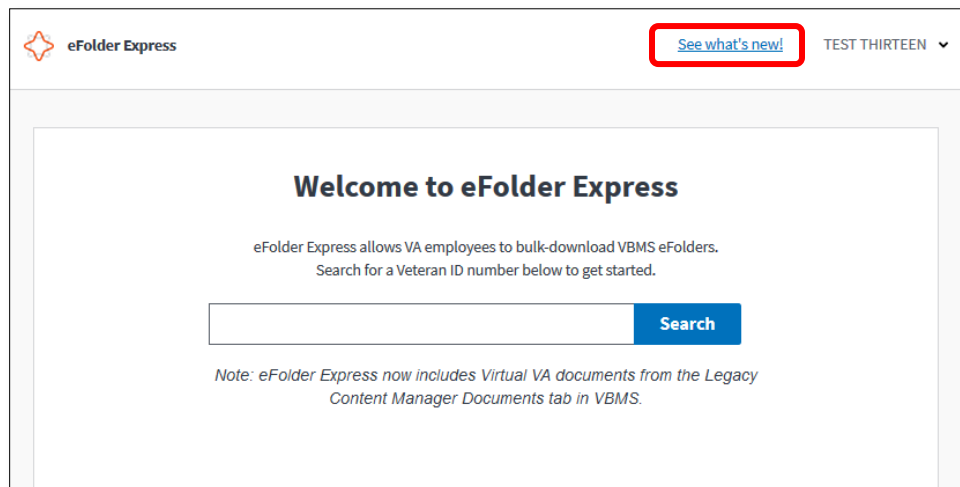
Using the Tutorial or Coach Marks

NOTE: By the default, the tutorial is on when you launch eFolder Express. The tutorial is designed to identify and describe new features in eFolder Express.



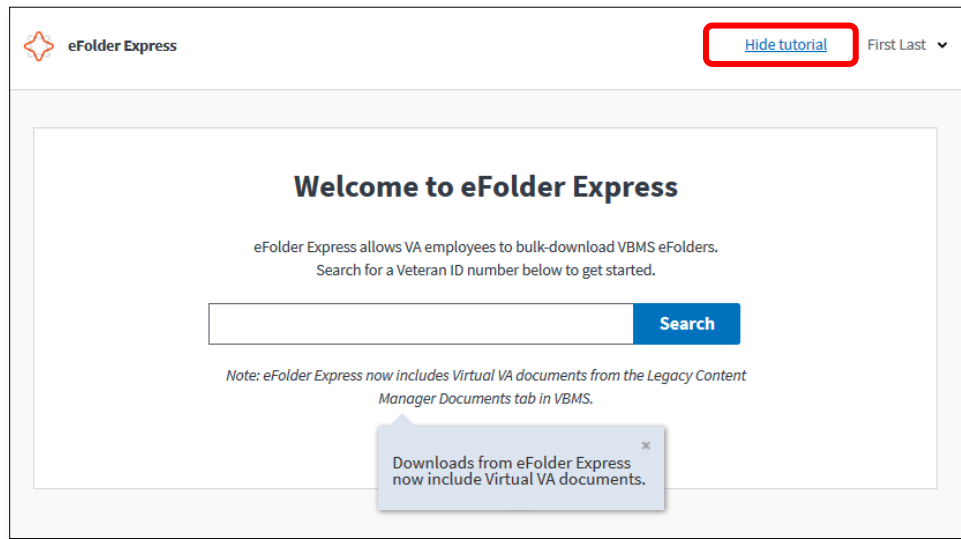
Turning on the Tutorial

- Click the **See what's new!** link to turn on the tutorial.



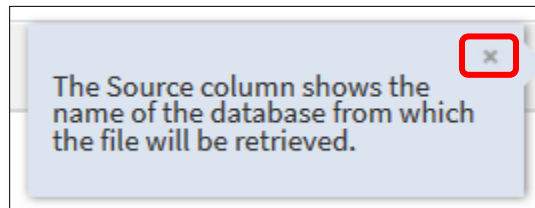
Turning off the Tutorial

- Click the **Hide tutorial** link to turn off the tutorial.



Closing a Tutorial Dialog Box

- Click the **X** in the upper right-hand corner of the tutorial dialog box to close the box.



Searching for a case

- On the eFolder Express Welcome page, enter (or copy and paste) the Veteran ID for the veteran's efolder you want to download and click **Search**.


NOTE: *eFolder Express downloads now include documents from both VBMS and Virtual VA from the Legacy Content Manager.*

Search for a Veteran ID number below to get started.


890765469	Search
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Note: eFolder Express now includes Virtual VA documents from the Legacy Content Manager Documents tab in VBMS.

NOTE: *If you searched for a large case file, it may take a few minutes to locate the case you entered. DO NOT navigate away from this page until the file loads.*

 eFolder Express | STAN STANMAN (890765469) TEST THIRTEEN ▾

STAN STANMAN (890765469)




We are gathering the list of files in the eFolder now...

[Start over](#)

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

Verifying and Retrieving an eFolder

- If the veteran's name and documents in the list are correct, click the **Start Retrieving eFolder** button at the top, or bottom, of the page to begin retrieving of the efolder.

 eFolder Express | STAN STANMAN (890765469) [See what's new!](#) TEST THIRTEEN ▾

STAN STANMAN (890765469)

eFolder Express found a total of 4 documents (4 from VBMS and 0 from VVA/LCM) for STAN STANMAN #890765469. Verify the Veteran ID and click the Start retrieving eFolder button below to start retrieving the eFolder.

Start retrieving eFolder

Filename	Source	Receipt Date
5103 / DTA Letter	VBMS	01/26/2017
5103 / DTA Letter	VBMS	12/23/2016
5103 / DTA Letter	VBMS	12/22/2016
Fully Developed Claim Memo (Compensation or Pension)	VBMS	12/21/2016

Start over


Start retrieving eFolder

Retrieving Files


NOTE: Depending on the size of the efolder, it can take anywhere from a few minutes to a few hours to fetch all the files in the efolder. You may navigate away or close the browser window at any time. **DO NOT** worry, eFolder Express will continue retrieving files in the background, even if you leave the page.

- You can now return to the eFolder Express Welcome page and search for another efolder.

NOTE: eFolder Express can download up to 64 efolders simultaneously.


 eFolder Express | STAN STANMAN (890765469)


TEST THIRTEEN ▾


 **You can close this page at any time.**
You can close this page at any time and eFolder Express will continue retrieving files in the background. View progress and download eFolders from the History on the [eFolder Express home page](#).
Note: eFolders remain in your History for 72 hours.

Retrieving Files ...

Estimated time left: less than 5 seconds (4 of 4 files remaining)

 Progress (4)

 Completed (0)

 Errors (0)

Filename	Source	Receipt Date
5103 / DTA Letter	VBMS	01/26/2017
5103 / DTA Letter	VBMS	12/23/2016
5103 / DTA Letter	VBMS	12/22/2016
Fully Developed Claim Memo (Compensation or Pension)	VBMS	12/21/2016

Accessing Retrieved Files

- On the eFolder Express Welcome page, click the **View Results** or **View Progress** link, next to the file number under Download History, to view the retrieved efolder or the progress of the efolder retrieval.

NOTE: Retrieved efolder files will be accessible from your Download History for 72 hours.

eFolder Express [See what's new!](#) TEST THIRTEEN ▾

Welcome to eFolder Express

eFolder Express allows VA employees to bulk-download VBMS eFolders.
Search for a Veteran ID number below to get started.

Note: eFolder Express now includes Virtual VA documents from the Legacy Content Manager Documents tab in VBMS.


History


VERA MARSHALL (796147498) - Expires on 07/31	View progress
STAN STANMAN (890765469) - Expires on 07/31	View results

Downloading the Zip File

- Successfully retrieved documents will appear in the **Completed** tab.
- Click the **Download eFolder** button to download the zip file that contains the fetched documents from the efolder.




NOTE: Due to PII/PHI sensitivity consideration, VA requires you to download these zip files to a shared drive rather than your local disk.

 eFolder Express | STAN STANMAN (890765469) [See what's new!](#) TEST THIRTEEN ▾

 **Success!**
All of the documents in the VBMS eFolder for #890765469 are ready to download. Click the "Download eFolder" button below.

This efolder contains 4 documents: 4 from VBMS and 0 from VVA/LCM.

Download eFolder

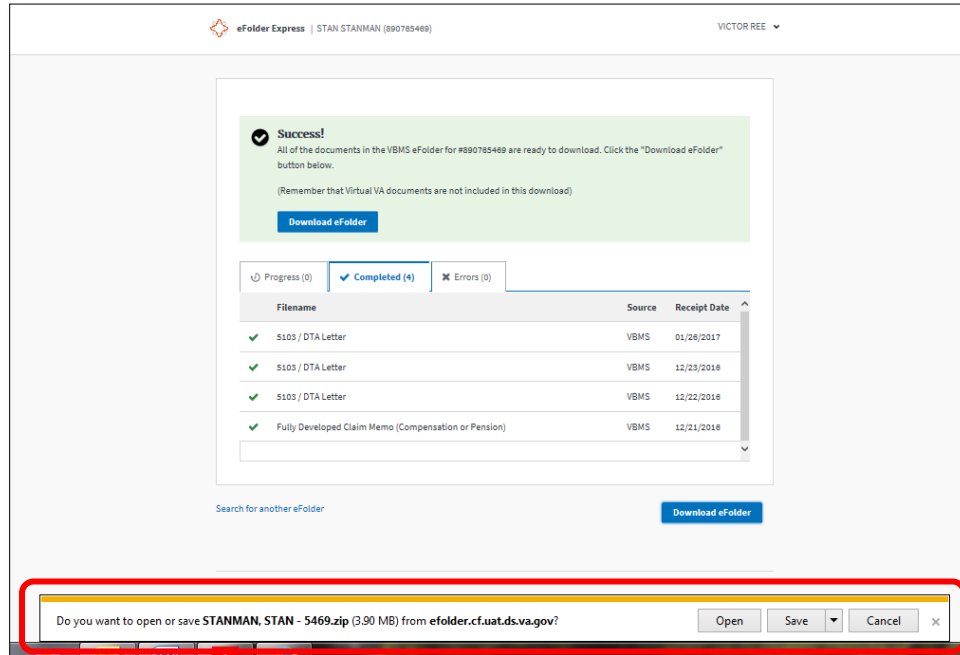
 Progress (0)  **Completed (4)**  Errors (0)

Filename	Source	Receipt Date
✓ 5103 / DTA Letter	VBMS	01/26/2017
✓ 5103 / DTA Letter	VBMS	12/23/2016
✓ 5103 / DTA Letter	VBMS	12/22/2016
✓ Fully Developed Claim Memo (Compensation or Pension)	VBMS	12/21/2016

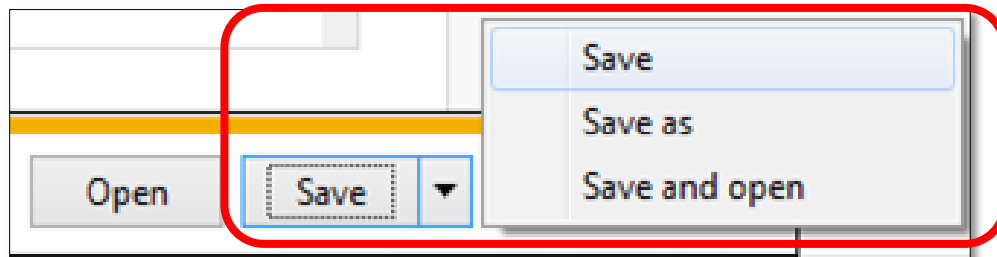
[Search for another eFolder](#) **Download eFolder**

Saving a Download Using Internet Explorer

- After clicking **Download eFolder**, you will see a notification from the browser asking if you'd like to open or save the downloaded file.

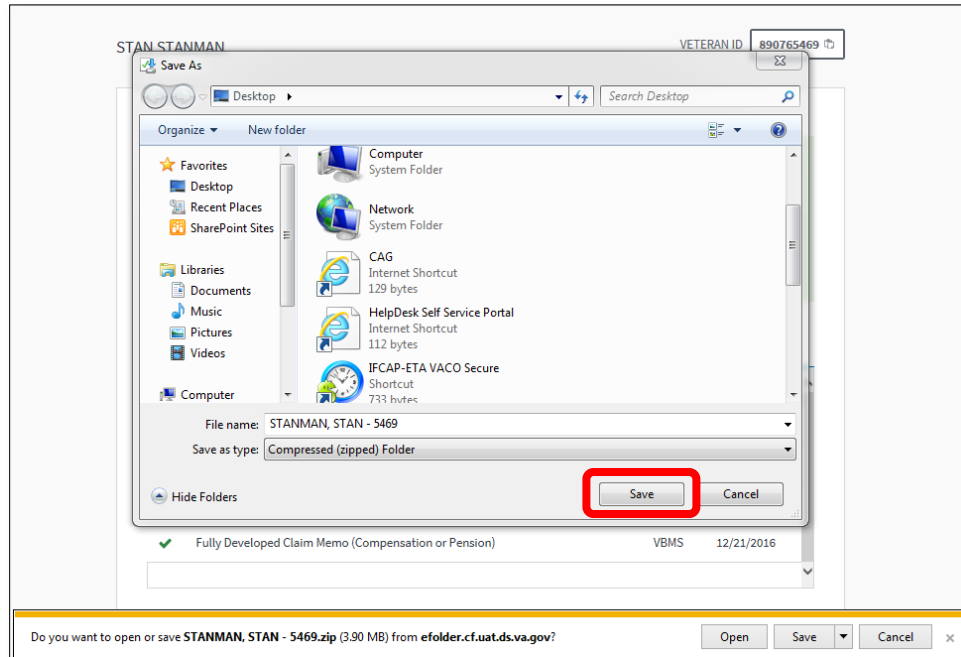


- Click the arrow next to **Save** and select **Save as** to designate a location for saving the documents (see next image).

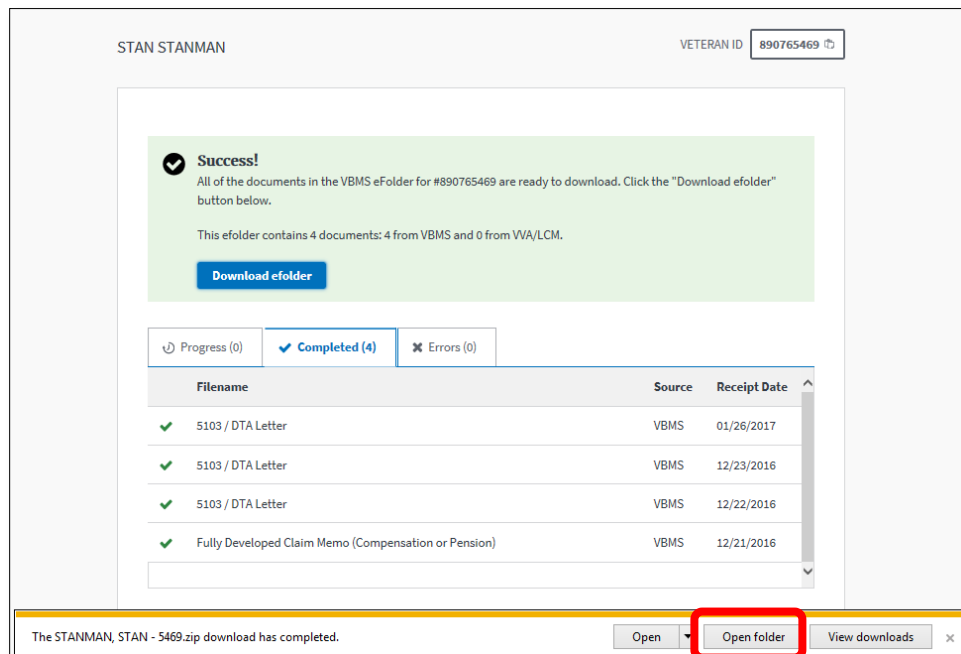


- Click **Save**. eFolder Express saves the folder as lastname-firstname-lastfourdigitsoftheveteransID.zip by default (for example: Smith,John-1234.zip).

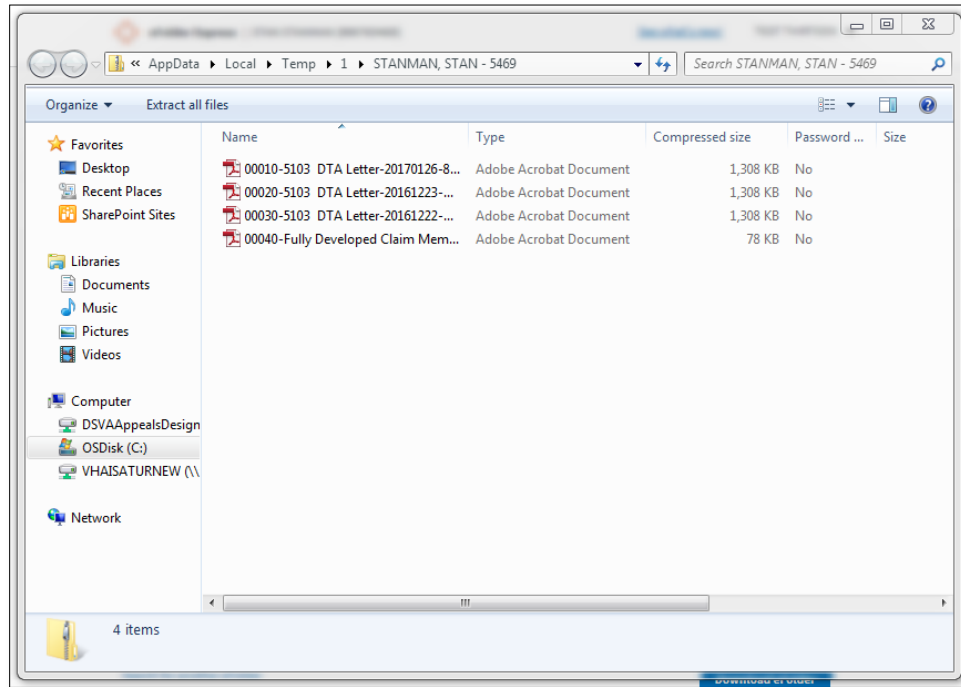
NOTE: If you'd like to change the name of the downloaded efolder, you can do so here.



- Click **Open folder** to open the efolder you just downloaded.



- Downloaded documents will be displayed in receipt date order.
- Each efolder document will have a file name with the following pattern:
DocumentNumber-DocumentType-ReceiptDate, where the date is written 4-digit year, 2-digit month, 2-digit day (for example: 0010-BoardDecision-20161109)-Document ID.



NOTE: Download procedures will vary based on your browser.

If You Encounter Errors

- If eFolder Express encounters a problem fetching a document from VBMS, it will appear in the **Errors** tab. If this happens, you may need to download the document manually from the eFolder. The source column indicates where the document is located for easy retrieval.

! Some files couldn't be added to eFolder
eFolder Express wasn't able to retrieve some files. Click on the 'Errors' tab below to view them.
You can still download the rest of the files by clicking the 'Download anyway' button below.

[Download anyway](#) [Try retrieving efolder again](#)

[Progress \(0\)](#)

[Completed \(8\)](#)

[✖ Errors \(12\)](#)

Document Type	Document ID	Source	Receipt Date
✖ VA 10-3884A Exchange of Beneficiary Information & Request for Eligibility Data CHAMPVA	B903258C-32A4-405B-292E-768DAF3D92E7	VBMS	08/24/2017
✖ VA 21-8768 Disability Pension Award attachment	AF3F577D-D482-EC2A-B2C3-A869EA56AC89	VBMS	08/22/2017

- In certain situations, you may see many errors. This may be caused by a poor connection with the VBMS servers. In cases where a large number of documents failed, you may attempt to re-fetch the entire efolder by clicking the **Retry Download** button.

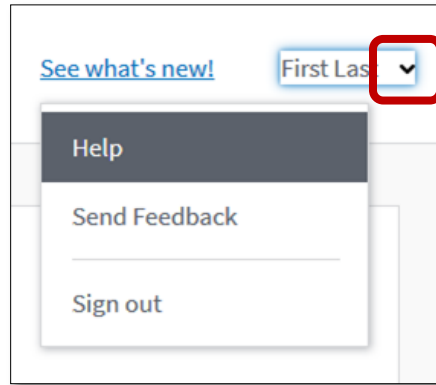
NOTE: You may not re-fetch individual files with eFolder Express. However, you may navigate to the source (VBMS or Legacy Content Manager) and retrieve individual files.

! Some files couldn't be added to eFolder
eFolder Express wasn't able to retrieve some files. Click on the 'Errors' tab below to view them.
You can still download the rest of the files by clicking the 'Download anyway' button below.

[Download anyway](#) [Try retrieving efolder again](#)

Need Additional Help

- Click the arrow next to your username and select **Help** from the dropdown menu to access the eFolder Express Frequently Asked Questions (FAQs). The FAQs will provide more information about eFolder Express.



Frequently Asked Questions

1. What is eFolder Express?
2. How was eFolder Express developed? Who was involved?
3. How do I get access to eFolder Express?
4. Can I use eFolder Express with Virtual VA documents?
5. Which browser can I use with eFolder Express?
6. After searching for a case, I received the message "You don't have permission to view this eFolder." What does this mean?
7. What happens when I click "Start Retrieving eFolder"?
8. In what order does eFolder Express retrieve files from VBMS?
9. Can I cancel the file retrieval process after it starts?
10. What if I only need to download specific documents from an eFolder? Can I select the documents I want to download?
11. Why am I getting errors while trying to retrieve documents from an eFolder?
12. What happens when I click "Download eFolder"?
13. How does eFolder Express name the downloaded eFolder documents?
14. What is History? How long does an eFolder remain in my History?
15. Does eFolder Express work while telecommuting?
16. What should I do if I encounter problems?
17. How do I share my feedback for improving eFolder Express?
18. What if I still need help?

If you need technical support or would like to provide feedback, you can reach the Caseflow Product Support Team by phone (**1-844-876-5548**) or email: caseflow@va.gov.