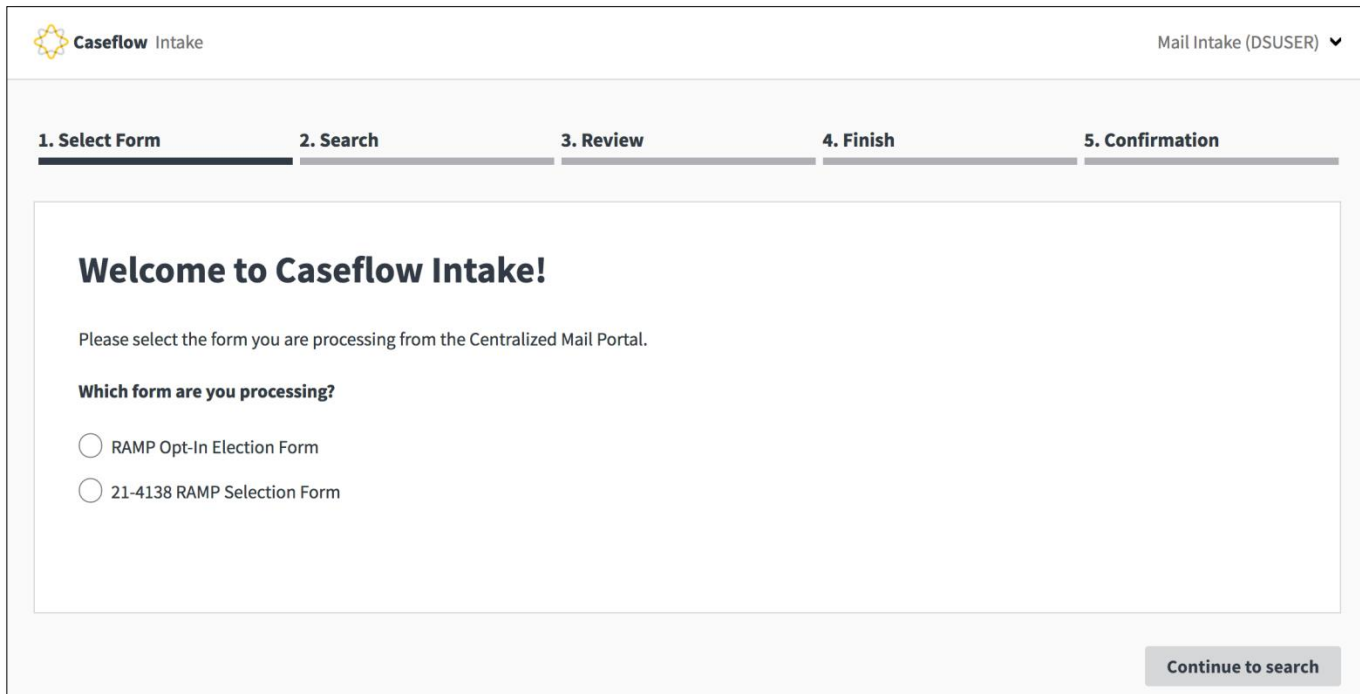


Quick Reference Guide

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.

Signing into Intake

1. Connect to the VA network.
2. Using your web browser, navigate to <https://appeals.cf.ds.va.gov/intake>.
3. Sign in using your VA credentials.
4. The Welcome to Caseflow Intake! page will be displayed.

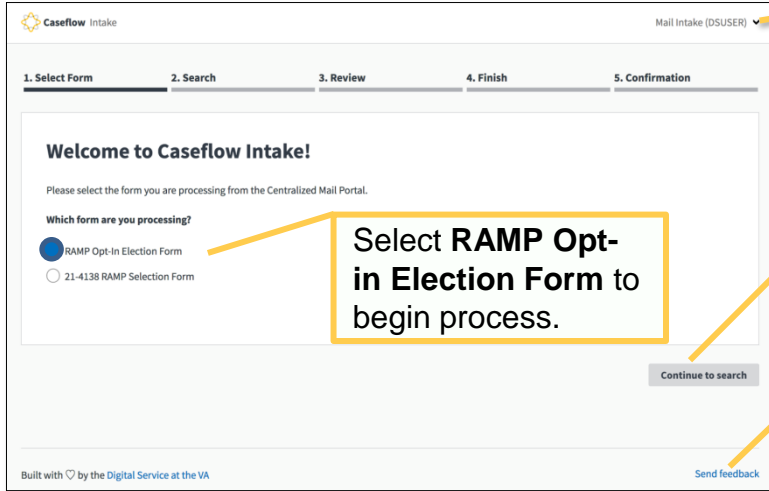


For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548

Election Form Processing

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' application interface. At the top, there's a navigation bar with the Caseflow Intake logo and a user profile dropdown labeled 'Mail Intake (DSUSER)'. Below the navigation bar is a progress bar with five steps: 1. Select Form, 2. Search, 3. Review, 4. Finish, and 5. Confirmation. The main content area is titled 'Welcome to Caseflow Intake!' and includes a sub-header 'Please select the form you are processing from the Centralized Mail Portal.' Underneath, it asks 'Which form are you processing?' and presents two radio button options: 'RAMP Opt-In Election Form' (which is selected) and '21-4138 RAMP Selection Form'. At the bottom right of the form selection area is a 'Continue to search' button. At the very bottom of the page, there is a footer that says 'Built with ❤ by the Digital Service at the VA' and a 'Send feedback' link.

Click the dropdown arrow next to your username to access **Help** (such as FAQs), **Send Feedback**, or **Sign Out**.

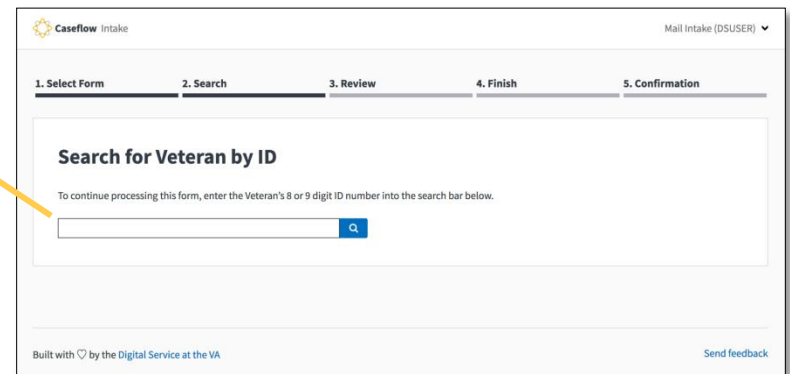
Select **Continue** to search to continue.

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

Select **RAMP Opt-In Election Form** to begin process.

step 2

Input Veteran's ID and click the search icon to search for Veteran's file and begin processing their election or selection form.

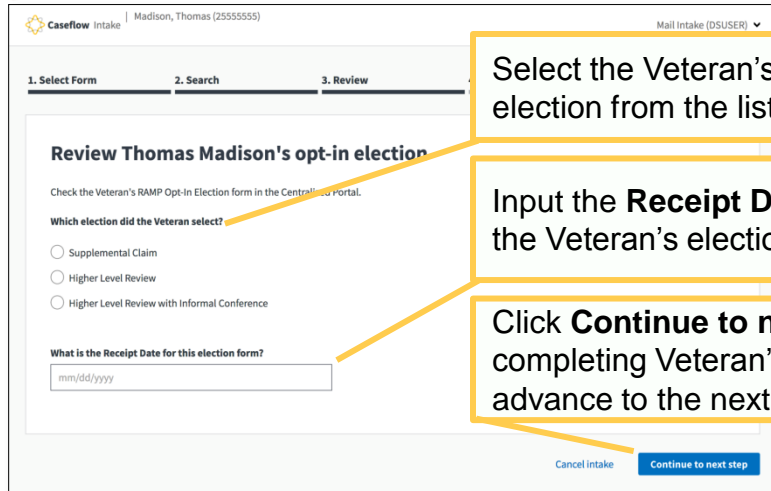


The screenshot shows the 'Caseflow Intake' application interface at the 'Search' step. The navigation bar and progress bar are the same as in Step 1. The main content area is titled 'Search for Veteran by ID' and includes a sub-header 'To continue processing this form, enter the Veteran's 8 or 9 digit ID number into the search bar below.' Below this is a search input field with a blue search icon button to its right. At the bottom of the page, there is a footer that says 'Built with ❤ by the Digital Service at the VA' and a 'Send feedback' link.

For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548

Step 3

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



Select the Veteran's election from the list.

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

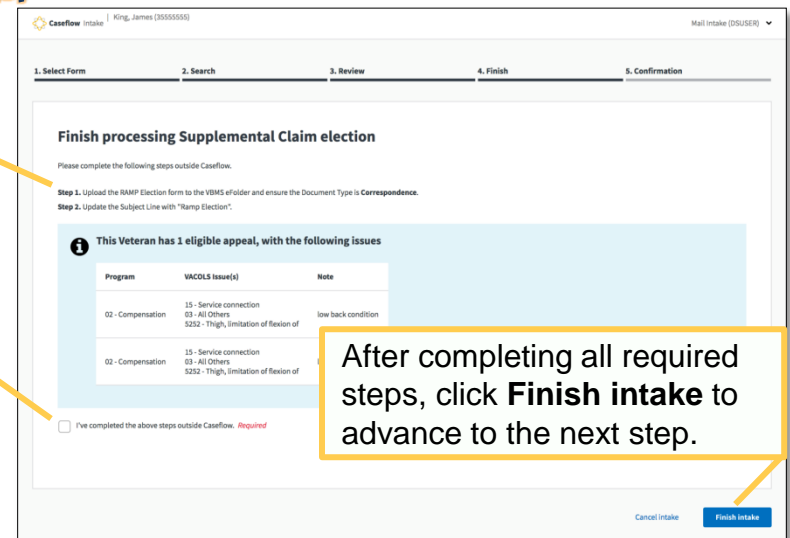
Click **Continue to next step**, after completing Veteran's election, to advance to the next step.

Step 4

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

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

Once all steps outside of Caseflow have been completed, click **I've completed the above steps outside Caseflow** to confirm that all tasks are complete.



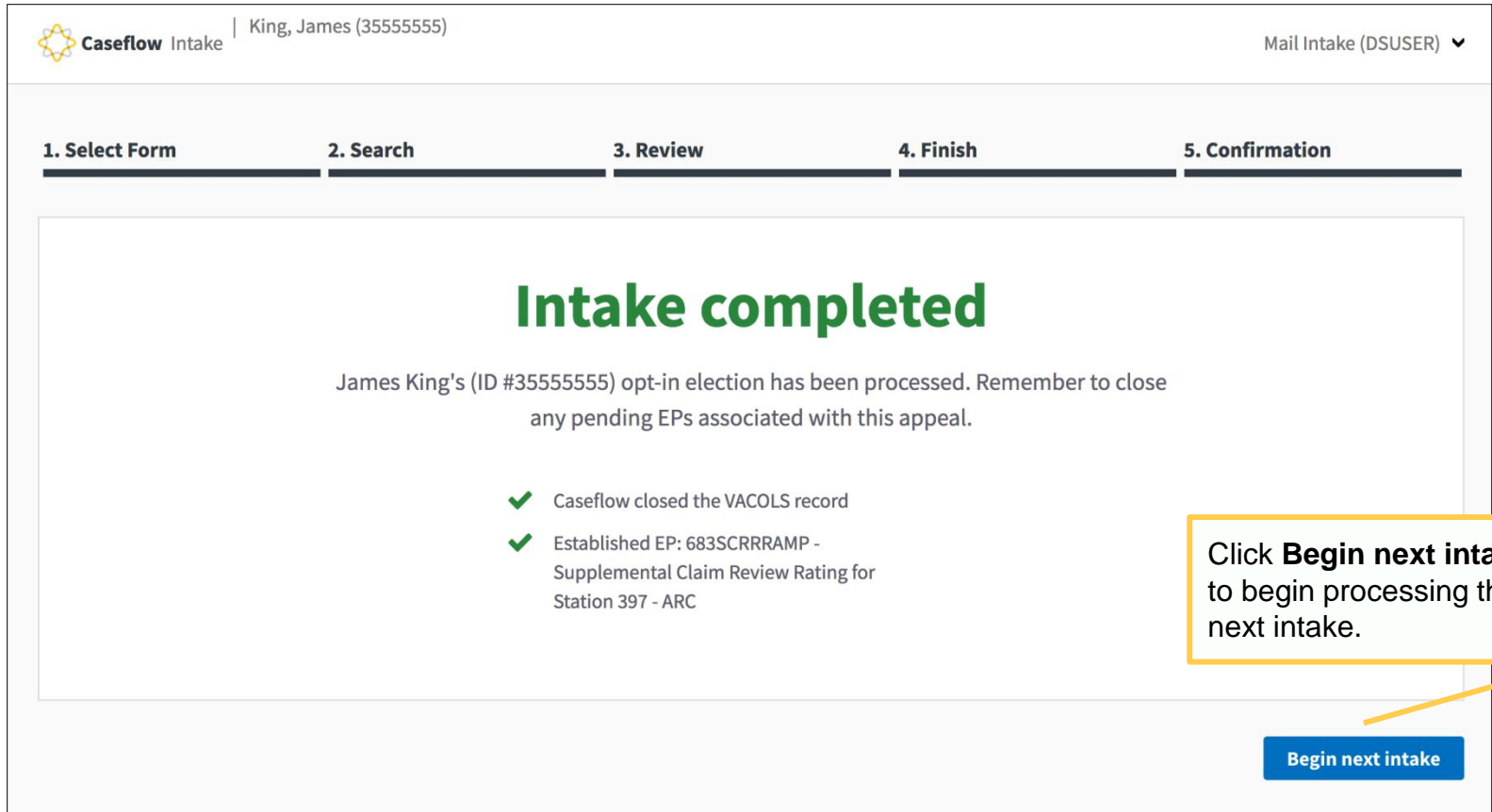
Program	VACOLS Issue(s)	Note
02 - Compensation	15 - Service connection 03 - All Others 5202 - Thigh, limitation of flexion of	low back condition
02 - Compensation	15 - Service connection 03 - All Others 5202 - Thigh, limitation of flexion of	

After completing all required steps, click **Finish intake** to advance to the next step.

For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548

step 5

Confirmation page confirms completion of the Veteran's opt-in request, creates the appropriate EP in VBMS, and closes the record in VACOLS.



The screenshot shows the Caseflow Intake interface. At the top, the Caseflow Intake logo is on the left, and the user name 'King, James (35555555)' is in the center. On the right, there is a 'Mail Intake (DSUSER)' dropdown menu. Below the header is a progress bar with five steps: '1. Select Form', '2. Search', '3. Review', '4. Finish', and '5. Confirmation'. The '5. Confirmation' step is currently active. The main content area has a large green heading 'Intake completed'. Below this, a message states: 'James King's (ID #35555555) opt-in election has been processed. Remember to close any pending EPs associated with this appeal.' There are two green checkmarks with corresponding text: 'Caseflow closed the VACOLS record' and 'Established EP: 683SCRRRAMP - Supplemental Claim Review Rating for Station 397 - ARC'. In the bottom right corner, there is a blue button labeled 'Begin next intake'. A yellow callout box points to this button with the text: 'Click **Begin next intake** to begin processing the next intake.'

Caseflow Intake | King, James (35555555) Mail Intake (DSUSER) ▼

1. Select Form 2. Search 3. Review 4. Finish 5. Confirmation

Intake completed

James King's (ID #35555555) opt-in election has been processed. Remember to close any pending EPs associated with this appeal.

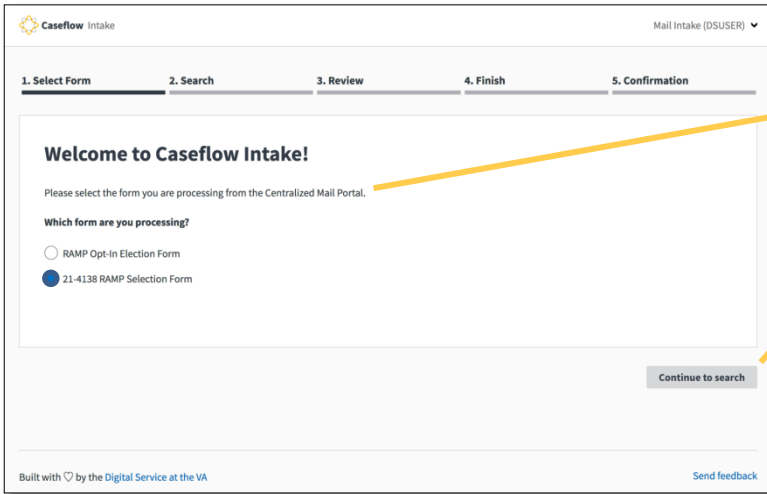
- ✓ Caseflow closed the VACOLS record
- ✓ Established EP: 683SCRRRAMP - Supplemental Claim Review Rating for Station 397 - ARC

Begin next intake

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

For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548

Selection Form Processing

step 1

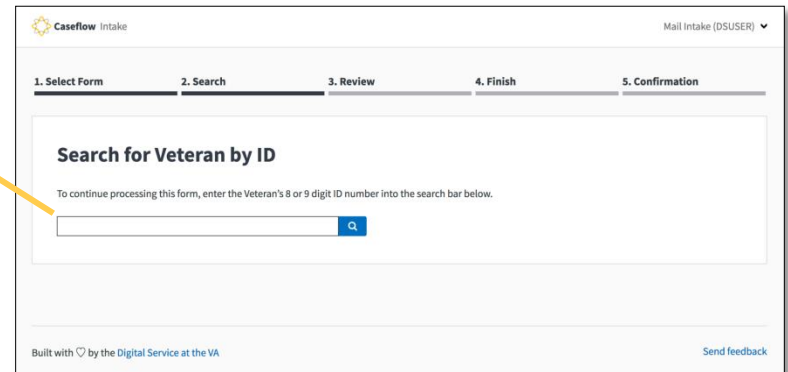
The screenshot shows the 'Caseflow Intake' application interface. At the top, there's a header with the Caseflow Intake logo and a user dropdown menu showing 'Mail Intake (DSUSER)'. Below the header is a progress bar with five steps: 1. Select Form, 2. Search, 3. Review, 4. Finish, and 5. Confirmation. The main content area has a heading 'Welcome to Caseflow Intake!' followed by the instruction 'Please select the form you are processing from the Centralized Mail Portal.' Below this, it asks 'Which form are you processing?' and provides two radio button options: 'RAMP Opt-In Election Form' and '21-4138 RAMP Selection Form'. The '21-4138 RAMP Selection Form' is selected. At the bottom right, there is a 'Continue to search' button. The footer includes 'Built with ❤️ by the Digital Service at the VA' and a 'Send feedback' link.

Select **21-4138 RAMP Selection Form** to begin process.

Select **Continue to search** to continue.

step 2

Input Veteran's ID and click the search icon to search for Veteran's file and begin processing their election or selection form.



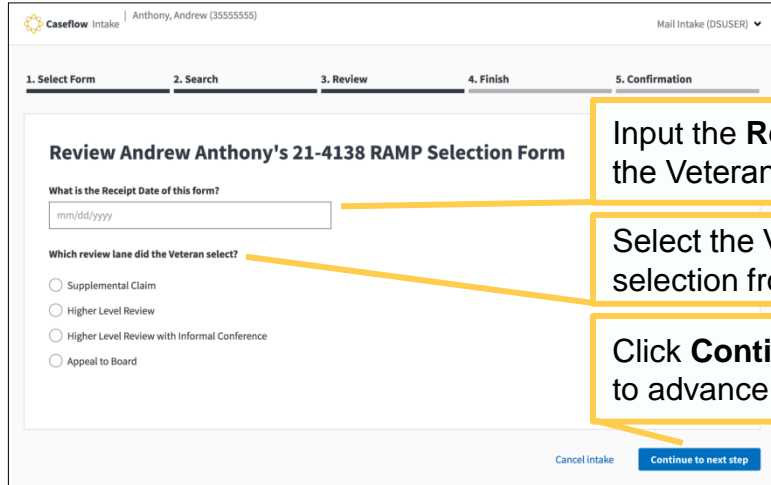
The screenshot shows the 'Caseflow Intake' application interface at the 'Search' step. The progress bar now highlights '2. Search'. The main content area has a heading 'Search for Veteran by ID' followed by the instruction 'To continue processing this form, enter the Veteran's 8 or 9 digit ID number into the search bar below.' Below this is a search bar with a blue search icon button. The footer includes 'Built with ❤️ by the Digital Service at the VA' and a 'Send feedback' link.

For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548

step 3a

Review page is where you indicate the Veteran's RAMP selection from the Veteran's selection form.

NOTE: If Veteran selected High Level Review (HLR) or HLR with Informal Conference (IC) on their opt-in form, they are not eligible for a HLR or HLR with IC during the selection process.



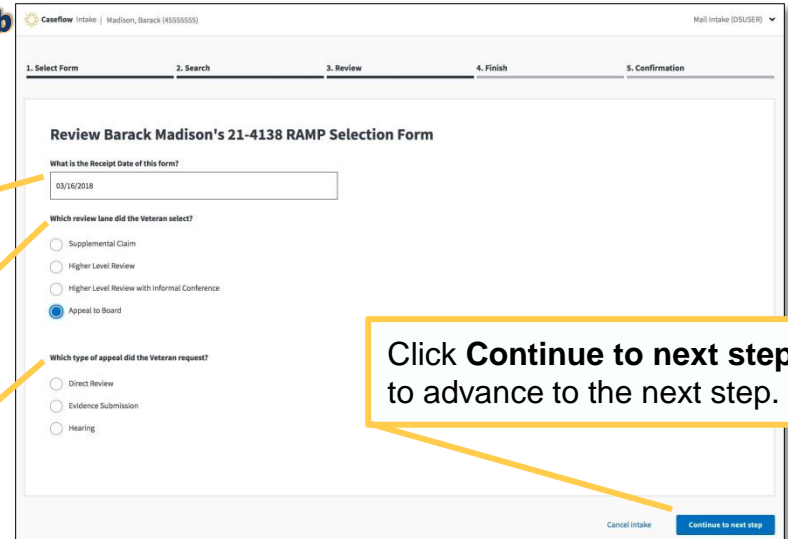
Input the **Receipt Date** of the Veteran's selection form.

Select the Veteran's selection from the list.

Click **Continue to next step** to advance to the next step.

NOTE: ARC employees will only process Supplemental Claims and Higher Level Reviews in Intake; "Appeal to Board" will be tracked by Board employees (following Step3b below).

step 3b



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

Select the Veteran's selection lane from the list.

Select the Veteran's requested appeal type from the list.

Click **Continue to next step** to advance to the next step.

For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548



Caseflow Intake

step
4

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

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

Once all steps outside of Caseflow have been completed, click **I've completed the above steps outside Caseflow**.

Review and select the Veteran's contentions.

After completing all the required steps, click **Finish intake** to advance to the next step.

Confirmation page confirms completion of the Veteran's selection request, creates the appropriate EP, and creates contentions in VBMS.

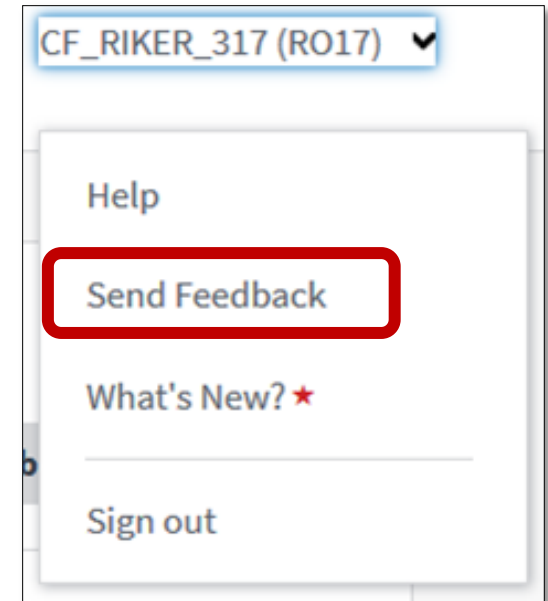
step
5

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

For assistance with Caseflow Intake, contact the [Caseflow Product Support Team](#) at 1-844-876-5548

- 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

Wondering about Caseflow's Operational Status?

Caseflow - Status page

SUBSCRIBE TO UPDATES

All Systems Operational

Refreshed 3 minutes ago

About This Site

Welcome to Caseflow's StatusPage.

If you're currently experiencing an issue with Caseflow and wish to reach out for service, you send us an email at caseflow@va.gov or 1-844-876-5548

Caseflow - Reader	Operational
Caseflow - Certification	Operational
Caseflow - Intake	Operational
Caseflow - Hearing Prep	Operational
Caseflow - Efolder Express	Operational
Caseflow - Dispatch	Operational
Caseflow - Queue	Operational

The **Caseflow Status Page** provides the operational status for all Caseflow products, from Reader to Queue.

Check out the following link:

<https://dsva.statuspage.io/>

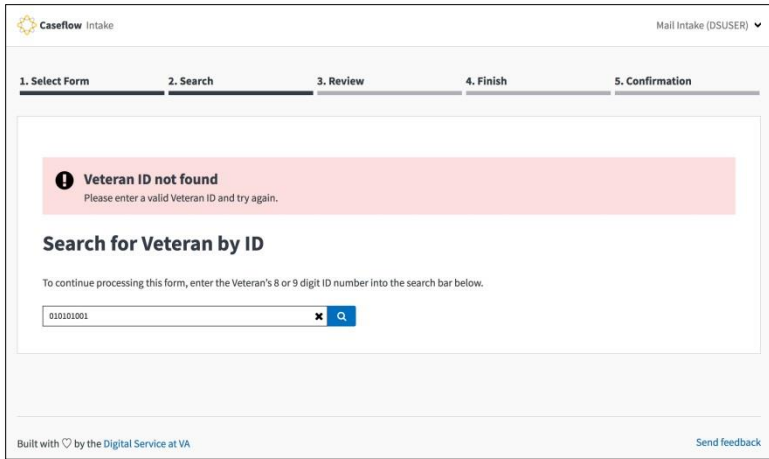
Want to always have the latest status?

Subscribe to updates.

SUBSCRIBE TO UPDATES

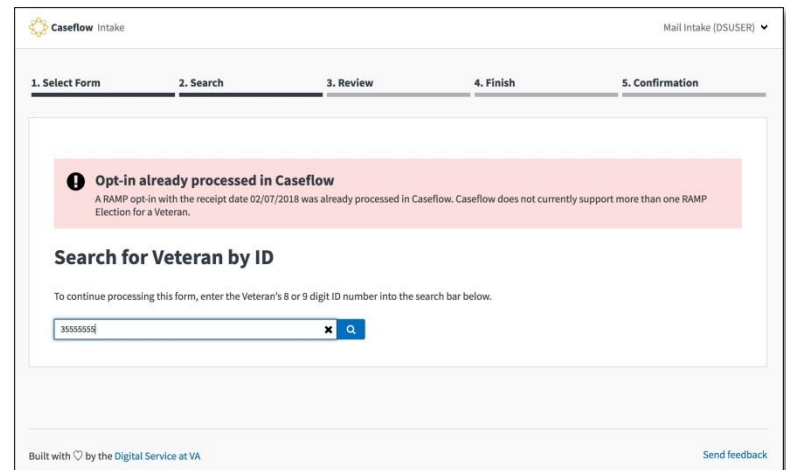
Alert Screens

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



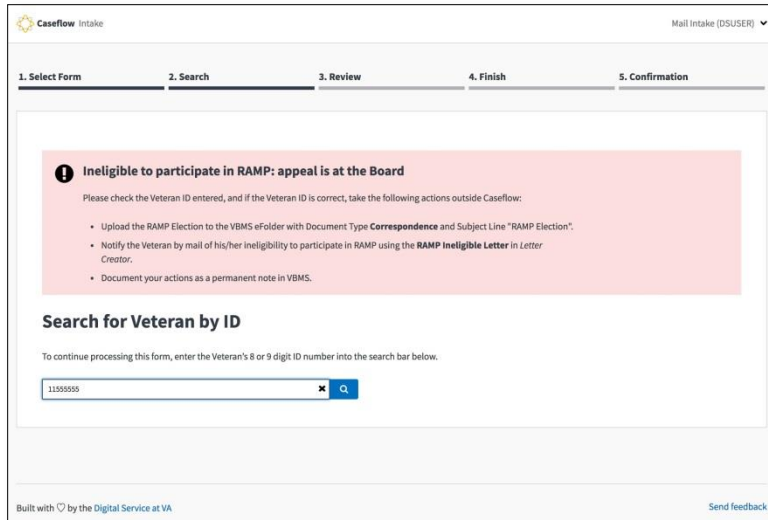
The screenshot shows the Caseflow Intake interface at the '2. Search' step. A red error banner at the top reads: 'Veteran ID not found. Please enter a valid Veteran ID and try again.' Below this, the section is titled 'Search for Veteran by ID'. A message states: 'To continue processing this form, enter the Veteran's 8 or 9 digit ID number into the search bar below.' A search bar contains the text '010101001' and has a clear button (X) and a search button (magnifying glass). The footer includes 'Built with by the Digital Service at VA' and a 'Send feedback' link.

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.



The screenshot shows the Caseflow Intake interface at the '2. Search' step. A red error banner at the top reads: 'Opt-in already processed in Caseflow. A RAMP opt-in with the receipt date 02/07/2018 was already processed in Caseflow. Caseflow does not currently support more than one RAMP Election for a Veteran.' Below this, the section is titled 'Search for Veteran by ID'. A message states: 'To continue processing this form, enter the Veteran's 8 or 9 digit ID number into the search bar below.' A search bar contains the text '35555555' and has a clear button (X) and a search button (magnifying glass). The footer includes 'Built with by the Digital Service at VA' and a 'Send feedback' link.

Ineligible to participate in RAMP: appeal is at the Board displays when the Veteran ID has not been identified as eligible for RAMP participation. Complete listed steps outside of Caseflow.



Caseflow Intake | Mail Intake (DSUSER) ▼

1. Select Form | 2. Search | 3. Review | 4. Finish | 5. Confirmation

! Ineligible to participate in RAMP: appeal is at the Board

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.

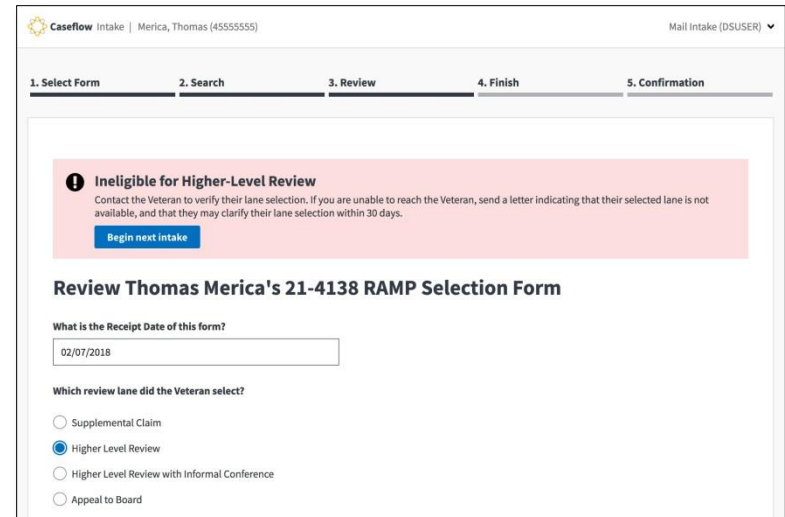
Search for Veteran by ID

To continue processing this form, enter the Veteran's 8 or 9 digit ID number into the search bar below.

11559355 [X] [Q]

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

Ineligible for Higher-Level Review displays when the Veteran ID has previously opted-in for a Higher-Level Review during the election process. Complete listed steps outside of Caseflow.



Caseflow Intake | Merica, Thomas (45555555) | Mail Intake (DSUSER) ▼

1. Select Form | 2. Search | 3. Review | 4. Finish | 5. Confirmation

! Ineligible for Higher-Level Review

Contact the Veteran to verify their lane selection. If you are unable to reach the Veteran, send a letter indicating that their selected lane is not available, and that they may clarify their lane selection within 30 days.

[Begin next intake](#)

Review Thomas Merica's 21-4138 RAMP Selection Form

What is the Receipt Date of this form?

02/07/2018

Which review lane did the Veteran select?

☐ Supplemental Claim
☒ Higher Level Review
☐ Higher Level Review with Informal Conference
☐ Appeal to Board