



**CASEFLOW**

# Hearing Prep

# User Training Guide



DIGITAL SERVICE at VA

Revision Date	Summary of Changes	Version	Author
April 2018	Initial Release	1	
May 2018	Added section on Procedural History	2	

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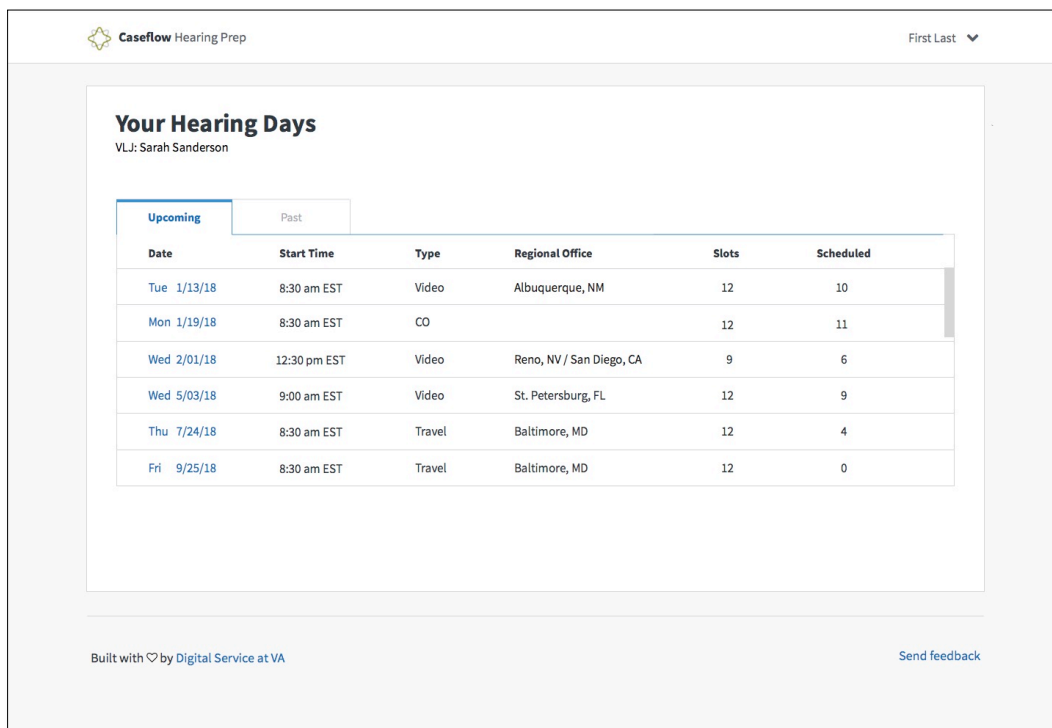
# Introduction

Caseflow Hearing Prep (Hearing Prep) was built by the Digital Service at VA (DSVA) to help judges to more accurately and expeditiously prepare for their hearings online. It allows judges to view their upcoming hearings, view relevant appellant information, take notes before and during a hearing as well as review documents in a Veteran's claim folder.

## Accessing and Using Hearing Prep

### Logging into Hearing Prep

1. Connect to the VA network.
2. Using your Google Chrome browser, navigate to <https://appeals.cf.ds.va.gov/hearings/dockets>.
3. Sign in using your VA credentials.
4. The first page of Hearing Prep is **Your Hearing Days**, which shows a list of all your upcoming hearings and past hearings (held within the past year).



Your Hearing Days					
VLJ: Sarah Sanderson					
Upcoming		Past			
Date	Start Time	Type	Regional Office	Slots	Scheduled
Tue 1/13/18	8:30 am EST	Video	Albuquerque, NM	12	10
Mon 1/19/18	8:30 am EST	CO		12	11
Wed 2/01/18	12:30 pm EST	Video	Reno, NV / San Diego, CA	9	6
Wed 5/03/18	9:00 am EST	Video	St. Petersburg, FL	12	9
Thu 7/24/18	8:30 am EST	Travel	Baltimore, MD	12	4
Fri 9/25/18	8:30 am EST	Travel	Baltimore, MD	12	0

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Figure 1 - Your Hearing Days

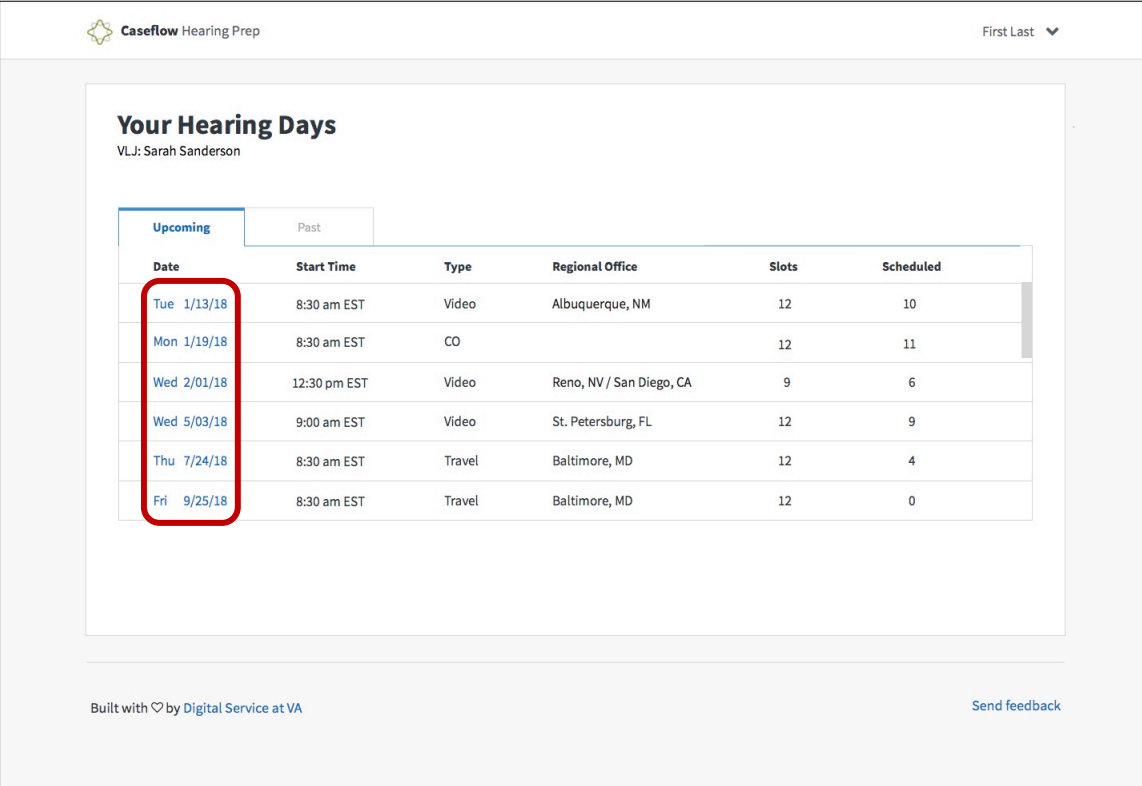
## Reviewing a Your Hearing Days

The **Your Hearing Days** page allows you to see a list of all upcoming and past hearings.

### Accessing Upcoming Hearings

- Under the *Upcoming* tab on the **Your Hearing Days** page, click the date of the hearing to view that date's docket.

*Note: Hearing date dockets may be viewed up to 30 days in advance. If there are no hearings scheduled, the date will not be clickable.*




The screenshot shows the 'Your Hearing Days' page for user VLJ: Sarah Sanderson. It features two tabs: 'Upcoming' (selected) and 'Past'. Below the tabs is a table with columns: Date, Start Time, Type, Regional Office, Slots, and Scheduled. The 'Upcoming' tab is active, and the first row of the table is highlighted with a red box. The table lists six upcoming hearings.

Date	Start Time	Type	Regional Office	Slots	Scheduled
Tue 1/13/18	8:30 am EST	Video	Albuquerque, NM	12	10
Mon 1/19/18	8:30 am EST	CO		12	11
Wed 2/01/18	12:30 pm EST	Video	Reno, NV / San Diego, CA	9	6
Wed 5/03/18	9:00 am EST	Video	St. Petersburg, FL	12	9
Thu 7/24/18	8:30 am EST	Travel	Baltimore, MD	12	4
Fri 9/25/18	8:30 am EST	Travel	Baltimore, MD	12	0

At the bottom of the page, there is a footer that reads 'Built with ❤ by Digital Service at VA' and a link to 'Send feedback'.

Figure 2 – Your Hearing Days: Upcoming Hearings

- You will then be taken to the Daily Docket for that hearing date.
- The **Daily Docket** lists the hearings scheduled for the day by start time.


**Caseflow Hearing Prep** > Daily Docket
 Hearing Prep (DSUSER) ▼

Last saved at 1:12 pm

**Daily Docket**

VLJ: Lauren Roth

Fri 4/13/2018  
 Hearing Type: CO

Prep	Time/RO(s)	Appellant/Veteran ID	Representative	Actions
1. <input checked="" type="checkbox"/>	9:30 am ET / 9:30 am ET Pittsburgh, PA	<b>Andrew A. Madison</b> 20fb09a9 1 Issue	Military Order of the Purple Heart Susan Madison	<div>                     Disposition                      Select... ▼                 </div> <div>                     Hold Open                      Select... ▼                 </div> <div>                     AOD                      Select... ▼                 </div> <div> <input type="checkbox"/> Transcript Requested                 </div>
2. <input type="checkbox"/>	9:30 am ET / 9:30 am ET Pittsburgh, PA	<b>Andrew A. King</b> Martin A. Madison (Veteran) 2f9ca3064 1 Issue	Military Order of the Purple Heart Andrew Merica	<div>                     Disposition                      Select... ▼                 </div> <div>                     Hold Open                      Select... ▼                 </div> <div>                     AOD                      Select... ▼                 </div> <div> <input type="checkbox"/> Transcript Requested                 </div>
3. <input type="checkbox"/>	12:30 pm ET / 12:30 pm ET Pittsburgh, PA	<b>Susan A. Van Buren</b> Grace A. King (Veteran) 2c4231263 1 Issue	Military Order of the Purple Heart James Madison	<div>                     Disposition                      Select... ▼                 </div> <div>                     Hold Open                      Select... ▼                 </div> <div>                     AOD                      Select... ▼                 </div> <div> <input type="checkbox"/> Transcript Requested                 </div>
4. <input type="checkbox"/>	10:30 am ET / 10:30 am ET Pittsburgh, PA	<b>Susan A. Madison</b> 6a51ac488 4 Issues	Military Order of the Purple Heart Barack Jefferson	<div>                     Disposition                      Select... ▼                 </div> <div>                     Hold Open                      Select... ▼                 </div> <div>                     AOD                      Select... ▼                 </div> <div> <input type="checkbox"/> Transcript Requested                 </div>
5. <input type="checkbox"/>	11:30 am ET / 11:30 am ET Pittsburgh, PA	<b>Grace A. Jackson</b> Grace A. Washington (Veteran) 077650dc9 1 Issue	Military Order of the Purple Heart Andrew Merica	<div>                     Disposition                      Select... ▼                 </div> <div>                     Hold Open                      Select... ▼                 </div> <div>                     AOD                      Select... ▼                 </div> <div> <input type="checkbox"/> Transcript Requested                 </div>

[Back to Your Hearing Days](#)

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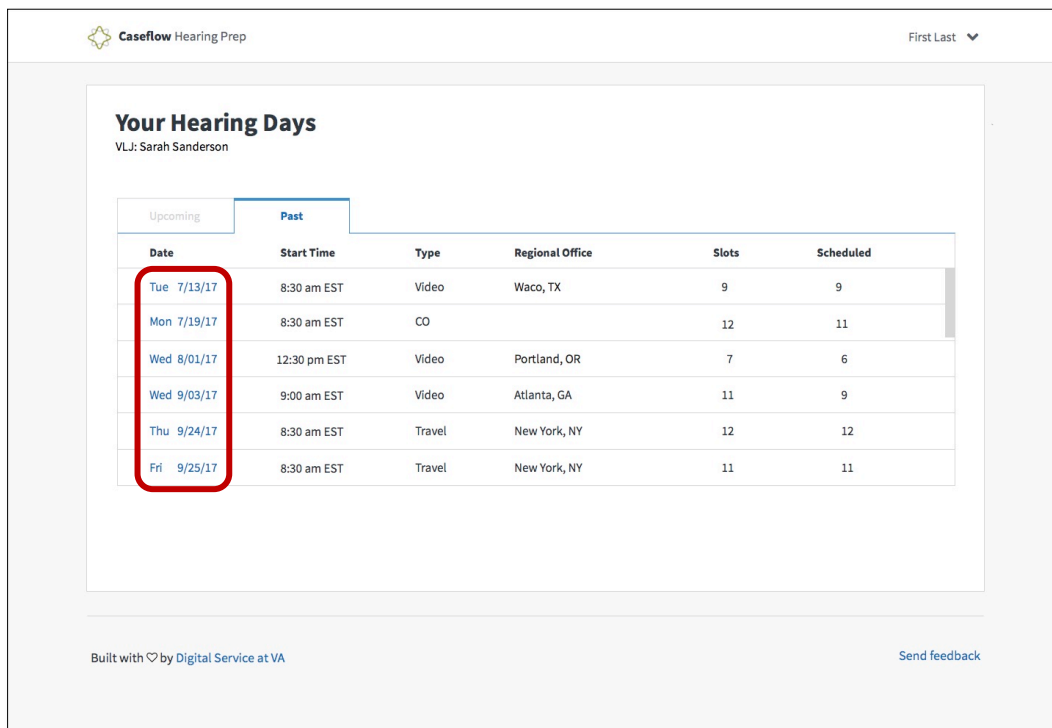
Figure 3 - Daily Docket

*Note: Click the “Back to Your Hearing Days” link at the bottom left-hand corner of the page, or the Caseflow Hearing Prep logo at the top left-hand corner of the page, to return to the Your Hearing Days page.*

## Accessing Past Hearings

- Under the *Past* tab on the **Your Hearing Days** page, click the date of the hearing you would like to view.

*Note: The Daily Docket and Hearing Worksheets will be accessible within Hearing Prep for one year, thereafter they can be accessed only from the Case Details page in Caseflow Queue.*



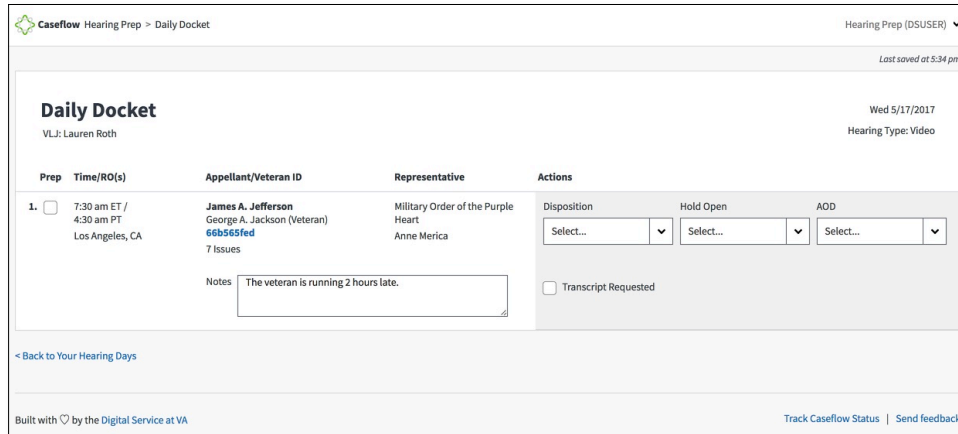
The screenshot shows the 'Your Hearing Days' page for user VLJ: Sarah Sanderson. The 'Past' tab is selected, displaying a table of past hearings. The first row, 'Tue 7/13/17', is highlighted with a red box.

Date	Start Time	Type	Regional Office	Slots	Scheduled
Tue 7/13/17	8:30 am EST	Video	Waco, TX	9	9
Mon 7/19/17	8:30 am EST	CO		12	11
Wed 8/01/17	12:30 pm EST	Video	Portland, OR	7	6
Wed 9/03/17	9:00 am EST	Video	Atlanta, GA	11	9
Thu 9/24/17	8:30 am EST	Travel	New York, NY	12	12
Fri 9/25/17	8:30 am EST	Travel	New York, NY	11	11

At the bottom of the page, it says 'Built with ❤ by Digital Service at VA' and 'Send feedback'.

Figure 4 – Your Hearing Days: Past Hearings

- You will then be taken to the Daily Docket for the selected date.
- The **Daily Docket** lists the hearings that were scheduled for that date.



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

Last saved at 5:34 pm

### Daily Docket

VLJ: Lauren Roth Wed 5/17/2017  
Hearing Type: Video

Prep	Time/RO(s)	Appellant/Veteran ID	Representative	Actions
1. <input type="checkbox"/>	7:30 am ET / 4:30 am PT Los Angeles, CA	<b>James A. Jefferson</b> George A. Jackson (Veteran) <b>66b565fed</b> 7 Issues	Military Order of the Purple Heart Anne Merica	<div>Disposition: <input type="text" value="Select..."/></div> <div>Hold Open: <input type="text" value="Select..."/></div> <div>AOD: <input type="text" value="Select..."/></div> <div><input type="checkbox"/> Transcript Requested</div>

Notes:

[< Back to Your Hearing Days](#)

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Figure 5 - Daily Docket

*Note: Click the “Back to Your Hearing Days” link at the bottom left-hand corner of the page, or the Caseflow Hearing Prep logo at the top left-hand corner of the page, to return to the Your Hearing Days page. (move this next to the image)*

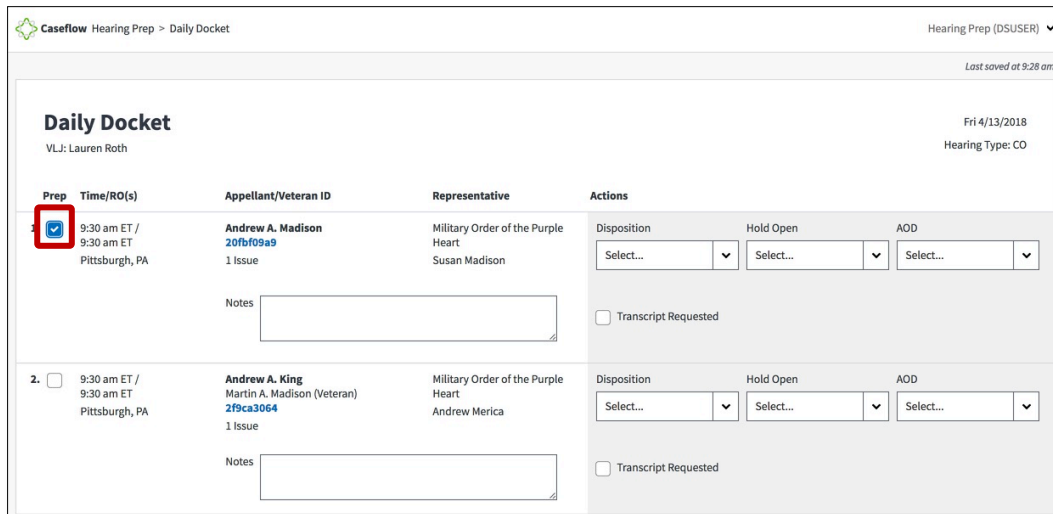


## Using the Daily Docket

- The **Daily Docket** lists the hearings scheduled for the day, along with Time/Regional Office, Appellant's name, Veteran's ID, number of issues, Representing Organization, and Representative's name. Also included is a box to check when a hearing has been prepped, an area for Notes to communicate with the hearing coordinator, and a section for Actions related to the appeal.
- Information added to Notes and to Actions will be saved to VACOLS.

## Prep Checkbox

- Click the **Prep** checkbox to keep track of the hearings you have prepped.



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

Last saved at 9:28 am

### Daily Docket

VLJ: Lauren Roth Fri 4/13/2018  
Hearing Type: CO

Prep	Time/RO(s)	Appellant/Veteran ID	Representative	Actions
<input checked="" type="checkbox"/>	9:30 am ET / 9:30 am ET Pittsburgh, PA	<b>Andrew A. Madison</b> 20fbf09a9 1 Issue	Military Order of the Purple Heart Susan Madison	Disposition: <input type="text" value="Select..."/> Hold Open: <input type="text" value="Select..."/> AOD: <input type="text" value="Select..."/> <input type="checkbox"/> Transcript Requested
<input type="checkbox"/>	9:30 am ET / 9:30 am ET Pittsburgh, PA	<b>Andrew A. King</b> Martin A. Madison (Veteran) 2f9ca3064 1 Issue	Military Order of the Purple Heart Andrew Merica	Disposition: <input type="text" value="Select..."/> Hold Open: <input type="text" value="Select..."/> AOD: <input type="text" value="Select..."/> <input type="checkbox"/> Transcript Requested

Figure 6 - Daily Docket indicating a prepped case

## Actions

### Disposition

**Disposition** is used to indicate the disposition of the hearing. The options are “Held”, “No Show”, “Cancelled”, or “Postponed”.

### Hold Open

**Hold Open** is used to indicate whether the hearing should be held open. The **Hold Open** options are “0”, “30”, “60”, and “90” days and also includes the relevant dates.

## AOD

Advance on Docket (**AOD**) is used to indicate whether a case has AOD status. The options are “Granted”, “Filed”, and “None”.

## Transcript Requested

The **Transcript Requested** box is used to indicate whether the Veteran has requested a transcript of the hearing.

## Notes

The **Notes** field displays information related to the hearing and hearing logistics. This information can be added by the judge or the hearing coordinator. This information is saved and updated to VACOLS.

- Click within the **Notes** field to begin typing hearing notes.

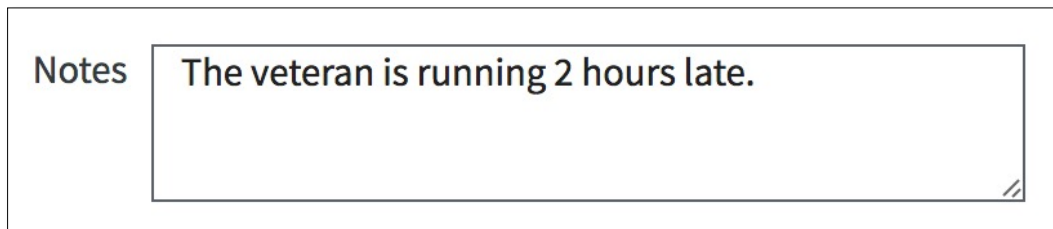


Figure 7- Daily Docket “Notes” Field

*Note: Refreshing the Daily Docket page in the Google Chrome browser will allow you to see the most recent updates to the Notes field. The Daily Docket must be refreshed manually.*

- Click the refresh icon to refresh the Daily Docket page.

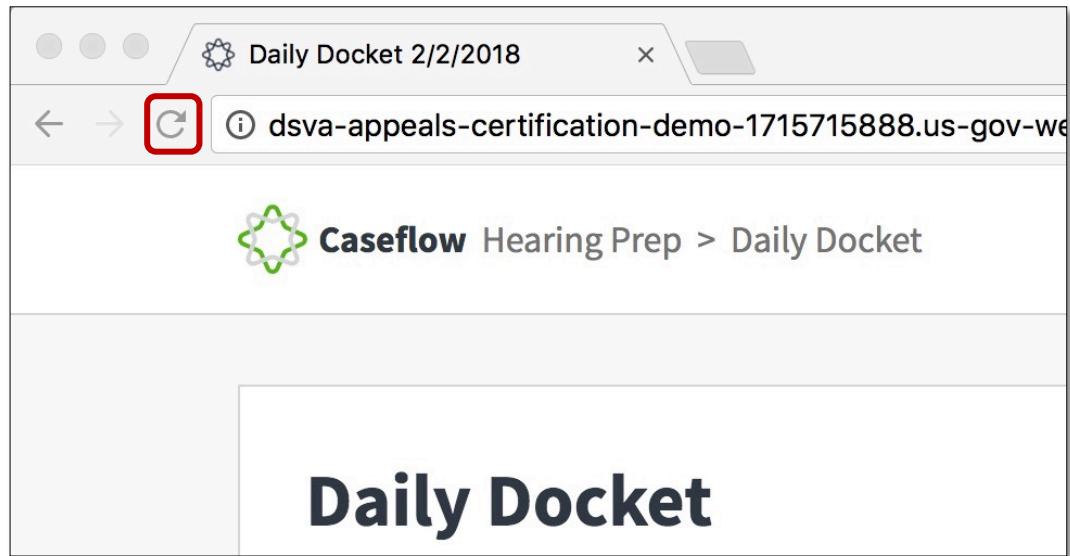
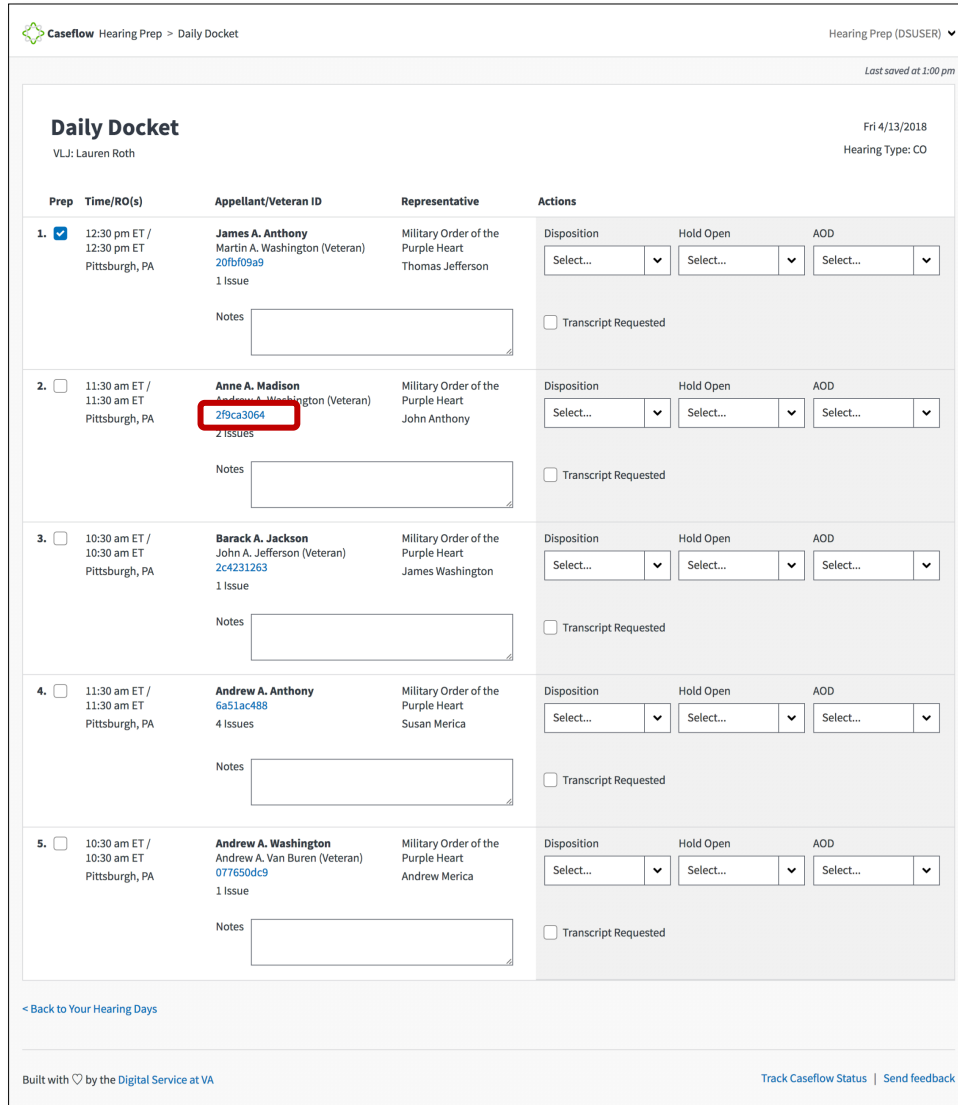


Figure 8 - Google Chrome browser refresh icon

## Accessing the Hearing Worksheet

- Click the Veteran's ID number located under the Appellant or Veteran's name to access the Hearing Worksheet.



Caseflow Hearing Prep > Daily Docket

Hearing Prep (DSUSER)

Last saved at 1:00 pm

### Daily Docket


VLJ: Lauren Roth

Fri 4/13/2018

Hearing Type: CO

Prep	Time/RO(s)	Appellant/Veteran ID	Representative	Actions
1. <input checked="" type="checkbox"/>	12:30 pm ET / 12:30 pm ET Pittsburgh, PA	<b>James A. Anthony</b> Martin A. Washington (Veteran) 20fbf09a9 1 Issue	Military Order of the Purple Heart Thomas Jefferson	Disposition: Select... Hold Open: Select... AOD: Select... <input type="checkbox"/> Transcript Requested
2. <input type="checkbox"/>	11:30 am ET / 11:30 am ET Pittsburgh, PA	<b>Anne A. Madison</b> Andrew A. Washington (Veteran) 2f9ca3064 2 Issues	Military Order of the Purple Heart John Anthony	Disposition: Select... Hold Open: Select... AOD: Select... <input type="checkbox"/> Transcript Requested
3. <input type="checkbox"/>	10:30 am ET / 10:30 am ET Pittsburgh, PA	<b>Barack A. Jackson</b> John A. Jefferson (Veteran) 2c4231263 1 Issue	Military Order of the Purple Heart James Washington	Disposition: Select... Hold Open: Select... AOD: Select... <input type="checkbox"/> Transcript Requested
4. <input type="checkbox"/>	11:30 am ET / 11:30 am ET Pittsburgh, PA	<b>Andrew A. Anthony</b> 6a51ac488 4 Issues	Military Order of the Purple Heart Susan Merica	Disposition: Select... Hold Open: Select... AOD: Select... <input type="checkbox"/> Transcript Requested
5. <input type="checkbox"/>	10:30 am ET / 10:30 am ET Pittsburgh, PA	<b>Andrew A. Washington</b> Andrew A. Van Buren (Veteran) 077650dc9 1 Issue	Military Order of the Purple Heart Andrew Merica	Disposition: Select... Hold Open: Select... AOD: Select... <input type="checkbox"/> Transcript Requested

< Back to Your Hearing Days

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Figure 9 – Veteran ID as displayed on the Daily Docket

*Note: The Representative name is listed under the name of the Representative Organization.*

- You will be taken to the **Hearing Worksheet** for that Veteran from the Daily Docket. You will see relevant information about the Veteran, Appellant and relevant information for each appeal stream.

Select Veteran  
A. Richardson (5 Issues) ✓

☒ Hearing Prepped

Review claims folder

### Alexander Richardson's Hearing Worksheet

VLJ Sarah Sanderson	HEARING TYPE Video	REGIONAL OFFICE Sioux City, IA	DATE 03/09/2017
------------------------	-----------------------	-----------------------------------	--------------------

#### Veteran/Appellant information

VETERAN NAME Alexander Richardson	VETERAN ID 123456789	AGE 84	GENDER Male
APPELLANT NAME Jane Doe	CITY / STATE Cincinnati, OH		
Representative Name	Representing Org. Veterans of Foreign Wars		
Additional Notes	Witness (W)/Observer (O)		
Periods and circumstances of service	Army 02/01/1980 - 09/03/86; Honorable Discharge Purple Heart		

#### Procedural History

233 Documents in claims folder

Appeal Stream 1 - Docket #1234567 <b>DIC</b>			
Prior BVA Decision	01/01/1990	SSOC	01/07/1990
NOD	01/03/1990	Certification	02/12/2016
SOC	01/04/1990	Docs Since Certification	22
Form 9	01/05/1990		
Appeal Stream 1 - Docket #1234568			
Prior BVA Decision	01/01/1990	SSOC	01/01/1992
NOD	01/09/1990	Certification	02/12/2016
SOC	01/09/1991	Docs Since Certification	12
Form 9	01/11/1991		

Current Issues (5)

Prior Issues (3)

Appeal Stream 1	Notes	Disposition	Preliminary Impressions
1. Comp: SC All Others, 5010 - Arthritis, due to trauma	Right elbow; Rated at 30% on 03/16/2016	Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO
2. Education: Extension of Delimiting Date 01 38 U.S.C. ch. 30		Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO
Appeal Stream 2	Notes	Disposition	Preliminary Impressions
3. Pension: Increased rate for Dependents 03 Recognized Service		Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO
4. Comp: IR All Others, 7999- Other hemic or lymphatic system disability	castleman's	Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO

Add Issue

Contentions

Evidence

Comments and special instructions to attorneys

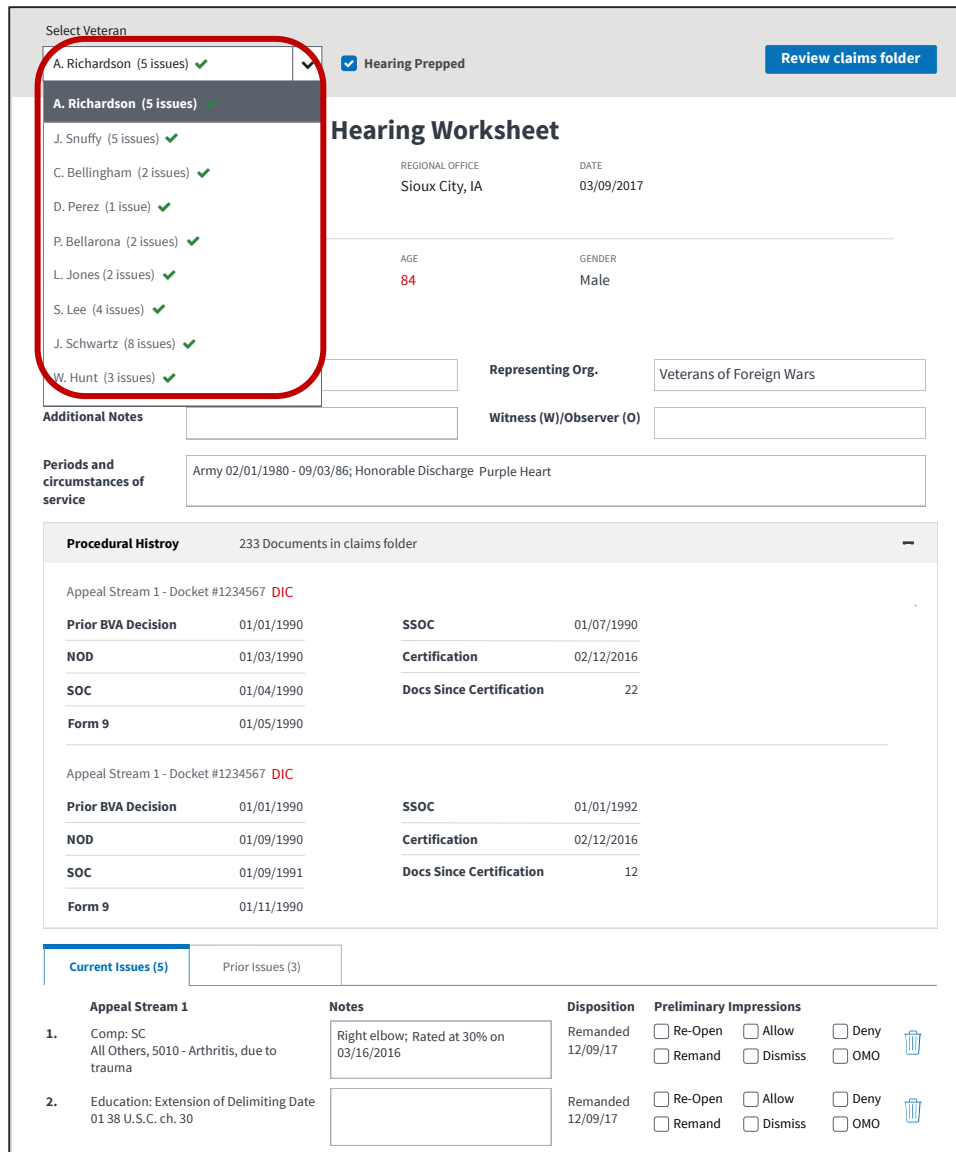
Save as PDF

Figure 10 - Hearing Worksheet

## Selecting a Veteran

At the top of the Hearing Worksheet, you may move to the Hearing Worksheet of another Veteran on the same docket by selecting the “Select Veteran” dropdown. You may use the Hearing Prepped checkbox to mark prepped worksheets. You will see the checkmark in the dropdown menu.

- Click the dropdown arrow next to the Veteran’s name.
- Select the desired Veteran from the dropdown menu.



**Select Veteran**

A. Richardson (5 issues) ✓

A. Richardson (5 issues) ✓

J. Snuffy (5 issues) ✓

C. Bellingham (2 issues) ✓

D. Perez (1 issue) ✓

P. Bellarona (2 issues) ✓

L. Jones (2 issues) ✓

S. Lee (4 issues) ✓

J. Schwartz (8 issues) ✓

W. Hunt (3 issues) ✓

☒ Hearing Prepped

[Review claims folder](#)

### Hearing Worksheet

REGIONAL OFFICE: Sioux City, IA

DATE: 03/09/2017

AGE: 84

GENDER: Male

Representing Org.: Veterans of Foreign Wars

Witness (W)/Observer (O):

Additional Notes:

Periods and circumstances of service: Army 02/01/1980 - 09/03/86; Honorable Discharge Purple Heart

**Procedural History** 233 Documents in claims folder

Appeal Stream 1 - Docket #1234567 **DIC**

Prior BVA Decision	01/01/1990	SSOC	01/07/1990
NOD	01/03/1990	Certification	02/12/2016
SOC	01/04/1990	Docs Since Certification	22
Form 9	01/05/1990		

Appeal Stream 1 - Docket #1234567 **DIC**

Prior BVA Decision	01/01/1990	SSOC	01/01/1992
NOD	01/09/1990	Certification	02/12/2016
SOC	01/09/1991	Docs Since Certification	12
Form 9	01/11/1990		

**Current Issues (5)** Prior Issues (3)

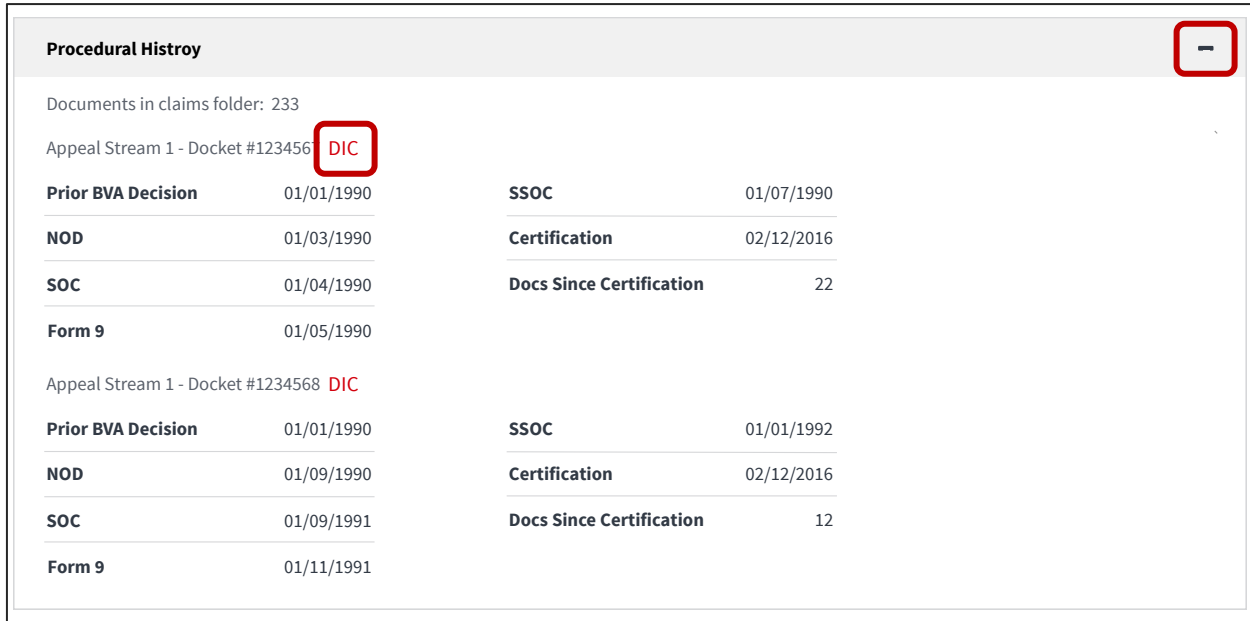
Appeal Stream 1	Notes	Disposition	Preliminary Impressions
1. Comp: SC All Others, 5010 - Arthritis, due to trauma	Right elbow; Rated at 30% on 03/16/2016	Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO
2. Education: Extension of Delimiting Date 01 38 U.S.C. ch. 30		Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO

Figure 11 – Hearing Worksheet dropdown menu ‘Select Veteran’ used to move to another Veteran’s Hearing Worksheet

## Reviewing Procedural History

Under Procedural History you can see how many documents are contained in the Veteran's claims folder and view the dates of key events for each appeal stream. Contested claims and Death & Indemnity Compensation claims will be indicated with a red CC or DIC.

- Click the “-” to collapse the Procedural History section.



**Procedural History** -

Documents in claims folder: 233

Appeal Stream 1 - Docket #123456 DIC

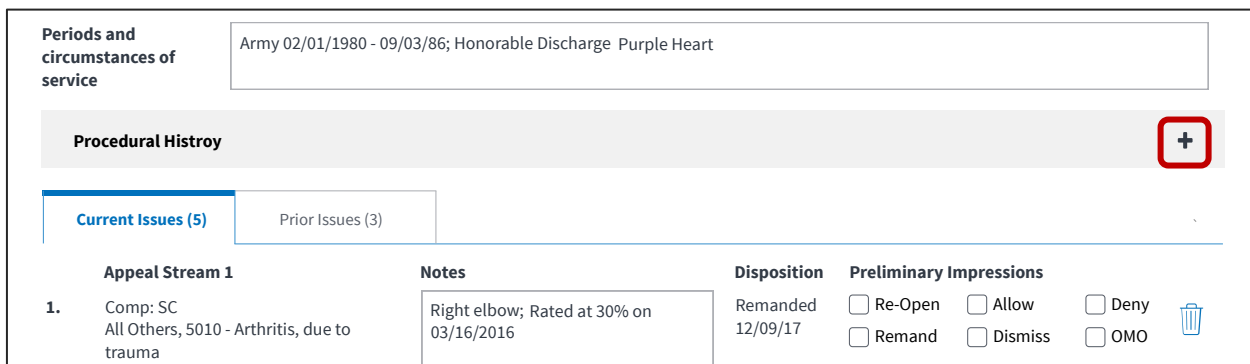
<b>Prior BVA Decision</b>	01/01/1990	<b>SSOC</b>	01/07/1990
<b>NOD</b>	01/03/1990	<b>Certification</b>	02/12/2016
<b>SOC</b>	01/04/1990	<b>Docs Since Certification</b>	22
<b>Form 9</b>	01/05/1990		

Appeal Stream 1 - Docket #1234568 DIC

<b>Prior BVA Decision</b>	01/01/1990	<b>SSOC</b>	01/01/1992
<b>NOD</b>	01/09/1990	<b>Certification</b>	02/12/2016
<b>SOC</b>	01/09/1991	<b>Docs Since Certification</b>	12
<b>Form 9</b>	01/11/1991		

Figure 12- Expanded Procedural History section of Hearing Worksheet

- Click the “+” to expand the Procedural History section.



**Periods and circumstances of service** Army 02/01/1980 - 09/03/86; Honorable Discharge Purple Heart

**Procedural History** +

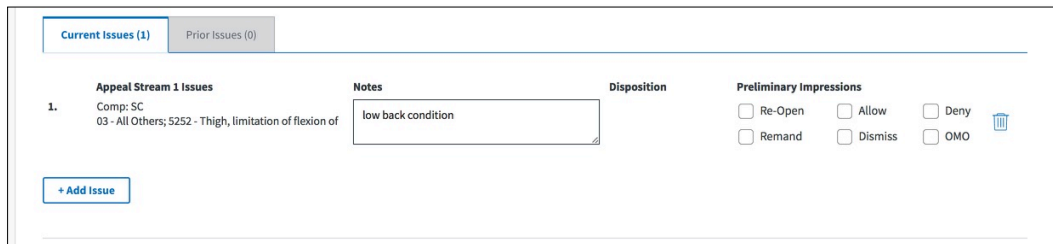
**Current Issues (5)** Prior Issues (3)

Appeal Stream 1	Notes	Disposition	Preliminary Impressions
1. Comp: SC All Others, 5010 - Arthritis, due to trauma	Right elbow; Rated at 30% on 03/16/2016	Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO

Figure 13 – Collapsed Procedural History Section

## Adding and Deleting Issues on the Hearing Worksheet

The Appeal Stream section of the Hearing Worksheet shows the Current and Prior Issues on appeal for each appeal stream and its disposition and date, if there is one.



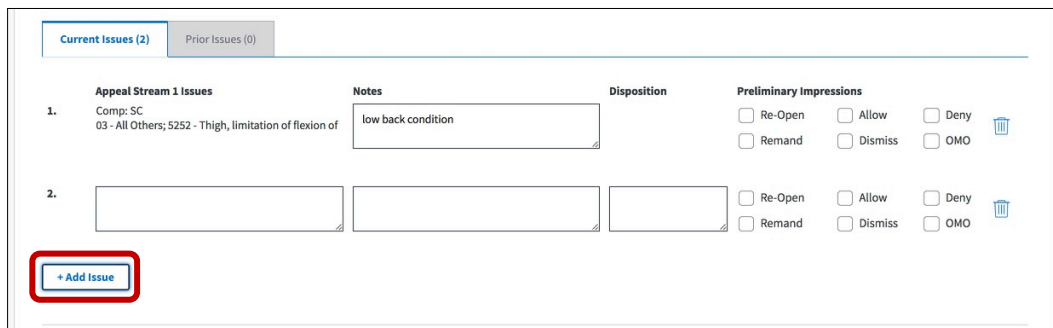
The screenshot shows the 'Current Issues (1)' tab selected. Under 'Appeal Stream 1 Issues', there is one issue listed: '1. Comp: SC 03 - All Others; 5252 - Thigh, limitation of flexion of'. The 'Notes' field contains 'low back condition'. The 'Disposition' field is empty. The 'Preliminary Impressions' section has checkboxes for 'Re-Open', 'Remand', 'Allow', 'Dismiss', 'Deny', and 'OMO', all of which are currently unchecked. A trash icon is visible to the right of these checkboxes. At the bottom left, there is a '+ Add Issue' button.

Figure 14 – Appeal Stream as shown on the Hearing Worksheet

*Note: Prior Issues are the issues with decisions in the field (before the hearing). If there are none, the Prior Issues tab will not be viewable.*

### Adding an Issue

- Click **+Add Issue** to add an issue to an appeal stream. A new row of boxes will appear.
- Type the relevant information for the issue into the new row of boxes.





This screenshot shows the 'Current Issues (2)' tab selected. There are now two issues listed. Issue 1 is the same as in Figure 14. Issue 2 is a new, empty row with input fields for the issue details, notes, and disposition. The '+ Add Issue' button at the bottom left is now highlighted with a red rectangle.

Figure 15 - Adding an Issue to an Appeal Stream on the Hearing Worksheet



## Deleting an Issue

- Click the trashcan icon located to the right of the issue you wish to delete.

Appeal Stream 1 Issues	Notes	Disposition	Preliminary Impressions
1. Comp: SC 03 - All Others; 5252 - Thigh, limitation of flexion of	low back condition		<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO 
2.			<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO 

+ Add Issue

Figure 16 - Deleting an Issue from an Appeal Stream on the Hearing Worksheet

- Click **Confirm delete** in the **Delete Issue Row** dialog box to remove the issue from the Hearing Worksheet.

*Note: The issue will be removed from the Hearing Worksheet but will remain in VACOLS.*

**Delete 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.

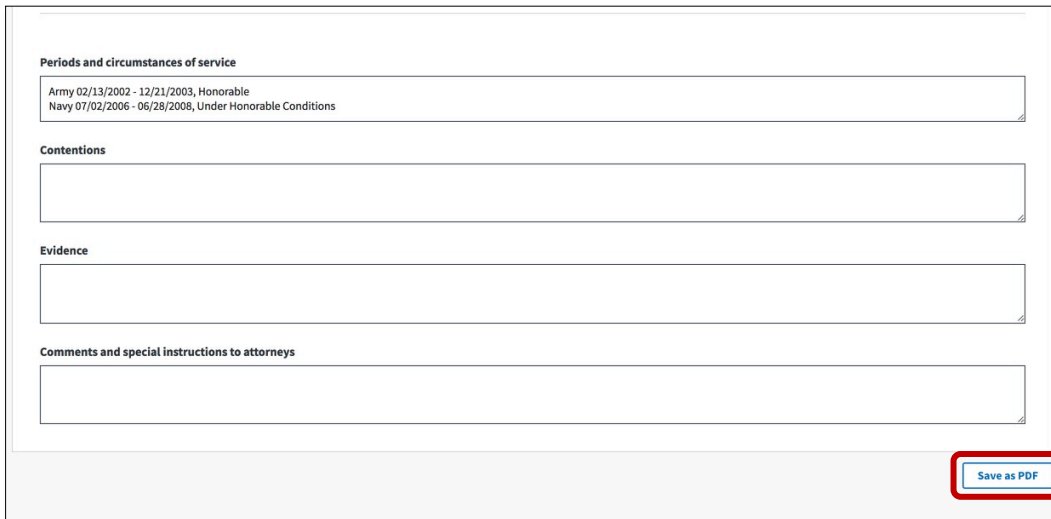
Cancel **Confirm delete**

Figure 17 – Confirming the deletion of an issue in the “Delete Issue Row” dialog box

## Printing the Hearing Worksheet

The Hearing Worksheet may be saved as a PDF or printed, if required.

- Click **Save as PDF** located at the bottom right-hand corner of the Hearing Worksheet to save as a PDF or print. A dialog box will display to allow you to select your option.



The screenshot shows a web form titled "Hearing Worksheet". It contains several sections with text input fields:


- Periods and circumstances of service:** A text box containing "Army 02/13/2002 - 12/21/2003, Honorable" and "Navy 07/02/2006 - 06/28/2008, Under Honorable Conditions".
- Contentions:** An empty text box.
- Evidence:** An empty text box.
- Comments and special instructions to attorneys:** An empty text box.

In the bottom right corner of the form, there is a button labeled "Save as PDF", which is highlighted with a red rectangular box.

Figure 18 - Saving a Hearing Worksheet as a PDF

## Reviewing a Veteran's claims folder

- Click the **Review claims folder** button located at the upper right-hand corner of the **Hearing Worksheet** page to begin reviewing the Veteran's claims folder in Caseflow Reader.

Select Veteran  
A. Richardson (5 issues) 


☒ Hearing Prepped

Review claims folder

### Alexander Richardson's Hearing Worksheet

VLJ Sarah Sanderson	HEARING TYPE Video	REGIONAL OFFICE Sioux City, IA	DATE 03/09/2017
------------------------	-----------------------	-----------------------------------	--------------------

#### Veteran/Appellant information

VETERAN NAME Alexander Richardson	VETERAN ID 123456789 	AGE 84	GENDER Male
APPELLANT NAME Jane Doe	CITY / STATE Cincinnati, OH		
Representative Name	Representing Org.		Veterans of Foreign Wars
Additional Notes	Witness (W)/Observer (O)		
Periods and circumstances of service	Army 02/01/1980 - 09/03/86; Honorable Discharge Purple Heart		

**Procedural History** 233 Documents in claims folder





Appeal Stream 1 - Docket #1234567 **DIC**

Prior BVA Decision	01/01/1990	SSOC	01/07/1990
NOD	01/03/1990	Certification	02/12/2016
SOC	01/04/1990	Docs Since Certification	22
Form 9	01/05/1990		

Appeal Stream 1 - Docket #1234568

Prior BVA Decision	01/01/1990	SSOC	01/01/1992
NOD	01/09/1990	Certification	02/12/2016
SOC	01/09/1991	Docs Since Certification	12
Form 9	01/11/1991		

Current Issues (5)
Prior Issues (3)

Appeal Stream 1	Notes	Disposition	Preliminary Impressions
1. Comp: SC All Others, 5010 - Arthritis, due to trauma	Right elbow; Rated at 30% on 03/16/2016	Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO 
2. Education: Extension of Delimiting Date 01 38 U.S.C. ch. 30		Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO 
Appeal Stream 2	Notes	Disposition	Preliminary Impressions
3. Pension: Increased rate for Dependents 03 Recognized Service		Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO 
4. Comp: IR All Others, 7999- Other hemic or lymphatic system disability	castlemans'	Remanded 12/09/17	<input type="checkbox"/> Re-Open <input type="checkbox"/> Allow <input type="checkbox"/> Deny <input type="checkbox"/> Remand <input type="checkbox"/> Dismiss <input type="checkbox"/> OMO 

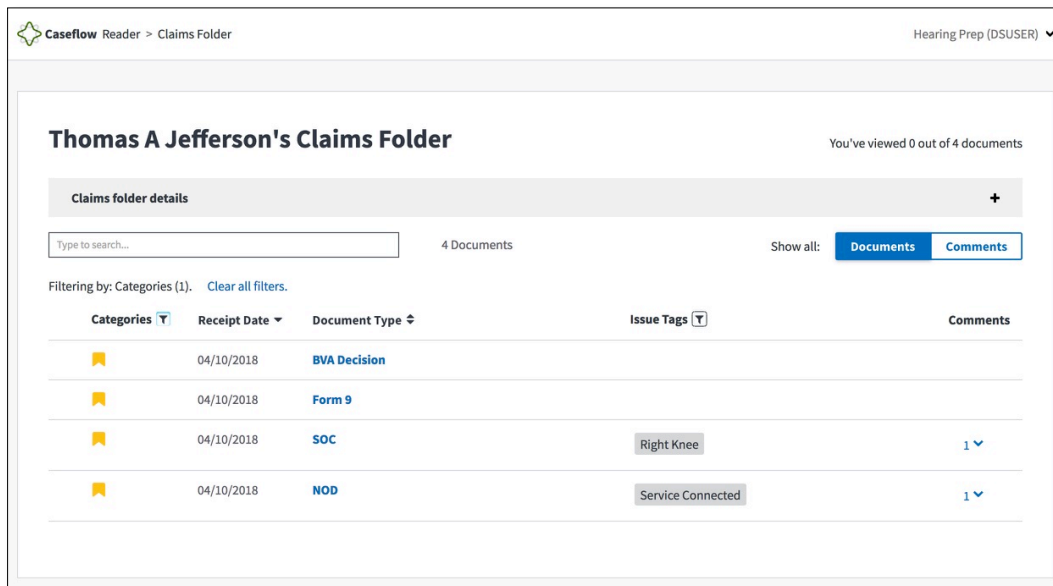
+ Add Issue

Figure 19 - Reviewing a claims folder from the Hearing Worksheet in Hearing Prep

## Case Summary

You are now on the **Claims Folder** page in Caseflow Reader. The Claims Folder displays all the documents in a Veteran's file. By default, the document relevant to Hearing Prep will be filtered on the yellow, Case Summary category. The list includes:

- the BVA Decision
- Notice of Disagreement
- Statement of Case,
- VA 9 Appeal to Board of Appeals
- the Rating Decision Narrative
- the Rating Decision Codesheet
- Supplement Statement of Case
- VA8 Certification of Appeal
- DD Form 214 – Certificate of Release or Discharge from Active Duty
- VA 21-526EZ - Fully Developed Claim (Compensation)
- VA 21-527EZ - Fully Developed Claim (Pension)
- VA 21-22 Appointment of Veterans Service Organization as Claimant's Representative
- VA 21-22a Appointment of Individual as Claimant's Representative
- Hearing Transcript
- and any document added in the last 30 days.



Caseflow Reader > Claims Folder Hearing Prep (DSUSER) ▼

### Thomas A Jefferson's Claims Folder

You've viewed 0 out of 4 documents

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
	04/10/2018	BVA Decision		
	04/10/2018	Form 9		
	04/10/2018	SOC	Right Knee	1 ▼
	04/10/2018	NOD	Service Connected	1 ▼

Figure 20 – Cases Summary category in Caseflow Reader

- To see all of the documents in the claims folder, click “Clear all filters”.

*Note: Clearing all filters will not remove the Case Summary flag from documents in that category.*

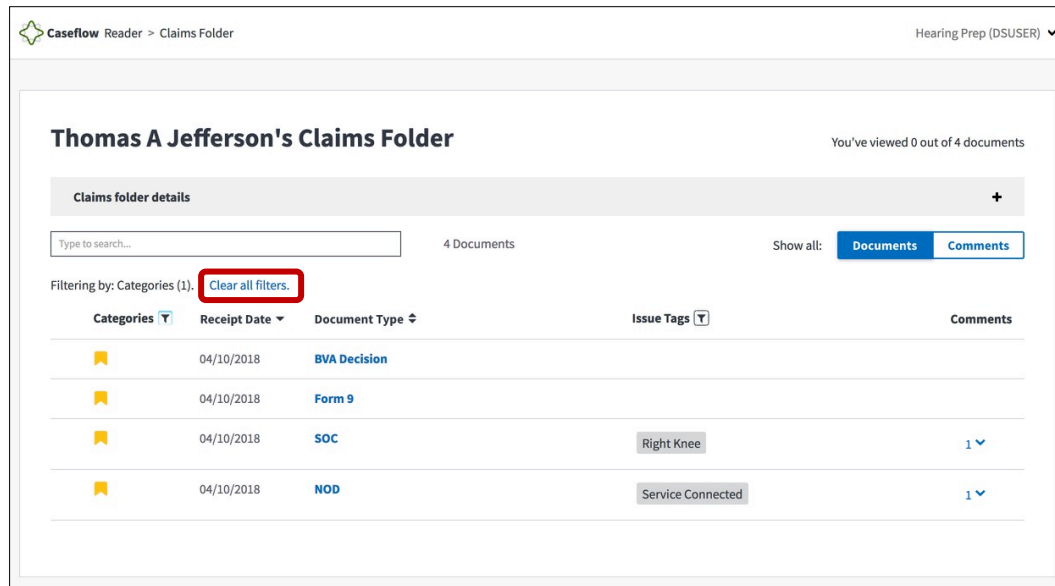


Figure 21 - Clearing all filters to view the Veteran's entire Claims Folder in Caseflow Reader

- To return to the Case Summary filtered Document list, select *Case Summary* from the **Category** list.

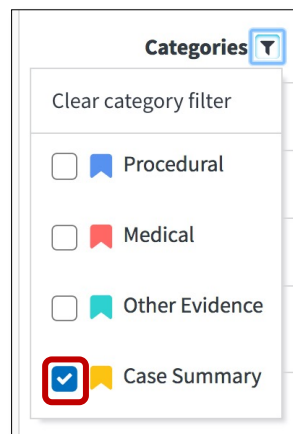


Figure 22 - Filtering Veteran's Claims Folder by Categories

## Feedback and Support

The Caseflow Team is always open to learn about your experience with Hearing Prep. This includes things you like, things you dislike, and feature you would like to see added. You may also ask questions when you need help.

### To Provide Feedback

- Click on username dropdown arrow.
- Select “Send Feedback”.
- Complete Feedback form with your comment or feedback and contact email.
- Click **Send Feedback** button.

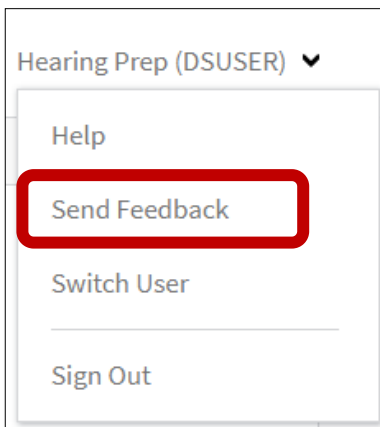


Figure 23 - Selecting "Send Feedback" from the dropdown menu next to username

*Note: A “Send Feedback” link may also be found at the bottom of each page.*

If you experience technical issues or need more support, please contact the Caseflow Product Support Team at [caseflow@va.gov](mailto:caseflow@va.gov) or 1-844-876-5548 (Monday through Friday, 8am-8pm EST).

## Caseflow Status Page

The Caseflow Status Page provides the operational status for all Caseflow applications, from Reader to Queue, at a glance. To view the Caseflow Status Page, type, or copy and paste, the URL (<https://caseflow.statuspage.io/>) into your web browser and click [Enter] on your keyboard. You can stay abreast of the operational status of Caseflow applications by clicking the **Subscribe to Updates** button on the Caseflow Status Page.

Caseflow - Status page

SUBSCRIBE TO UPDATES

All Systems Operational

Refreshed about 1 minute 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](mailto: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

Figure 24 - Caseflow Status Page

You may also access the Caseflow Status Page by clicking the “Track Caseflow Status” link located on the bottom right-hand corner of the page of any Caseflow application.



Figure 25 - "Track Caseflow Status" link