VA - Mobile Feature Support

Sprint Report and Demo | Sprint 32: 12/02/2025 - 12/15/2025

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Agenda

1. Research Presentation
2. Sprint Overview
3. Presentations
4. Up Next
5. Feedback
6. Planned and Completed Tickets
7. Team Information

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Research Presentation

Emily D

Sprint Overview

Sprint Focus

Engineering:
- Complete the necessary content updates to the Overpayment and Copayment initiative, prepare to release these separately within the app and work on BE analytics.

UX:
- Complete the synthesis for One VA Debt Letter and share the research readout with the MFS team.
- Continue the user flow and designs for the email verification on the mobile app.

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Key Wins

- Worked through the Shutdown Codefreeze approvals
- 1 VA Debt Letter research readout

Presentations

Dave | Google Wallet PoC Fixes for VSC

- **Issue**
  - Our Google Wallet proof of concept for VSC failed to function

- **Solution**
  - Set up test email account and added SHA-1 to Google Wallet API Console
  - Adjusted pass class to match UX and correctly define card template/details
  - Adjusted backend creation of pass object to make use of new pass class
  - Modified VA mobile app to handle "Open VA mobile app" deep link
  - Tested on a real Android device, which is required (emulator doesn't work)
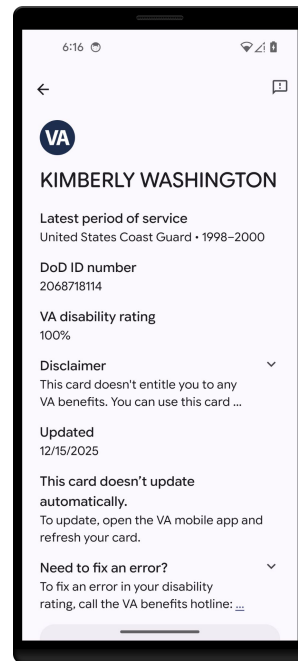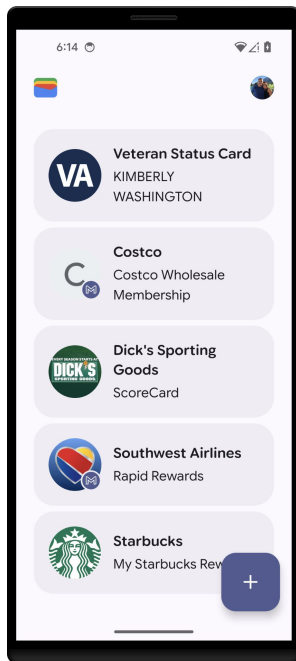
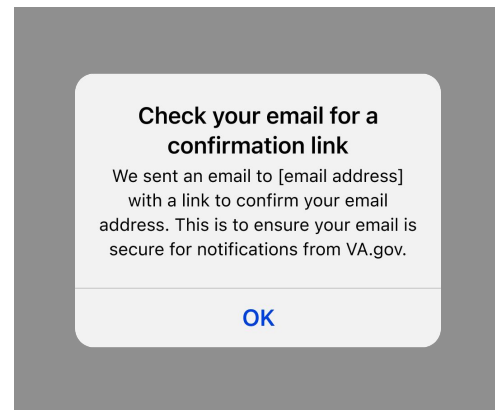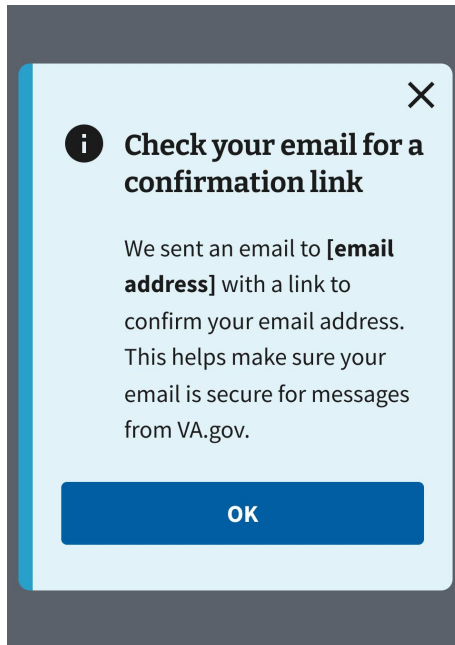VA | U.S. Department of Veterans Affairs

Natasha | Email Verification

- **Overview**
  - Ensure the email VA uses for communications is actively monitored
  - Users will only have to confirm their contact email if it's different from their identity email

- **Work completed**
  - Color-coded user flows
  - Worked with Janelle and Rory on email content
  - Created designs and worked on prototyping flows

Up Next

Next Sprint Focus - Sprint 33

- Complete the necessary content updates to the Overpayment and Copayment initiative and prepare to release these separately within the app.
- Continue work on the API refactor of the Veteran Status Card and build the BE mobile endpoint utilizing the new shared service and mock up the new messages that a Veteran would receive if they were not able to get a Veteran Status Card.
- Prepare for the GHEC-US migration to ensure that the MFS team understands the process.
- Begin to identify folks that we would want to conduct UAT for overpayment MVP and create a list of items to test with them.
- Continue creating the designs for the email verification on the mobile app and attend Design Critique for feedback.

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Noted Risks and Dependencies

- External team PR reviews may take longer than expected and are outside of our control.

- The Holiday Code Freeze will impact the team's ability to deploy code; however, we will have stories wrapped up to the point of being able to hand them off, once the code freeze is lifted

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Feedback

Feedback

Thoughts? Questions? New directions?

Planned and Completed Tickets

Planned Tickets

- [966](#): [BE]: Bug fixes (google wallet)

- [769](#): Copays 404 Content Update (v2)

- [771](#): No Overpayments Content Update (v2)

- [772](#): No history of copays (last 6 months) Content Update (v2)

- [984](#): Create first draft of research readout

- [985](#): Submit research readout to internal team for review

- [1001](#): Create text-only research report in GitHub

- [1002](#): Create full deck for stakeholders

- [1003](#): Create presentation-only plan for presenting to stakeholders

- [1009](#): Digital Wallet: Content & IA Review

- [1010](#): Design email verification flow for the app

- [1013](#): QA approval of code freeze tickets

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Completed Tickets

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Incomplete Tickets

- None!

Team Information

MFS Team

Michelle Middaugh
VA PO

Ryan Thurlwell
VA Design Lead
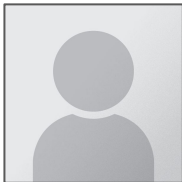
Mary Rodriguez
COR

Parker Baranowski
Program Manager

Natalie Gibbons
Product Manager

Emily Goodrich
Delivery Manager

Emily DeWan
UX Researcher

Natasha Huckleberry
UX Designer

Alex Teal
Lead Engineer

Dave Formanek
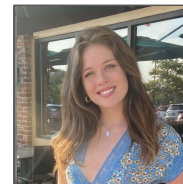*Sr Mobile Engineer*

Kim McCaskill
Mobile Engineer

Matt Guest
Mobile Engineer

Michael Harmer
Backend Engineer

Kayley Bogemann
FullStack Engineer

Resources

- OCTO Slack: #mobile-feature-support-public
- GitHub: va-mobile-feature-support
- Roadmap: Mural
- GitHub Project Board: Mobile Feature Support
- Demo Recording:

Thank You!