

# VA - Mobile Feature Support

Sprint Report and Demo | Sprint 31: 11/18/2025 - 12/01/2025



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# Agenda

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



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# Sprint Overview



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# Sprint Focus

- Start the development of the shared service for the Veteran Status Card, which will eventually allow one spot to be updated for changes to the web and mobile.
- Wrap up One VA Debt Letter discovery research sessions and start to synthesize findings to determine whether this is valuable to Veterans
- Mock up outstanding digital wallet user flows and share with engineers so we can understand if the designs are technically feasible.
- Product and UX teams internally review the current VHIC wireframes and user flows, providing feedback to identify any additional design effort required.



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# Key Wins

- Completed research study sessions for overpayment debts and/or medical copayments
- Created Mobile Feature Support team in GHEC-US
- Supported merges and PRs post shutdown code freeze



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# Presentations



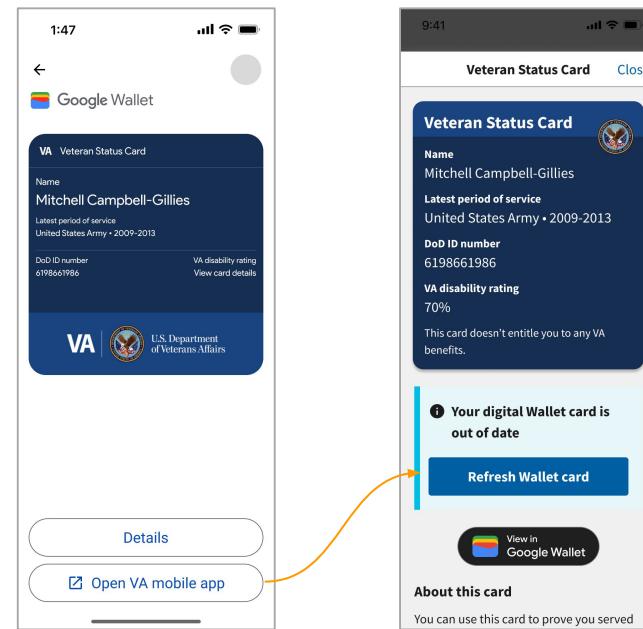
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# Presentations

- Spike: Updating VSC Passes in Google Wallet (Dave)
- iOS: Mobile Wallet PoC (Matt)
- Veteran Status Card (Natasha)
- One VA Debt Letter Research (Emily)

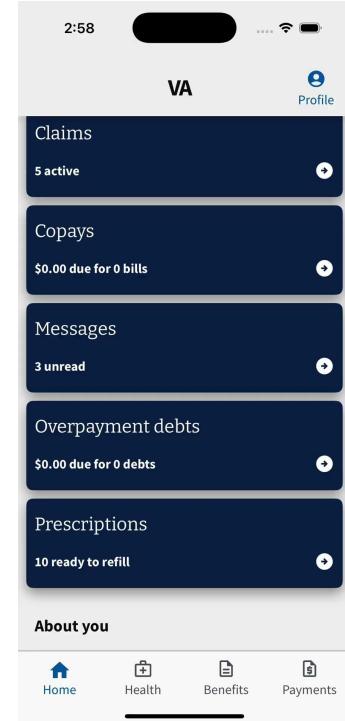
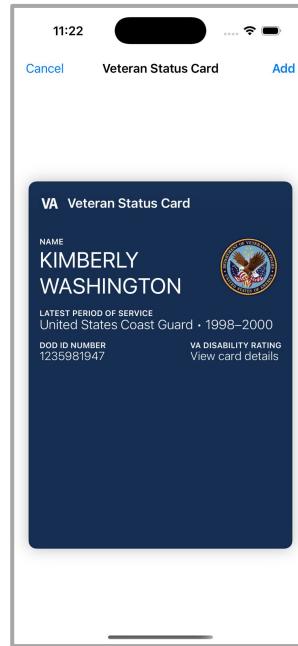
# Dave | Spike: Updating VSC Passes in Google Wallet

- Why?
  - Users need an way to update their VSC pass while viewing it in Google Wallet since these updates do not happen automatically.
- How?
  - Provide a button with a deep link to the VSC screen in the VAHB mobile app.
  - Provide a “Refresh Wallet card” button to update the pass in this screen.
  - This button calls an endpoint in our service which in turn uses Google’s Wallet APIs to update the pass with the latest information.

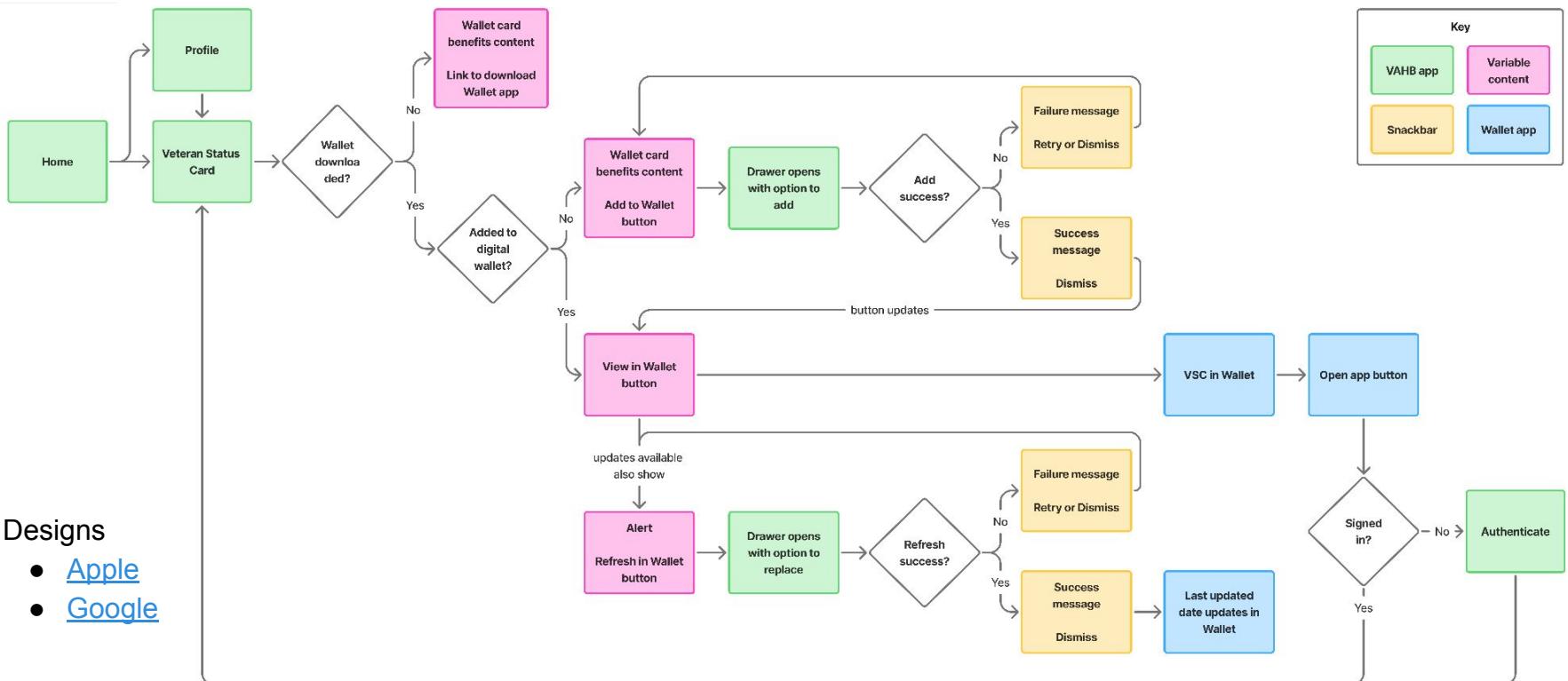


# Matt | iOS: Mobile Wallet PoC

- Why?
  - We now have proof that a veteran's info can be added to Apple Wallet with a pass.
- What we accomplished?
  - Learned how to modify the look of the digital wallet pass.
  - Leveraged **react-native-wallet-pass** library to detect if an iPhone can support adding passes.
- What's next?
  - Working on the Google side of things.
  - Deciding if we want to stick with **react-native-wallet-pass** for Google or not.
  - More backend work.



# Natasha | Veteran Status Card



## Designs

- [Apple](#)
- [Google](#)

# Natasha | Veteran Status Card



Veteran Status Card [Close](#)

## Veteran Status Card

Name  
Mitchell Campbell-Gillies

Latest period of service  
United States Army • 2009-2013

DoD ID number  
6198661986

VA disability rating  
70%

This card doesn't entitle you to any VA benefits.

Get quick access to your Veteran Status Card by adding it to your digital wallet app.

[Install Apple Wallet app from the App Store](#)

## About this card

You can use this card to prove you served in the United States Uniformed Services.

## Need to fix an error?

To fix an error in your disability rating, call



Veteran Status Card [Close](#)

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This card doesn't entitle you to any VA benefits.

[View in Apple Wallet](#)

## About this card

You can use this card to prove you served in the United States Uniformed Services.

## Need to fix an error?

To fix an error in your disability rating, call the VA benefits hotline.

Card added to Wallet [Dismiss](#)

View in Apple Wallet  
(successful add)



Veteran Status Card [Close](#)

## Veteran Status Card

Name  
Mitchell Campbell-Gillies

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United States Army • 2009-2013

DoD ID number  
6198661986

VA disability rating  
70%

This card doesn't entitle you to any VA benefits.

Your digital Wallet card is out of date [Refresh Wallet card](#)

View in Apple Wallet

## About this card

You can use this card to prove you served

Refresh available



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## Veteran Status Card

Name  
Mitchell Campbell-Gillies

Latest period of service  
United States Army • 2009-2013

DoD ID number  
6198661986

VA disability rating  
70%

This card doesn't entitle you to any VA benefits.

View in Apple Wallet

## About this card

You can use this card to prove you served in the United States Uniformed Services.

## Need to fix an error?

To fix an error in your disability rating, call the VA benefits hotline.

Card refreshed in Wallet [Dismiss](#)

Wallet not installed

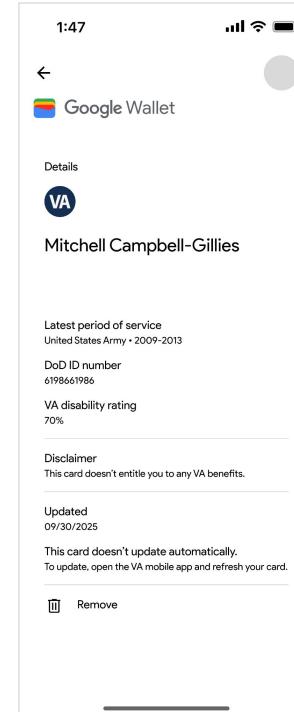
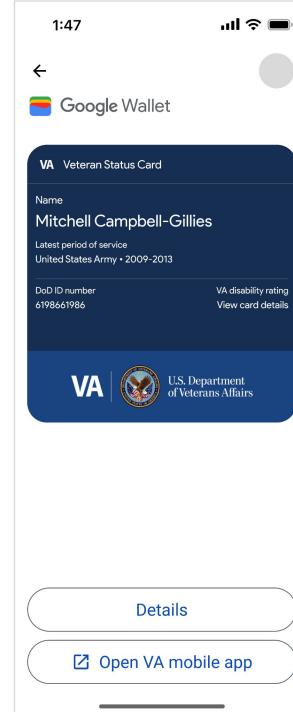
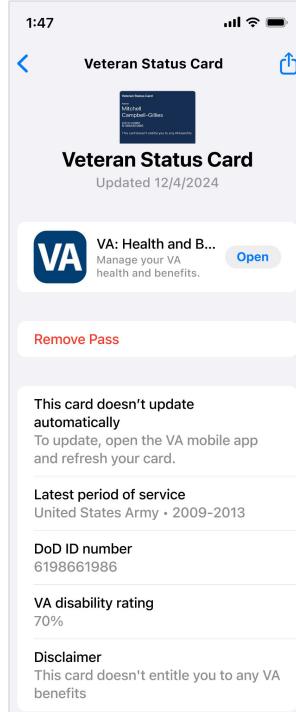
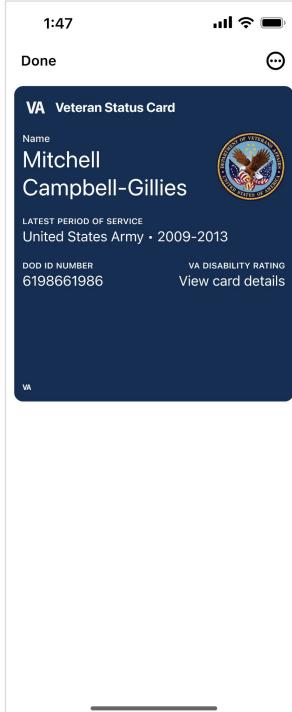
Add to Apple Wallet

View in Apple Wallet  
(successful add)

Refresh available

Successful refresh

# Natasha | Veteran Status Card



## Next steps

- Make necessary adjustments after spikes are complete
- Work with Content Team
- Attend Design Review

Apple Wallet and Pass details

Google Wallet and Details

# Emily | One VA Debt Letter Research

## Key Research Themes

- Participants prioritize the format over the grouping of the information.
- Most participants desire consistent features across all statements: transaction details, contact information, and resolution methods.
  - Use cases for a combined statement can usually be solved with individual ones
- The PDF was highly desired, though not for use on mobile nor specific to the combined statement.
  - Exception: sharing the statement for financial assistance
  - Main uses are printing or viewing on a larger screen for detailed review or error resolution, and filing for records.
- Participants manage VA debts alongside other bills, focusing on due dates rather than separating VA debt.
- Most participants trust individual and combined statements equally; trust depends on details and transparency, not format.



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# Up Next

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# Next Sprint Focus - Sprint 32

## 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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# **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

# Feedback



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# Feedback

Thoughts? Questions? New directions?

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# Planned and Completed Tickets

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# Planned Tickets

- [921](#): Solidify wallet app not downloaded and updating pass UX
- [946](#): Build Shared Service for VSC [BE]
- [964](#): Conduct research study sessions
- [974](#): Spike: A user updating their VSC via Google
- [977](#): Spike: VSC installed on Apple Wallet
- [978](#): Spike: VSC installed on Google Wallet
- [980](#): Tag notes by category to find patterns
- [981](#): Identify key themes from categorized notes
- [986](#): Internal review of VHIC designs
- [995](#): QA approval of code freeze tickets
- [996](#): QA approval of BE ticket (Code freeze)



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# Completed Tickets

- [921](#): Solidify wallet app not downloaded and updating pass UX
- [946](#): Build Shared Service for VSC [BE]
- [964](#): Conduct research study sessions
- [974](#): Spike: A user updating their VSC via Google
- [977](#): Spike: VSC installed on Apple Wallet
- [978](#): Spike: VSC installed on Google Wallet
- [980](#): Tag notes by category to find patterns
- [981](#): Identify key themes from categorized notes
- [986](#): Internal review of VHIC designs
- [995](#): QA approval of code freeze tickets
- [996](#): QA approval of BE ticket (Code freeze)
- [997](#): Create Mobile Feature Support team in GHEC-US



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# Incomplete Tickets

- None!

# Team Information



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# 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



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# Resources

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

# Thank You!



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