

VA Mobile App

Product Guide

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Mobile App Overview

What is the VA Mobile app?

The Office of the CTO will be launching a mobile app that leverages native mobile features to allow Veterans to quickly and easily check the status of their services and complete simple, transactional tasks across health and benefits.

The VA mobile app combines existing functionality across multiple VA websites in one convenient place. This guide is intended to provide a high-level overview of the app experience and outline the significant differences between the app and web functionality. For more detailed information on the specifics of each feature, please refer to the existing product guides.

Through user interviews, high-fidelity usability testing, and collaborative design sessions, the team learned that Veterans would get the most value from the following features in a mobile app:

- **Biometric login:** Enable face, fingerprint, or iris biometrics as a more convenient method for authentication.
- **Profile:** View and edit personal information, including direct deposit information for payments.
- **Claims & Appeals Status:** View claim statuses and manage some claims.
- **Facility Locator:** Use phone location services to find the nearest VA facilities.
- **Appointments:** View or cancel appointments, integrated with native phone features such as their calendar and map apps.
- **Veteran Crisis Line:** Access the crisis line with SMS integration.
- **Secure Messaging:** Access to Secure Messaging to communicate with their VA health providers directly through the app.

The VA mobile app also includes other features that link out to the VA.gov webview. When clicking on these links within the mobile app, the user is directed out of the mobile app and a new browser window opens with the appropriate page displaying.

Web features displayed in the mobile app:

- Facility locator
- COVID FAQs
- COVID Screening tool

See [here](#) for an abbreviated demo of the app.

Who can use the VA Mobile App?

In order to log into the VA Mobile App:

- Veterans must download the VA mobile app from the app store on their mobile device

(Apple App Store or Google Play)

- Veterans must log in with their LOA3 credentials (ID.me, DS Logon, and MHV credentials are all supported)
- Users can use biometric login (Touch ID, Face ID, Face recognition, Fingerprint, Iris) to allow for fast and easy login. When a user successfully enables a biometric login, they are able to gain access to the app with face, fingerprint, or iris biometrics and this remains valid for 45 days. After 45 days, the user will need to log in with their VA credentials.
 - Use of biometrics on the device is optional; if the user decides to opt-out, they will need to re-login whenever they open the app.

User Journey: How do users find a VA contact center phone number?

- Unlike the VA.gov footer, where users have a base phone number to call at all times, there is no single VA Mobile App phone number viewable at all times for the users.
- Instead, users are provided a phone number when at a loose end of the experience - i.e. if no claims or messages appear for them in the app.
- We are not prioritizing a centralized phone number at this stage because (1) it is not clear that this is needed from data, and (2) health and benefits call centers are entirely separate teams at VA, and there is no system to unite the two. We will revisit this decision after initial call center reports on what users are calling about.

VA Mobile App Functionality

Sign-in

The VA Mobile App supports three VA credentials (ID.me, MHV, and DS Logon) and must be LOA3. The sign-in experience for each credential type is a web view of the same workflow users would experience logging into va.gov or MHV. Users have an opportunity to opt into utilizing biometric login (face, fingerprint, or iris recognition) during the app onboarding process and within the app settings.

For users with biometric login enabled:

- App users are logged into the app for 45 days. Within the 45 day period, the app will authenticate with their face, fingerprint, or iris recognition.
- Users will likely be prompted to sign in via biometrics each time they open the app but will vary based on the user's phone memory and how many apps are running in the background.
- After 45 days, users will need to re-authenticate by logging into the app with one of their VA credentials.
 - If the user previously opted into biometric login, their preference will be saved and they do not have to re-opt into biometrics.

For users without biometric login enabled:

- **If the user has a passcode set on their device:** the app prompts the user to enter a passcode, but users do not *not* have to re-authenticate with username and password.
- **If the user does NOT have a passcode set on their device:** the app prompts the user to re-authenticate with their username and password each time they open the app.

Resetting Passwords

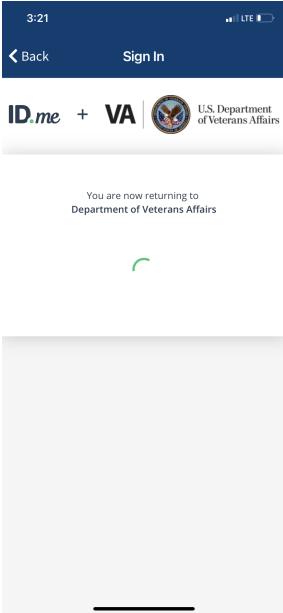
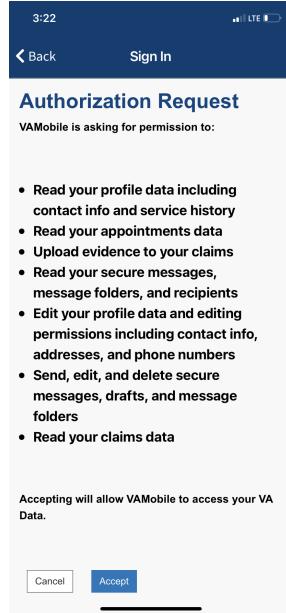
- As with VA.gov, passwords are reset through the identity providers (ID.me, DSLogon, or MyHealthyVet).
- Currently, users are taken out of the app when resetting passwords. Users will need to go back to the VA Mobile app and enter their new credentials to gain access after resetting a password.

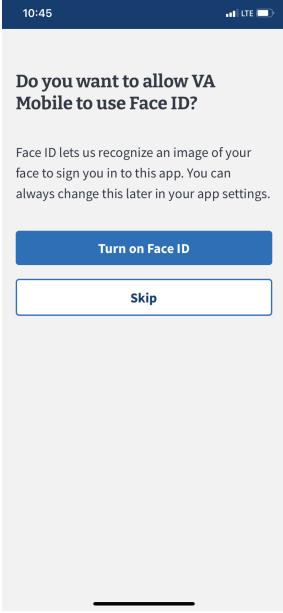
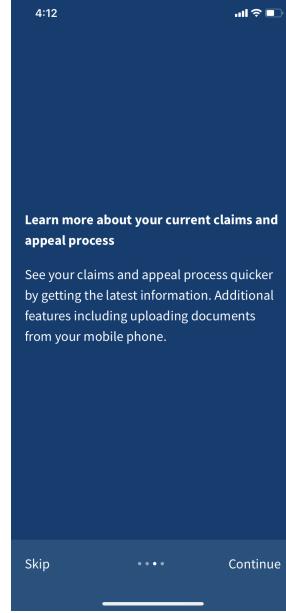
Sign-in Flow (utilizing ID.me credentials)

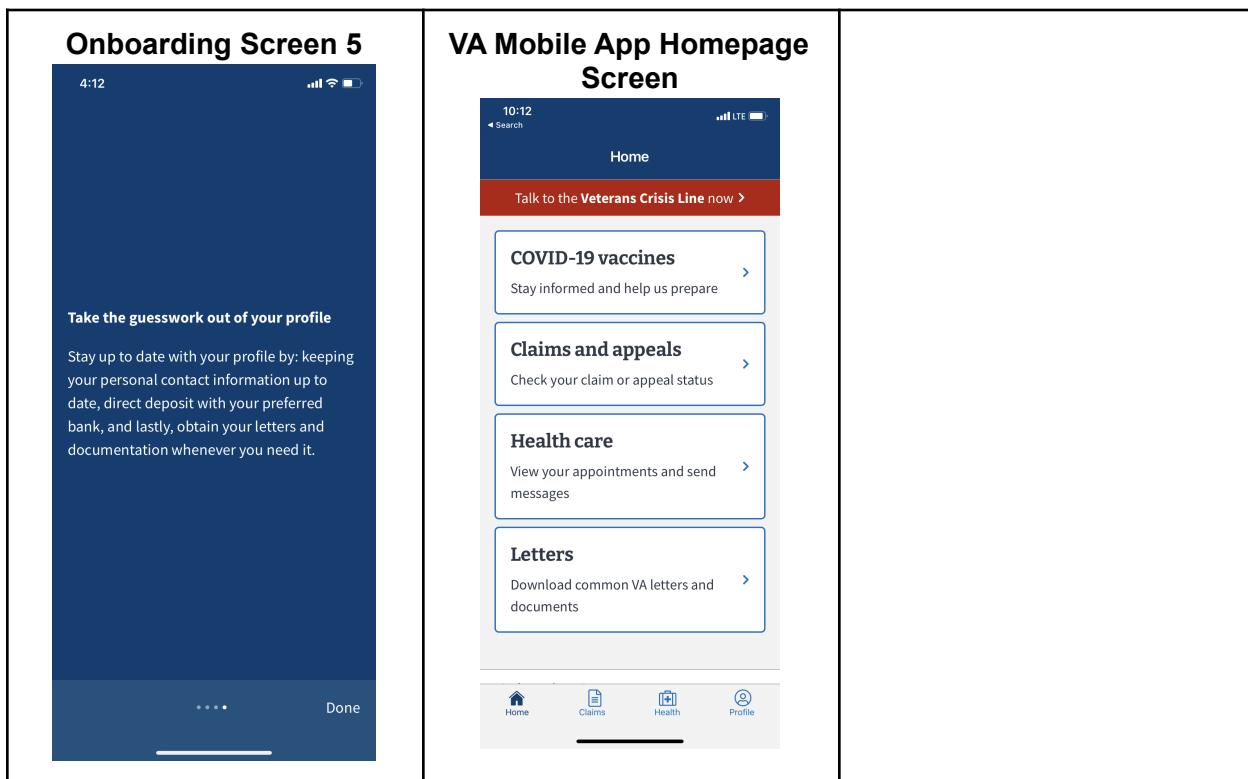
Sign-in Screen 1	Sign-in Screen 2 (part a)	Sign-in Screen 2 (part b)	Sign-in Screen 3

Note: users will note see the 'Internal release for testing only' message in Screen 1

Sign-in Screen 4	Sign-in Screen 5	Sign-in Screen 6	Sign-in Screen 7

Sign-in Screen 8	Sign-in Screen 9	Sign-in Screen 10	Sign-in Screen 11
 <p><i>Loading screen</i></p>	 <p><i>Authentication loading screen</i></p>	 <p><i>Authorization Request</i> VAMobile is asking for permission to:</p> <ul style="list-style-type: none"> Read your profile data including contact info and service history Read your appointments data Upload evidence to your claims Read your secure messages, message folders, and recipients Edit your profile data and editing permissions including contact info, addresses, and phone numbers Send, edit, and delete secure messages, drafts, and message folders Read your claims data <p>Accepting will allow VAMobile to access your VA Data.</p> <p><input type="button" value="Cancel"/> <input type="button" value="Accept"/></p>	 <p><i>App loading screen</i></p>

Onboarding Screen 1	Onboarding Screen 2	Onboarding Screen 3	Onboarding Screen 4
 <p><i>Do you want to allow VA Mobile to use Face ID?</i></p> <p>Face ID lets us recognize an image of your face to sign you in to this app. You can always change this later in your app settings.</p> <p><input type="button" value="Turn on Face ID"/> <input type="button" value="Skip"/></p>	 <p>Welcome to the VA Mobile app, Melvin</p> <p>With this app, you can manage your VA health care and benefits in one location. Update your VA.gov profile. Check the status of claims and appeals. Manage health appointments. Complete these and other VA-related tasks right on your phone.</p> <p>Skip Continue</p>	 <p>Easily manage your health appointments</p> <ul style="list-style-type: none"> Manage your appointment calendar Join video appointments right from your phone <p>Skip Continue</p>	 <p>Learn more about your current claims and appeal process</p> <p>See your claims and appeal process quicker by getting the latest information. Additional features including uploading documents from your mobile phone.</p> <p>Skip Continue</p>



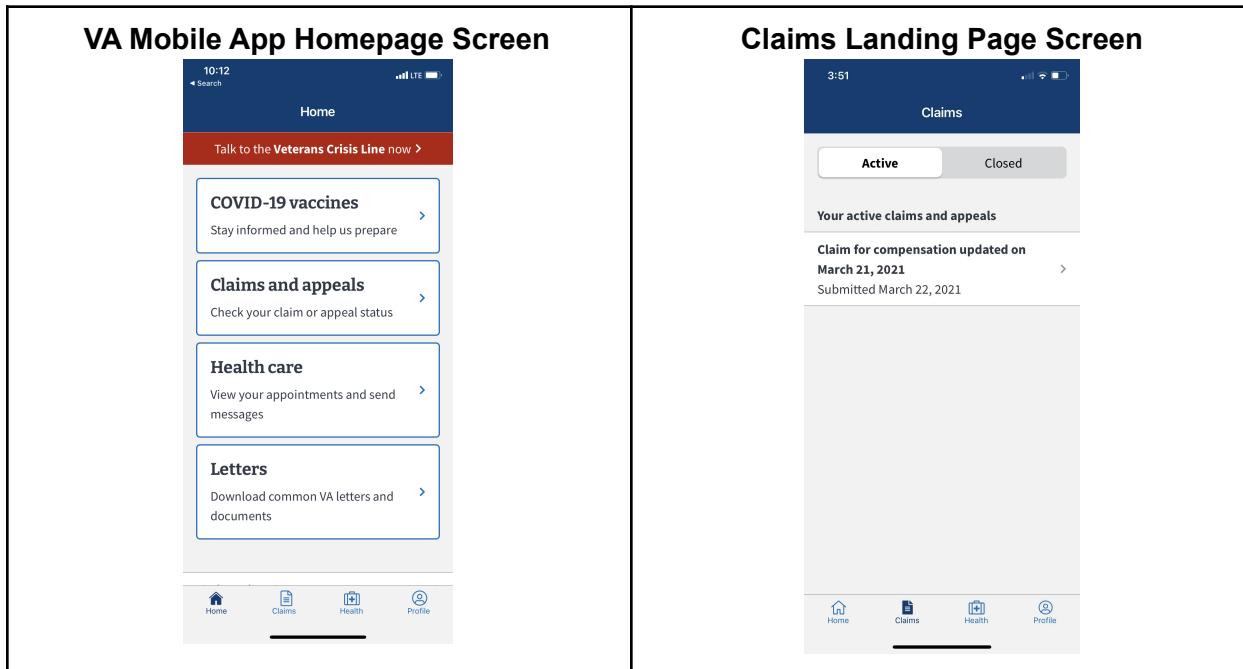
Claims

Within the app, users can view their claims and appeals information for existing claims. No new claims can be filed from the mobile app at this time.

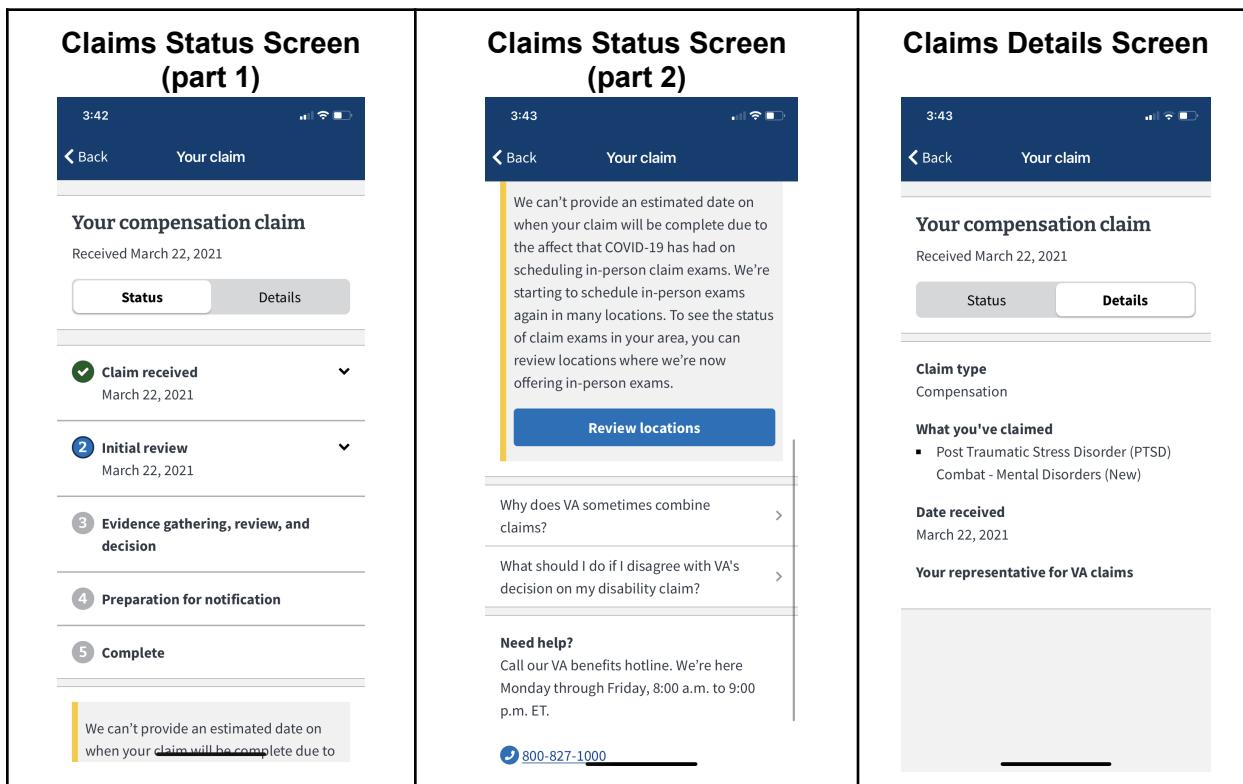
Claims Features:

- Using the claims functionality within the mobile app, a user can view all claim and appeal types:
 - Disability compensation
 - Veterans or Survivors Pension Benefits
 - Special monthly compensation
 - Dependency and Indemnity Compensation (DIC)
 - Burial allowance
- View closed claims and appeals details
 - All claims types will display from the past 365 days
- View Active claims
 - View steps completed of each claim
 - Flag when additional evidence is needed and allow users to upload and submit additional files in Step 3 of the claims process

To see claims, users should click on the Claims card on the homepage screen.



When a user clicks into an active claim, they can view the status of their claim, and more details about the claim.

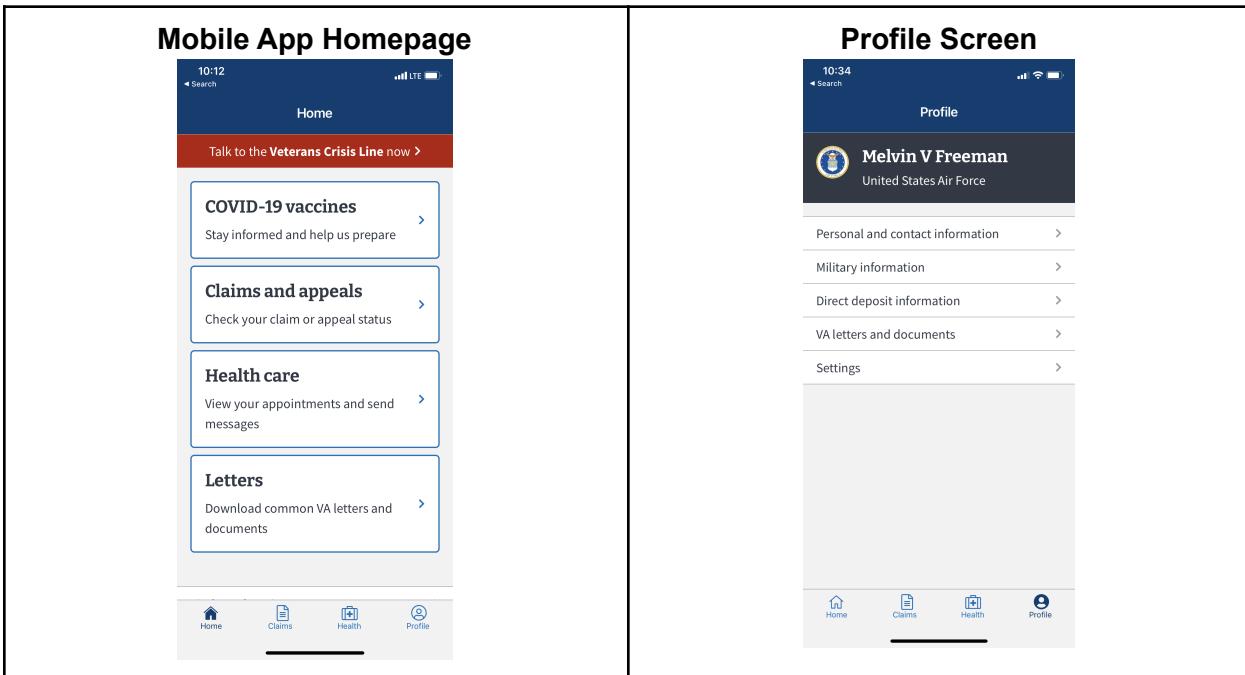


Profile

App users will be able to view and edit their VA.gov profile information. Information that is updated on the app will also update in the user's VA.gov profile.

- View and edit VA.gov profile
 - Personal and contact information
 - Date of birth
 - Gender
 - Mailing address (Note: users cannot remove a mailing address they have on file)
 - Home address
 - Phone numbers (home, work, mobile, fax)
 - Contact email address (may be different than the email used for signing in)
 - Military information
 - Period of service
 - Direct deposit information
 - Bank account information
- Manage app settings
 - To confirm or update the user's sign-in email, they must go to the website where they manage their account information.
 - Configure biometric preference (Note: the text displayed for the biometric preference on the Settings page will dynamically match the device's capabilities. If a user has biometrics completely turned off on their device, they will not see any biometric preferences.)
 - Share the app
 - Users can share the app via text message or email. Selecting this option brings up the user's phone native sharing capabilities.

To view the user's profile, users should click on the profile icon on the bottom navigation bar.

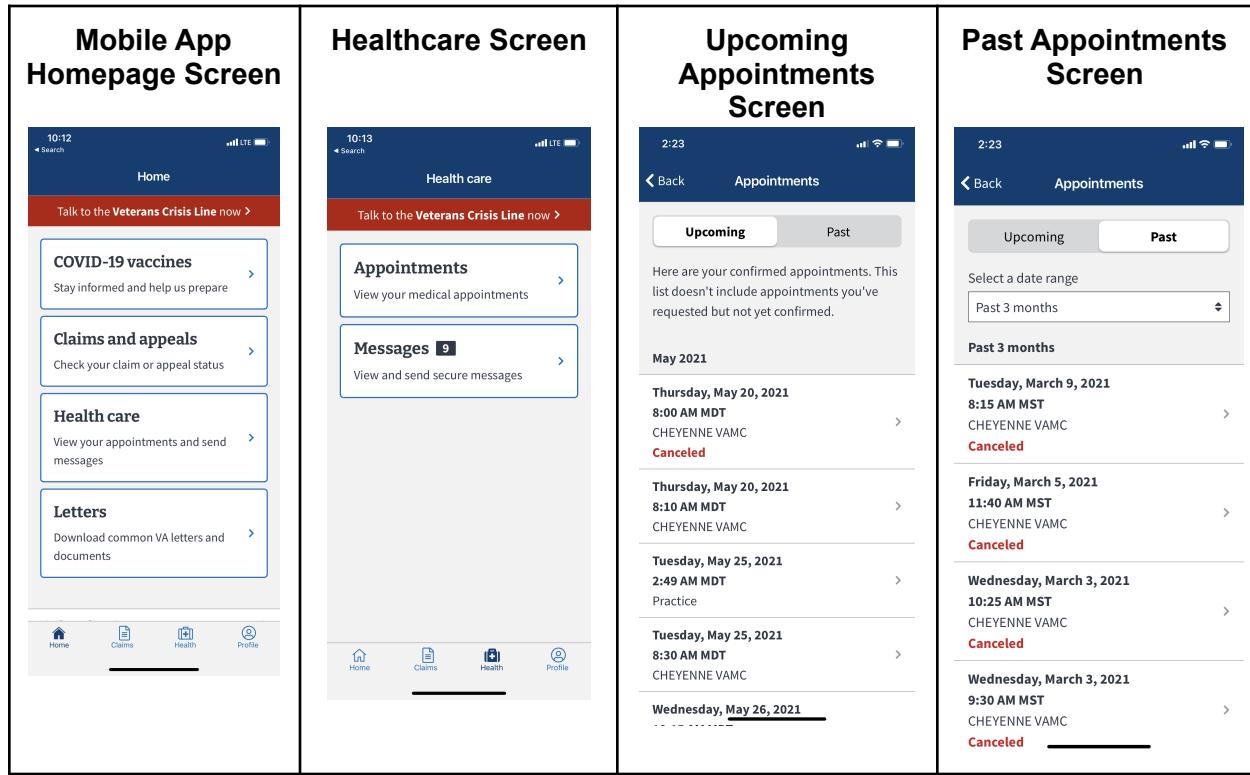


Appointments

Within the app, users will be able to view confirmed upcoming and past appointments.

- Upcoming appointments will include all VA appointment types (including community care) over the next 365 days
- Past appointments will include all appointment types from the past 365 days
- For all other appointment functionality (ex: scheduling, canceling), users will be prompted to call or visit va.gov.

To see appointments, users should click on the Health care card on the homepage screen, and then click the appointments card on the next screen.



Secure Messaging

Secure Messaging (SM) on the mobile app is a limited version of the web-based MHV experience. Within the mobile app, users can:

- View messages
- Reply to messages
- Compose and send a new message
- Attach a file to a message
- View all folders (default and customer-created)
- For all other secure messaging functionality, users must use MHV on the web

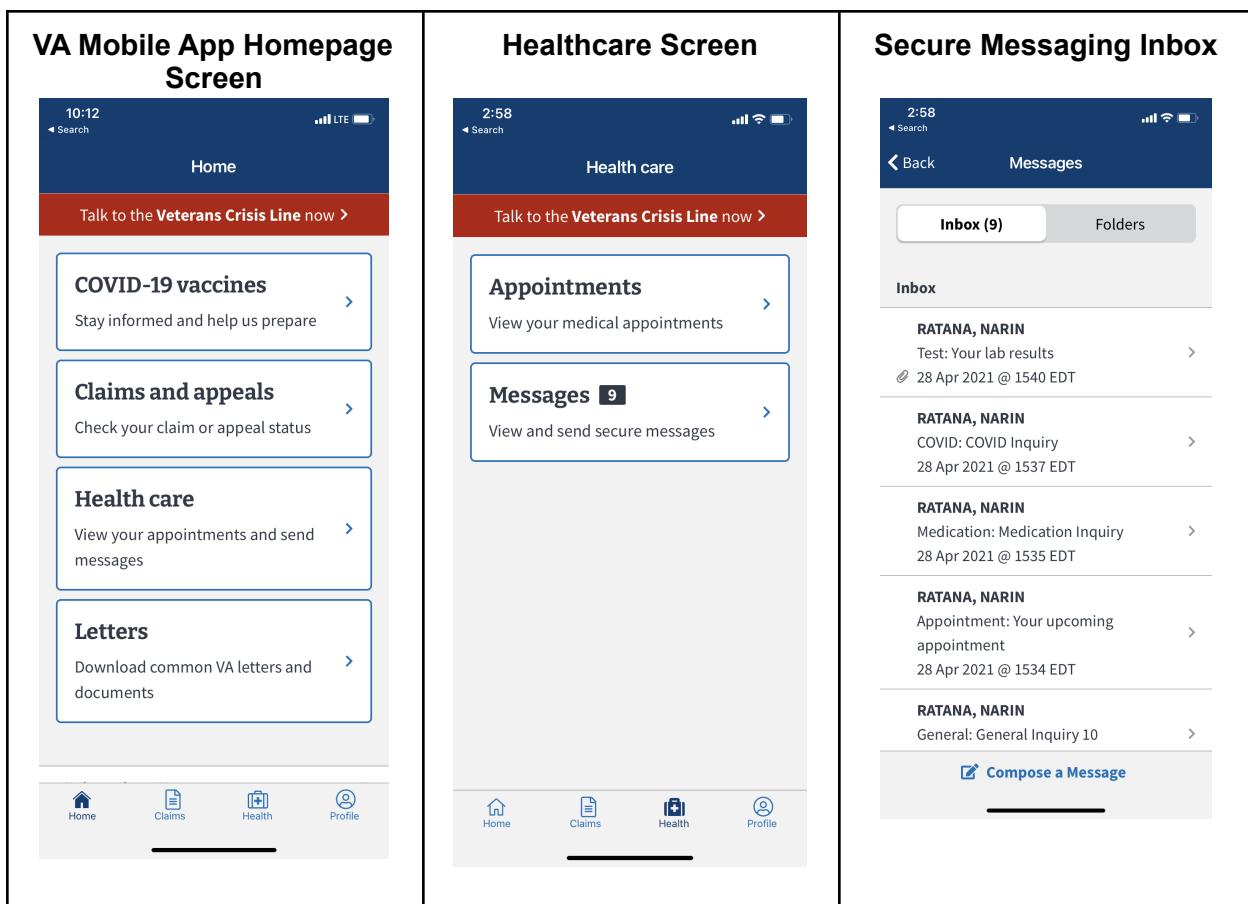
Noted differences between the app and web-based MHV version of Secure Messaging:

- User Preferences
 - Users cannot manage their Secure Messaging preferences within the app.
 - Preferences that are defaulted or customized on MHV will not carry over to the app in this first iteration. For example, the inbox of web users defaults to only

display messages from the past 3 months. Within the app, this default does not apply, and all messages will display within the inbox.

- Drafts
 - Users cannot save a message as a draft to edit and send later. Users cannot access the Drafts folder to view or edit draft messages they may have started on the MHV website. For this functionality, users must use MHV on the web.
- Delete
 - Users cannot delete messages or view messages in their Delete folder. For this functionality, users must use MHV on the web.
- Move Messages
 - Users cannot move messages into custom folders. For this functionality, users must use MHV on the web.
- Folder Management
 - Users cannot create or delete custom folders. For this functionality, users must use MHV on the web.

To access Secure Messaging, users can click on the Health care card from the homepage screen, and then select Messages.

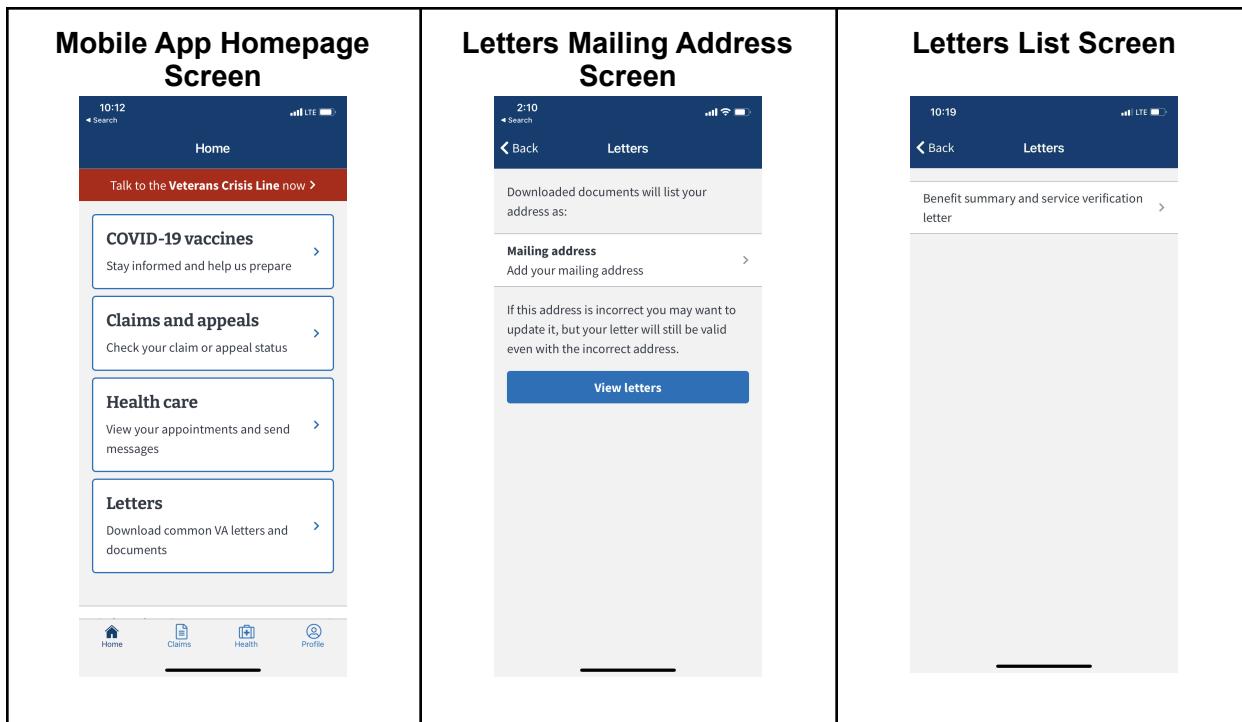


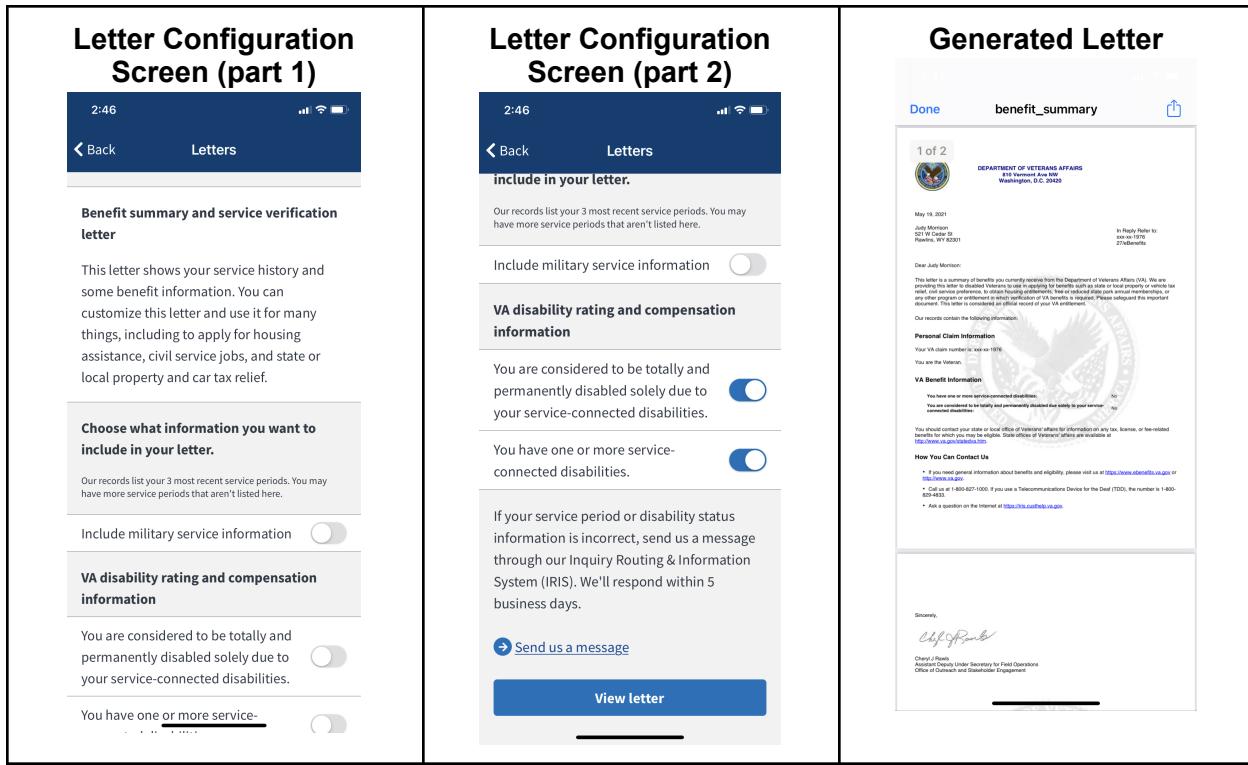
Letters

App users will be able to customize and download common VA letters and documents. Within the app, users will be able to:

- Edit address for letters
- Configure letters
- Download letters

To view letters, users should click on the Letters card on the app homepage screen. Users have an opportunity to add/update their mailing address before viewing their list of letters.

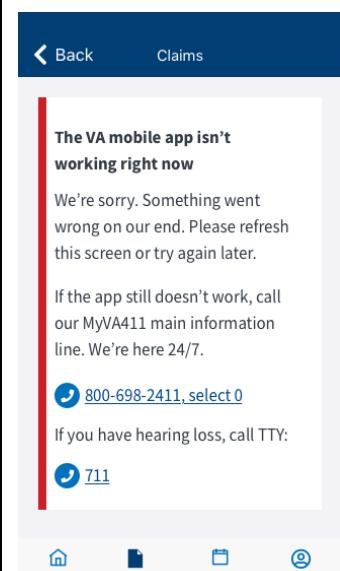
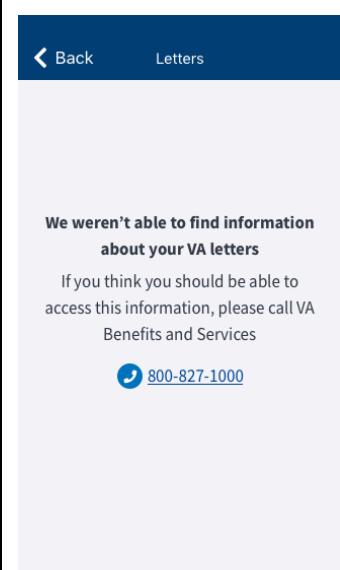


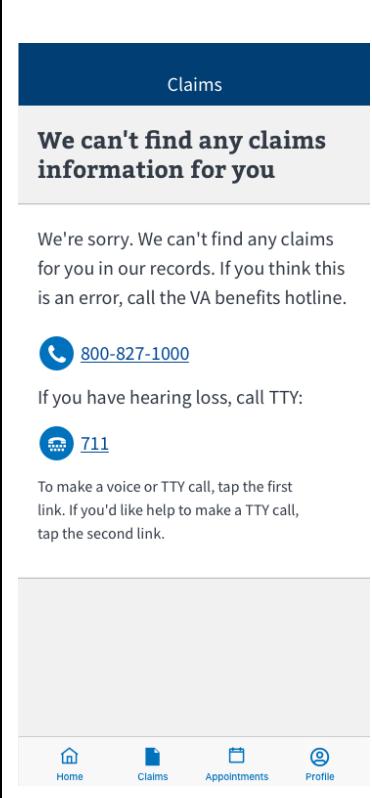


General Errors

Depending on the error and the functionality, users could be directed to one of two contact support centers. Below outlines which functionality each contact support center handles:

- HRC
 - Appointments
 - Secure Messaging
- VEO Tier 1 Contact Center
 - Login
 - Claims
 - Profile
 - Facility Locator
 - Veterans Crisis Line
 - COVID tools

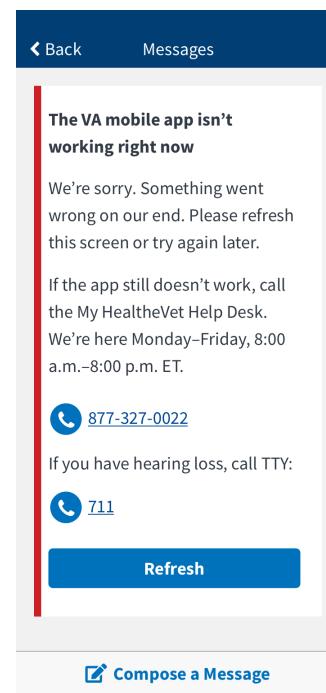
Error	Where would the user see this?	Message displayed to the user
The Claims or Profile features are down.	When a user clicks into the Claims card or icon and/or Profile icon.	 <p>The VA mobile app isn't working right now</p> <p>We're sorry. Something went wrong on our end. Please refresh this screen or try again later.</p> <p>If the app still doesn't work, call our MyVA411 main information line. We're here 24/7.</p> <p>800-698-2411, select 0</p> <p>If you have hearing loss, call TTY:</p> <p>711</p> <p>Home Claims Appointments Profile</p>
The Letters feature is down	When a user clicks into the Letter card on the mobile app homepage.	 <p>We weren't able to find information about your VA letters</p> <p>If you think you should be able to access this information, please call VA Benefits and Services</p> <p>800-827-1000</p>

A user is missing EDIPI	When a user attempts to access Claims, this screen would display in place of the Claims landing page.	 <p>We can't find any claims information for you</p> <p>We're sorry. We can't find any claims for you in our records. If you think this is an error, call the VA benefits hotline.</p> <p> 800-827-1000</p> <p>If you have hearing loss, call TTY:</p> <p> 711</p> <p> Home Claims Appointments Profile</p>
A user has never used claims.	When a user clicks the Claims card/icon within the app.	

<p>A user does not have an MHV premium account and cannot access Secure Messaging.</p>	<p>When clicking into Secure Messaging on the app. The upgrade link takes the user to the MHV web upgrade flow.</p>	<p>You are not currently enrolled to use Secure Messaging</p> <p>You must upgrade your My HealtheVet Advanced account to the Premium level to use Secure Messaging.</p> <p>With Secure Messaging, you can communicate privately online with your VA health care team.</p> <p>To upgrade to a Premium level account, you must meet these requirements:</p> <ul style="list-style-type: none"> ▪ You are enrolled in VA health care, and ▪ You are registered as a patient at a VA health facility, and ▪ Both you and your VA provider must be enrolled in the Secure Messaging program <p><u>Learn how to upgrade to a My HealtheVet Premium account</u></p> <p>Note: Do not use Secure Messaging if you have a medical emergency or an urgent need. It may take a few days for you to get a reply.</p>
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The Secure Messaging feature is down.

Appears when clicking into Secure Messaging on the app.

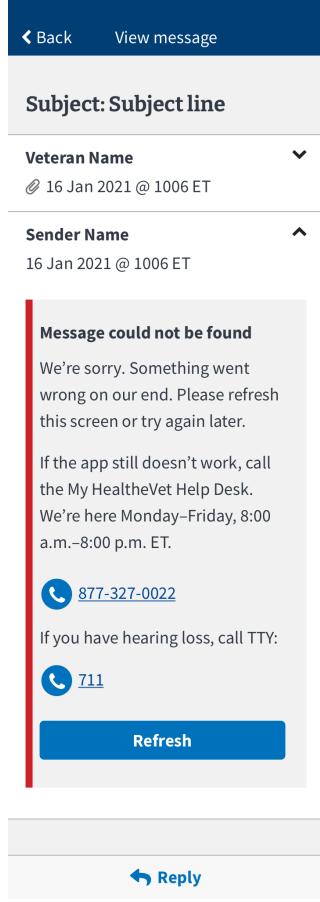
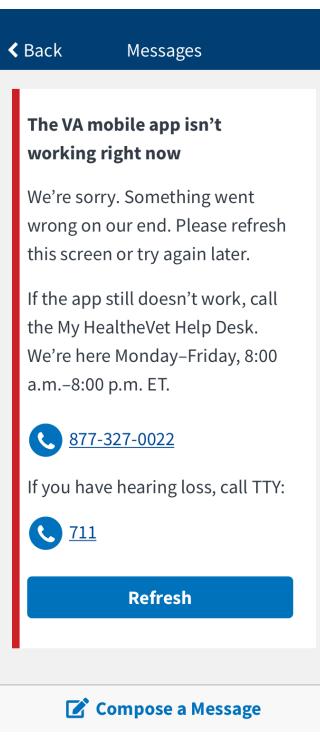


A message failed to send.

Appears when sending a message within Secure Messaging on the app.

The screenshot shows a mobile application interface for messaging. At the top, there are 'Cancel' and 'Compose' buttons. Below them is a red bar with the text 'Talk to the Veterans Crisis Line now >'. The main content area has a red vertical bar on the left. It displays the error message 'Message failed to send' and instructions: 'If the app still doesn't work, call the My HealtheVet Help Desk. We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET.' It includes two phone icons: one for '877-327-0022' and another for '711' (for TTY users). Below this is a link 'When will I get a reply? ▾'. The form fields are as follows:

- To** (*Required): A dropdown menu showing 'TRIAGE_GROUP_NAME'.
- Subject** (*Required): A dropdown menu showing 'Appointment'.
- Subject Line**: A text input field with the placeholder '50 character maximum'.
- Attachments**: A section with a link 'How to attach a file' and a blue button 'Add files'.
- Message** (*Required): A text input field containing the message 'Here is a message to my doc.'
- Send**: A blue button at the bottom of the message input field.
- Cancel**: A blue button below the 'Send' button.

<p>A message could not be found.</p>	<p>Appears when the user views a message that can not be found and loaded into the app.</p>	 <p>The screenshot shows a mobile application interface. At the top, there is a dark blue header bar with a back arrow icon and the text "View message". Below the header, the subject of the message is listed as "Subject: Subject line". Underneath the subject, the recipient's name is shown as "Veteran Name" with a dropdown arrow, and the timestamp "16 Jan 2021 @ 1006 ET". The sender's name is listed as "Sender Name" with an upward arrow, and the same timestamp "16 Jan 2021 @ 1006 ET". A red vertical bar on the left side of the message body indicates a loading error. The message body itself contains the text "Message could not be found" in bold, followed by a message: "We're sorry. Something went wrong on our end. Please refresh this screen or try again later. If the app still doesn't work, call the My HealtheVet Help Desk. We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET." Below this, there are two contact links: "877-327-0022" and "711". A blue "Refresh" button is located at the bottom of the message body. At the very bottom of the screen, there is a light gray footer bar with a "Reply" button.</p>
<p>Messages are not loading.</p>	<p>Appears when a user tries to access the inbox or any folders.</p>	 <p>The screenshot shows a mobile application interface. At the top, there is a dark blue header bar with a back arrow icon and the text "Messages". Below the header, the message "The VA mobile app isn't working right now" is displayed in bold. Underneath the message, there is a message: "We're sorry. Something went wrong on our end. Please refresh this screen or try again later. If the app still doesn't work, call the My HealtheVet Help Desk. We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET." Below this, there are two contact links: "877-327-0022" and "711". A blue "Refresh" button is located at the bottom of the message body. At the very bottom of the screen, there is a light gray footer bar with a "Compose a Message" button.</p>

Known Issues

Error	Where would the user see this?	Screenshot of Error	Resolution
Wifi Error	Users may see this upon logging into the app.	<p>Error loading page Domain: NSURLErrorDomain Error Code: -1003 Description: A server with the specified hostname could not be found.</p>	Users will need to turn off their wifi and switch to utilizing their phone data.
MHV Login Scrolling Problem	Users may encounter a problem where they can hit “done” before entering their password.		Users will need to scroll down in order to see the password field.
Google sign in via ID.me fails	Users will be unable to sign into the app using Google via ID.me		Users will need to log in with their ID.me credential directly or use a different credential type (MHV or DS Logon).

Contact Center Escalation Path

Here is the expected escalation path for when an issue arises from support calls:

- VEO Tier 1 Contact Center
 - If the issue cannot be resolved, a ticket will be created on Github.
 - If there is a complete outage or a security breach, the VA mobile product team (Leanna Miller, Ayush Chakravarty, Ashley Matthews) will be tagged in Slack via a direct message or #va-mobile-app-alerts channel
- HRC Contact Center
 - If the issue cannot be resolved with the user on the phone, a ticket will be created in MS Dynamics
 - If there is a complete outage or a security breach, an email will be sent to the MHV distribution list, monitored by the VA mobile app team.