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 (linked below).

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**](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fva.my.salesforce.com%2F500t000000eDcn3&amp;data=04%7C01%7C%7C7b32b3ae9a924a2a62b708d8ba479d40%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C637464164046340156%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&amp;sdata=36gQoOCBXRhUYfsNnm9kEHYQ7AFPKcun0Ys8RT%2FC5I0%3D&amp;reserved=0): View and edit personal information, including direct deposit information for payments.
* [**Claims & Appeals Status**](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fva.my.salesforce.com%2F500t000000eDcn3&amp;data=04%7C01%7C%7C7b32b3ae9a924a2a62b708d8ba479d40%7Ce95f1b23abaf45ee821db7ab251ab3bf%7C0%7C0%7C637464164046340156%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&amp;sdata=36gQoOCBXRhUYfsNnm9kEHYQ7AFPKcun0Ys8RT%2FC5I0%3D&amp;reserved=0): 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

### **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)**

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| **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*

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| **Sign-in Screen 4**    *Authentication loading screen* | **Sign-in Screen 5** | **Sign-in Screen 6** | **Sign-in Screen 7** |

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| **Sign-in Screen 8**    *Loading screen* | **Sign-in Screen 9***Authentication loading screen* | **Sign-in Screen 10** | **Sign-in Screen 11**  *App loading screen* |

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| **Onboarding Screen 1** | **Onboarding Screen 2** | **Onboarding Screen 3** | **Onboarding Screen 4** |

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| **Onboarding Screen 5** | **VA Mobile App Homepage Screen** |  |

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#### **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.

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| **VA Mobile App Homepage Screen** | **Claims Landing Page Screen** |

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

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| **Claims Status Screen**  **(part 1)** | **Claims Status Screen**  **(part 2)** | **Claims Details Screen** |

#### **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.

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| **Mobile App Homepage** | **Profile Screen** |

#### **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.

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| **Mobile App Homepage Screen** | **Healthcare Screen** | **Upcoming Appointments Screen** | **Past Appointments 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.

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| **VA Mobile App Homepage Screen** | **Healthcare Screen** | **Secure Messaging Inbox** |

#### **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.

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| **Mobile App Homepage Screen** | **Letters Mailing Address Screen** | **Letters List Screen** |

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| **Letter Configuration  Screen (part 1)** | **Letter Configuration Screen (part 2)** | **Generated Letter** |

#### **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

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| **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. |  |
| The Letters feature is down | When a user clicks into the Letter card on the mobile app homepage. |  |
| A user is missing EDIPI | When a user attempts to access Claims, this screen would display in place of the Claims landing page. |  |
| A user has never used claims. | When a user clicks the Claims card/icon within the app. |  |
| A user does not have an MHV premium account and cannot access Secure Messaging. | When clicking into Secure Messaging on the app.  The upgrade link takes the user to the MHV web upgrade flow. |  |
| 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. |  |
| A message could not be found. | Appears when the user views a message that can not be found and loaded into the app. |  |
| Messages are not loading. | Appears when a user tries to access the inbox or any folders. |  |

#### **Known Issues**

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| **Error** | **Where would the user see this?** | **Screenshot of Error** | **Resolution** |
| Wifi Error | Users may see this upon logging into the app. |  | 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:

* If the issue cannot be resolved, a ticket will be created on Github
* If the issue is impacting more than 3-5 users, or the issue is a major incident, product team (Leanna Miller, Ayush Chakravarty, Ashley Matthews) will be tagged in Slack via a direct message or #va-mobile-app-alerts channel