

# VA Mobile App

## Product Guide

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# Mobile App Overview

## What is the VA Mobile app?

The Office of the CTO launched 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 web 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
- **Veteran Crisis Line:** Access the crisis line with SMS integration
- **Profile:** Review and edit personal information, including direct deposit information and disability rating
- **Claims & Appeals Status:** Review claim statuses and manage some claims
- **Appointments:** Review or cancel appointments, integrated with native phone features such as their calendar and map apps
- **Secure Messaging:** Communicate with VA health providers directly through the app
- **VA Vaccine Records:** Review VA vaccine history
- **Letters:** Download common VA letters and documents
- **Facility Locator:** Use phone location services to find the nearest VA facilities

## Demos

[Abbreviated demo](#)

[Long version demo](#)

## 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.

## 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.

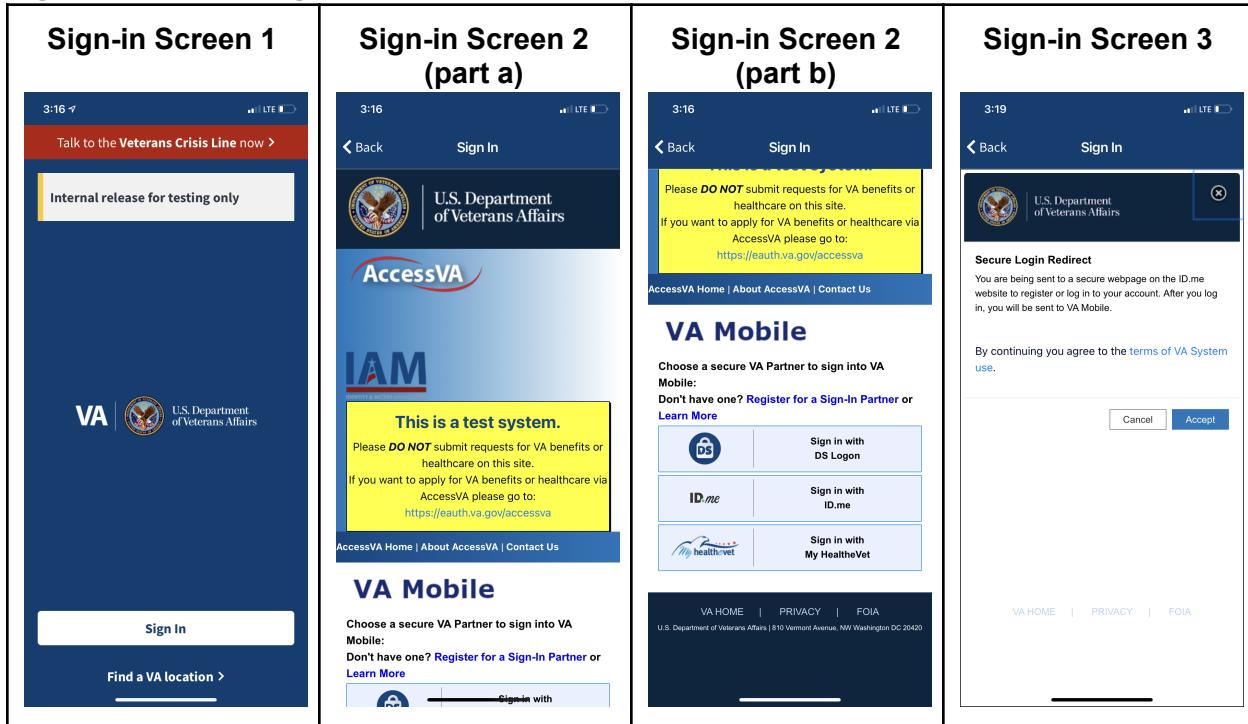
#### For users without biometric login enabled:

- **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.

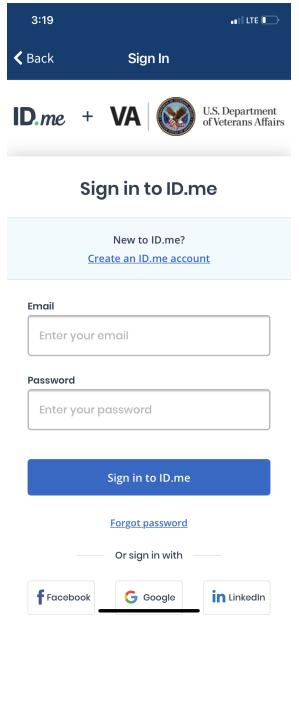
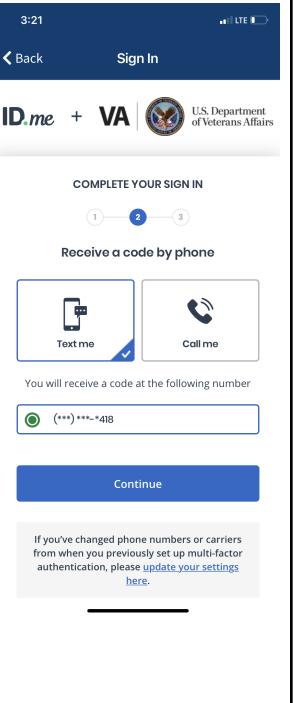
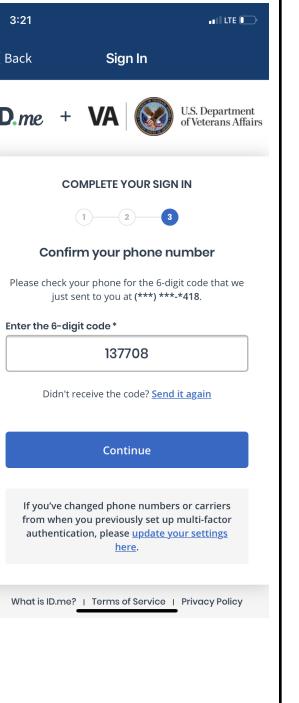
### Resetting Passwords

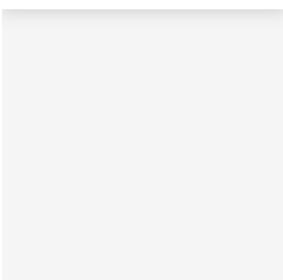
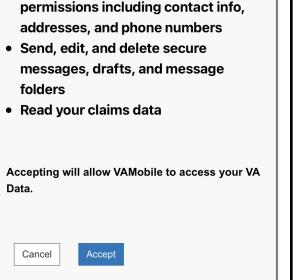
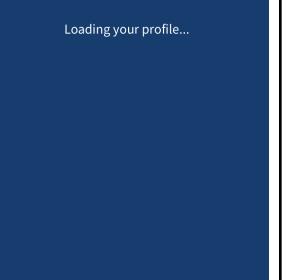
- As with VA.gov, passwords are reset through the identity providers (ID.me, DSLogon, or MyHealthyVet).
- Currently, users are taken out of the app when resetting passwords. Users will need to go back to the VA Mobile app and enter their new credentials to gain access after resetting a password.

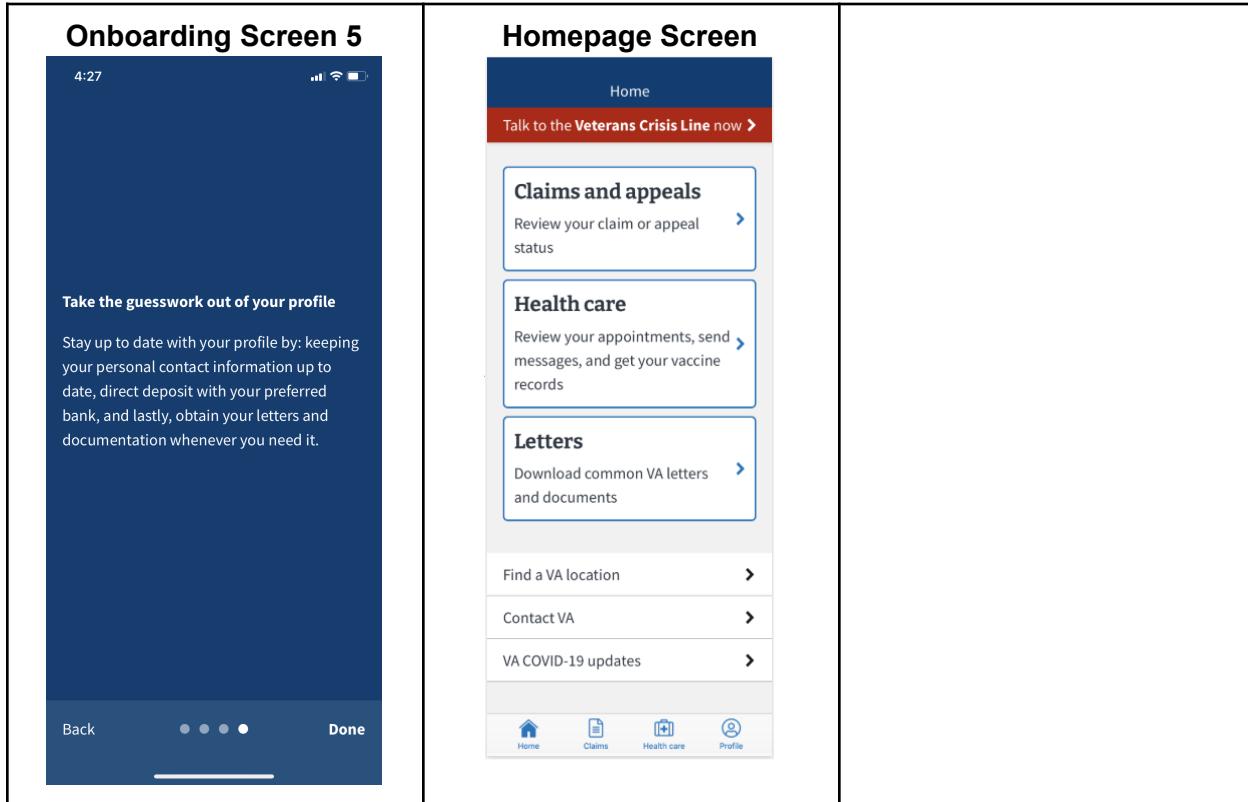
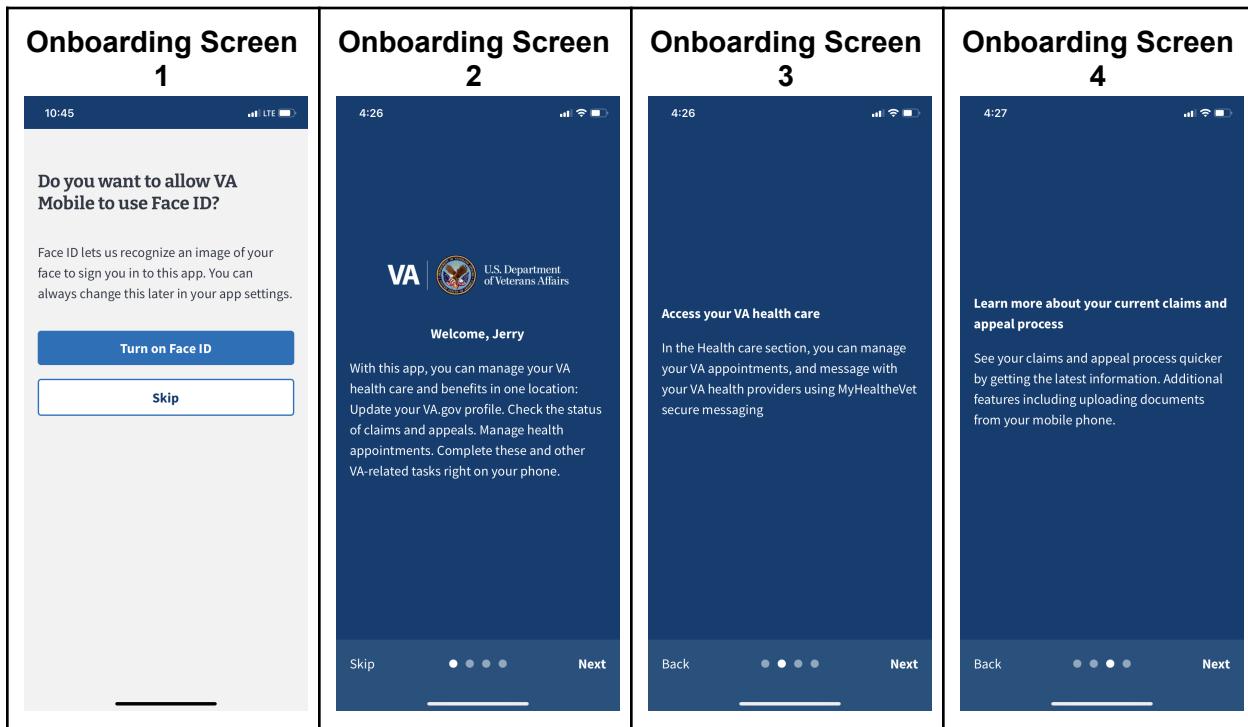
### Sign-in Flow (utilizing ID.me credentials)



*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
 <p><b>Authenticating. Please wait...</b></p> <p><i>Authentication loading screen</i></p>	 <p><b>Sign in to ID.me</b></p> <p>New to ID.me? <a href="#">Create an ID.me account</a></p> <p>Email Enter your email</p> <p>Password Enter your password</p> <p><a href="#">Sign in to ID.me</a></p> <p><a href="#">Forgot password</a></p> <p>Or sign in with</p> <p> </p>	 <p><b>COMPLETE YOUR SIGN IN</b></p> <p>1 2 3</p> <p>Receive a code by phone</p> <p> </p> <p>You will receive a code at the following number (+***)***-418</p> <p><a href="#">Continue</a></p> <p>If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please <a href="#">update your settings here.</a></p>	 <p><b>COMPLETE YOUR SIGN IN</b></p> <p>1 2 3</p> <p>Confirm your phone number</p> <p>Please check your phone for the 6-digit code that we just sent to you at (+***)***-418.</p> <p>Enter the 6-digit code *</p> <p>137708</p> <p>Didn't receive the code? <a href="#">Send it again</a></p> <p><a href="#">Continue</a></p> <p>If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please <a href="#">update your settings here.</a></p> <p><a href="#">What is ID.me?</a>   <a href="#">Terms of Service</a>   <a href="#">Privacy Policy</a></p>

Sign-in Screen 8	Sign-in Screen 9	Sign-in Screen 10	Sign-in Screen 11
 <p>You are now returning to Department of Veterans Affairs</p> <p><i>Loading screen</i></p>	 <p><b>Authenticating. Please wait...</b></p> <p><i>Authentication loading screen</i></p>	 <p><b>Authorization Request</b></p> <p>VAMobile is asking for permission:</p> <ul style="list-style-type: none"> <li>• Read your profile data including contact info and service history</li> <li>• Read your appointments data</li> <li>• Upload evidence to your claims</li> <li>• Read your secure messages, message folders, and recipients</li> <li>• Edit your profile data and editing permissions including contact info, addresses, and phone numbers</li> <li>• Send, edit, and delete secure messages, drafts, and message folders</li> <li>• Read your claims data</li> </ul> <p>Accepting will allow VAMobile to access your VA Data.</p> <p><a href="#">Cancel</a> <a href="#">Accept</a></p>	 <p><b>VA</b> U.S. Department of Veterans Affairs</p> <p>Loading your profile...</p> <p><i>App loading screen</i></p>



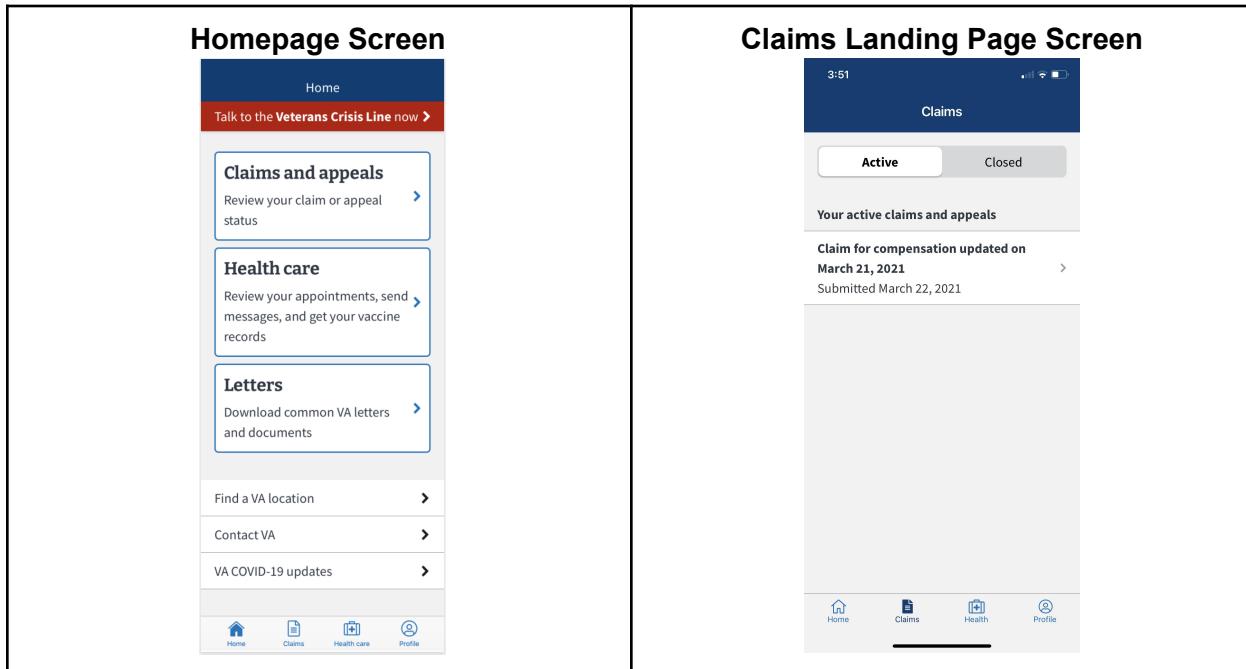
## Claims

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.

The figure consists of three side-by-side screenshots of the VA mobile application interface, illustrating the flow from a general claim status screen to a detailed claim status screen, and finally to a specific claim details screen.

- Claims Status Screen (part 1):** Shows a list of five claim stages: "Claim received" (March 22, 2021), "Initial review" (March 22, 2021), "Evidence gathering, review, and decision", "Preparation for notification", and "Complete". A note at the bottom states: "We can't provide an estimated date on when your claim will be complete due to [redacted]".
- Claims Status Screen (part 2):** Shows the same list of stages, but the "Complete" stage is highlighted with a yellow bar. A note above the list explains: "We can't provide an estimated date on when your claim will be complete due to the affect that COVID-19 has had on scheduling in-person claim exams. We're starting to schedule in-person exams again in many locations. To see the status of claim exams in your area, you can review locations where we're now offering in-person exams." A blue "Review locations" button is present.
- Claims Details Screen:** Shows the details for the "Complete" stage. It includes sections for "Claim type" (Compensation), "What you've claimed" (Post Traumatic Stress Disorder (PTSD) Combat - Mental Disorders (New)), "Date received" (March 22, 2021), and "Your representative for VA claims". A note at the bottom states: "Why does VA sometimes combine claims? What should I do if I disagree with VA's decision on my disability claim? Need help? Call our VA benefits hotline. We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET." A blue "800-827-1000" button is present.

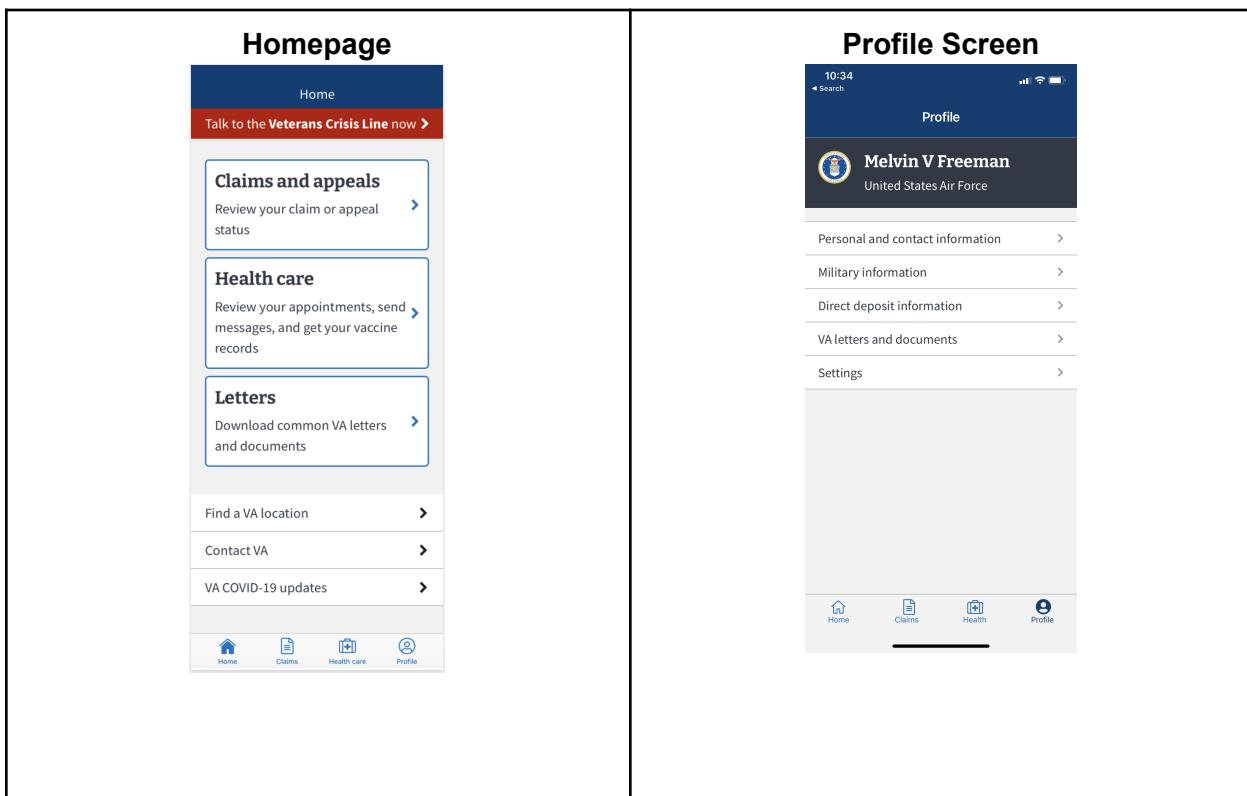
## Profile

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
  - Disability Rating
  - Personal and contact information
    - Users can edit the same information on va.gov and the app
      - Date of birth
      - Gender
      - Mailing address (Note: users cannot remove a mailing address they have on file, which is the same experience on va.gov)
      - 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
      - Users can only see/edit disability compensation and pension benefits.

- Note: the web Profile has two other tabs of Account Security and Connected Apps users can edit but are not included in the app.
- 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.



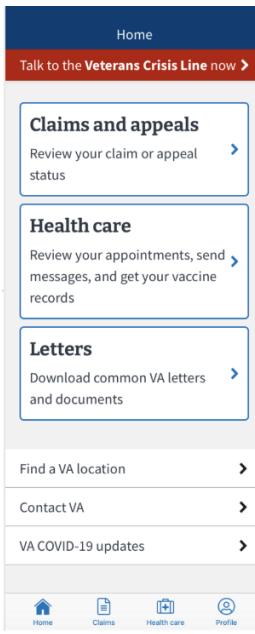
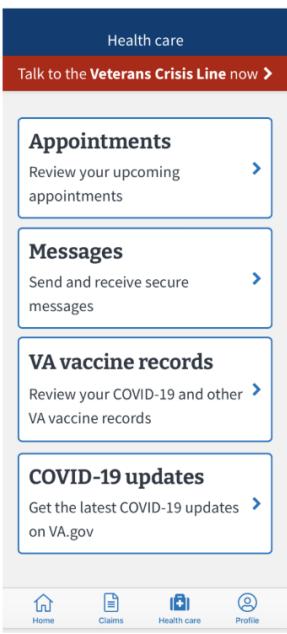
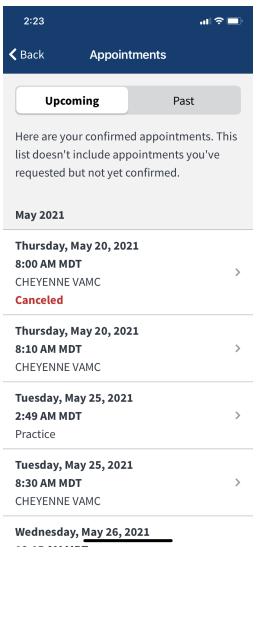
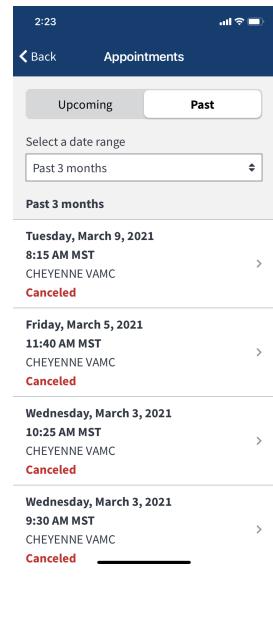
## Appointments

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

- This list will not include appointments a user has requested but have not been confirmed.
- 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.

Mobile App Homepage Screen	Healthcare Screen	Upcoming Appointments Screen	Past Appointments Screen
			

Upcoming Appointment Details	Cancelled Appointment Details	Past Appointment Details
<p><b>Upcoming Appointment Details</b></p>  <p>VA appointment</p> <p><b>Friday, July 23, 2021</b> 10:30 AM MDT</p> <p><a href="#">Add to calendar</a></p> <p><b>Friendly Name</b> Sydney Ophthal Sidney VA Clinic 1116 10th Avenue Sidney, NE 69162-2001</p> <p><a href="#">Get directions</a></p> <p><a href="#">308-254-6085</a></p> <p>If you have hearing loss, call TTY: <a href="#">711</a></p> <p>Tap the first link to make a voice or TTY call. Tap the second link if you would like help making a TTY call.</p> <hr/> <p><a href="#">Cancel this appointment</a></p>  <p><b>Friendly Name</b> Sydney Ophthal Sidney VA Clinic 1116 10th Avenue Sidney, NE 69162-2001</p> <p><a href="#">Get directions</a></p> <p><a href="#">308-254-6085</a></p> <p>If you have hearing loss, call TTY: <a href="#">711</a></p> <p>Tap the first link to make a voice or TTY call. Tap the second link if you would like help making a TTY call.</p> <hr/> <p><a href="#">Cancel this appointment</a></p> <p>If you want to reschedule this appointment, you'll need to first cancel this one and then create a new appointment.</p> <p><a href="#">Cancel appointment</a></p>	<p><b>Cancelled Appointment Details</b></p>  <p>VA appointment</p> <p><b>Thursday, July 15, 2021</b> 11:00 AM MDT</p> <p><b>Canceled</b></p> <p><b>Friendly Name</b> FTC Amputation Fort Collins VA Clinic 2509 Research Boulevard Fort Collins, CO 80526-8108</p> <p><a href="#">Get directions</a></p> <p><a href="#">970-224-1550</a></p> <p>If you have hearing loss, call TTY: <a href="#">711</a></p> <p>Tap the first link to make a voice or TTY call. Tap the second link if you would like help making a TTY call.</p> <hr/> <p>To schedule another appointment, please visit VA.gov or <a href="#">call your VA medical center</a>.</p>	<p><b>Past Appointment Details</b></p>  <p>VA appointment</p> <p><b>Thursday, June 17, 2021</b> 12:00 PM MDT</p> <p><b>CHY PC VAR2</b> Cheyenne VA Medical Center 2360 East Pershing Boulevard Cheyenne, WY 82001-5356</p> <p><a href="#">Get directions</a></p> <p><a href="#">307-778-7550</a></p> <p>If you have hearing loss, call TTY: <a href="#">711</a></p> <p>Tap the first link to make a voice or TTY call. Tap the second link if you would like help making a TTY call.</p> <hr/> <p>To schedule another appointment, please visit VA.gov or <a href="#">call your VA medical center</a>.</p>

## **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
- Compose a draft message
- Attach a file to a message
- View all folders (default and customer-created)
- Delete and move messages
- 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.
- 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.

<b>Homepage Screen</b>	<b>Health care Screen</b>	<b>Secure Messaging Inbox</b>
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The image displays three screenshots of the VA mobile application interface, arranged horizontally.

**Screenshot 1 (Left): Home Screen**

- Header:** Home
- Call-to-action:** Talk to the **Veterans Crisis Line** now >
- Section 1: Claims and appeals**
  - Review your claim or appeal status >
- Section 2: Health care**
  - Review your appointments, send messages, and get your vaccine records >
- Section 3: Letters**
  - Download common VA letters and documents >
- Footer links:** Find a VA location, Contact VA, VA COVID-19 updates
- Bottom navigation icons:** Home, Claims, Health care, Profile

**Screenshot 2 (Middle): Health care Screen**

- Header:** Health care
- Call-to-action:** Talk to the **Veterans Crisis Line** now >
- Section 1: Appointments**
  - Review your upcoming appointments >
- Section 2: Messages**
  - Send and receive secure messages >
- Section 3: VA vaccine records**
  - Review your COVID-19 and other VA vaccine records >
- Section 4: COVID-19 updates**
  - Get the latest COVID-19 updates on VA.gov >
- Footer links:** Home, Claims, Health care, Profile

**Screenshot 3 (Right): Messages Screen**

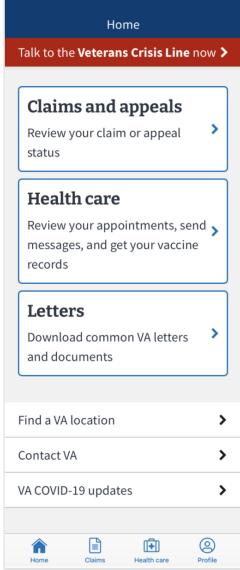
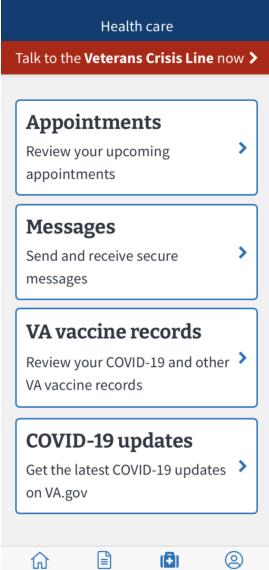
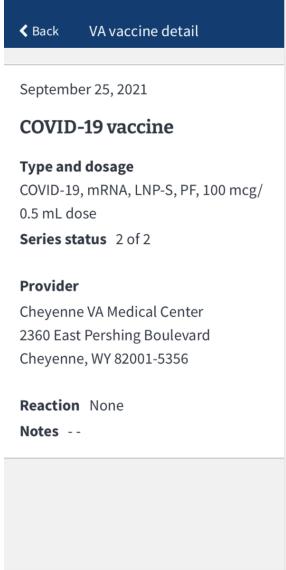
- Header:** 2:58, Search, Back, Messages
- Section 1: Inbox**
  - Inbox (9) > Folders
  - Inbox:** RATANA, NARIN Test: Your lab results >  
28 Apr 2021 @ 1540 EDT
  - RATANA, NARIN COVID: COVID Inquiry >  
28 Apr 2021 @ 1537 EDT
  - RATANA, NARIN Medication: Medication Inquiry >  
28 Apr 2021 @ 1535 EDT
  - RATANA, NARIN Appointment: Your upcoming appointment >  
28 Apr 2021 @ 1534 EDT
  - RATANA, NARIN General: General Inquiry 10 >
- Compose button:** Compose a Message

## VA Vaccine Records

App users are able to review their VA vaccine records. Every type of vaccine offered by the VA will be included in the user's history (not just the COVID-19 vaccine). The vaccine history displayed in the app does not include self reported data, and vaccine data is updated every 36 hours.

When viewing the details of their vaccine, users will be able to review:

- Date administered
  - Date the user received the vaccine
- Vaccine type
  - Type of vaccine the user received
- Type and dosage
  - This field will vary by vaccine type and includes a variety of information
- Series status
  - If the vaccine has multiple doses, the series status field will indicate where the user is in dose series (ex: 1 of 2, 2 of 2)
- Provider
  - VA facility where the user received the vaccine
- Reaction
  - Comments from the provider about any reactions to the vaccine
- Notes
  - Additional comments from the provider or additional details about the vaccine

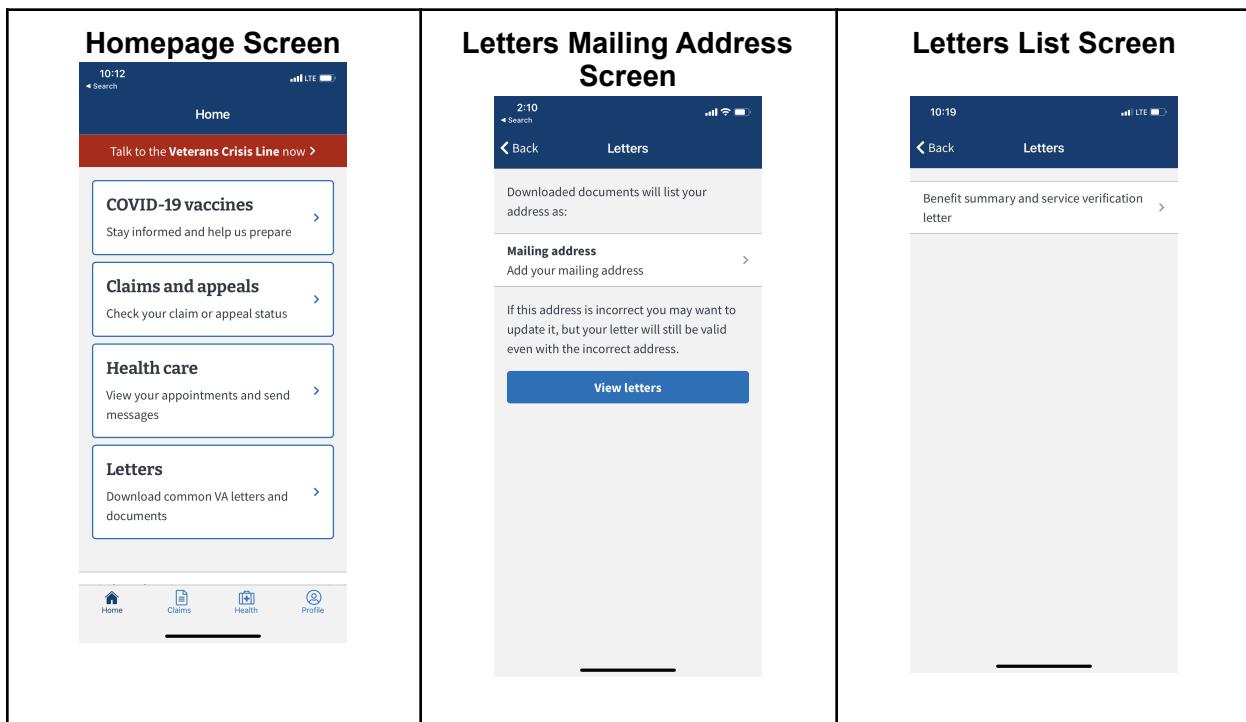
Homescreen	Health care screen	VA vaccine list	VA vaccine details
			

## Letters

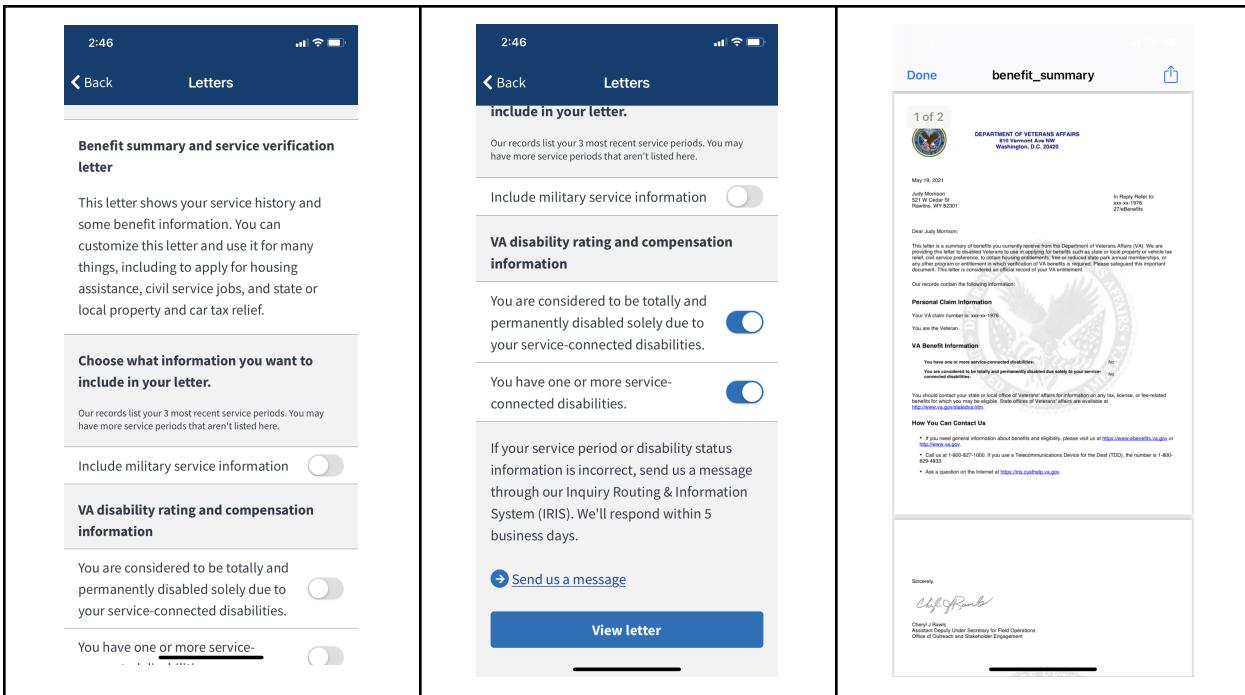
App users are able to customize and download common VA letters and documents. Within the app, users will be able to:

- 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.



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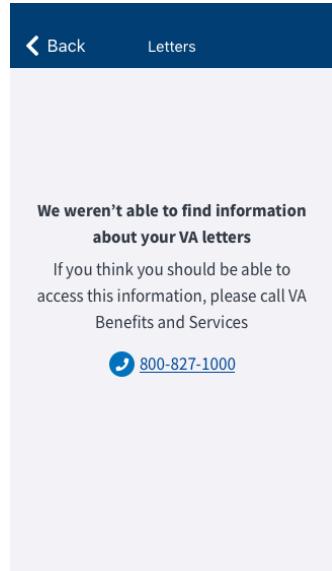


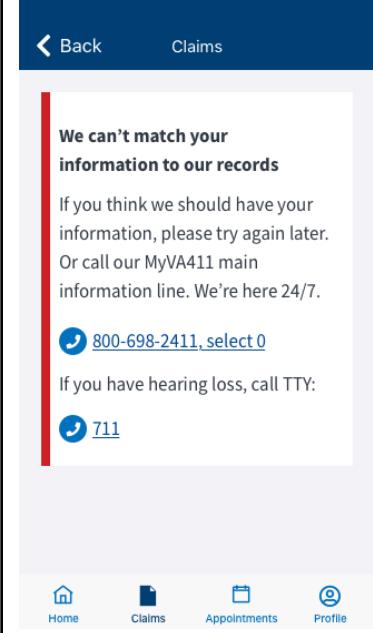
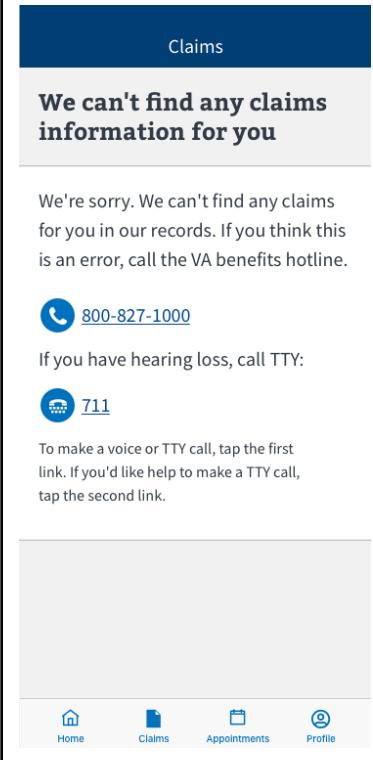
## General Errors

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
  - VA Vaccine Records
  - Facility Locator
  - Veterans Crisis Line
  - COVID tools

Error	Where would the user see this?	Message displayed to the user
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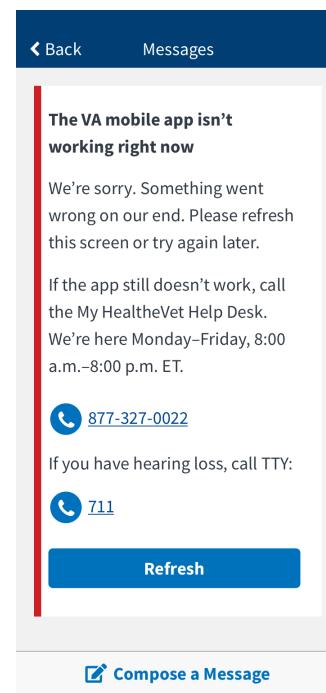
Claims, Profile or Vaccine records feature is down	When a user clicks into the Claims card or icon and/or Profile icon.	 <p>The screenshot shows a mobile application interface. At the top, there's a dark blue header bar with a back arrow and the word "Letters". Below the header, a large white area contains the text "We weren't able to find information about your VA letters" in bold black font. Underneath this, it says "If you think you should be able to access this information, please call VA Benefits and Services" followed by a phone number link "800-827-1000".</p>
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.	 <p><b>We can't match your information to our records</b></p> <p>If you think we should have your information, please try again later. Or call our MyVA411 main information line. We're here 24/7.</p> <p> <a href="#">800-698-2411, select 0</a></p> <p>If you have hearing loss, call TTY:</p> <p> <a href="#">711</a></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><b>We can't find any claims information for you</b></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> <a href="#">800-827-1000</a></p> <p>If you have hearing loss, call TTY:</p> <p> <a href="#">711</a></p> <p>To make a voice or TTY call, tap the first link. If you'd like help to make a TTY call, tap the second link.</p> <p> Home    Claims    Appointments    Profile</p>

<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><b>You are not currently enrolled to use Secure Messaging</b></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"> <li>▪ You are enrolled in VA health care, <b>and</b></li> <li>▪ You are registered as a patient at a VA health facility, <b>and</b></li> <li>▪ Both you and your VA provider must be enrolled in the Secure Messaging program</li> </ul> <p><a href="#"><u>Learn how to upgrade to a My HealtheVet Premium account</u></a></p> <p><b>Note:</b> 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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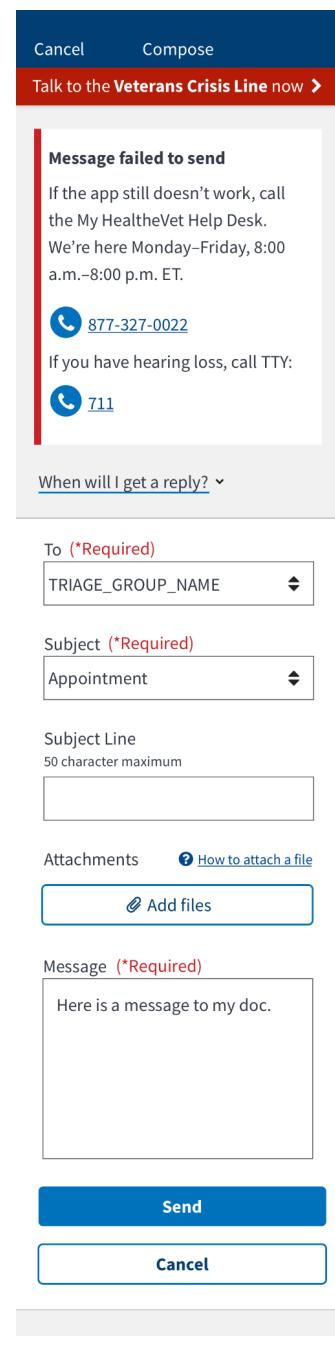
The Secure Messaging feature is down.

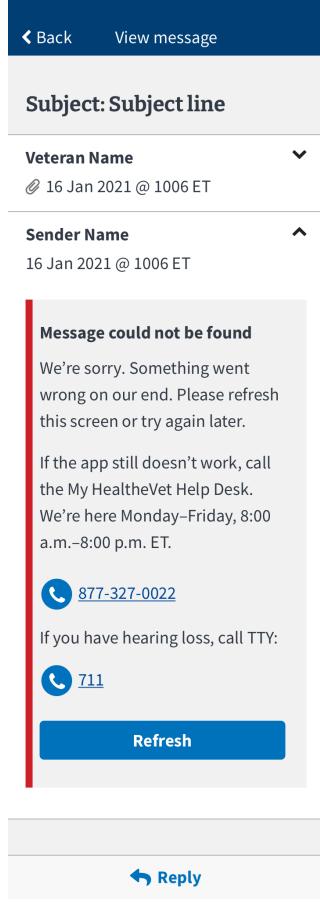
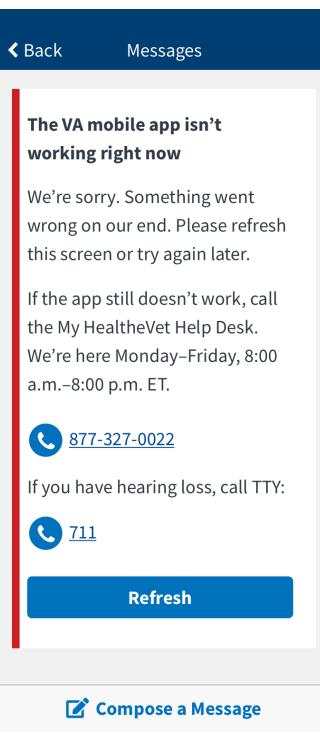
Appears when clicking into Secure Messaging on the app.



A message failed to send.

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



A message could not be found.	Appears when the user views a message that can not be found and loaded into the app.	 <p>The screenshot shows a mobile application interface. At the top, there is a dark blue header bar with a back arrow 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 large red vertical bar is positioned on the left side of the screen. In the center, a gray box contains the error message "Message could not be found" in bold. Below the message, it says "We're sorry. Something went wrong on our end. Please refresh this screen or try again later." It also provides information for users with hearing loss: "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." Two blue phone icons with contact numbers are provided: "877-327-0022" and "711". A blue "Refresh" button is located at the bottom of the error box. Below the error box, there is a "Reply" button with a blue arrow icon. The entire interface is set against a white background.</p>
Messages are not loading.	Appears when a user tries to access the inbox or any folders.	 <p>The screenshot shows a mobile application interface. At the top, there is a dark blue header bar with a back arrow and the text "Messages". Below the header, the error message "The VA mobile app isn't working right now" is displayed in bold. Below the message, it says "We're sorry. Something went wrong on our end. Please refresh this screen or try again later." It also provides information for users with hearing loss: "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." Two blue phone icons with contact numbers are provided: "877-327-0022" and "711". A blue "Refresh" button is located at the bottom of the error box. At the very bottom, there is a blue button with a pen icon and the text "Compose a Message". The entire interface is set against a white background.</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.