



VA IRIS project

61 Screens



Rachel M.

VA IRIS Project

Welcome to the wireframes for the IRIS project! Please note some of these wireframes are draft or are in active development; wherever possible please view what's on Staging or Dev to see the latest version. Sometimes there is a design draft but decisions are made in Kickoff to descope a story or development is different than in design for MVP.

Please visit the project's Github space to see where they are in the product backlog; the 'Workflow' page in Invision is not always up to date, so Github is the source of truth.

Thank you!

- Rachel (rachel.murray@thoughtworks.com)

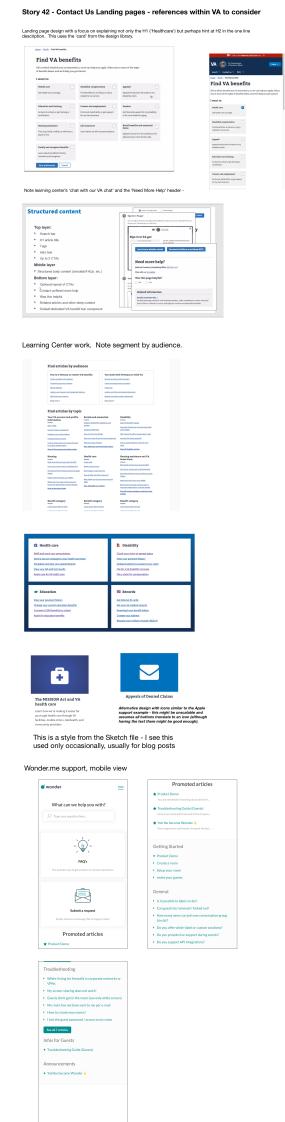
in VA IRIS project

Story 42_contact

The screenshot shows a wireframe of the VA Contact Us page. At the top, there's a navigation bar with the VA logo, "U.S. Department of Veterans Affairs", and links for "VA Benefits and Health Care" and "About". Below the navigation is a main content area titled "Contact Us". A sidebar on the left contains a section titled "CONCEPT: Contact Us with grey boxes" with several bullet points. The main content area has a large central box with a blue header "Save time—and save your work in progress—by signing in before starting your application". It includes a note about signing in to update application details and a "Sign in to start your application" button. Below this is a "Start your application without signing in" button. Further down, there's a note about using the "MyHealthLine" feature and a link to the "Frequently Asked Questions (FAQs)". The page then lists various service categories in a grid:

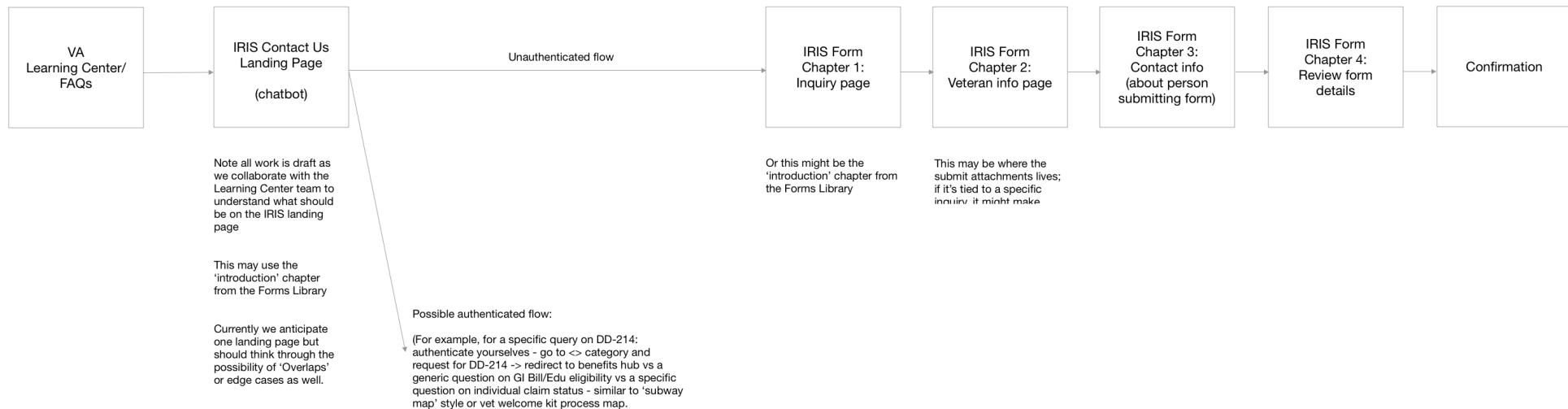
Burials and memorials	Careers and employment	Disability
Includes one line description	Includes one line description	Includes one line description
Education and training	Family member benefits	Health care
Includes one line description	Includes one line description	Includes one line description
Housing assistance	Life insurance	Pension
Includes one line description	Includes one line description	Includes one line description
Records	Service member benefits	Other
Includes one line description	Includes one line description	Includes one line description

At the bottom, there's a "Next" button and footer information including the respondent burden (15 minutes), DOD contract number (DOD-2000), expiration date (12/31/2019), and links to the Privacy Act Statement and Help Center.



VA Get Help experience in relation to IRIS

Note all work is draft as we collaborate with the Learning Center team to understand what should be on the IRIS landing page



 An official website of the United States government. [Here's how you know](#) ▾

 Talk to the **Veterans Crisis Line** now >

CONCEPT:

Main nav drop down menu options

Design notes:

- This explores what all the 'Get Help' type of supports might look like. It might make sense to have the label say Contact Us and chatbot since it's the same page - would users not know where to look for the Chatbot? Perhaps having this in the nav will encourage its use
- Note alphabetizing content
- Design of drop down menu box differs from current VA and is to explore the concept

Search ▾

 **Contact us** ▾

tor ▾

[Contact Us and VA Chatbot](#)

[FAQ](#)

[Find a VA Location](#)

[Call VA311: 844-698-2311](#)

[TTY: 711](#)

AC 1: Preferred comms

See story - not doing this

STORY #97: Help text
See list of AC's and proposed solutions.

AC 2: Type of inquiry

Tell us the reason you're contacting us. (*Required)

Inquiry type help... clicking on the link reveals content below

Inquiry type help... Question

Status of Claim: Select this option if your question is about the status of a claim for which VA has not made a decision.

Status of Appeal at a Local VA Office: Select this option if VA has made a decision on your claim and you filed an appeal with the VA office that made the decision. If your appeal pertains to compensation & pension benefits, please select Compensation & Pension or if a medical issue, please select one of the medical options.

Complaints about a lack of courtesy or service received from VA

Positive Feedback

Suggestion

AC 3: Claim number help text

Claim number
Claim number format must be 6-7 or 8 numeric digits. Enter numbers only. Do not include "C" or other letters, spaces or periods

AC 4: Service number help text

Service number
If Service Number is other than your SSN or claim number, enter it here. Enter 12 digits, numbers only; no hyphens, spaces etc.

AC 5: SSN help text

Social security number
If your claim number is the same as your Social Security Number, enter it here (type all numbers, no hyphen)

AC 6: Veteran status help text

Veteran status help...
Benefits for Myself as a Veteran (I am the Vet): I am a Veteran asking about specific benefits/services that I receive or wish to receive.
Benefits for, about, or on behalf of a Veteran: I am asking about or on behalf of a Veteran (a person other than myself).
Benefits for a Dependent of a Veteran: I represent a person who is a dependent of a Veteran (living or deceased) and who is receiving, or wants to apply for VA benefits.
General Question: I have a general question for which Veteran status/information is not needed.

AC 7: email help text

Email address (*Required)

Re-enter email address

Email: for security and privacy reasons, we use your email as a primary identifier. If you have submitted an inquiry previously, please use the same email address you entered before

in VA IRIS project

Story 77_matching_FAQ_additional_info

The screenshot shows a step in the VA Contact Us process titled "Share why you're contacting us". It includes a summary of benefits of signing in, a "Sign into your account" button, and fields for message category and topic. Below this is a section for "Related Frequently Asked Questions" with a "Direct deposit for your VA benefit payments" link. The form continues with fields for reason and message, and ends with a "My message is about benefits/services" dropdown and "Back" and "Continue" buttons.

Save time by signing in!
When you're signed in to your VA.gov account:
• We can prefill part of your form based on your account so you can get a faster response.
• You can view your previous contact history with the VA.

[Sign into your account](#)

Which category best describes your message? (*Required)
Person (Non-Service Connected Benefits)

Which topic best describes your message? (*Required)
Direct Deposit or Payment Related Inquiry

Related Frequently Asked Questions that might help you...
The VA have recently updated all of their Frequently Asked Questions, and other visitors have indicated these are useful to look at. Please visit one of these pages:
• Direct deposit for your VA benefit payments
• Change your VA direct deposit information

Tell us the reason you're contacting us (*Required)

Please enter your message or question below (*Required)

My message is about benefits/services (*Required)

[« Back](#) [Continue »](#)

Respondent burden: 10 minutes
OMB Control # 2900-0091
Expiration date: 12/31/2020
Privacy Statement

Need help?
Having trouble enrolling or have questions about enrollment or eligibility? Call our toll free number:
877-222-8387
844-477-4336
Monday - Friday, 8:00 a.m. - 8:00 p.m.

Veteran Programs and Services
Honorees Interests
Women Veterans
Military Veterans
PTSD
Mental Health
Adaptive Sports and Special Events
National Resource Directory

More VA Resources
Find a VA Form
Get VA Mobile Apps
VA News Point Blog
Email Updates
Facebook
Twitter
YouTube
VA Claims Accreditation
Find a VA Health Care Provider
Veterans Service Organizations
State Veterans Affairs Offices
Post Your VA Welcome Ad

Get VA Updates
Veteran Crisis Line
Contact Us
Email Updates
Facebook
Twitter
YouTube
VA News Point Blog
All VA Social Media

In Crisis/ Get Help Now
Veteran Crisis Line
Contact Us
Email Updates
Facebook
Twitter
YouTube
VA News Point Blog
All VA Social Media
Call MyVA211
844-698-2331
TTY: 711

VA U.S. Department of Veterans Affairs
[Accessibility](#) | [Office of Inspector General](#) | [Plain Language](#) | [Privacy, Policies, and Legal Information](#) | [VA.gov Scorecard](#)

 VA IRIS project

Story 77_matching_FAQ_callout

This is an official website of the United States Government. These pages are not part of the official website of any of its agencies. Any information contained on these pages is not part of an agency's official records.

VA U.S. Department of Veterans Affairs

Vet Benefits and Health Care About VA Find a VA Location

Home • Contact Us

Contact us

Form 0612

1 of 4 Share why you're contacting us

• Save time by signing in!

When you're signed in to your VA.gov account:

- We can pull part of your form based on your account so you can get a faster response
- You can view your previous contact history with the VA

[Sign into your account](#)

[Download Form](#)

Which category best describes your message? **(Required)**

Person (Non-Service Connected Benefit)

Which topic best describes your message? **(Required)**

Direct Deposit or Payment related Inquiry

The following Frequently Asked Questions might help you

This VA frequently updated list of all their frequently asked Questions, and other visitors have indicated these are useful to look at. Please visit one of these pages:

- Direct deposit for your VA benefit payments
- Change your VA direct deposit information

Tell us the reason you're contacting us. **(Required)**

Please enter your message or question below. **(Required)**

My message is about benefits/services. **(Required)**

Select

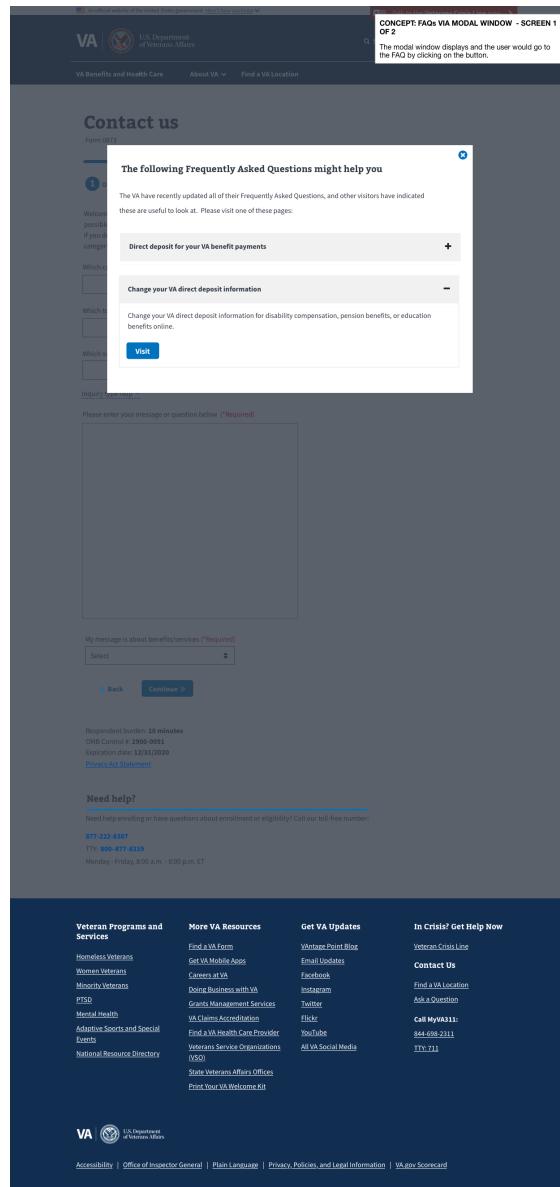
[« Back](#) [Continue >](#)

Respondent burden: 10 minutes
OMB Control #: 2900-0051
Expiration date: 12/31/2020
DODIS ID: 10000000000000000000

Need help?

Need help enrolling or have questions about enrollment or eligibility? Call our toll free number:
877-222-8437
TTY: **877-477-0838**
Monday - Friday, 8:00 a.m. - 8:00 p.m. ET

Veterans Programs and Services	More VA Resources	Get VA Updates	In Crisis? Get Help Now
Homeless Veterans	Find a VA Form	Veteran Event Calendar	Veterans Crisis Line
Honoring Veterans	Get in the VA App	Email Updates	Contact Us
Missing Veterans	Connect with VA	Facebook	Find a VA Location
PTSD	DoD Business with VA	Instagram	Ask a Question
Mental Health	Grants Management Services	Twitter	Call VA岐士:
Adolescent Sports and Special Events	VA Claims Accreditation	Flickr	877-222-8437
National Resource Directories	Find a VA Health Care Provider	YouTube	877-477-0838
	VA Service Center Operations	VA Social Media	
	VA Video		
	State Veterans Affairs Officials		
	Post Your VA Feedback		



in VA IRIS project

Story 77_matching_FAQ_modal_1

The screenshot shows the VA Contact Us form. At the top right, there is a modal window titled "CONCEPT: FAQs VIA MODAL WINDOW - SCREEN 1". The modal contains text about a user selecting certain topics and a model arrow appearing. It also includes a note about the VA Design System's best practices regarding additional content being added to drop-down menus in another column. Below the modal, the main form fields are visible, including "Save time by signing in!", "Category", "Topic", "Reason", "Message", and "Helpfulness". At the bottom, there is a "Need help?" section with contact information.

An official website of the United States government. [VA.gov](#)

U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Home > Contact us

Contact us

Form 0873

1 of 4 Share why you're contacting us

Save time by signing in!

When you're signed in to your VA.gov account:

- We can prefill part of your form based on your account, so you can get a faster response
- You can view your previous contact history with the VA

[Sign into your account](#)

Skip signing in

Which category best describes your message? *Required

Pension (Non-Service Connected Bens)

Which topic best describes your message? *Required

Direct Deposit or Payment related inquiry When the user selects a topic in the drop down menu, a pop-up with associated FAQ content appears

Tell us the reason you're contacting us *Required

Please enter your message or question below *Required

My message is about benefits/services *Required

Select

[Back](#) [Continue >](#)

Responded to by: 18 minutes
Last Contact is: 2009-09-01
Expiration date: 12/31/2020
[Privacy Act Statement](#)

Need help?

Need help enrolling or have questions about enrollment or eligibility? Call our toll-free number:
877-222-8387
TTY: 800-877-8389
Monday - Friday: 8:00 a.m. - 8:00 p.m. ET

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adolescents and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile App
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSOs)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

- Veteran Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA311
- 844-888-2311
- TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

STORY #97: Help text
AC 11: link to Facility Codes

Option A: Using a state drop down to start filtering

This is the recommended solution to help interact with and display the information

Which category best describes your message? (*Required)
Education/ GI Bill

Which topic best describes your message? (*Required)
School Officials Only

State where facility is located
Alaska

Facility Name, Location, Facility Code (FAC)
University of Alaska - Anchorage - 11904102

Option B: Using all in one field

Since lengths of content will vary, this is the least visually pleasing option

Which category best describes your message? (*Required)
Education/ GI Bill

Which topic best describes your message? (*Required)
School Officials Only

Facility Name, Location, Facility Code (FAC)
Select
Alaska - University of Alaska - Anchorage - 11904102
Alaska - University of Alaska - Fairbanks - 11901102
Alaska - Kenai Peninsula College - Soldotna - 14989102
Alaska - University of Alaska Matanuska-Susitna College - Palmer - 14906002
Alaska - Wayland Baptist University - Anchorage - 31804402

Option C: Using search

This depends on someone knowing facility name/location and code

Which category best describes your message? (*Required)
Education/ GI Bill

Which topic best describes your message? (*Required)
School Officials Only

Facility Name
Enter the Facility Name to search
Start Over

 VA IRIS project

Story 176_optional_auth_flow_A

VA Department of Veterans Affairs

[VA Benefits and Health Care](#) [About VA](#) [Find a VA Location](#)

[Home](#) | [Contact Us](#)

Contact us

Form 0872

OPTION A: UNDER DROP DOWN MENU

If you see this approach is currently in the design library and its included with other programs have done for requiring this information.

Copy placeholder - if this approach is approved we'll need to work with AA/Content team

1 of 4 Share why you're contacting us

B Save time by signing in!

When you're signed in to your VA.gov account:

- We can prefill parts of your form based on your account so you can get a faster response.
- You can view your previous contact history with the VA.

[Sign into your account](#)

[Skip signing in](#)

Which category best describes your message? [Required]

*

Which topic best describes your message? [Required]

*

C You'll need to sign in to select this

This step may contain personal information - please sign in to continue

[Sign in](#)

Tell us the reason you're contacting us. [Required]

Please enter your message or question below. [Required]

My message is about benefit/services. [Required]

*

[Back](#) [Continue >](#)

Respondent burden: 18 minutes
OMB Control #: 2900-0951
Expiration date: 12/31/2020
[Privacy Act Statement](#)

Need help?

Having trouble with the form? Call our toll-free number:
877-222-8887
TTY: **800-877-6328**
Monday - Friday, 8:00 a.m. - 5:00 p.m. ET

Veteran Programs and Services	More VA Resources	Get VA Updates	In Crisis? Get Help Now
Veterans Benefits	Find VA Form Get VA Mobile App	Veteran Point Blog Email Updates	Veteran Crisis Line
Disability Benefits	Careers at VA	Facebook	Contact Us
Mental Health	Dental Benefits VA Health Care Grants Management Services	Instagram Twitter	Find a Location Ask a Question
PTSD	VA Claims Accreditation	Flickr	Call MyVA 24/7 844-490-2311
Mental Health	Find a VA Health Care Provider	YouTube	TTY: 711
Adaptive Sports and Special Events	Veterans Service Organization (VSO)	All VA Social Media	
National Resource Directory	State Veterans Affairs Offices	Take Your VA Home Kit	

VA U.S. Department of Veterans Affairs

[Accessibility](#) | [Office of Inspector General](#) | [Plain Language](#) | [Privacy, Policies, and Legal Information](#) | [VA Scorecard](#)

The screenshot shows a prototype of the VA IRIS project's contact us page. At the top, there is a navigation bar with links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". Below the navigation, there is a "Contact us" section with a sub-section titled "Share why you're contacting us". This section includes a "Save time by signing in!" button, which provides a list of benefits for signing in to a VA.gov account. Below this, there is a "Sign into your account" button and a "Skip sign-in" link. The main content area is titled "Veterans Health Administration related" and contains several categories: "Caregiver Support Program", "Health Medical Issues & Services", "VA Center for Women Vets, Policies & Progs", "All other topics" (with sub-links like Appeals & Denied Claims, Benefits Issues Outside the US, Burial & Memorial Benefits (NCA), Compensation, Debt Management Center, E-Benefits Portal, Education/GI Bill/WAVE, Enduring/Iraqi Veterans & Families, Fiduciary Program (Guardians/Custodians), Homeloan Guaranty/All VA Mortgage Issues, Life Insurance, Pension (Non-Service Connected Bens), Predischarge Claims, SEP / POA Error, Survivors, Technical, Password and Access Problems, VA Center for Minority Veterans, Veteran not in DEERS, Vocational Rehab & Employment (VRE), and Other), and "Need help?". The "Need help?" section provides information about the response time (48 hours), contact number (877-222-4322), and operating hours (Monday-Friday, 6:00 a.m. - 4:00 p.m. ET). At the bottom, there is a footer with links for "Veteran Programs and Services", "More VA Resources", "Get VA Updates", and "In Crisis? Get Help Now". The footer also includes the VA logo and links to Accessibility, Office of Inspector General, Plain Language, Privacy, Policies, and Legal Information.

The screenshot shows a web form titled "Contact us" (Form 0873). At the top right, there is a link to "Talk to the Veterans Crisis Line now". Below the title, a section titled "OPTION D: ERROR MESSAGE" displays a message: "This is less desirable as it's not actually an error - there's nothing wrong with what they're doing. This was just to see if there was an alternative." A "Sign in to your account" button is visible.

The main form area has several fields:

- 1 of 4 Share why you're contacting us**
- Save time by signing in!** (Requires signing in - please sign in above)
- Category name: [input field]
- Topic best describes your message? [input field]
- Reason for contacting us: [input field]
- Please enter your message or question below: [large text area]
- Message about benefits/services: [input field]

At the bottom, there are "Back" and "Continue >" buttons, and a note about respondent burden: "Respondent burden: 10 minutes OMB Control # 2950-0001 Burden code: 12414029 Privacy Act Statement".

Need help? (Having trouble with the form? Call our toll-free number: 877-222-8387 TTY: 800-877-8389 Monday - Friday, 8:00 a.m. - 8:00 p.m. ET)

The footer includes links to various VA resources, social media, and help options like the Veterans Crisis Line and Ask a Question.

in VA IRIS project

Story 176_optional_auth_flow_opt_B

The screenshot shows a wireframe of the VA Contact Us form. At the top, there's a navigation bar with the VA logo, a search bar, and links for 'Talk to the Veterans Crisis Line now', 'OPTION B: BESIDE DROP DOWN MENU', and 'Note this approach is currently in the design library but hasn't been implemented yet. It would change the behavior w/in its appearance if when a user selects a dropdown menu item they are prompted to sign in to VA.gov (pop-up). This would not be current behavior w/in the design library to have it beside the drop down menu.' Below the navigation is a breadcrumb 'Home > Contact us' and a title 'Contact us'.

The main form area starts with a step indicator '1 of 4 Share why you're contacting us'. It contains a section titled 'Save time by signing in!' with three bullet points: 'When you're signed in to your VA.gov account.', 'We can pull part of your form based on your account, so you can get a faster response.', and 'You can view your previous contact history with the VA.' A blue button labeled 'Sign into your account' is present. To the right, a note says 'This topic may contain personal information - please sign in to continue' with a 'Sign in' button.

Below this, there are fields for 'Category name' (dropdown), 'Topic name' (dropdown), and 'Tell us the reason you're contacting us' (text input). A note 'You'll need to sign in to select this' is placed next to the category and topic dropdowns. There's also a note 'Please enter your message or question below' with a text area and a note 'My message is about benefits/services'.

At the bottom, there are 'Back' and 'Continue' buttons, and a note about respondent burden: 'Independent burden: 10 minutes', 'OMB Control #: 2900-0091', 'Expiration date: 12/31/2020', and a link to the 'Privacy Act Statement'.

The footer includes sections for 'Veteran Programs and Services', 'More VA Resources', 'Get VA Updates', and 'In Crisis? Get Help Now'. It also features the VA logo and links to 'Accessibility', 'Office of Inspector General', 'Plain Language', 'Privacy, Policies, and Legal Information', and 'VA.gov Scorecard'.

 VA IRIS project

Story 184_Triaging_opt_A_all

The screenshot displays a wireframe of the VA IRIS project's 'Selected Inquiry' view. At the top, there is a navigation bar with links for 'VA Benefits and Health Care', 'About VA', 'Find a VA Location', 'My VA', and 'My Health'. A search bar and a 'Contact Us' button are also present. The main content area is titled 'CONCEPT: DETAILED VIEW, SELECTED INQUIRY'. It features a section for 'Subject line' with a placeholder 'Name of sender MM/DD/YYYY, MM/DD/YYYY, HH:MM' and a message body placeholder. Below this is a 'History' section with a 'Name of Contact Center agent' field and a message body placeholder. Another 'Name of sender' section follows, identical to the first. At the bottom, there is a 'Additional details' panel containing a table with columns for Confirmation number, Status, Created, Updated, Topic, and Category, all showing placeholder values. A 'Back to Messages' link is located at the bottom left of this panel. The footer contains sections for 'Veteran Programs and Services' (links to Homeless Veterans, Women Veterans, Minority Veterans, PTSD, Mental Health, Adaptive Sports and Special Events, and National Resource Directory), 'More VA Resources' (links to Find a VA Form, Get VA Mobile Apps, Careers at VA, Doing Business with VA, Grants Management Services, VA Claims Accreditation, Find a VA Health Care Provider, Veterans Service Organizations (VSOs), State Veterans Affairs Offices, and Print Your VA Welcome Kit), 'Get VA Updates' (links to Vantage Point Blog, Email Updates, Facebook, Instagram, Twitter, Flickr, YouTube, All VA Social Media, and TTY: 711), and 'In Crisis? Get Help Now' (links to Veteran Crisis Line, Contact Us, Find a VA Location, Ask a Question, Call MyVA311, and 844-688-2311). The footer also includes the VA logo and links to Accessibility, Office of Inspector General, Plain Language, Privacy Policies, and Legal Information, as well as a VA.gov Scorecard.

The screenshot shows a web-based application interface for the VA (U.S. Department of Veterans Affairs). At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. A banner at the top right reads 'Talk to the Veterans Crisis Line now' and 'CONCEPT: DESCRIPTIVE RESPONSE TO A MESSAGE - AC #1: CONFIRMATION MESSAGE'. Below this, a message box displays a green checkmark icon and the text 'Message successfully sent'. The main content area is titled 'Subject line' and contains a large text input field labeled 'Send a message'. Below this is a 'History' section with a table containing three rows of data:

Name of sender	Name of Contact Center agent
MM/DD/YYYY MM/DD/YYYY, HH:MM	MM/DD/YYYY, HH:MM
Message body: ut enim dolor et amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.	Message body: ut enim dolor et amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

At the bottom of the history table, there's a note: 'First name last name'. The final section is titled 'Additional details' and includes a table with the following data:

Confirmation number	Topic
XXXXXXX	Name of topic
Status: Open	Category: Name of category
Created: MM/DD/YYYY, HH:MM	
Updated: MM/DD/YYYY, HH:MM	

At the very bottom of the page, there's a footer with links for 'Veteran Programs and Services', 'More VA Resources', 'Get VA Updates', and 'In Crisis? Get Help Now'. The footer also includes links for 'Veteran Crisis Line', 'Contact Us', 'Call MyVA 24/7', and social media links for Facebook, Instagram, Twitter, Flickr, YouTube, and VA Social Media. The footer also contains a link to 'Print Your VA Welcome Kit'.

in VA IRIS project

Story 193_attach_docs_1

The screenshot displays a web-based application interface for the VA IRIS project. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. A 'Talk to the Veterans Crisis Line now' button is also present. The main content area shows a message screen with a subject line 'Subject line' and a message body placeholder: 'Message body: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.' Below the message body is a red note: 'update design to match any changes from #191'. There's a section for 'Attach supporting documents' with a file input field and a 'Choose file' button. Two buttons, 'Send' and 'Cancel', are at the bottom. A 'History' section follows, containing fields for 'Name of sender' (with placeholder 'MM/DD/YYYY, HH:MM:SS'), 'Name of Contact Center agent' (with placeholder 'MM/DD/YYYY, HH:MM:SS'), and 'Name of sender' (with placeholder 'MM/DD/YYYY, HH:MM:SS'). Each history entry includes a 'Confirmation number' (XXXXXX), 'Status' (Open), 'Created' (MM/DD/YYYY, HH:MM:SS), 'Updated' (MM/DD/YYYY, HH:MM:SS), 'Topic' (Name of topic), and 'Category' (Name of category). At the bottom of the page is a footer with sections for 'Veteran Programs and Services' (Homeless Veterans, Women Veterans, Minority Veterans, PTSD, Mental Health, Adaptive Sports and Special Events, National Resource Director), 'More VA Resources' (Find a VA Doctor, Get VA Mobile App, Careers at VA, Doing Business with VA, Grants Management Services, VA Claims Accreditation, VA Health Care Providers, VA Service-Disabled Veterans, VA), 'Get VA Updates' (Veteran Event Blog, Facebook, Instagram, Twitter, Flickr, YouTube, All VA Social Media), 'In Crisis? Get Help Now' (Veterans Crisis Line, Contact Us, Find a VA Location, Ask a Question, Call MyVA211, 800-827-1111, VA Caregiver Support Organizations, VA), and 'VA' (U.S. Department of Veterans Affairs logo). The footer also includes links for Accessibility, Office of Inspector General, Plain Language, Privacy, Policies, and Legal Information, and VA Home Account.

 VA IRIS project

Story 193_attach_docs_2

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care | About VA | Find a VA Location

[VA Benefits and Health Care](#) [About VA](#) [Find a VA Location](#)

Help | My messages

Message

Subject: Subject line

Send a message

Attachment(s) supporting documents

None or None (0)

Maximum file size: 2MB

Name of file

(Document name (optional))

Add a name

Describe file

Add another

Send **Cancel**

History

Name of sender

HRD/DO/PPM/HRD/DO/PPM/HRD/HRD

Message body: Loven pram dolar sit amet, consectetur adipiscing elit, sed etiam non tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupiditate non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

First name last name

Name of Contact Center agent

MAK/DO/PPM/MAK/DO/PPM/MAK/MAK

Message body: Loven pram dolar sit amet, consectetur adipiscing elit, sed etiam non tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupiditate non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

First name last name

Name of sender

HRD/DO/PPM/HRD/DO/PPM/HRD/HRD

Message body: Loven pram dolar sit amet, consectetur adipiscing elit, sed etiam non tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupiditate non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

First name last name

Additional details

Confirmation number:	20000000000
Status:	Open
Created:	2023-07-18T16:48:41Z
Updated:	2023-07-18T16:48:41Z
Type:	Name of topic
Category:	Name of category

Back to messages

Veteran Programs and Services

- Disability Compensation
- Women Veterans
- Military Benefits
- Honor Flights
- Adaptive Social and Special Events
- Veteran Resource Directory

More VA Resources

- Find a VA Form
- Get VA Money
- Get VA Health Care
- Do Business with VA
- VA Job Center
- VA Health Benefits
- Veteran Benefits
- Veteran Service Organizations
- VA Workforce
- VA Education Benefits
- VA Health Benefits

Get VA Updates

- Veteran First Blog
- Virtual Locations
- VA News
- VA Locations
- VA eNewsletter
- VA Newsletters
- VA News
- VA Social Media

In Crisis? Get Help Now

- Veterans Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Get Help Now
- VA Help Desk
- VA Help Desk
- VA Help Desk

VA U.S. Department of Veterans Affairs

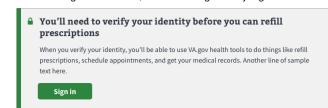
Accessibility | Office of Inspector General | Plain Language | Privacy Policies and Legal Information | VA Data Inventory

Authentication by topic

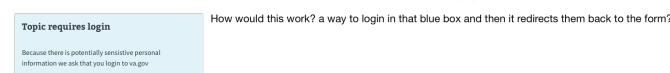
1. Prompt the user to authenticate if the user selects specific Level 1 or Level 2 topics. - DONE
2. When the user selects 'Health & Medical Issues & Services', mandate the user to login for all level 2 and level 3 topics under this Level 1 topic - DONE (Similar component to 1) need to discuss (would these be greyed out?)
3. When the user selects, 'Direct deposit inquiries, 'Status of a pending claim' under the 'Compensation (Service connected benefits)' Level 1 topic, then mandate the user to authenticate. Do not mandate the user to authenticate for other Level 2/Level 3 topics under the 'Compensation (Service connected benefits)' - same as above?
4. When the user selects 'Compensation Request' (level 3 topic) under 'Burial Benefits' (Level 2 topic) under 'Burial & Memorial Benefits (NCA)' (Level 1 topic), mandate the user to login. Do not mandate login for any other Level 2 or Level 3 topics under this NCA level 1 topic. - same as above?
5. Once the user authenticates themselves, they should be brought back to the same point in the form where they branched off to authenticate (usual ID.Me part) - - DONE
6. If the user has data already filled in the form before they authenticate themselves, we should retain this data - to handle in tech.
7. If the user data cannot be saved, show a prompt to the user alerting them that the data entered so far could be lost - browser or VA design system?

Competitive analysis of possible components in VA Design System to address the 'sign in' authentication

Sign in or tool prompt - this component only seems to be in context of content in body of page rather than drop down but can explore.
Note often goes full width; not sure the green styling rather than warning yellow.



Additional info component - would this appear beside the drop down? Or would we make this a pop-up? This starts to not be a pleasant experience for users if when they make a selection a pop-up shows up, so icons/error messaging may have to be created.



in VA IRIS project

Story 220_optA

The screenshot shows a dark-themed web page with a modal window overlaid. The modal has a white header bar with a lock icon and the text "You'll need to sign in to send this message". Below this, a note states: "We take your privacy seriously, and we're committed to protecting your information. Because this is health related you'll need to verify your identity." A green "Sign in" button is at the bottom of the modal. The main page background is dark gray. At the top, there's a navigation bar with the VA logo, "U.S. Department of Veterans Affairs", and links for "VA Benefits and Health Care", "About VA", and "Find a VA Location". A tooltip "OPTION A: Sign In box via modal window" is visible near the top right. The main content area contains several form fields: "Which category best describes your message? (*Required)" with a dropdown menu showing "Health & Medical Issues & Services"; "Which topic best describes your message? (*Required)" with a dropdown menu; "Which subtopic best describes your message? (*Required)" with a dropdown menu; "Tell us the reason you're contacting us (*Required)" with a dropdown menu; and a large text area for "Please enter your message or question below (*Required)". At the bottom of the modal, there's a field labeled "My message is about benefits/services (*Required)" with a dropdown menu. Below the modal, there are "Back" and "Continue" buttons. A "Need help?" section provides a toll-free number (877-22-8387) and TTY (800-877-8338), noting the hours are Monday - Friday, 8:00 a.m. - 8:00 p.m. ET. The footer contains sections for "Veteran Programs and Services", "More VA Resources", "Get VA Updates", and "In Crisis? Get Help Now", each listing various links. The VA logo is at the bottom center, along with links for "Accessibility", "Office of Inspector General", "Plain Language", "Privacy, Policies, and Legal Information", and "VA.gov Feedback".

in VA IRIS project

Story 220_optB

The screenshot shows the 'Contact us' form on the VA website. At the top right, a callout box titled 'OPTION B: USING ERROR MESSAGE COMPONENT' contains the following text:

Q: Is it better to show an error message from the system's perspective, although this isn't an error - the user hasn't done anything wrong at this point, so would that be confusing to see this as punishing behavior for submitting an inquiry?

A user flow annotation is overlaid on the form. A red box highlights the dropdown menu 'Which topic best describes your message? (*Required)' with the option 'Requires signing in - please sign in above'. A black arrow points from this box to another red box containing the text 'Would the ability to even select a topic be somehow greyed out in the list of topics?'. Below the dropdown, there is a large empty text area labeled 'Please enter your message or question below. (*Required)'.

At the bottom of the form, there are two buttons: '< Back' and 'Continue >'.

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

- Vintage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA11: 844-698-2321
- TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

The screenshot shows a step in the VA Contact Us process. A user has selected "Compensation (Service-Connected Benefits)" from a dropdown menu under "Which category best describes your message? (*Required)". A tooltip for this option is visible, stating: "OPTION C: Sign in message within drop down
Q: I like the idea of being able to sign in and natural - the downside of this is they don't see the larger message about why the VA is requiring signing in, so I don't recommend this approach." Below this, another dropdown menu is open, showing options like "Aid and Attendance Benefits", "Direct deposit inquiries - requires sign in above", "Guardianship/Custodians", "Issues/Questions about compensation received", and "Status of a pending claim - requires sign in above". The user has also filled in the "Tell us the reason you're contacting us (*Required)" field and the large "Please enter your message or question below (*Required)" text area.

My message is about benefits/services (*Required)

< Back Continue >

Need help?

Having trouble with the form? Call our toll-free number:
877-222-8387
TTY: 800-877-8339
Monday - Friday, 8:00 a.m. - 8:00 p.m. ET

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

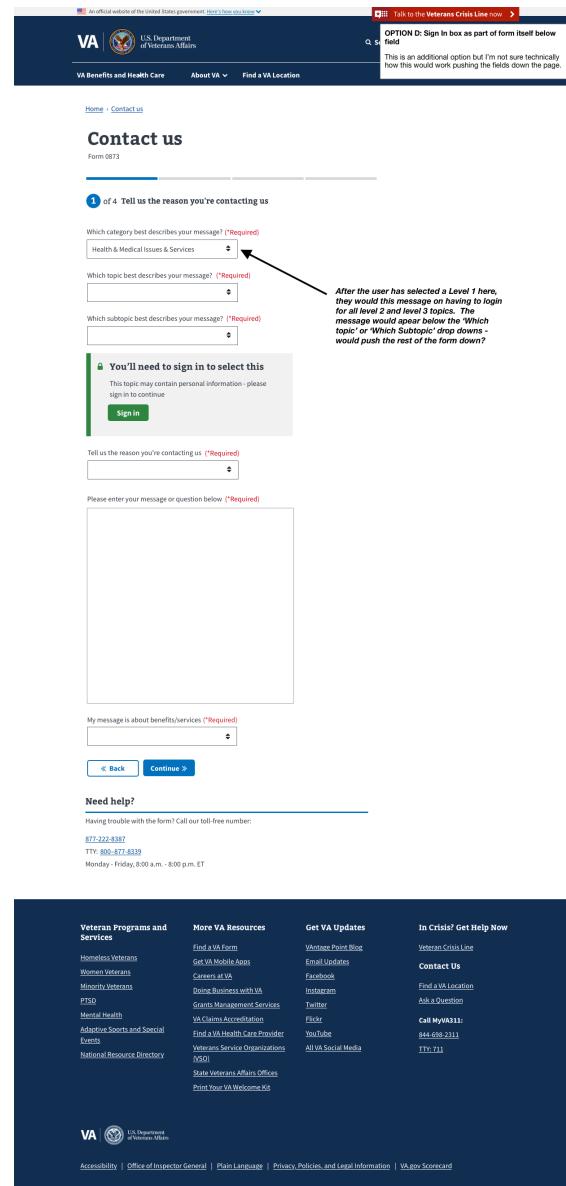
- Vintage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA11:
- 844-698-2321
- TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard



An official website of the United States government [http://www.va.gov](#)

[Talk to the Veterans Crisis Line now](#)

OPTION D: Sign in box as part of form itself below

This is an additional option but I'm not sure technically how this would work pushing the fields down the page.

Home > Contact Us

Contact us

Form 0873

1 of 4 Tell us the reason you're contacting us

Which category best describes your message? **(*Required)**

Health & Medical Issues & Services

Which topic best describes your message? **(*Required)**

Which subtopic best describes your message? **(*Required)**

⚠ You'll need to sign in to select this
This topic may contain personal information - please sign in to continue

[Sign in](#)

Tell us the reason you're contacting us **(*Required)**

Please enter your message or question below **(*Required)**

My message is about benefits/services **(*Required)**

[◀ Back](#) [Continue ▶](#)

Need help?

Having trouble with the form? Call our toll-free number:
877-222-8387
TTY: **800-877-8339**
Monday - Friday, 8:00 a.m. - 8:00 p.m. ET

Veteran Programs and Services	More VA Resources	Get VA Updates	In Crisis? Get Help Now
Homeless Veterans	Find a VA Form	Veteran Point Blog	Veteran Crisis Line
Women Veterans	Get VA Mobile Apps	Email Updates	Contact Us
Minority Veterans	Careers at VA	Facebook	Find a VA Location
PTSD	Doing Business with VA	Instagram	Ask a Question
Mental Health	Grants Management Services	Twitter	Call MyVA311:
Adaptive Sports and Special Events	VA Claims Accreditation	Flickr	844-692-2111
National Resource Directory	Find a VA Health Care Provider	YouTube	TTY: 711
	Veterans Service Organizations (VSO)	All VA Social Media	
	State Veterans Affairs Offices		
	Print Your VA Welcome Kit		

VA U.S. Department of Veterans Affairs

[Accessibility](#) | [Office of Inspector General](#) | [Plain Language](#) | [Privacy, Policies, and Legal Information](#) | [VA.gov Scorecard](#)

in VA IRIS project

Story 224 Single Text Field

The screenshot shows the 'Contact us' page of the VA website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. A 'Talk to the Veterans Crisis Line now' button is also present. The main content area has a heading 'Contact us' and a sub-heading 'Form 0613'. Below this, a large search input field is labeled 'Tell us the reason you're contacting us' with a placeholder 'Compensation Request'. To the right of the input field is a 'Search' button. Above the input field, there's a note: 'STORY 224: SINGLE TEXT FIELD FOR SEARCH CONCEPT: ONE STOP SHOP TO SUPPORT ALL USERS' WITH SINGLE TEXT FIELD FOR SEARCH This concept explores how the single text field for search might work in the Contact Us experience.' Below the input field, a 'TO DO:' section lists: 'Understand how many results we would potentially show because it does back to the decision to health, add need to understand module experience as a result as well.' Further down the page, there's a text area for a message, a note 'My message is about benefits/services (*Required)', and two buttons: '< Back' and 'Continue >'. At the bottom, there's a 'Need help?' section with contact information: 'Having trouble with the form? Call our toll-free number: 877-222-3387 TTY: 800-877-8339 Monday - Friday, 8:00 a.m. - 8:00 p.m. ET'. The footer contains links for various VA programs and services, social media links, and a 'Veterans Crisis Line' section.

An official website of the United States government. [Here's how you know](#)

U.S. Department of Veterans Affairs

CONCEPT: MESSAGE TABLE

Note the table's styling design (outside box) differs slightly between Sketch and the built component

VA Benefits and Health Care ▾ About VA ▾ Find a VA Location My VA My Health

Home > My messages

take out outer box
spell out dates

My messages

Subject	Date last updated	Reference	Status	Message
Financial Issues (e.g., Tuition/Fee charges)	Dec. 12, 2019	1473615119	Closed	View
Quality of education	Sept. 1, 2019	2727164718	Closed	View
Refund issues	May 5, 2019	3338274381	Closed	View
Recruiting / marketing practices	Jan. 6, 2019	9999382761	Open	View
School choice question	Jan. 2, 2019	1726471821	Closed	View

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

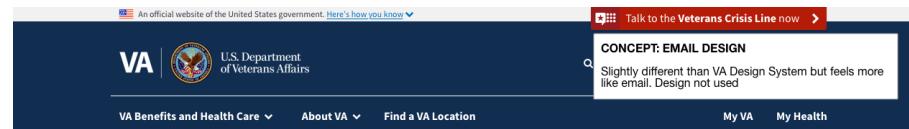
- VAntage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA311:
844-598-2311
TTY: 711

VA | U.S. Department of Veterans Affairs

[Accessibility](#) | [Office of Inspector General](#) | [Plain Language](#) | [Privacy, Policies, and Legal Information](#) | [VA.gov Scorecard](#)



Home > My Messages

My Messages

Subject	Date last updated	Reference	Status
Financial Issues (e.g., Tuition/Fee charges)	12/12/2019	1473615119	Open
Quality of education	09/01/2019	2727164718	Closed
Refund issues	05/05/2019	3338274381	Closed
Recruiting / marketing practices	01/06/2019	9999382761	Closed
School choice question	01/02/2019	1726471821	Closed

A screenshot of the VA IRIS project footer. It features four columns: 'Veteran Programs and Services' (links to Homeless Veterans, Women Veterans, Minority Veterans, PTSD, Mental Health, Adaptive Sports and Special Events, and National Resource Directory), 'More VA Resources' (links to Find a VA Form, Get VA Mobile Apps, Careers at VA, Doing Business with VA, Grants Management Services, VA Claims Accreditation, Find a VA Health Care Provider, Veterans Service Organizations (VSO), State Veterans Affairs Offices, and Print Your VA Welcome Kit), 'Get VA Updates' (links to VAntage Point Blog, Email Updates, Facebook, Instagram, Twitter, Flickr, YouTube, All VA Social Media, and VA311), and 'In Crisis? Get Help Now' (links to Veteran Crisis Line, Contact Us, Find a VA Location, Ask a Question, Call MyVA311 (844-598-2311), and TTY: 711). At the bottom, there's a logo for the U.S. Department of Veterans Affairs and links to Accessibility, Office of Inspector General, Plain Language, Privacy, Policies, and Legal Information, and VA.gov Scorecard.



The screenshot shows the 'Contact us' form on the VA website. At the top, there's a header with the VA logo, a search bar, and links for 'Talk to the Veterans Crisis Line now', 'Contact Us', and 'Sign In'. Below the header, the page title 'Contact us' and subtitle 'Form DE72' are displayed. A sub-header '1 of 4 Share why you're contacting us' is followed by a section titled 'Save time by signing in!'. It explains the benefits of signing in (prefill of form, faster response, view previous contact history) and provides 'Sign into your account' and 'Skip signing in' buttons. The main form area contains fields for 'Which category best describes your message?' (dropdown), 'Which topic best describes your message?' (dropdown), 'Tell us the reason you're contacting us.' (text input), and a large 'Please enter your message or question below.' text area. Below these, a note says 'My message is about benefits/services.' (checkbox). At the bottom, there are 'Back' and 'Continue >' buttons, and a footer with survey details: 'Respondent burden: 10 minutes', 'OMB Control #: 2900-0091', 'Expiration date: 12/31/2020', and 'Privacy Act Statement'. The footer also includes sections for 'Veteran Programs and Services', 'More VA Resources', 'Get VA Updates', 'In Crisis? Get Help Now', and social media links.

The screenshot shows the 'Contact us' page from the VA website. At the top, there's a navigation bar with the VA logo, a search bar, and links for 'About VA' and 'Find a VA Location'. Below the navigation, the page title 'Contact us' and 'Form 5073' are displayed. A progress indicator shows '2 of 4 Tell us about the Veteran'. The main section is titled 'How does a Veteran relate to your Question?' with a required field 'My message is about benefits/services' containing the value 'I am the Veteran'. The form is divided into two main sections: 'Veteran information' and 'Veteran service information'. The 'Veteran information' section contains fields for first name, last name, street address, city, state, country, postal code, daytime phone, and email. The 'Veteran service information' section contains fields for Social Security number, service number, claim number, branch of service, date of birth, service start date, and service end date. At the bottom, there are 'Back' and 'Continue >' buttons, and a footer with links for various VA programs and resources.

 VA IRIS project

Story 101_For_dependent_selection

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Search Contact Us Sign In

[Talk to the Veterans Crisis Line Live](#)

Contact us

Form 1012

[e. Tell us about the Veteran](#)

How does a Veteran relate to your Question?

My message about benefit/services (Required)

For the dependent of a veteran

Are you the Dependent? Yes No

Your relationship to the Veteran (Required)

Daughter

To the Veteran deceased? (Required)

Yes No

Date of Death, if known

Month Day Year

Dependent information

How relation to the Veteran (Required)

Sonughter Can we delete this one?

Dependent's first name (Required)

Dependent's last name (Required)

Street

City

State S

Country (Required)

Postal code (Required)

Telephone phone or home code

Email (Required)

Veteran service information

Social Security number (including)

Service number

Claim number (other than SSN)

Branch of service (Required)

Date of birth

Month Day Year

Service start date

Month Day Year

Service end date

Month Day Year

[e. Back](#) [Continue >](#)

Veteran Programs and services

- [Honorable Veterans](#)
- [Women Veterans](#)
- [Military Veterans](#)
- [DOD](#)
- [Montgomery](#)
- [Adaptive Sports and Special Events](#)
- [GIBR](#)
- [National Resource Directory](#)

More VA Resources

- [Get VA Benefits](#)
- [Careers at VA](#)
- [Dental Benefits for VA](#)
- [Find a VA Health Care Provider](#)
- [VA Health Care Benefits](#)
- [Find a VA Health Care Provider](#)
- [Veterans in Our Organizations](#)
- [VAOS](#)
- [State Insurance Agent Offices](#)
- [VA Health Care Locations](#)

Get VA Updates

- [Email Newsletters](#)
- [Facebook](#)
- [Twitter](#)
- [YouTube](#)
- [RSS](#)
- [Subscribe to VA e-Newsletters](#)
- [VA Social Media](#)

In Crisis? Get Help Now

Contact Us

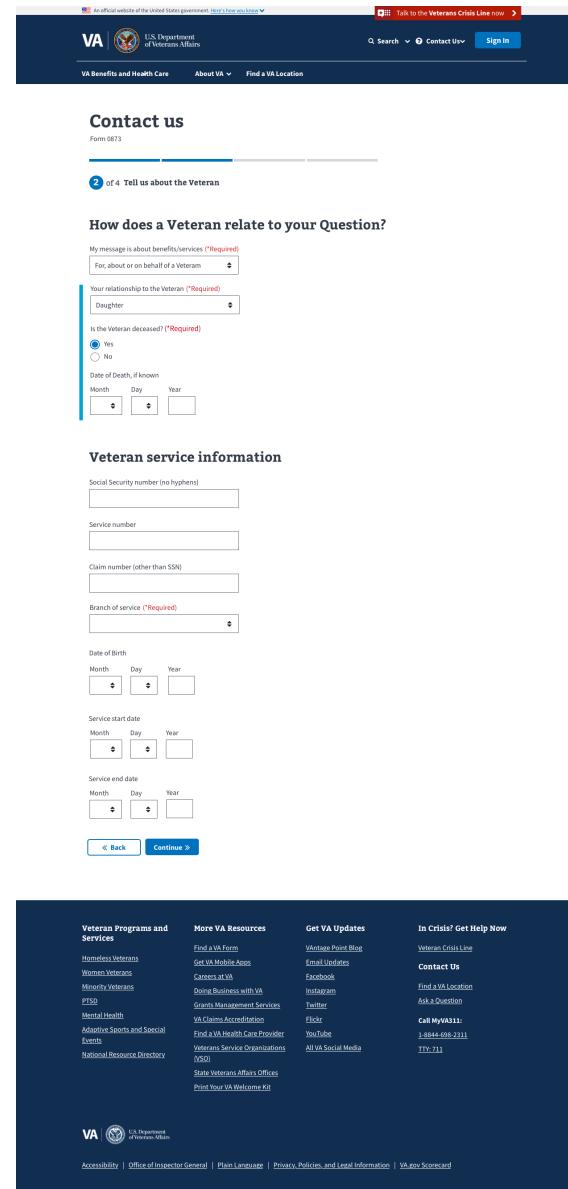
[VA Customer Support](#)

[Ask a Question](#)

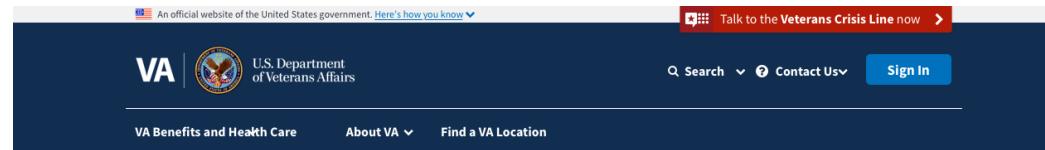
[Call MyVA](#)

1-866-669-2211
177-311

101_For_about_on_behalf_of_Veteran_selection



The screenshot shows the VA Department of Veterans Affairs website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. On the right side of the header, there are links for 'Talk to the Veterans Crisis Line now', 'Search', 'Contact Us', and 'Sign In'. Below the header, the main content area has a title 'Contact us' and a subtitle 'Form 0873'. A progress indicator shows '2 of 4 Tell us about the Veteran'. The first step asks 'How does a Veteran relate to your Question?' with a dropdown menu set to 'For, about or on behalf of a Veteran'. It also includes fields for 'Your relationship to the Veteran' (set to 'Daughter') and 'Is the Veteran deceased?' (set to 'Yes'). There are date pickers for 'Date of Death, if known'. The second step, 'Veteran service information', asks for 'Social Security number (no hyphens)' and 'Service number'. It also includes fields for 'Claim number (other than SSN)', 'Branch of service' (dropdown menu), 'Date of Birth' (date picker), 'Service start date' (date picker), and 'Service end date' (date picker). At the bottom of this section are 'Back' and 'Continue >' buttons.



Contact us

Form 0873

While this feels odd to have one question by itself, we want to have this chapter available so that if there is complex conditional logic it has a full screen to utilize.

2 of 4 Tell us about the Veteran

How does a Veteran relate to your Question?

My message is about benefits/services (*Required)

General (no Veteran info needed) ▾

« Back

Continue »

The image shows the bottom footer section of the VA website. It contains four columns: 'Veteran Programs and Services' (with links to Homeless Veterans, Women Veterans, Minority Veterans, PTSD, Mental Health, Adaptive Sports and Special Events, and National Resource Directory), 'More VA Resources' (with links to Find a VA Form, Get VA Mobile Apps, Careers at VA, Doing Business with VA, Grants Management Services, VA Claims Accreditation, Find a VA Health Care Provider, Veterans Service Organizations (VSO), State Veterans Affairs Offices, and Print Your VA Welcome Kit), 'Get VA Updates' (with links to VAntage Point Blog, Email Updates, Facebook, Instagram, Twitter, Flickr, YouTube, All VA Social Media, and VA Social Media), and 'In Crisis? Get Help Now' (with links to Veteran Crisis Line, Contact Us, Find a VA Location, Ask a Question, Call MyVA311, 1-8844-698-2311, and TTY: 711). The footer also includes the VA logo and links to Accessibility, Office of Inspector General, Plain Language, Privacy Policies, and Legal Information, and VA.gov Scorecard.

The screenshot shows a complex web form for contacting the VA. At the top, there's a section for "How does a Veteran relate to your Question?" with dropdown menus for "Relationship to Veteran" and "Dependent relationship". Below this, the "Your contact info" section contains numerous input fields for name, address, phone numbers, and email. A "Dependent information" section follows, with fields for dependent details like name, address, and contact information. The "Veteran service information" section at the bottom includes dropdowns for service type and dates. The entire form is styled with a dark header and footer, and features red validation errors.

The screenshot shows the VA Contact Us page. At the top, there's a banner with the text "VA Health Care & Benefits". Below it, a section titled "ALT OPTION SHOWING FOR ON BEHALF OF SELECTION" contains the following text:

- This version is a lot easier to use than the previous one. It's much shorter, and you can contact us or the page I selected.
- This version being so simple, it's better for me to use. I don't need to type in all the veterans, and maybe not need the information as much. It's a pretty long change.

Below this, there are several input fields for "How does a Veteran relate to your Question?". These include:

- My message is about beneficiaries (These need to be about me or behalf of veterans)
- What's my relationship to the beneficiary? (Required)
- Are they deceased? (Required)
- Relationship to deceased (Required)

Under "Veteran information", there are fields for:

- Veteran's first name (Required)
- Veteran's last name (Required)
- Street address
- City
- State
- Country (Required)
- Zip code
- Telephone phone (area code)
- Email (Required)

Under "Veteran service information", there are fields for:

- Social Security number (including dashes)
- Social security number
- SSN number longer than 1000
- Branch of service (Required)
- Branch option:
 - Marine
 - Army
 - Navy
- Service start date
- Service end date
- Service end date

Under "Your contact info", there are fields for:

- Your first name (Required)
- Your last name (Required)
- City
- How should we get in touch with you?
 - (Email is recommended)
 - U.S. Mail
- Street address
- City
- State
- Country (Required)
- Postal code
- Telephone phone (area code)
- Email (Required)

At the bottom, there are two buttons: "Back" and "Continue".

in VA IRIS project

Story 101_ALT_chapter_1

The screenshot shows the official website of the U.S. Department of Veterans Affairs. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. On the right side of the header, there are search, contact, and sign-in options. A red banner at the top right encourages users to 'Talk to the Veterans Crisis Line now'. Below the header, the main content area features a 'Contact us' form titled 'Share why you're contacting us'. The form includes fields for message type ('My message is about benefits/services'), topic ('Which topic best describes your question or message?'), reason ('Tell us the reason you're contacting us'), and a large text area for the message/question. To the right of the form, a sidebar titled 'ALT CONCEPT' contains a note: 'This moves the "my message is about" drop down to this page and not on chapter 2.' At the bottom of the page, there's a footer with sections for 'Veteran Programs and Services', 'More VA Resources', 'Get VA Updates', and 'In Crisis? Get Help Now'. The footer also includes links for accessibility, privacy, and legal information, along with the VA logo.

in VA IRIS project

Story 101_ALT_chapter_2

The screenshot shows a prototype of the VA Contact Us form. At the top right, there is a note: "ALT CONCEPT" with the sub-note "This moves the 'my message is about' drop down to this page and not on chapter 2." The form itself is titled "Contact us" and includes fields for "Veteran information" and "Veteran service information". Both sections contain several input fields, such as text boxes for first name, last name, address, and email, and dropdown menus for country and branch of service. Below the "Veteran service information" section, there are three date pickers for "Date of Birth", "Service start date", and "Service end date", each consisting of three separate input fields for Month, Day, and Year. At the bottom of the form are two buttons: "< Back" and "Continue >".

VA | U.S. Department of Veterans Affairs

Tell us the Veterans Crisis Line note

Search | Contact Us | Sign In

VBA Benefits and Health Care | About VA | Find a VA Location

Contact us

Form 0873

2 of 4 Tell us about the Veteran

Veteran information

Veteran's first name (Required)

Veteran's last name (Required)

Street address

City

State

Country (Required)

Select

Postal code

Daytime phone (area code)

Email (Required)

Veteran service information

Social Security number (no hyphens)

Service number

Claim number (other than SSN)

Branch of service (Required)

Date of Birth

Month Day Year

Service start date

Month Day Year

Service end date

Month Day Year

< Back Continue >

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adolescent and Social Events
- National Resource Directory

More VA Resources

- Find VA Form
- Get VA Mobile App
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations
- VETS
- State Veterans Affairs Offices
- Post Your VA Welcome HQ

Get VA Updates

- Veteran News Room
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

Veteran Crisis Line

Contact Us

Find a VA Location

Add a Question

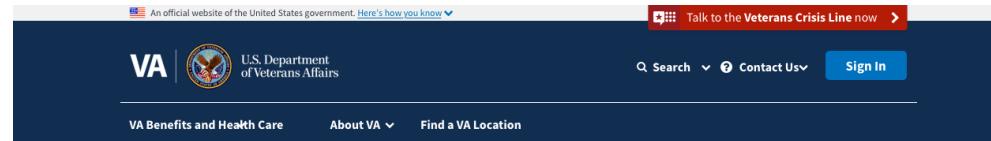
Call MyVA211

1-844-496-2111

TTY: 711

VA | U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard



Contact us

Form 0873

We've received your message

Thank you for contacting us. We usually process messages within 5 business days.

If we have questions, we may contact you for more information. If you provided an email address, you should also receive an email confirming the VA's receipt of your inquiry.

Please print this page for your records.

Contact us form (Form 0873)

Confirmation number

XXXXXXXXXX

Date submitted

MM-DD-YYYY

in VA IRIS project

89_Seek_addt'l_details



Contact us

Form 0873

2 of 4 Tell us about the Veteran

My message is about benefits/services (*Required)

Date of Birth

Month	Day	Year
<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>

Social Security number (no hyphens)

Service number

Claim number (other than SSN)

Service start date

Month	Day	Year
<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>

Service end date

Month	Day	Year
<input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>

[« Back](#)

[Continue »](#)

A screenshot of the VA website's footer area. It contains four main sections: "Veteran Programs and Services" (links to Homeless Veterans, Women Veterans, Minority Veterans, PTSD, Mental Health, Adaptive Sports and Special Events, and National Resource Directory), "More VA Resources" (links to Find a VA Form, Get VA Mobile Apps, Careers at VA, Doing Business with VA, Grants Management Services, VA Claims Accreditation, Find a VA Health Care Provider, Veterans Service Organizations (VSO), State Veterans Affairs Offices, and Print your VA Welcome Kit), "Get VA Updates" (links to VAntage Point Blog, Email Updates, Facebook, Instagram, Twitter, Flickr, YouTube, and All VA Social Media), and "In Crisis? Get Help Now" (links to Veteran Crisis Line, Contact Us, Find a VA Location, Ask a Question, Call MyVA311 (1-844-698-2311), and TTY: 711). The footer also includes the VA logo, links for Accessibility, Office of Inspector General, Plain Language, Privacy, Policies, and Legal Information, and VA.gov Scorecard.

in VA IRIS project

The screenshot shows the 'Contact us' page from the VA website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. On the right, there are search, contact, and sign-in options. Below the navigation, the page title 'Contact us' is displayed, along with a note about Form 0173. A progress indicator shows '1 of 4 Share why you're contacting us'. The main content area contains three nested dropdown menus for selecting a topic: 'Health & Medical Issues & Services', 'Health/Medical Eligibility & Programs', and 'Apply for Health Benefits (Veterans)'. Below these, a field asks 'Tell us the reason you're contacting us' with the value 'Question'. A large text area for the message/question follows. At the bottom, there are 'Back' and 'Continue' buttons.

Story 31_expand_inquiry_level_3



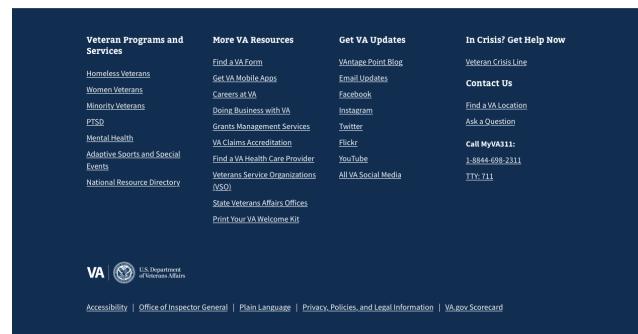
The screenshot shows the 'Contact us' page for the VA website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. On the right, there are search, contact, and sign-in options. Below the navigation, the title 'Contact us' is displayed above a sub-header 'Form 0873'. A progress bar indicates '1 of 4 Share why you're contacting us'. The main content area starts with a welcome message: 'Welcome to VA's Ask a Question form. Please start typing below to look for possible matches to provide a category for the inquiry you are submitting. If you do not find a match, enter space to see the list of all possible categories.' There are three dropdown menus: 'Which topic best describes your question or message? (*Required)' (set to 'Health & Medical Issues & Services'), 'Which topic best describes your question or message? (*Required)' (set to 'Medical Care Issues at Specific Facility'), and 'Medical Center List (*Required)' (set to 'AK Anchorage'). An annotation next to the third dropdown says 'Example showing when user selects level one, and level two, level three drop down menu appears'. Below these fields is a text input for 'Tell us the reason you're contacting us (*Required)' with the placeholder 'Question'. At the bottom, there's a large text area for 'Please enter your message or question below (*Required)'. At the very bottom of the form are 'Back' and 'Continue' buttons.



in VA IRIS project

Story 31_ALT_level_3

The screenshot shows the 'Contact us' page from the VA website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. On the right side of the header, there are links for 'Talk to the Veterans Crisis Line now', 'Search', 'Contact Us', and 'Sign In'. Below the header, the main content area has a title 'Contact us' and a subtitle 'Form 0873'. To the right of the form, there's a note: 'ALTERNATIVE CONCEPT: This is an improvement on IRIS - this version has the type of inquiry first, and then the "topic of inquiry" next to the text box'. The form itself consists of several input fields: 'Tell us the reason you're contacting us (*Required)' with a dropdown menu labeled 'Question'; 'Which topic best describes your question or message?(*Required)' with a dropdown menu labeled 'Health & Medical Issues & Services'; 'Which topic best describes your question or message?' with a dropdown menu labeled 'Healthy/Medical Eligibility & Programs'; and 'Which topic best describes your question or message?' with a dropdown menu labeled 'Apply for Health Benefits (Veterans)'. Below these is a large text area for 'Please enter your message or question below (*Required)'. At the bottom of the form, there are 'Back' and 'Continue' buttons.



in VA IRIS project

Story 31_ALT_medical

The screenshot shows a prototype of the VA's 'Contact us' form. At the top, there's a banner with the VA logo and the text 'Talk to the Veterans Crisis Line now'. Below the banner, there are links for 'Search', 'Contact Us', and 'Sign In'. The main heading is 'Contact us' with a sub-instruction 'Form 0873'. To the right, a note reads: 'ALTERNATIVE CONCEPT: This is an improvement on IRIS - this version has the type of inquiry first, and then the topic or inquiry next to the text box'. The form consists of several input fields: 'Share why you're contacting us' (text area), 'Tell us the reason you're contacting us' (dropdown: 'Question'), 'Which topic best describes your question or message?' (dropdown: 'Health & Medical Issue & Services'), 'Which topic best describes your question or message?' (dropdown: 'Medical Care Issues at Specific Facility'), 'Medical Center List' (dropdown: 'AK Anchorage'), and a large text area for the message/question. At the bottom, there are 'Back' and 'Continue' buttons.



The screenshot shows the 'Contact us' form on the VA website. At the top, there's a navigation bar with the VA logo, search bar, and sign-in options. Below it, the main form title 'Contact us' and subtitle 'Form 0873' are displayed. The first step, 'Tell us about you', is selected. The form fields include:

- Your contact info:**
 - Your first name (*Required)
 - Your last name (*Required)
 - Suffix
- How should we get in touch with you?**
 - Email (recommended)
 - Phone**
 - U.S. Mail
- Street address** (text input field)
- Line 2** (text input field)
- Line 3** (text input field)
- City** (text input field)
- State** (text input field)
- Country (*Required)** (dropdown menu)
- Postal code** (text input field)
- Daytime phone (*Required)** (text input field)
- Email** (text input field)

Veteran Service Information:

My message is about benefits/services (*Required) (dropdown menu)

Buttons: < Back, Continue >

Footer:

Veteran Programs and Services	More VA Resources	Get VA Updates	In Crisis? Get Help Now
Homeless Veterans	Find a VA Form	Veterans Point Blog	Veteran Crisis Line
Women Veterans	Get VA Mobile Apps	Email Updates	Contact Us
Men's Veterans	Careers at VA	Facebook	Find a VA Location
ETS	Doing Business with VA	Instagram	Ask a Question
Mental Health	Grants Management Services	Twitter	Call MyVA111
Adaptive Sports and Special Events	VA Claims Accreditation	Flickr	1-800-698-2311
National Resource Directory	Find a VA Health Care Provider	YouTube	TTY 711
	Veterans Service Organizations (VSOs)	All VA Social Media	
	State Veterans Affairs Offices		
	Print Your VA Welcome Kit		

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

Contact us
Form 0872

2 of 3 Tell us about you

Your contact info

Your first name (Required)

Your last name (Required)

Suffix

How should we get in touch with you?
 Email (recommended)
 Phone
 U.S. Mail

Street address

Line 2

Line 3

City

State

Country (Required)

Postal code

Daytime phone (area code)

Email (Required)

Veteran Service Information

My message is about benefits/services (Required)

< Back Continue >

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

- VAstage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA311
- 1-888-698-2311
- TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

The screenshot shows the 'Contact us' form on the VA website. The form is titled 'Contact us' and includes the following fields:

- Your contact info:**
 - Your first name (*Required)
 - Your last name (*Required)
 - Suffix
- How should we get in touch with you?**
 - Email (recommended)
 - Phone
 - U.S. Mail
- Street address (*Required)**
[Text input field]
- Line 2 (*Required)**
[Text input field]
- Line 3 (*Required)**
[Text input field]
- City (*Required)**
[Text input field]
- State (*Required)**
[Text input field]
- Country (*Required)**
[Select dropdown]
- Postal code (*Required)**
[Text input field]
- Daytime phone**
[Text input field]
- Email**
[Text input field]

Veteran Service Information:

My message is about benefits/services (*Required)
[Select dropdown]

Buttons:

< Back Continue >

in VA IRIS project

Story 88_seek_conditional

An official website of the United States government. [Report any problems.](#)

Talk to the Veterans Crisis Line now [»](#)

Search [Contact Us](#) Sign In

VA Benefits and Health Care About VA Find a VA Location

Contact us
Form 0873

note revisions to future stories - this was accurate at time of playing card

3 of 4 Tell us about you

Your contact info

Your first name (*Required)

Your last name (*Required)

Suffix

How should we get in touch with you?
 Email (recommended)
 Phone
 U.S. Mail

Street address

Line 2

City

State

Country (*Required)

Postal code

Daytime phone

Email (*Required)

Veteran Service Information

My message is about benefits/services (*Required)

[Back](#) [Continue »](#)

Veteran Programs and Services
Homeless Veterans
Women Veterans
Minority Veterans
PTSD
Mental Health
Adaptive Sports and Special Events
National Resource Directory

More VA Resources
Find a VA Form
Get VA Mobile Apps
Careers at VA
Doing Business with VA
Grants Management Services
VA Claims Accreditation
Find a VA Health Care Provider
Veterans Service Organizations (VSOs)
State Veterans Affairs Offices
Print Your VA Welcome Kit

Get VA Updates
Veteran Point Blog
Email Updates
Facebook
Instagram
Twitter
Flickr
YouTube
All VA Social Media

In Crisis? Get Help Now
Veterans Crisis Line
[Contact Us](#)
Find a VA Location
Ask a Question
Call MyVA11: 1-888-498-2111
TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

88: Seek conditional Dependent details from the user based on the nature of inquiry

Additional option on drop down

My message is about benefits/services (*Required)

For myself as a Veteran 

AC #2

My message is about benefits/services (*Required)

For, about or on behalf of a Veteran 

Your relationship to the Veteran *Required

Select 

Is the Veteran deceased? (*Required)

- Yes
 No

*if yes is selected,
the Date of Death
box appears*

Date of Death, if known

Month  Day  Year 

note AC #4 indicates the different paths for dependent are now in #101 AC #3

My message is about benefits/services (*Required)

For the Dependent of a Veteran 

Are you the Dependent? (*Required)

- Yes
 No

Is the Veteran deceased? (*Required)

- Yes
 No

Additional option on drop down

My message is about benefits/services (*Required)

A general question 

An official website of the United States government. [Here's how you know](#)

Talk to the **Veterans Crisis Line** now >

VA | U.S. Department of Veterans Affairs

Search Contact Us Sign In

VA Benefits and Health Care About VA Find a VA Location

[Home](#) › [Contact us](#)

Contact us

Form 0873

2 of 3 Share why you're contacting us

The screenshot shows the 'Contact us' page of the VA website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. Below that is a breadcrumb trail 'Home > Contact us'. The main heading 'Contact us' is followed by a sub-section title '1 of 3 Tell us about you'. The 'Your contact info' section contains several input fields: 'Title' (dropdown menu), 'Your first name (*Required)' (text input), 'Your last name (*Required)' (text input), 'Suffix' (dropdown menu), 'Branch of service (*Required)' (dropdown menu), 'Email' (text input), 'Re-enter email' (text input), 'Country (*Required)' (dropdown menu), and 'I am asking about benefits/services (*Required)' (dropdown menu). Below these fields is a question 'How would you like to be contacted?' with three options: 'Email' (radio button selected), 'Mail' (radio button), and 'Phone' (radio button). At the bottom of the form are two buttons: '< Back' and 'Continue >'.

An official website of the United States government. [Report a problem](#) | [How you know](#)

Talk to the Veterans Crisis Line now

Search | Contact Us | Sign In

VA Benefits and Health Care | About VA | Find a VA Location

Home > Contact us

Contact us

1 of 3 Tell us about you

Your contact info

Title

Your first name (*Required)

Your last name (*Required)

Suffix

Branch of service (*Required)

Email

Re-enter email

Country (*Required)

I am asking about benefits/services (*Required)

How would you like to be contacted?

Email

Mail

Phone

< Back Continue >

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

- Vintage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

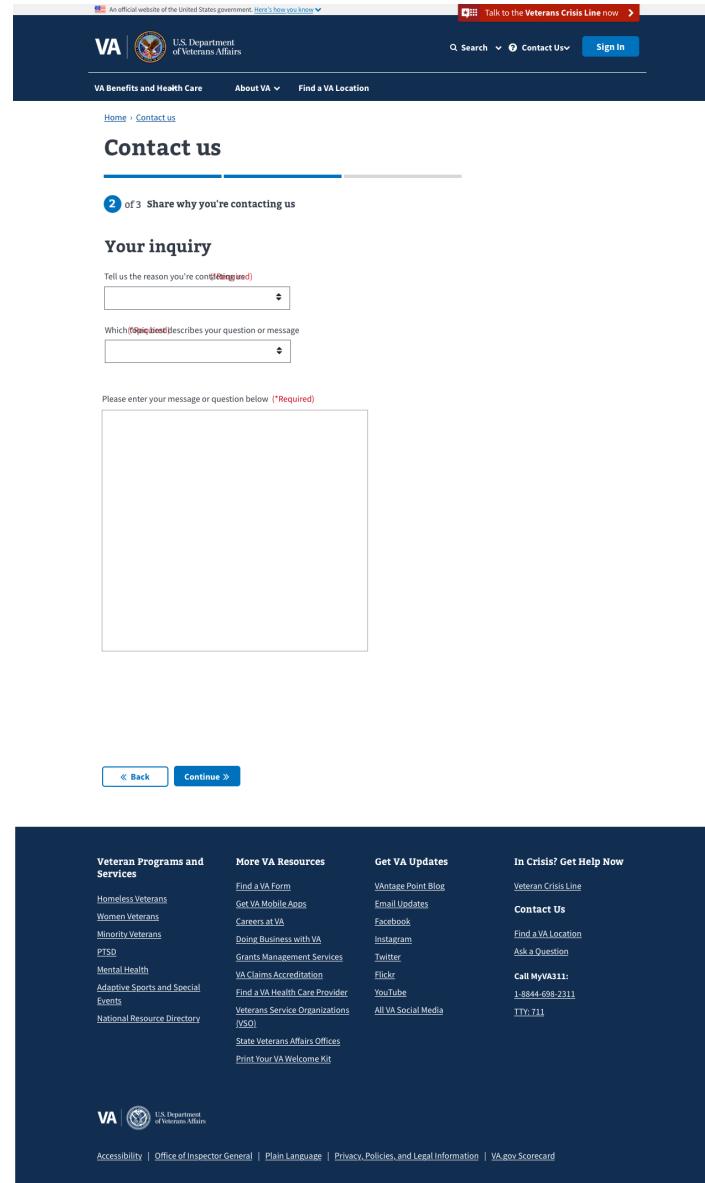
- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA311: 1-884-698-2911
- TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

in VA IRIS project

Story 68_screen_2_inquiry



The screenshot shows the 'Contact us' page of the VA website. At the top, there's a navigation bar with the VA logo, a search bar, and links for 'Talk to the Veterans Crisis Line now', 'Search', 'Contact Us', and 'Sign In'. Below the navigation, a breadcrumb trail shows 'Home > Contact us'. The main section is titled 'Contact us' and has a sub-section titled 'Share why you're contacting us' (step 2 of 3). It includes fields for 'Your inquiry' (reason and topic) and a large text area for the message/question. At the bottom, there are 'Back' and 'Continue' buttons, and a footer with links to various VA programs and services.

An official website of the United States government. Here's how you know ✓

VA | U.S. Department of Veterans Affairs

Talk to the Veterans Crisis Line now

Q Search Contact Us Sign In

VA Benefits and Health Care About VA Find a VA Location

Home > Contact us

Contact us

2 of 3 Share why you're contacting us

Your inquiry

Tell us the reason you're contacting us

Which topic best describes your question or message

Please enter your message or question below (*Required)

< Back Continue >

Veteran Programs and Services	More VA Resources	Get VA Updates	In Crisis? Get Help Now
Homeless Veterans	Find a VA Form	Vantage Point Blog	Veteran Crisis Line
Women Veterans	Get VA Mobile Apps	Email Updates	Contact Us
Minority Veterans	Careers at VA	Facebook	Find a VA Location
PTSD	Doing Business with VA	Instagram	Ask a Question
Mental Health	Grants Management Services	Twitter	Call MyVA311:
Adaptive Sports and Special Events	VA Claims Accreditation	Flickr	1-8844-698-2311
National Resource Directory	Find a VA Health Care Provider	YouTube	TTY: 711
State Veterans Affairs Offices	Veterans Service Organizations (VSO)	All VA Social Media	
	Print Your VA Welcome Kit		

VA | U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

The screenshot shows the 'Contact us' page of the VA website. At the top, there's a navigation bar with links for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. On the right side of the header are search, contact, and sign-in options. Below the header, the main content area has a breadcrumb trail: 'Home > Contact us'. The main title is 'Contact us'. Underneath it, a progress indicator shows '3 of 3 Review your message'. The form itself is titled 'Review your message' and contains sections for 'Who you are', 'Why you're contact us', 'Type of inquiry', 'Topic', and a large text area for 'Enter your question here'. A note in the question area says 'This is a sample comment.' At the bottom of the form are 'Back' and 'Continue' buttons.

Who you are

Why you're contact us

Type of inquiry Question

Topic Compensation

Enter your question here This is a sample comment.

<< Back Continue >>

Veteran Programs and Services

- Homeless Veterans
- Women Veterans
- Minority Veterans
- PTSD
- Mental Health
- Adaptive Sports and Special Events
- National Resource Directory

More VA Resources

- Find a VA Form
- Get VA Mobile Apps
- Careers at VA
- Doing Business with VA
- Grants Management Services
- VA Claims Accreditation
- Find a VA Health Care Provider
- Veterans Service Organizations (VSO)
- State Veterans Affairs Offices
- Print Your VA Welcome Kit

Get VA Updates

- VAntage Point Blog
- Email Updates
- Facebook
- Instagram
- Twitter
- Flickr
- YouTube
- All VA Social Media

In Crisis? Get Help Now

- Veteran Crisis Line
- Contact Us
- Find a VA Location
- Ask a Question
- Call MyVA311:
- 1-8844-698-2311
- TTY: 711

VA U.S. Department of Veterans Affairs

Accessibility | Office of Inspector General | Plain Language | Privacy, Policies, and Legal Information | VA.gov Scorecard

in VA IRIS project

Story 68_screen_1_bio_mobile

An official website of the United States government.
www.va.gov

Talk to the Veterans Crisis Line now

VA U.S. Department of Veterans Affairs Menu Search Contact Us Sign in

Home > Contact us

Contact us

1 of 3 Tell us about you

Your contact info

Title

Your first name (*Required)

Your last name (*Required)

Suffix

Branch of service (*Required)

Email

Re-enter email

Country

I am asking about benefits/services (*Required)

How would you like to be contacted?

Email

Mail

Phone

[« Back](#) [Continue »](#)



An official website of the United States government.
Here's how you know.

Talk to the Veterans Crisis Line now >

VA | U.S. Department of Veterans Affairs Menu

Search Contact Us Sign In

Home > Contact us

Contact us

2 of 3 Share why you're contacting us

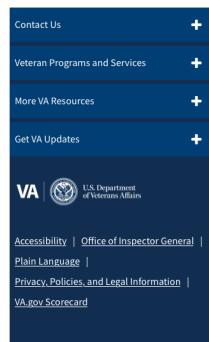
Your inquiry

Tell us the reason(*Required) for contacting us

Which(*Required) describes your question or message?

Enter your message here (*Required)

« Back Continue »



An official website of the United States government.
Here's how you know ✓

Talk to the Veterans Crisis Line now >

VA | U.S. Department of Veterans Affairs Menu ▾

Search ▾ Contact Us ▾ Sign In

Home > Contact us

Contact us

3 of 3 Review inquiry

Review your message

Who you are +

Why you're contact us -

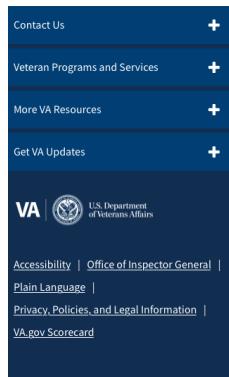
Type of inquiry Question

Topic Compensation

Enter your question here

This is a sample comment

« Back Continue »



Drop down menu options

Your relationship to the Veteran

- ✓ Select an option
 - Attorney
 - Authorized 3rd Party
 - Daughter
 - Dependent Child
 - Ex-spouse
 - Father
 - Funeral Director
 - General Question; Not Applicable
 - Guardian/Fiduciary
 - Helpless Child
 - Mother
 - Sibling
 - Son
 - Spouse
 - Surviving Spouse
 - Veteran
 - VSO
 - Other

I am asking about benefits/services (*Required)

- ✓ Select an option
 - For myself as a Veteran
 - On behalf of a Veteran
 - For a dependent of Veteran
 - A general question

Suffix

- ✓ Select an option
 - Jr.
 - Sr.
 - II
 - III
 - IV

Type of Inquiry (*Required)

- ✓ Select an option
 - Complaint
 - Compliment
 - Question
 - Suggestion

Topic (*Required)

- ✓ Select an option
 - (see spreadsheet)

Salutation (*Required)

- ✓ Select an option
 - Mr.
 - Miss
 - Mrs.
 - Dr.
 - Rev.

Branch of service

- ✓ Select an option
 - Air Force
 - Air Force Reserves
 - Air Force National Guard
 - Air Force Nursing Corps (AFNC)
 - Army
 - Army National Guard
 - Army Reserves
 - Coast Guard
 - Coast Guard Women's Reserve (SPARS)
 - Don't Know
 - Environmental Services Administration
 - Marine Corps
 - Marine Corps Reserves
 - Natl Oceanic & Atmospheric Admin (NOAA)
 - Navy
 - Navy Reserves
 - Navy Nursing Corps (NNC)
 - None/not applicable
 - Philippines Guerilla
 - Philippines Scout
 - Public Health Service
 - U. S. Merchant Marine
 - Women's Air Force Service Pilots (WASPS)
 - Women's Army Auxiliary Corps (WAAC)
 - Women's Army Corps (WAC)
 - Womens Voluntary Emerg Srv (WAVES)

in VA IRIS project

Story 45_IRIS_ask_a_query

Please note this is an early version and is no longer valid; also the required texts aren't working in Sketch

The screenshot shows the official website of the United States government (U.S. Department of Veterans Affairs). The top navigation bar includes links for 'About VA', 'Find a VA Location', 'Search', 'Contact Us', and 'Sign In'. Below the navigation is a dark blue header with the VA logo and the text 'Ask a query'. The main form consists of several input fields: 'Type of Request' (dropdown), 'Topic' (dropdown), 'Title' (input field), 'Your ID' (input field), 'Your Last Name' (input field), 'Suffix' (input field), 'Branch' (input field), 'Email' (input field), 'Count' (input field), and 'I am asking about Benefits/Services' (dropdown). Below these is a section for contact preferences: 'How would you like to be contacted?' with radio buttons for 'Email' (selected), 'Mail', and 'Phone'. At the bottom is a large text area labeled 'Enter your question here (*Required)' and a 'Submit' button.

The screenshot shows the 'Contact us' page of the VA website. At the top, there's a navigation bar with links like 'VA Home', 'About VA', 'Contact', and 'Sign in'. Below the navigation is a section titled 'Contact us' with a sub-section 'ARCHIVED'. It includes a note about the version being shown and a link to the current version. There are two main sections: 'OPTION A' and 'OPTION B'. 'OPTION A' contains fields for 'Tell us about your message', 'Reason why you're contacting the VA', 'Your relationship to the veteran', 'Is the veteran deceased?', 'Phone number', 'Email address', and 'How would we get in touch with you?'. 'OPTION B' contains fields for 'Your contact info' (Name, Last name, Suffix, Street address, City, State, Zip code, Country, Phone, Email, and Web address) and 'Veterans information' (First name, Middle name, Last name, Suffix, Branch of service, Serial number, Service number, Date of birth, Service date code, and Service end date). At the bottom, there are 'Back' and 'Continue' buttons.

 VA IRIS project

Story 89 option C

VA U.S. Department of Veterans Affairs

VA Home | My Benefits | Contact Us | Search | Create Account | Sign In

We're here to help you and the Veteran.

Contact us

[View Details](#)

OPTION C:
This version has a new grouping of fields:
 - Info about the Veteran
 - Info about the person filling out the form
 - So different than IPES
 It is a long chapter (page) component, so it is better to move it down (here the form is always going to be long). The layout is similar to the column layout (optimized for mobile devices), but the columns are much wider, so it's easier to read and address both going across the screen and up/

ARCHIVED
We are going with OPTION B

Veteran Service Information

The information below is required. [View Details](#) [Required](#)

Has anyone else been involved? [Required](#)

Yes No

Your relationship to the Veteran [Required](#)

Spouse [Required](#)

Is the Veteran deceased? [Required](#)

Yes No

Date of birth (mm/yyyy) [Required](#)

First name [Required](#)

Middle name

Last name [Required](#)

Suffix [Required](#)

Marital status [Required](#)

Social Security number

Service Number

Claim number (other than SSN)

Save draft

Service start date

Service end date

How should we get in touch with you?

By default, the VA will respond to your email. However, if you would like to be contacted by a different method (telephone or US Mail), please select the appropriate radio button.

Email Phone US Mail

Your contact info

Your first name [Required](#)

Your last name [Required](#)

Address [Required](#)

Street address

Line 2

Line 3

City

State [Required](#)

Country [Required](#)

Postal code

Daytime phone (area code) [Required](#)

Email [Required](#)

An alternate email [Required](#)

[Go Back](#) [Continue >](#)

continues to review and confirmation screens

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