



VA

U.S. Department
of Veterans Affairs

VA Mobile App

Version 3.0

Launch: 11/23/2021

Revision History

Date	Version	Description	Author
11/5/2021	3.0	Added VA Vaccine Records functionality	Ashley Matthews

VA Mobile App

Product Guide

Table of Contents

Mobile App Overview	4
What is the VA Mobile app?	4
Who can use the VA Mobile App?	4
User Journey: How do users find a VA contact center phone number?	5
VA Mobile App Functionality	5
Sign-in	5
Claims	9
Profile	10
Appointments	11
Secure Messaging	14
VA Vaccine Records	16
Letters	17
General Errors	18
Known Issues	25
Contact Center Escalation Path	25

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 check the status of their services and complete simple, transactional tasks quickly and easily across health and benefits.

The VA mobile app combines existing functionality across multiple VA websites in one convenient place. This guide provides 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 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](#)

[Extended version demo](#)

Who can use the VA Mobile App?

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 can 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 always call, there is no single VA Mobile App phone number that is always viewable for the users. Instead, users have access to 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 remain 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 sign in via biometrics each time they open the app, but this will vary based on the user's phone memory and whether there are apps 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 is saved, and they do not have to re-opt into biometrics.

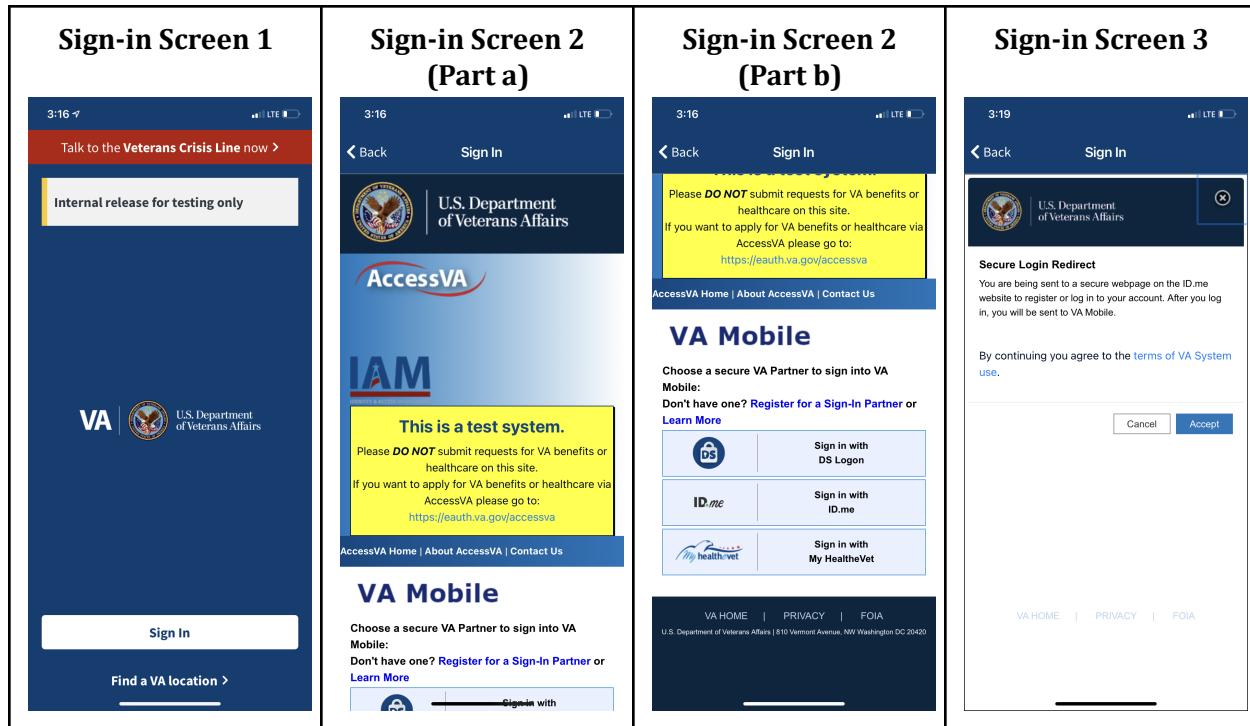
For users without biometric login enabled:

- **If the user has a passcode set on their device:** the app prompts the user to enter a passcode, but users do not 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.

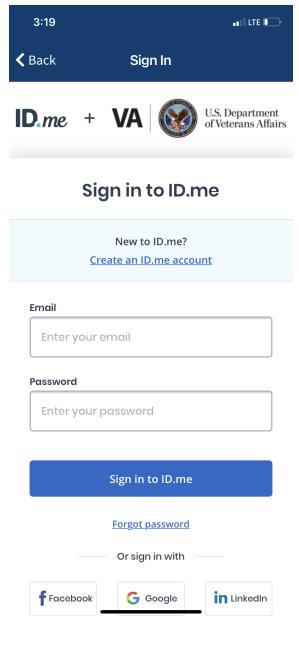
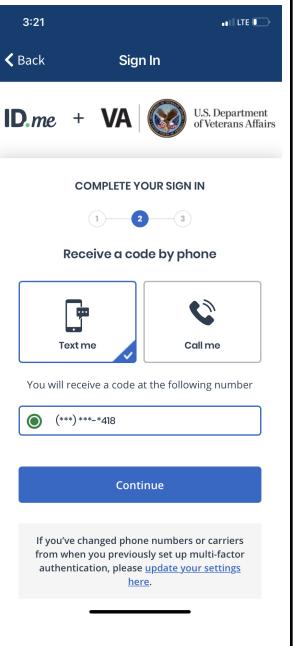
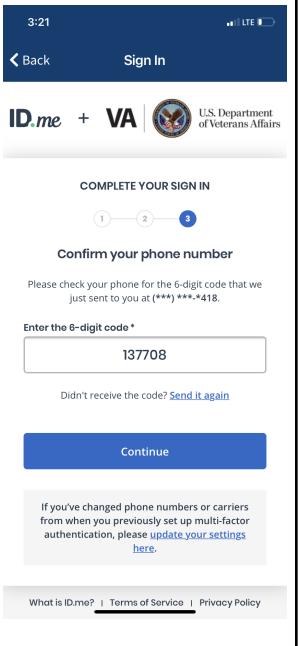
Resetting Passwords

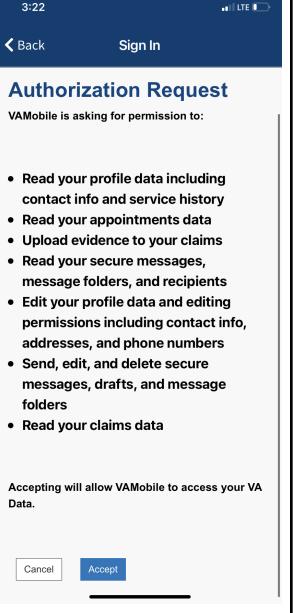
- As with VA.gov, passwords can only be reset by the identity providers (ID.me, DS Logon, or My HealtheVet).
- Currently, users venture outside the app when resetting passwords. Users will need to go back to the VA Mobile app and enter their new credentials to gain access after resetting a password.

Sign-in Flow (utilizing ID.me credentials)

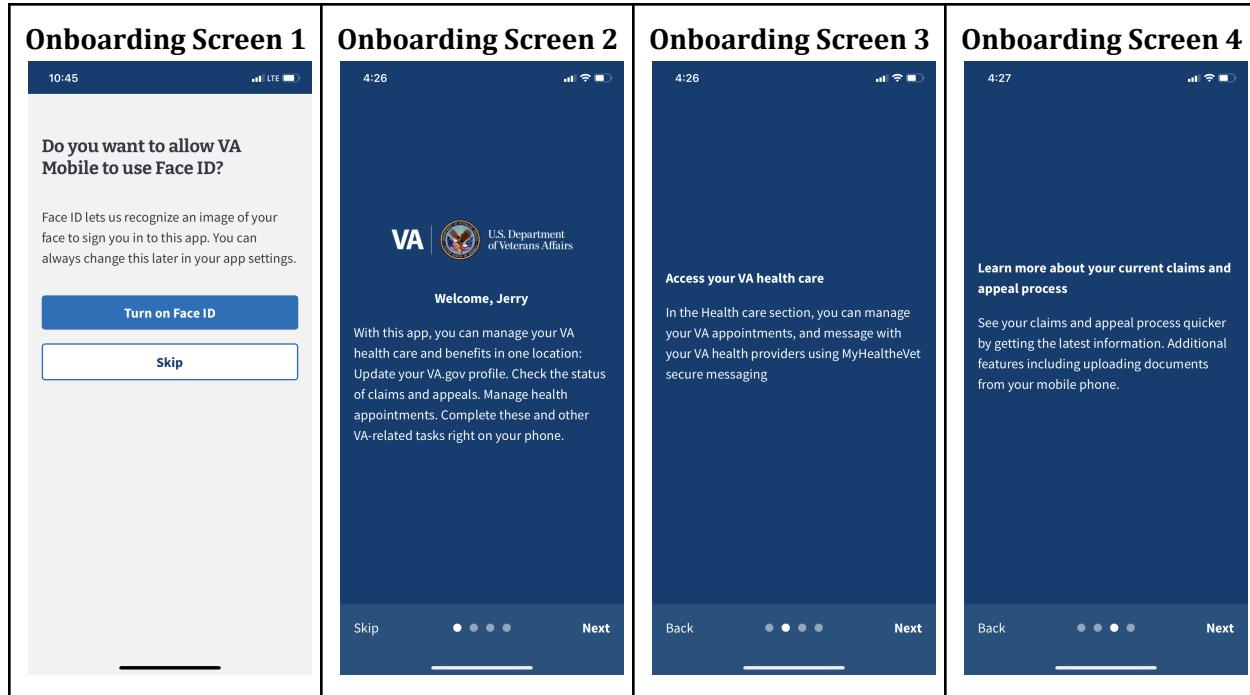


Note: users will note see the 'Internal release for testing only' message in Screen 1

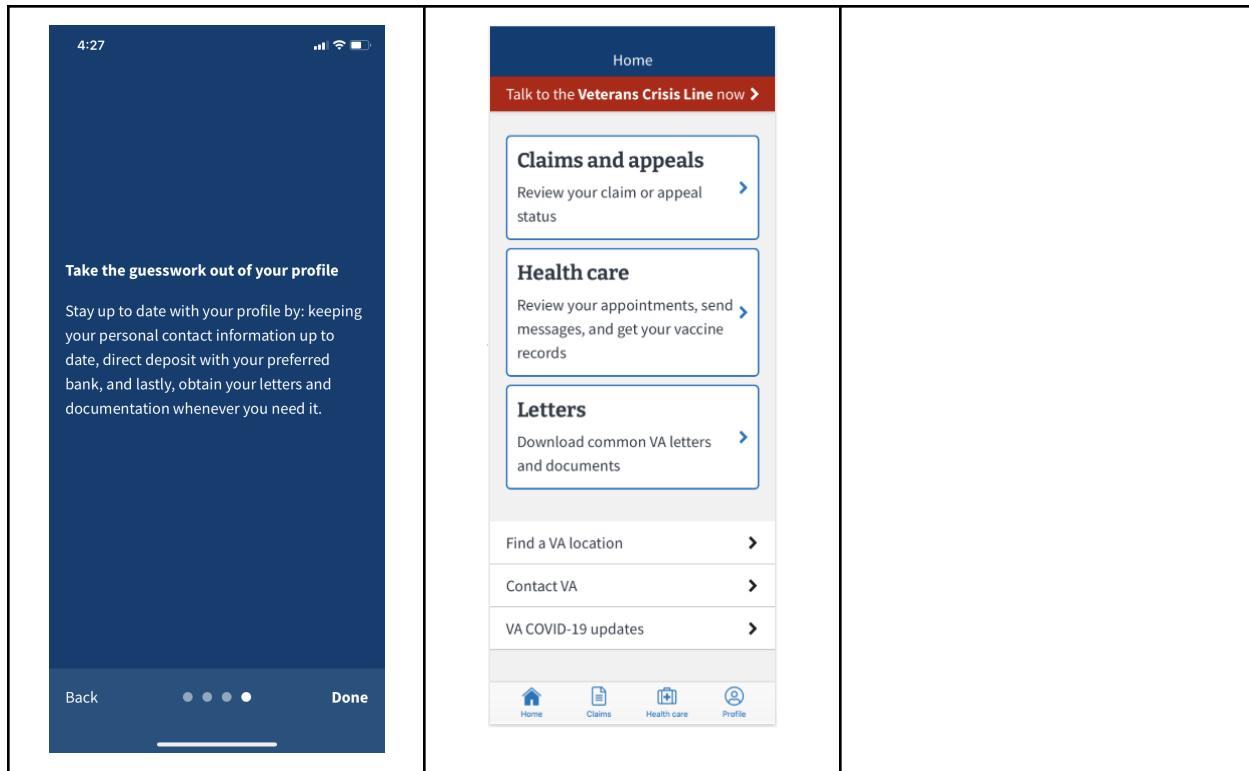
<h3>Sign-in Screen 4</h3>  <p>Authenticating. Please wait...</p> <hr/> <p><i>Authentication loading screen</i></p>	<h3>Sign-in Screen 5</h3>  <p>Sign in to ID.me</p> <p>New to ID.me? Create an ID.me account</p> <p>Email Enter your email</p> <p>Password Enter your password</p> <p>Sign in to ID.me</p> <p>Forgot password</p> <p>Or sign in with</p> <p> </p>	<h3>Sign-in Screen 6</h3>  <p>COMPLETE YOUR SIGN IN</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>Continue</p> <p>If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please update your settings here.</p>	<h3>Sign-in Screen 7</h3>  <p>COMPLETE YOUR SIGN IN</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>Send it again</p> <p>Continue</p> <p>If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please update your settings here.</p> <p>What is ID.me? Terms of Service Privacy Policy</p>
--	---	--	---

<h3>Sign-in Screen 8</h3>  <p>You are now returning to Department of Veterans Affairs</p>	<h3>Sign-in Screen 9</h3>  <p>Authenticating. Please wait...</p>	<h3>Sign-in Screen 10</h3>  <p>Authorization Request</p> <p>VAMobile is asking for permission to:</p> <ul style="list-style-type: none"> Read your profile data including contact info and service history Read your appointments data Upload evidence to your claims Read your secure messages, message folders, and recipients Edit your profile data and editing permissions including contact info, addresses, and phone numbers Send, edit, and delete secure messages, drafts, and message folders Read your claims data <p>Accepting will allow VAMobile to access your VA Data.</p> <p>Cancel Accept</p>	<h3>Sign-in Screen 11</h3>  <p>VA U.S. Department of Veterans Affairs</p> <p>Loading your profile...</p>
--	--	--	--

<i>Loading screen</i>	<i>Authentication loading screen</i>		<i>App loading screen</i>
-----------------------	--------------------------------------	--	---------------------------



Onboarding Screen 5	Homepage Screen	
----------------------------	------------------------	--



Claims

Within the app, users can view their claims and appeals information for existing claims. It is not currently possible to file new claims from the mobile app.

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 claim 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.

The image shows two mobile screens side-by-side. On the left is the 'Homepage Screen' which features a dark blue header with 'Home' and a red banner with 'Talk to the Veterans Crisis Line now'. Below these are three cards: 'Claims and appeals' (Review your claim or appeal status), 'Health care' (Review your appointments, send messages, and get your vaccine records), and 'Letters' (Download common VA letters and documents). At the bottom are links for 'Find a VA location', 'Contact VA', and 'VA COVID-19 updates', along with a navigation bar with icons for Home, Claims, Health care, and Profile. On the right is the 'Claims Landing Page Screen' with a dark blue header showing the time '3:51'. It has tabs for 'Active' and 'Closed'. Below this is a section titled 'Your active claims and appeals' with a single item: 'Claim for compensation updated on March 21, 2021' (Submitted March 22, 2021). At the bottom is a navigation bar with icons for Home, Claims, Health care, and Profile.

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

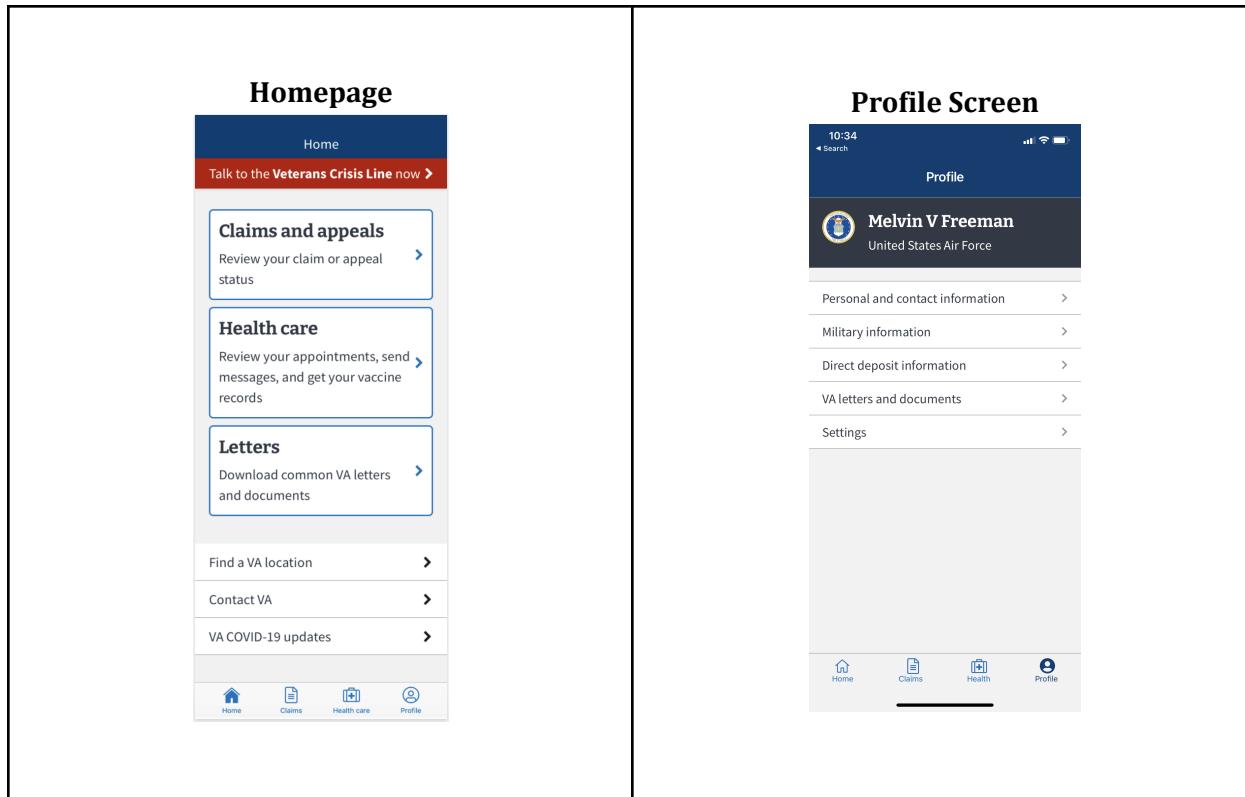
The image displays three panels illustrating the process of viewing a claim status and details. The first panel, 'Claims Status Screen (Part 1)', shows a list of claim stages: 'Claim received' (March 22, 2021), 'Initial review' (March 22, 2021), 'Evidence gathering, review, and decision', 'Preparation 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 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.' The second panel, 'Claims Status Screen (Part 2)', shows the 'Your claim' screen with a note: '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.' It includes a 'Review locations' button and links for 'Why does VA sometimes combine claims?' and 'What should I do if I disagree with VA's decision on my disability claim?'. The third panel, 'Claims Details Screen', shows the 'Your compensation claim' screen with a note: '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.' 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'.

Profile

App users will be able to view and edit their VA.gov profile information. Information 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 that users can edit, but these aren't 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 user-requested but currently unconfirmed appointments.
- Past appointments will include all appointment types from the past 365 days
- For all other appointment functionality (ex: scheduling, canceling), users must 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

Home Screen:

- Home
- Talk to the **Veterans Crisis Line** now >
- Claims and appeals**: Review your claim or appeal status >
- Health care**: Review your appointments, send messages, and get your vaccine records >
- Letters**: Download common VA letters and documents >
- Find a VA location** >
- Contact VA** >
- VA COVID-19 updates** >

Health care Screen:

- Health care
- Talk to the **Veterans Crisis Line** now >
- Appointments**: Review your upcoming appointments >
- Messages**: Send and receive secure messages >
- VA vaccine records**: Review your COVID-19 and other VA vaccine records >
- COVID-19 updates**: Get the latest COVID-19 updates > on VA.gov

Appointments Screen (Upcoming tab):

2:23 Back Appointments

Upcoming Past

Here are your confirmed appointments. This list doesn't include appointments you've requested but not yet confirmed.

May 2021

- Thursday, May 20, 2021**
8:00 AM MDT CHEYENNE VAMC **Canceled**
- Thursday, May 20, 2021**
8:10 AM MDT CHEYENNE VAMC
- Tuesday, May 25, 2021**
2:49 AM MDT Practice
- Tuesday, May 25, 2021**
8:30 AM MDT CHEYENNE VAMC
- Wednesday, May 26, 2021**

Past Appointments Screen (Past tab):

2:23 Back Appointments

Upcoming Past

Select a date range

Past 3 months

Past 3 months

- Tuesday, March 9, 2021**
8:15 AM MST CHEYENNE VAMC **Canceled**
- Friday, March 5, 2021**
11:40 AM MST CHEYENNE VAMC **Canceled**
- Wednesday, March 3, 2021**
10:25 AM MST CHEYENNE VAMC **Canceled**
- Wednesday, March 3, 2021**
9:30 AM MST CHEYENNE VAMC **Canceled**

Upcoming Appointment Details	Cancelled Appointment Details	Past Appointment Details
------------------------------	-------------------------------	--------------------------

The image displays three side-by-side screenshots of a mobile application interface, likely for managing VA medical appointments. Each screenshot shows a different appointment record with details such as date, time, location, and contact information.

Screenshot 1 (Left): Shows an "Appointment" screen for a future appointment on Friday, July 23, 2021, at 10:30 AM MDT. The appointment is with "Friendly Name Sydney Ophthal" at the "Sidney VA Clinic" (1116 10th Avenue, Sidney, NE 69162-2001). It includes links for "Add to calendar", "Get directions", and "308-254-6085". A note says "If you have hearing loss, call TTY: 711". A "Cancel this appointment" button is present.

Screenshot 2 (Middle): Shows a "Past Appointment" screen for a canceled appointment on Thursday, July 15, 2021, at 11:00 AM MDT. The appointment was with "Friendly Name FTC Amputation" at the "Fort Collins VA Clinic" (2509 Research Boulevard, Fort Collins, CO 80526-8108). It includes a "Canceled" status, "Get directions" link, and "970-224-1550" phone number. A note says "If you have hearing loss, call TTY: 711". A "Cancel this appointment" button is present.

Screenshot 3 (Right): Shows a "Past Appointment" screen for a canceled appointment on Thursday, June 17, 2021, at 12:00 PM MDT. The appointment was with "CHY PC VAR2" at the "Cheyenne VA Medical Center" (2360 East Pershing Boulevard, Cheyenne, WY 82001-5356). It includes a "Canceled" status, "Get directions" link, and "307-778-7550" phone number. A note says "If you have hearing loss, call TTY: 711". A "Cancel this appointment" button is present.

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.
 - Default user preferences or preferences 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.

Homepage Screen

The homepage features a dark blue header with "Home". Below it is a red banner with "Talk to the Veterans Crisis Line now >". The main content area has four large blue-bordered boxes: "Claims and appeals" (Review your claim or appeal status), "Health care" (Review your appointments, send messages, and get your vaccine records), "Letters" (Download common VA letters and documents), and "COVID-19 updates" (Get the latest COVID-19 updates on VA.gov). At the bottom are navigation icons for Home, Claims, Health care, and Profile.

Health care Screen

The "Health care" screen has three blue-bordered boxes: "Appointments" (Review your upcoming appointments), "Messages" (Send and receive secure messages), and "VA vaccine records" (Review your COVID-19 and other VA vaccine records). It also includes a "COVID-19 updates" box at the bottom.

Secure Messaging Inbox

The "Secure Messaging Inbox" shows a list of messages from "RATANA, NARIN" with timestamps and subject lines. A "Compose a Message" button is at the bottom.

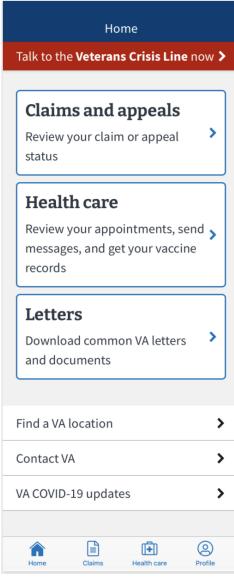
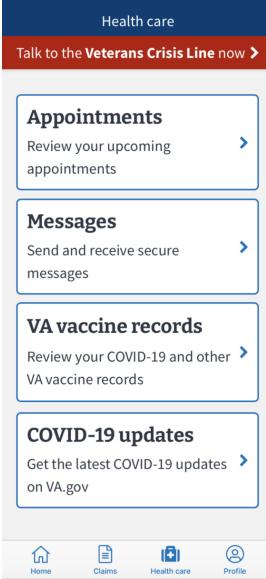
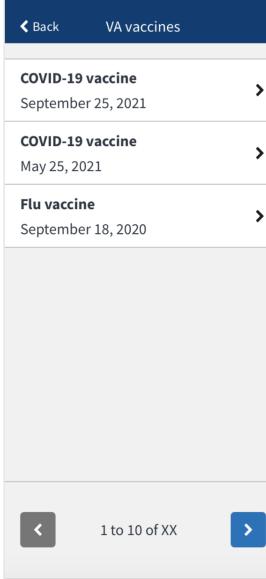
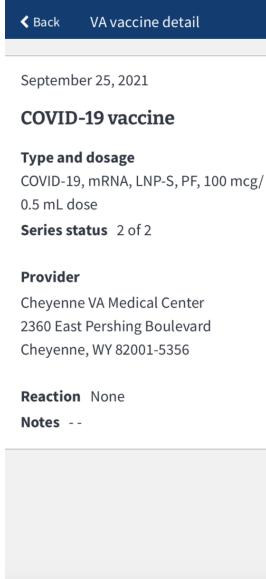
From	Subject	Date
RATANA, NARIN	Test: Your lab results	28 Apr 2021 @ 1540 EDT
RATANA, NARIN	COVID: COVID Inquiry	28 Apr 2021 @ 1537 EDT
RATANA, NARIN	Medication: Medication Inquiry	28 Apr 2021 @ 1535 EDT
RATANA, NARIN	Appointment: Your upcoming appointment	28 Apr 2021 @ 1534 EDT
RATANA, NARIN	General: General Inquiry 10	

VA Vaccine Records

App users can review their VA vaccine records. Every vaccine provided to the user by VA is included in the user's history, including the COVID-19 vaccine. Vaccine history updates every 36 hours; it does not include self-reported data.

When viewing the details of their vaccine, users can 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, this field will indicate where the user is in the series, such as 1 of 2 or 2 of 2.
- Provider
 - VA facility where the user received the vaccine
- Reaction
 - Comments from the provider about any reaction the user had 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
			

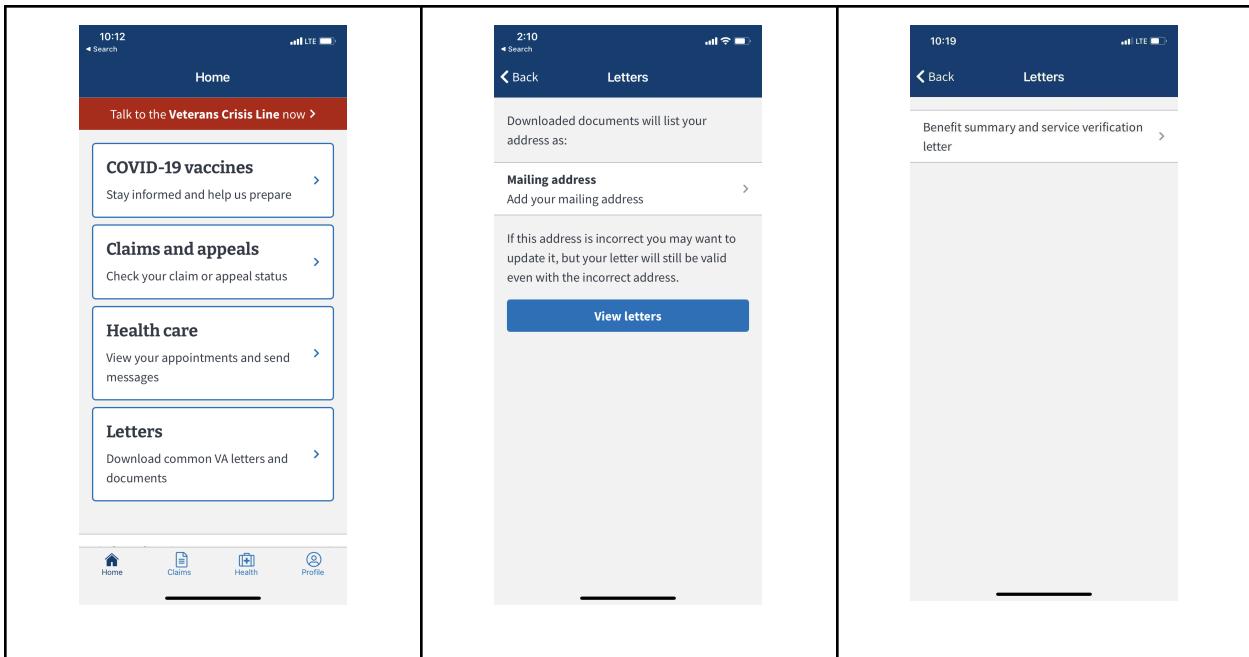
Letters

App users can 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.

Homepage Screen	Letters Mailing Address Screen	Letters List Screen
------------------------	---------------------------------------	----------------------------



Letter Configuration Screen (part 1)

2:46

Back Letters

Benefit summary and service verification letter

This letter shows your service history and some benefit information. You can customize this letter and use it for many things, including to apply for housing assistance, civil service jobs, and state or local property and car tax relief.

Choose what information you want to include in your letter.

Our records list your 3 most recent service periods. You may have more service periods that aren't listed here.

Include military service information

VA disability rating and compensation information

You are considered to be totally and permanently disabled solely due to your service-connected disabilities.

You have one or more service-connected disabilities.

Letter Configuration Screen (part 2)

2:46

Back Letters

include in your letter.

Our records list your 3 most recent service periods. You may have more service periods that aren't listed here.

Include military service information

VA disability rating and compensation information

You are considered to be totally and permanently disabled solely due to your service-connected disabilities.

You have one or more service-connected disabilities.

If your service period or disability status information is incorrect, send us a message through our Inquiry Routing & Information System (IRIS). We'll respond within 5 business days.

[Send us a message](#)

[View letter](#)

Generated Letter

Done benefit_summary

1 of 2

DEPARTMENT OF VETERANS AFFAIRS
811 Vermont Ave NW
Washington, DC 20420

May 19, 2021

July 2021
2021 VA Center 25
Pawtucket, RI 02861

In Reply Refer To:
VA Form 10 27/2001

Dear Judy Morris:

This letter is a summary of benefits you currently receive from the Department of Veterans Affairs (VA). We are providing this letter to disabled Veterans to use in applying for benefits such as state or local property or vehicle tax exemptions, state or local employment discrimination protection, or other state or local programs. It may also be used for any other program or entitlement in which verification of VA benefits is required. Please safeguard this important document and keep it with your VA medical records.

Our records contain the following information:

Personal Claim Information

Your VA claim number is: AVE-1976

You are the Veteran.

VA Benefit Information

You have one or more service-connected disabilities.

This letter is provided to verify your total and permanent disability due solely to your service-connected disabilities. No

You should contact your state or local office of Veterans Affairs for information on any tax, license, or benefited benefit for which you may be eligible. State offices of Veterans Affairs are available at [www.vfb.org](#).

How You Can Contact Us

- * If you need general information about benefits and eligibility, please visit us at [https://www.ebenefits.va.gov/EP/EP/home.aspx](#)
- * Call us at 1-800-827-1000. If you are a Telecommunications Device for the Deaf (TDD), the number is 1-800-827-4232
- * Ask a question on the Internet at [https://va.custhelp.usa.gov](#)

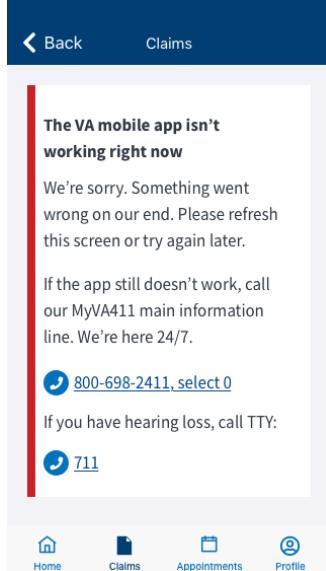
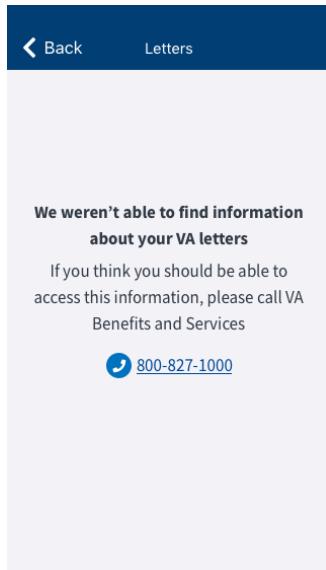
Sincerely,

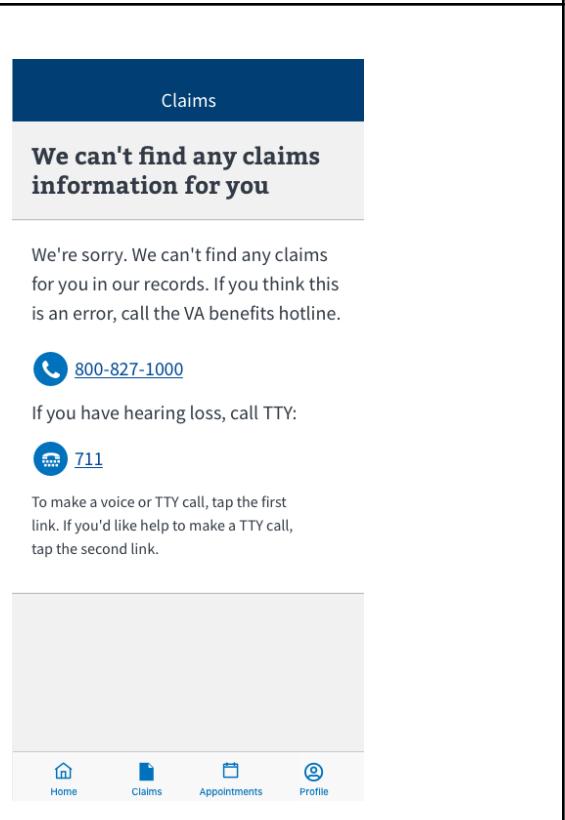

Cheryl J. Reeds
Assistant Secretary Under Secretary for Field Operations
Office of Outreach and Stakeholder Engagement

General Errors

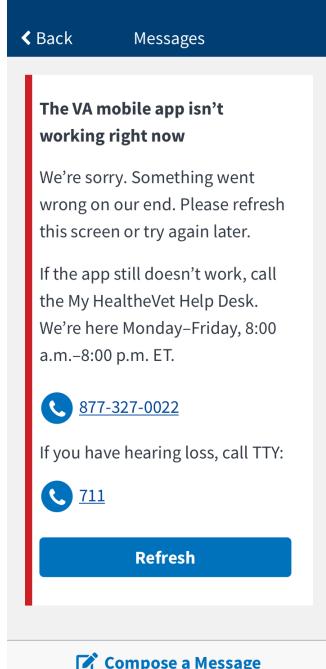
Depending on the error and the functionality, users may be directed to one of two contact support centers. Below outlines which functionality each contact support center handles:

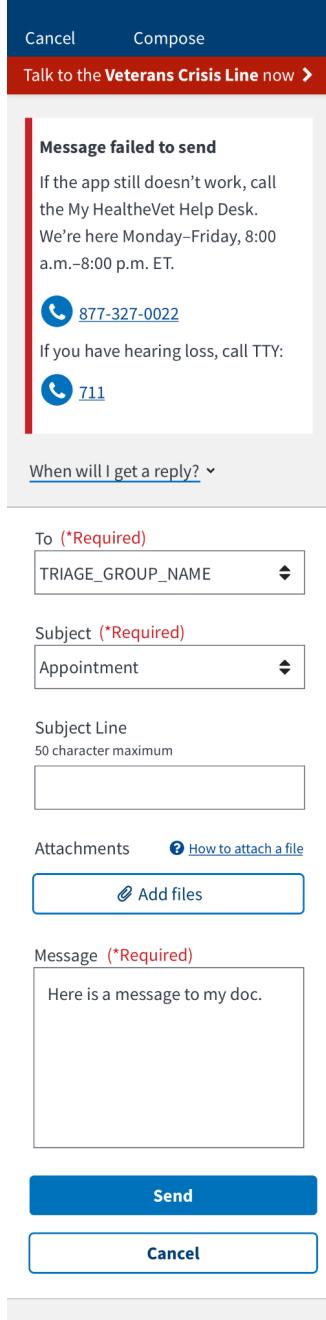
- HRC
 - Appointments
 - Secure Messaging
 - VEO Tier 1 Contact Center
 - Login
 - Claims
 - Profile
 - VA Vaccine Records
 - Facility Locator
 - Veterans Crisis Line
 - COVID tools

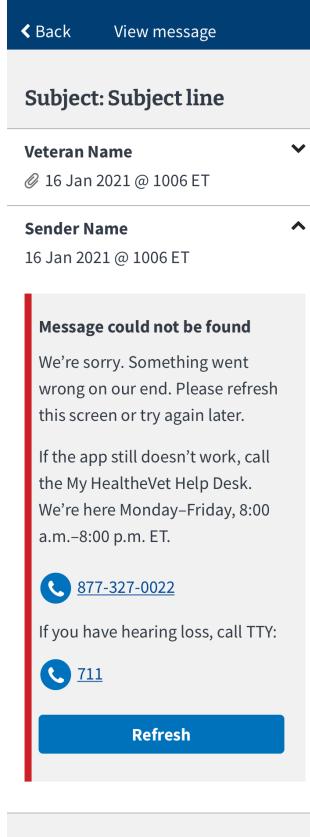
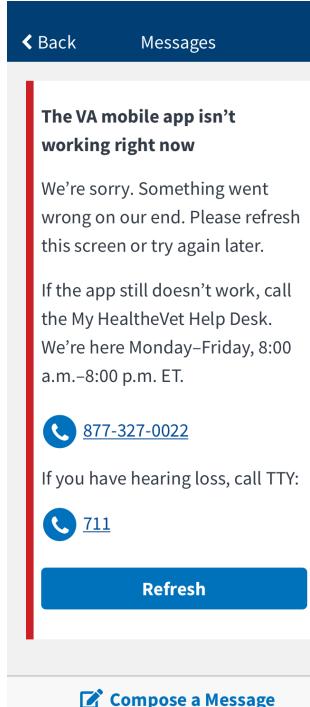
Error	Where would the user see this?	Message displayed to the user
Claims, Profile or Vaccine records feature is down	When a user clicks into the Claims card or icon and/or Profile icon.	 <p>The VA mobile app isn't working right now</p> <p>We're sorry. Something went wrong on our end. Please refresh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

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

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

		 <p>The screenshot shows a mobile application interface. At the top, there's a dark blue header bar with a back arrow on the left and the word "Messages" on the right. Below the header, a white box contains a red vertical bar on the left side. Inside the box, the text "The VA mobile app isn't working right now" is displayed in bold black font. Below this, smaller text reads: "We're sorry. Something went wrong on our end. Please refresh this screen or try again later." Further down, it says: "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." There are two blue phone icon links: one for "877-327-0022" and another for "711". A blue "Refresh" button is located at the bottom of the message box. At the very bottom of the screen, outside the main box, is a blue "Compose a Message" button with a pen icon.</p>
The Secure Messaging feature is down.	Appears when clicking into Secure Messaging on the app.	

	<p>A message failed to send.</p> <p>Appears when sending a message within Secure Messaging on the app.</p>	 <p>The screenshot shows a 'Compose' screen with a red header bar containing 'Talk to the Veterans Crisis Line now >'. Below the header, a red box displays the message 'Message failed to send'. It includes instructions: 'If the app still doesn't work, call the My HealtheVet Help Desk. We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET.' with a phone icon and the number '877-327-0022'. It also mentions 'If you have hearing loss, call TTY:' with a phone icon and the number '711'. A link 'When will I get a reply? >' is present. The main body of the screen shows fields for 'To (*Required)', 'Subject (*Required)', 'Subject Line', 'Attachments', and 'Message (*Required)'. Buttons for 'Send' and 'Cancel' are at the bottom.</p>
--	--	--

	<p>A message cannot be found.</p> <p>Appears when the user views a message that cannot be found and loaded into the app.</p>	 <p>Subject: Subject line</p> <p>Veteran Name ▾ ⌚ 16 Jan 2021 @ 1006 ET</p> <p>Sender Name ▾ 16 Jan 2021 @ 1006 ET</p> <p>Message could not be found</p> <p>We're sorry. Something went wrong on our end. Please refresh this screen or try again later.</p> <p>If the app still doesn't work, call the My HealtheVet Help Desk. We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET.</p> <p> 877-327-0022</p> <p>If you have hearing loss, call TTY:</p> <p> 711</p> <p>Refresh</p> <p></p>
	<p>Messages are not loading.</p> <p>Appears when a user tries to access the inbox or any folders.</p>	 <p>Back Messages</p> <p>The VA mobile app isn't working right now</p> <p>We're sorry. Something went wrong on our end. Please refresh this screen or try again later.</p> <p>If the app still doesn't work, call the My HealtheVet Help Desk. We're here Monday–Friday, 8:00 a.m.–8:00 p.m. ET.</p> <p> 877-327-0022</p> <p>If you have hearing loss, call TTY:</p> <p> 711</p> <p>Refresh</p> <p> Compose a Message</p>

Known Issues

Error	Where would the user see this?	Screenshot of Error	Resolution
Wi-Fi 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 Wi-Fi 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 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.

