**EVSS**

The EVSS team can handle the following issues:

* Updating incorrect PII
* Users not being able to access/view their VA.gov account (ex. sign in error messages)
* Updating incorrect military data
* Issues with applying for, tracking, and managing their non-health related benefits (ex. incorrect disability rating, claims status issues, etc).

The table below is not an all-encompassing list of items that EVSS can review and possibly resolve. The notes below the table are caveats from Jeremy Haas, EVSS Service Desk Manager.

|  |  |  |
| --- | --- | --- |
| **Issue** | **Case Notes** | **Status** |
| Error 102 | N/A | Routed |
| Error 106 | N/A | Routed |
| Duplicate DoD | N/A | Routed |
| Missing EDIPI | N/A | Routed |
| Claim status wrong | Please send to Caseflow team (in SNOW listed as Case Flow Tier 2) | Routed |
| Unable to see claim status | N/A | Routed |
| Seeing others’ data | Please send to IAM team | Routed |

Veteran’s seeing others veteran’s data is a bit trickier and not necessarily an IAM issue, as that issue can often occur when erroneous CORP records are linked or are duplicate records with incorrect information. This can also be caused by duplicate DEERS records, and sometimes is an ID.me issue. These may be better to route to EVSS, and we can then escalate to IAM when needed.

Incorrect or missing claim status is similar in that EVSS can resolve some issues for the same CORP record issue and some may need to be passed along to CaseFlow Tier 2.

**Identity and Access Management (IAM) Issues**

The IAM team is the entity that manages the various identity systems across the VA. These systems and infrastructure support identity and access for VA.gov and as such, there are times when Tier 3 issues come up that are caused by IAM problems.

*Common issues*

* You can find a list of the [IAM error messages here](https://dvagov.sharepoint.com/:w:/s/Tier2779/EdsUg4fD3klKnp1nTBKKLmABT8XSJA-PdArpEtRKiebYfg?e=66OJOT). If the troubleshooting steps do not resolve the issue for the user, escalate to the IAM team by creating a [Service Now (SNOW) ticket](https://yourit.va.gov/va). The IAM SNOW group name is IO.TPS.IAM.Data Quality Team.
* Another known Tier 3 IAM issue is when a Veteran reports that they sign into their account and don’t see their own information but instead another Veteran’s details. This should be immediately escalated to the [IAM team through a SNOW ticket](https://yourit.va.gov/va).

**Facility Locator**

The process for reporting inaccurate location information depends on the type of facility and information. [Refer to this github write up](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/facilities/facility-locator/reporting-inaccurate-data.md) to determine which group to reach out to.

**VA.gov Content**

If a user reports an issue with incorrect or missing content or a broken link, there are two ways this issue can be solved depending on where the content is.

*Modernized VA.gov Content Issue*

If the content is on a modernized VA.gov webpage, the issue should be flagged to the VA.gov content team. This can be done by completing the [Sitewide Content Issues template](https://github.com/department-of-veterans-affairs/va.gov-team/issues/new?assignees=Sitewide+Content%2C+RLHecht&labels=sitewide+content%2C+sitewide+content-product+support&template=sitewide-content-intake-form.md&title=%3CType+of+Request%3E+from+%3CTeam%3E) on Github. When this type of issue is created, a VSP-contact-center label should be added to it so the issue can be tracked on the contact center team’s board for progress and resolution.

*Legacy VA.gov Content Issue*

If the content issue is on a legacy VA.gov content page, you will need to find the owner of that page using the [VA Website Registry](https://vaww.va.gov/webregistry/index.cfm). To access this website, you must be on the VA network. Use the search functionality to find the page owner by entering the webpage URL into the search box (see image below). Once you have a name, you will need to email that individual to let them know about the issue and ask for their help in making the update.

You might need to shorten the URL if you don’t receive any results when using the full url (ex. <https://www.research.va.gov/services/csrd/director.cfm> shorten and search for <https://www.research.va.gov/>).

