

OCTO-DE Benefit Tools Crew | Accredited Representation Management

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Version 1.0

Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
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## 1. Product Overview

The Find a Representative product is a user-friendly, accessible tool for Veterans to search for an accredited representative on VA.gov, intended to mirror the representative search functionality of older, external tools [OGC](https://www.va.gov/ogc/apps/accreditation/index.asp) and [eBenefits](https://www.ebenefits.va.gov/ebenefits/vso-search).

Users will be able to search for representatives based on:

1. Location (city, state, postal code, or “Use my location”)
2. Representative type (Veteran Service Organization, Attorney, Claims Agent)
3. Organization or representative name

## 2. User Access

All users will have access to the Find a Representative product; authentication is not required for this experience.

## 3. Navigation

Landing Page

There will be multiple pages on VA.gov that point to our landing page “Get help from a VA accredited representative” – the URL for this landing page will be <http://va.gov/get-help-from-accredited-representative>.

Product Page

The landing page will link to our Find a Representative product, which will have a URL of <http://va.gov/get-help-from-accredited-representative/find-rep>

Search

Users will also be able to find our Find a Representative tool through the VA.gov search.

## 4. Functionality

Search

Users will be able to search for representatives based on the following parameters:

1. Location (city, state, postal code, or current location) - Required
2. Representative type (Veteran Service Organization, Attorney, Claims Agent) - Required
3. Organization or representative name – Optional

Search Results

A list of representatives within 50 miles of the search location will be displayed, with 10 results per page. The search results will include the following representative details:

1. Distance in miles
2. Name (with the Power of Attorney Code)
3. City
4. State
5. Zip code
6. A link to get directions on Google Maps (this link opens Google Maps in a new tab)
7. Main phone number (clickable)

The search results allow the following “Sort by” options for **Veteran Service** **Organizations**:

1. Distance (closest to farthest)
2. Distance (farthest to closest)
3. Organization name (A to Z)
4. Organization name (Z to A)

The search results allow the following “Sort by” options for **Attorneys and Claims Agents**:

1. Distance (closest to farthest)
2. Distance (farthest to closest)
3. Representative first name (A to Z)
4. Representative first name (Z to A)
5. Representative last name (A to Z)
6. Representative last name (Z to A)

## 5. Major Issues and Error Messages

## If a user tries to search without entering a location, the location input field will become highlighted in red with an error message “Please fill in a city, state, or postal code.”:

*Figure 1. Error message when a location has not been specified.*

## If a user enters an invalid location, the location input field will become highlighted in red with an error message “Sorry, something went wrong when trying to find your location.”:

*Figure 2. Error message when an invalid location has been entered.*

## If a user has not enabled location sharing in their browser and tries to “Use my location”, a “We need to use your location” alert will appear:

*Figure 3. Alert when location sharing is disabled.*

## If there is an issue retrieving search results, whether that’s with the VA network or our connected location service (Mapbox), a general “We’re sorry, something went wrong on our end. Please try again soon.” alert will appear below the Search button:

*Figure 4. General alert when there is an issue with retrieving search results.*

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