***VET TEC demo transcription***

***03/13/2019***

**Demo:** <https://bahmeetings.webex.com/bahmeetings/lsr.php?RCID=8373330abc46522f654fcdc2b652f666>

Hello everyone. Today I'm going to be walking through the new workflow for the VET TEC application process on va.gov. So, as you can see here, I have landed on the ‘How to Apply’ page and very easily if I just scroll down the page, this is where I actually launch into the VET TEC application. So, I do have to answer a few questions here. I have to indicate that I'm applying for a new benefit. I do have to indicate that I'm a Veteran or Servicemember. I do have to answer no to if I'm claiming a National Call to Service. And then I'm prompted with this new question about are you applying for VET TEC employment through technology education courses? And if I indicate yes, then this is what starts the application process. Then we're going to go ahead and click apply now. And then this lands us on the introduction page. So, you will note that on this page, since it is only an offering for Veterans, that the Veteran is required to log in and be authenticated. I first received this message here that says I will need to sign in since I'm not already signed in. So, I'm going to go ahead and click the option here. I'm going to sign in.   
  
([01:47](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=107.8))  
It's now returning me to va.gov okay, so now I'm on the intro page for VET TEC. I'm actually logged in as this user, so I'm going to start my new application.   
  
([02:18](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=138.66))  
And upon doing so you will note that I am on the applicant information screen. So, this information has just been prefilled for the individual based on what is in Corp DB. So, I can easily verify the name, the of date of birth, social (that's masked except the last four), and gender. And then I have an informational, note here that says if I need to make any updates, the number that I would call. And then I also can update the information by going to the profile page with the link that's right there. So, I'm going to go ahead and click continue.   
  
([02:54](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=174.92))  
Then I'm asked about if I've applied for VA education benefits in the past. So, if I indicate yes to this, then I'm able to just seamlessly go right through the flow. If I indicate no, one important thing with VET TEC, is that it does require the user to also complete an application for VA education benefits and that VA Form 22-1990 and that's just so that the VA can determine if the Veteran qualifies for VA education benefits. So, if they do indicate no, we will be able to take them into that form once they complete the VET TEC, also known as the Form 0994. So, I'm going to go ahead and just select no for demo purposes and click continue.   
  
([03:42](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=222.42))  
Then I'm asked about if I'm currently on active duty. So again, if the Veteran is on active duty or they expect to be going on active duty, they're actually not eligible for VET TEC at that time. However, so for demo purposes, I’m going to select no, but let's just say if they did select yes, there is some information here that does explain to the user that VET TEC is only available to Veterans. That they are not eligible if they are active duty. So same thing if they expect to be called to active duty. If they say yes, there is some messaging here that lets them know as soon as they're not on active duty any longer then they'll be eligible. So again, for demo purposes I'm going to select no. Then they were asked about the highest level of education. We have some options here in the dropdown. If the user selects 'other' then they do get an ‘other education completed’ field where it's just a free text field where they can type in whatever they so choose. I'm going to go ahead and click continue.

([04:49](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=289.91))  
And then we get into the Work Experience. So, this is just trying to gather some details about the Veteran’s past work experience. So really VET TEC focuses on five areas of training and they are listed right here. So, this is the high-tech training that they're focused on. And so, the question is, ‘are you working in one or more of these high-tech industries?’ Now if they indicate yes, then it drills into information about the highest amount that they’ve earned, and then wanting the user to describe their high-tech work experience and just check the box next to the applicable one. So, let's just say (for demo purposes) I'll select an option here and then I am able to select one of these and you can check more than one. I'm going to go ahead and click continue.   
  
([05:44](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=344.44))  
From here we're going to then switch gears a little bit and then ask the Veteran if they've picked a program they'd like to attend using VET TEC. So, if they say yes, then we'll take them down a path to enter the details about that program. If they say no, then that's totally fine. They'll just bypass that next screen for the details. But still the information will be submitted for them. So, I'm going to go ahead, for demo purposes, and select yes. Continue. So, this is the page that captures all of the details about the program and the provider. So, we can just enter in the name of the program provider. What's the name of the program? And then it asks about if the program is in person or online. So, we have the option here. If it's in person, then we are able to put in the city and the state that become actually required, if they select in person, if they select online, obviously the city and state go away because it's not relevant. If they select both online in person, then the city and state is again required.   
  
([06:58](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=418.36))  
And then there's the option, ‘what's your estimated start date’ here, which is also required. We're just going to put in. Okay. And then they have the ability to add another program. If there's more than one, they can certainly do. I'm just going to go ahead and click continue.   
  
([07:23](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=443.64))  
And then we move into the Contact Information. So, this is the information that's on file for the Veteran. They are able to make updates to this. So, remember earlier in the flow for the profile information where it was their name, date of birth, social? That information is not editable unless they go to their profile. This information here for the phone, email and address—this is editable by the Veterans today are able to make any necessary edits here and that just makes sure that the VET TEC application, and information follow up will be sent the appropriate place. So, I don't have any updates to make. I'm going to click continue.  
  
([08:02](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=482.91))  
And then we get into the Direct deposit information. So, this is the bank account information that's on file for the Veteran. It is indicated here in the instructions that the VA will pay the housing stipend into this account. So again, this information is masked for security purposes, but the user is able to see the last four of the account and the last four of the bank routing number. If they need to add a new account, they can do so by just simply clicking on the new account button, understanding that when they click the new account, it will actually remove what's currently there and they'll put in the new account information. And that is what will replace the old information in the system. There's also some information here about if they don't have a bank account, what they should do. So just some handy helper text here for numbers they can call and that sort of thing. So, we're going to click continue and then we get to the Review Application screen. So this is very standard in the education,   
  
  
([09:06](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=546.61))  
area within va.gov where there's the opportunity to review before submission. So, any of these sections are expandable. If expanded, you can see any of the answers and they are editable before the user submits. So just as we expanded, you can also collapse them. So, upon reviewing all this information, making sure it's all accurate, the user does have to read and accept the privacy policy before they can submit the application. We're going to go ahead and check this box and I'm going to click submit.   
  
  
([09:44](https://www.temi.com/editor/t/54at9v0Hk23yzHq75KioUeyJkPZIkX4bwuvv42mK86zpl4MCZXuRXsuPmAznn1aaxFWvT2lDxCa9UetHMA809PIM9pI?loadFrom=PastedDeeplink&ts=584.82))  
And then we'll see here that we are taken to the confirmation page that indicates the claim was received. It indicates that Form 0994 is for VET TEC. You got a confirmation number, the date received and then, where the claim was sent. There's also then at the bottom, (remember earlier that we indicated we had not completed the 1990 yet?) so there's the messaging here at the bottom of the page that indicates to this Veteran that ‘we'll also need you to complete the application for VA education benefits (VA Form 22-1990) to determine your eligibility for VET TEC. We recommend you do that now.’ So, when they click this button, it will take them directly to the 1990. They’ll be able to complete that also online, submit that and that will complete their entire application process for the 0994. Thank you very much for your time today. Have a great day.