**Conversation Guide**

*Start recording.*

* **I have started recording**. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes I am.

**Warm-up Questions (Optional) - 3 minutes**

Before we look at the website, let’s start with a few warm-up questions.

* How often would you say you use va.gov? va.gov not super often, I use my HealtheVet more often than va.gov. If it is regarding a claim or need documents I use va.gov. Maybe once a month or so.
* Myhealthevet app: no I login on the website.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? I don’t browser usually.
* If not often, do you find or receive VA information in another way? I receive the regular email corresponding that they send out. I think it is weekly.

**First Task v.2: Switching Experiences - 5 minutes**

Participant: Veteran with VA health care  
Start screen: [TRICARE beneficiary Lovell Federal Health Care Center](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395169/simulate/no-panels)

* As someone who is enrolled in VA health care, where would you go to get more information on the pharmacy at Lovell Federal Health Center? I would click on it and I would most likely be refilling the prescient and it says they do not process it at the window. So I don’t have Tricare so I would be a little confused. I would be at a loss at this point so I would message my provider or do the phone refill since doing it electronically wouldn’t be easy or even possible.

**Second Task v.2: Location Experience - 5 minutes**

Participant: Veteran with VA health care  
Start screen: [TRICARE beneficiary system page](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395168/simulate/no-panels)

*Stop sharing screen.* Pre-question: Imagine you're sitting down to your computer or laptop, what's the first thing that you would do to get to the va.gov page for the Evanston VA location? I think I would just type the name or facility I am looking for. I think I would just go to google to search it.

*Start sharing screen.*

* As someone with VA health care, how would you find information on the Evanston VA location? I would click find VA location. Nothing is happening, this is highlighted. I don’t see Evanston. I don’t see it.
* Would you be done with the task: I think I would go back to google and try to search again to see what pops up.

**Post-Task Interview - 3 minutes**

* Familiar with Tricare: So I know of Tricare because when I was in the Air Force I worked in medical. I know dependents came in and used Tricare but my personal use no.
* Any additional thoughts on the tasks that you completed? I thought they were simple tasks, the second one I just don’t know why it wouldn’t be listed on the site before.
* If time permits and they are a va.gov user: Is there anything else about your experience on va.gov that you'd like to share? When I have searched in the past it has been good. Generally I sign in on myhealthevet because va.gov has a second sign in step so then I search it then automatically had me logged into va.gov so that is convenient and easy.

**Thank-You and Closing - 2 minutes**

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!