**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.

**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? Maybe once a week or once a month.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? It depends on what I am looking for, a specific task if I need more information on something I go there.
* If not often, do you find or receive VA information in another way? Um if I don’t find it on va.gov I google search it but I go to VA first.

**First Task v.1: Switching Experiences - 5 minutes**

Participant: Dual-eligible Veterans  
Start screen: [VA beneficiary Lovell Federal Health Care Center](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395164/simulate/no-panels)

* If you preferred TRICARE pharmacy and wanted to learn more about TRICARE pharmacy benefits, where would you go? Click pharmacy. On this page right here.

**Second Task v.1: Location Experience - 5 minutes**

Participant: Dual-eligible Veterans  
Start screen: [VA beneficiary system page](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395163/simulate/no-panels)

*Stop sharing screen.* Pre-question: Imagine you want to learn about a facility called the USS Red Rover. How would you use your phone or computer to get information about that location? I would do a google search first.

*Start sharing screen*

* As someone who prefers to receive care at a TRICARE location, how would you find information on the USS Red Rover location? Well that would be the locations screen so I would click on that to see. It says review locations for Tricare. Lets see all the clinics are right here. I am trying to find USS Red rover, its not on this part so click review locations for Tricare It is right here on this side, red rover.

**Post-Task Interview - 3 minutes**

* For dual-eligible Veterans: How often do you use 1 health care benefit over the other? Frequent. Tricare over VA, I really didn’t look into the VA benefits as much because I am used to Tricare. We use it all the time.
* Any additional thoughts on the tasks that you completed? It was easy.
* Any questions for me? No
* 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? No normally when I go there to find information I find it. It is the first place I gova.gov if it ahs to deal with the VA.

**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!