**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? At least once a month.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? I typically go there to get my prescriptions renewed, other than that I check my disability letter to make sure theres nothing new or new messages from my provider.
* If not often, do you find or receive VA information in another way? I actually signed up for the VA emails, they send out emails monthly and then the north Texas VA medical email, then check the VA benefits as well.

**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? Click pharmacy right here. Just the pharmacy button.
* Complete there: yes.

**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 would google it to be honest for the location with pharmacy

*Start sharing screen.*

* As someone with VA health care, how would you find information on the Evanston VA location? It tells me the location right here on the page but I see the locations tab and services. I am looking at the locations but I don’t see an Evanston. There it is I found it.

**Post-Task Interview - 3 minutes**

* Any additional thoughts on the tasks that you completed? Um no not really. I think the VA website it fluid and easy to use. I don’t have an issue with it and you guys do a good job.
* Any questions for me?
* 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? I was going to say I got out in 2018 and it was as fluid then as now and I just have someone that got out and filed for his disability. He didn’t need help with anything and could do it all on his own so you guys are doing a good job. It can be intimidating at first but it ahs gotten more fluid.

I was on his page then clicked locations, oh no I was looking at review for the Tricare beneficiaries then I clicked on the locations and it brought me here. I found it but now I cant find it. It is up here in the review the locations not on the side.

**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!