**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? Absolutely.

**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? Um, every day. Yeah.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Specific infomration.
* If not often, do you find or receive VA information in another way? Um, Yes and no. I watch some YouTube videos that ahs to do with VA benefits and I watch them once in a while but I normally go to va.gov or ebenefits.

**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? If I am looking for the benefits I pull up my percentages I go to this screen. Oh. Click pharmacy here. This is different than normal; I normally go to the va page to refill. This is the new page right. The reason is because the VA has found that the page I have used for 10 years needs to be replaces? I would say the information would suit both but the other page, this on is blah, the other has a lot highlighted.
* What is highlighted that is helpful: refills where you can click, or infomraiton about refills. Also you can do secure messaging which is at the top and easy to find then theres a drop down where you can make a new message or whatever. I am just so use to the other.

**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? To go somewhere that isnt my location, at the top it says find VA location.

Right to va.gov: I don’t know, you put a question into my brain there. Well the quickest is to go to google but if it were specifically for va I would come here.

*Start sharing screen.*

* As someone with VA health care, how would you find information on the Evanston VA location? I would go here to where it says find a va location. Theres locations over here as well. Want me to do that. It doesn’t look like its there. I would click on the Captain James.
* You are looking for Evanston VA: Okay, let’s see. This is not that location. Maybe I would go up to search, I don’t know. Here’s a review locations for VA. Here it is right here. Evanston VA Clinic. Than I would go do what I needed to do. I will be 78 in two week so its not to bad for my age.

**Post-Task Interview - 3 minutes**

* Familiar with Tricare: For Tricare is for someone that is retired.
* Any additional thoughts on the tasks that you completed? I would say that theres nothing hard about it. It’s a matter of getting used to it, I can breeze through the old ebenefits page. They are changing the login right now; I have been using the same logion for 10-20 years but I will do it a few times then it will be easier. I don’t see much that stands out. A darker blue might be easier.
* 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? We use va.gov, it se3ems like they are trying to get people to use their DoD login or the id.me login instead of the easy one we’ve had for years. I am sure it is for security. It seems to be harder to login to va.gov now. I have logged in a few times over the past few weeks. Then again it is a matter of doing it a few times. As you get older you don’t like changes.

**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!