# IRIS Form - Main Page, Contact Info (1 of 4)

### Description

This page will be the main Contact Us form that will allow users to include their contact information, and will allow the VA to understand who is contacting them and why.

### Interaction Notes

- The main way of interaction on this page is via a series of drop down menu boxes that follow the VA standards for contact information (name, addres etc.)

- There is conditional logic tied to some of the drop downs - so that if a user selects they are a beneficiary of a Veteran, for example, they will indicate more about the type of relationship they have to the Veteran.

- Standard VA form calls to action (buttons at the bottom allowing users to go back of forward) are included.

### Content

The two main pages of the Contact Us form - the Contact Us page and the Inquiry Details page) - are different lengths, but I believe it makes sense to keep these separate pages, even one is very long and one isn't.

Since most of these are standard contact us (name, address etc.) this should be fairly easy for people to fill out; we should ensure conditional logic (selecting beneficiary triggers another drop down) is well understood, especially the copy.

IMPORTANT NOTE: this is for the IRIS form - we'll be adding the GI Bill form elements to this (possibly the bio and inquiry detail) so will likely have to think through the order of form elements on the page. The main task is to think through the order of these to be intuitive for users.

```

**Chapter 1**

# Contact us

(Equal to VA Form 0873 (Inquiry Routing & Information System (IRIS))

## Your personal information

-Title

-Your first name (note in Form Builder it's something else...)

- Your middle name

-Your last name

-Suffix

-Branch of service

-Email address

- Re-enter email address

-Country (will include full address in future story)

-I am asking about benefits/services drop down

-How should we get in touch with you?

Do we need a form field for phone number?

Additional fields to come will be [story 36](https://github.com/department-of-veterans-affairs/orchid/issues/36);

at that time we may need to rethink the order of these fields and add additional 'headers' for screen readers.

**-Social Security number**

-Claim Number

-Service Number

-Date of birth

-Service start date -Service end date

-Additional address fields - street, city, state, postal

-Veteran Relationships

-Service Branches

-Medical Facility List

-Route to State

-Additional fields from GI Bill and MyHealtheVet

Conditional logic fields - if users select an option, additional content appears

-My message is about benefits/services:

-Are you a dependent?

-What is your relationship to the Veteran?

-Is the Veteran deceased?

-Date of death, if known

**Additional static VA footer info**

-Paperwork Reduction Act is TBD - we're determining if we're having a Contact Us landing page,

or if that content is necessary it would likely live on this page at the bottom.

-Estimated burden

-OMB expiry

-OMB number

-Form number

**Need help?**

Call us at [800-827-1000](tel:+18008271000). We’re here Monday through Friday, 8:00 a.m to 9:00 p.m ET. If you have hearing loss, call TTY: [711](tel:+1711).

Calls to action:

[Primary button] Continue

[Secondary button] Back

```

**Chapter 2**

# Contact us

## Your message

Tell us the reason you’re contacting us (\*Required) (combo-box with search field)

note idea of not having Claims status here should be discussed - see ticket for details.

Which topic best describes your question or message?

\*Required) (combo-box with search field)

(\*Required)

Please enter your question or message below

(large text box)

Calls to action:

[Primary button] Continue

[Secondary button] Back

**Chapter 3**

# Contact us

## Review your information

## Who you are accordian

- title

- name

- suffix

- branch

- email

- address

- who they are asking benefits/services for

- how they want to contacted

##Why you're contacting us accordian

- Type of Inquiry

- Topic

- Text field

**Note:** According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

{checkbox} I have read and accept the [privacy policy](https://www.va.gov/privacy-policy/" \t "_blank)(\*Required)

Calls to action:

[Primary button] Submit

[Secondary button] Back

[Secondary button] Edit (in accordian drop down)

**Chapter 4**

# Contact us

## We’ve received your message

Thank you for contacting us. We usually process messages within 5 business days. If we have questions, we may contact you for more information.

Please print this page for your records.

{{begin Blue box}

* Applicant name
* Confirmation number
* Date their message successfully submitted
* Other important information about their message/topic

{end blue box}

{CTA button} Go back to VA.gov