## App store feedback , July 2025

## Summary

Feedback includes 400 total responses, each with a rating of 1-5. Ratings 1-2 are considered negative, 3 represents neutral, and 4-5 are positive.

**Overall distribution of ratings**

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (400)** |
| **Rating = 1** | **15.5%** | **62** |
| **Rating = 2** | **5%** | **20** |
| **Rating = 3** | **6.5%** | **26** |
| **Rating = 4** | **11.5%** | **46** |
| **Rating = 5** | **61.5%** | **246** |

## General/other feedback

* [Positive](#_Positive_feedback:_General/Other)
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## Feature specific feedback

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* [Disability rating](#_Disability_rating)
* [Claims](#_Claims)
* [Letters and documents](#_Letters_and_documents)
* [Profile](#_Profile)
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## General/other feedback

### Positive feedback: General/Other

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (231)** |
| **Rating = 3** | **0.8%** | **2** |
| **Rating = 4** | **9.5%** | **22** |
| **Rating = 5** | **89.6%** | **207** |

Note: general feedback included responses that reflected Veteran experiences with their health care teams or the VA in general, rather than the VAHB

Representative responses

* “Alot easier than going online. No problems so far.”
* “The app greatly improves the visibility and ease of access to veteran medical and benefit information. There is room for improvement, but I recommend downloading and using the app if you are a veteran.”
* “Works better than I thought it would”
* “Much easier to use than the main VA.gov site.”
* “Appreciate that the VA is constantly working on the application. Making tweaks that are useful and rectifying the bugs. It’s not perfect, but it definitely helpful for at a glance queries at claim statuses. Mahalo VA!”
* “Easy and straight forward to use. It’s great having everything all in one place.
* “FINALLY a way to directly access VA health benefits without having to go through all the hoops and whistles to navigate from the VA”

“Excellent app I highly recommend it to others”

* “Haven't had any issues since it's been updated. Works extremely good and the VA app is very reliable.”
* “I was hesitant to get the app because I didn't know how it would work, period but it is phenomenal, very user friendly for the challenged like me”
* “Works seamlessly, intuitively, and very quickly. Kudos to the IT department!”
* "It would be nice if there was a way to view and compare records over time."
* “I like the app, however, I seem to be having a problem locating what I owe the VA when using it. Appreciate all you do.”

### Negative feedback: General/Other

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (35)** |
| **Rating = 1** | **62.9%** | **22** |
| **Rating = 2** | **1.1%** | **4** |
| **Rating = 3** | **17.1%** | **6** |
| **Rating = 4** | **8.6%** | **3** |

### Common Themes:

**App Functionality Issues** (12 responses):

Users reported that the app does not work properly, with issues such as not loading, crashing, or not updating.

Representative responses

* “Very disappointed for months now I have been trying to update my VA app and it would only spin never updating so I can never even get a download for it. I am disappointed. I have no other way of getting it.”
* “doesn't work. forces 2 step identification even though I have thumbprint set up & the app never loads so I'm forced to go to the website and go through step verification twice.”

**User Experience and Usability** (6 responses):

Some users find the app difficult to use and describe it as slow, clunky, limited in utility, and less intuitive than desired.

Representative responses

* “Like most apps developed by governmental agencies, this one is clunky, limited in utility, and less intuitive than desired. That said, it performs basic functions and generally does what it is intended to do, most of the time. It does so in a way that feels like the VA has serious doubts about the mental capacity of the veterans it serves, but it does the things it is supposed to do.”
* “don't like it so far, sign in trouble almost every time I try to log on to the site. Please make it simple for us old folks”
* “the app is also still slow.”
* "Rarely does it fully load. Error messages all to common."

**Technical Problems** (5 responses):

There are reports of slow performance and security concerns.

Representative responses

* "On Pixel 8, I don't see VA app listed in Settings Â» Location (it's On) Â» App location permissions. In App location permissions, I see '27 of 53 apps have access to location' but no blue VA app icon! I noticed this when I tried to enable Location permission for the VA app. I can't find a Setting which enables Location for the VA app. My device has Android 16, current blue VA app. Are blue VA and yellow VA Health apps interrelated?? Do I need both on my phone?? Should I remove the blue VA app??"
* "It’s 2025 I’m not sure why the app is always under maintenance it never truly looks like there were any changes.”
* “Limited and security is cumbersome. Does what i need it to do so I'm not complaining. Much easier than trying to use the website on my phone.”
* “This seems to be a good app., but beware there has been a malware found via UltraAV too much to copy the whole thing, but this is the extension ...base.apk Beware, check it on your own malware app.”

### Navigation

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (18)** |
| **Rating = 1** | **1** | **5.5%** |
| **Rating = 2** | **2** | **11%** |
| **Rating = 3** | **2** | **11%** |
| **Rating = 4** | **3** | **16.7%** |
| **Rating = 5** | **10** | **55.6%** |

Although most users find the app to be generally easy to navigate and user friendly, some users struggle with navigating toward specific tasks.

**Positive Navigation Experience (12 responses):**

Users report that the app and website are generally easy to navigate and user friendly, with many finding it intuitive and convenient for accessing information and services.

Representative responses

* "Alot easier to navigate than I first thought it was going to be!! You know how the Gov. likes to overcomplicate things in the name of making it simple for us."
* "Although the app does not have as much content available as the website, it is much easier to navigate. Almost intuitive."
* "For me being really familiar with this computer stuff I do find it easy so far to operate."
* "I easily find my way around the VA website and phone app. I actually prefer the phone app because it’s like having all my VA files and records inside my pocket anytime I need to view or print."
* "I never logged online for help for VA services. Now I find it an easy to use and helpful service. Much better than using the telephone"
* "It feels quite secure with all the changes I have to go through to log in to my own account each time ;) But it is also very appreciated. It is quite easy to navigate, I love this mostly!"

**Negative navigational experience (4 responses):**

Representative responses

* "hard to find items"
* "not easy to navigate, options not always available"
* "It took me a minute to figure out that I needed to click on the request refills."
* “was not able to locate my decision letters”

### Login

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (38)** |
| **Rating = 1** | **22** | **57.9%** |
| **Rating = 2** | **3** | **7.8%** |
| **Rating = 3** | **4** | **10.5%** |
| **Rating = 4** | **1** | **2.6%** |
| **Rating = 5** | **8** | **21%** |

Users frequently experience problems logging into the app, including endless signin loops, authentication issues, and the app not recognizing credentials.

Representative responses:

* "cannot get into the app at all. I'm stuck in an endless signin loop."
* "can't get past the login button to login. un installed and re installed several times and it still doesn't work."
* "login is now taking forever."
* "forces 2 step identification even though I have thumbprint set up & the app never loads."
* "poor sign in experience. constantly resets my biometrics preferences and makes me sign in over and over again."
* "What is the point of having a biometric sign in if I still have to go to a website to sign in."
* "the app never remembers your login so you have to log in every time you open it."
* "the app takes my credentials and then freezes on trying to log me in."
* "too many steps trying to get to 'My Health' trying to sign in!"
* "If I had an emergency today, it would’ve been horrible because I had to reset my password. There needs to be a better way to notify us that we are going to get kicked off the app in order to reset our password."

### Disability rating

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| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (5)** |
| **Rating = 1** | **1** | **20%** |
| **Rating = 4** | **1** | **20%** |
| **Rating = 5** | **3** | **60%** |

Responses:

* “It automatically hides things like your disability percentage and payment information. I don't know why anyone would want to hide it, or why there's no setting to choose to keep it visible. It's very strange and awkward to have to show yourself what your percentage is.”
* “Just wanted to thank the VA for staying current with my appeal process and this app makes that happen”
* “The app works well. I use it often to get refills. It’s nice to see your rating and send messages when I need something.”
* “Very helpful app, I get on here to look at my VA disability information. Also has important documents that are easily accessible.”

### Claims

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (4)** |
| **Rating = 2** | **1** | **25%** |
| **Rating = 4** | **1** | **25%** |
| **Rating = 5** | **2** | **50%** |

Responses:

* “I do not care for it. you could not do everything that you could do with my healthy vet. I don't find it user friendly at all. I cannot see my actual claim.”
* “I use the app almost daily to check the status of disability claims and messages from my doctor’s. Things of that nature. Often times Veterans may have more than one entry on their claims dashboard which the VA titles exactly the same. It would be a user friendly option to give us, the Veterans the ability to retitle or rename the claims on our dashboards within the app so that we can more easily identify the claims we are looking at a glance. For instance, I have two claims on my dashboard right now, and both of them are titled the exact same thing. Even though they are for two completely separate issues it would be nice if, for my own reference, if I could go in and name the claims two different things so that they would be more easily recognizable when I open the app. I appreciate taking the time to listen, hopefully this is something that can be done. I think it would be a nice user feature.”
* “Appreciate that the VA is constantly working on the application. Making tweaks that are useful and rectifying the bugs. It’s not perfect, but it definitely helpful for at a glance queries at claim statuses. Mahalo VA!”
* "The app works well. I use it often to get refills. But the claim tab keeps returning a red screen with an error message."

### Travel pay

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (9)** |
| **Rating = 1** | **1** | **11%** |
| **Rating = 2** | **1** | **11%** |
| **Rating = 3** | **2** | **22%** |
| **Rating = 4** | **1** | **11%** |
| **Rating = 5** | **4** | **44%** |

Representative responses:

* “This app is essentially useless! Sure, a veteran can see his disability rating, monthly disability pay amount, and which branch of the military he served in, but I think ALL of us know that before we open the app. Why can't access to medical records, prescription refills, travel reimbursement, and information that is actually useful be included? For no more than the app provides, it may as well be deleted!”
* “The VA.gov app doesn’t allow you to claim travel reimbursement or search for general information. Disappointed in the telephone support.”
* “also, please include the ability to request travel reimbursement for appts thru the app.”
* “The app is great except for one thing, they finally added travel claim but then removed it. veterans shouldn't have 1000 sites just to do claims or anything that has to do with the VA.”
* “needs to add the travel pay portal”
* “I would like someone to walk me through on how to put travel benefits online. I am computer illiterate please help.”
* “using this app makes it easier to connect with providers and staff. The latest update that allows you to submit travel claim was a great update”
* “This app has been very convenient for me to keep track of everything. But also I was on my way to an appointment today, and I got a message asking me if I would like to check in on my phone, which I did, and then it asked me if I would like to file a travel voucher, which it did for me very quickly. I'm really diggin it.”
* “The app is extremely useful. Helps me keep track of appointments and fill out travel reimbursement requests”

Appointments

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (37)** |
| **Rating = 1** | **4** | **10.8%** |
| **Rating = 2** | **3** | **8.1%** |
| **Rating = 3** | **6** | **16.2%** |
| **Rating = 4** | **5** | **13.5%** |
| **Rating = 5** | **19** | **51.4%** |

**Common Themes**

The most common issues users face with the VA app are incomplete or missing appointment information, difficulty scheduling appointments, time zone discrepancies, frequent maintenance without visible updates, and general frustration with VA services.

**Incomplete or Missing Appointment Information (10 responses)**

**Representative responses”**

* "Doesn’t even tell you what your appointment is or location more than half the time."
* "Was a nice try but everything just say TBD. Does not tell you what the appointment is just that I have 14 appointments over the next 2 years doesn't not say where or with who or what time."
* "The appointment portion would be much better if it had all the information, such as provider, or why I’m being seen."
* "It would be great if the app said what our appointments were for so we can prepare accordingly."
* "Needs to put doctors' names on all appointments also where the appointment is located, and what kind of appointment it is."
* "The reason for the appointments is never filled."
* "A HUGE addition would be the app showing what clinic the medical appointments are in."
* "Although, it doesn't have enough information to tell what it actually is for."
* "The appointment reminder should have the office the appointment is scheduled for."
* "When viewing appointments or adding them to calendar it just says VA appointment and not who it is with."

**Difficulty Scheduling Appointments (6 responses)**

**Representative responses:**

* "Takes MONTHS to get an appointment, then they either can't provide transportation, or they cancel my appointments for no reason."
* "It takes an act of GOD to get an appointment within a reasonable amount of time."
* "There is no place in the app to schedule an appointment."
* "I would give them a 5 Star review, but it's so hard to get a hold of someone to schedule a ride, that sometimes you end up having to reschedule your appointment."
* "Easy to work and easy to order refills. Helps track my appointments and easy to request an appointment."
* "I prefer going to my VA. I need an appointment, no problems. Quicker than my family doctor getting me an appointment."

**Time Zone Issues (1 response)**

* "Displays my appointments in the wrong time zone. I figured this out after leaving work early just to sit in the waiting room for an extra hour."

### Messaging

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| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (42)** |
| **Rating = 1** | **7** | **16.7%** |
| **Rating = 2** | **4** | **9.5%** |
| **Rating = 3** | **5** | **12.9%** |
| **Rating = 4** | **6** | **14.3%** |
| **Rating = 5** | **20** | **47.6%** |

**Common themes**

Feedback is generally positive for the messaging feature. Overall, many users are satisfied with the app, citing its convenience and usefulness in managing their healthcare. Some users report problems with the messaging feature or mention missing secure messaging functionality, such as deleting or managing messages and

**Convenient way to communicate**

Representative quotes

* "This is the fastest way to communicate with any of your providers."
* "I'm glad to have this app to quickly send and receive messages with my care team."
* "App needs to allow more time to complete a secure message before timing out. Should at least have a draft mode."

**Messaging pain points**

Representative quotes

* "the new messages format is too many steps."
* "The app will not allow me to delete old messages and it's a hassle to have to keep scrolling through ones that are no longer pertinent. Please fix."
* "The messaging app does not work for deleting messages and instead gives you the option to put the old message back into your inbox.
* "The messaging app does not give you the option to send messages to your current healthcare providers."
* "I'm mostly very happy with the workings of the VA app, my least favorite is trying to message a person I’ve dealt with previously who isn’t on my To: Folder."
* "Recent version removed secure messaging Please restore this functionality."
* "The messages section is glitchy and doesn’t always show the full conversation."
* “Inability to cut and paste messages”
* Iâ€™ve had so many issues with the messaging aspect. I canâ€™t upload files and send them to my provider. For an app that supposed to make communication with providers and veterans easier. I still have to pick up the phone and go through a 45 minute wait just to get to my doctors office to relay information that shouldâ€™ve taken 45 seconds.
* Last update is awesome. Itâ€™s a great app. However, I am unable to move any messages to a deleted message folder, as there is no option to do so. The only option or folder available is the â€œInâ€ box. Minus 1 star for this bug.

### Prescriptions

|  |  |  |
| --- | --- | --- |
| **Rating** | **% of ratings** | **# of ratings (39)** |
| **Rating = 1** | **4** | **10%** |
| **Rating = 2** | **3** | **7.6%** |
| **Rating = 3** | **1** | **2.6%** |
| **Rating = 4** | **5** | **12.8%** |
| **Rating = 5** | **26** | **66.67%** |

**Common themes**

**Ease of Use and Efficiency**

Positive feedback generally highlights the ease of use for refills and appointments, overall app experience, managing VA care, and convenience and efficiency.

Representative responses:

* "Easy to refill and very efficient"
* "Easy way to refill prescriptions"
* "Refills are easy and quick"
* "The request for refills is very uncomplicated, Thank You"
* "This app makes it easy to order your prescription rather than go through the phone hassle"
* "Great App, for easy access to messages, medication, and speaking to VA staff"
* "I do everything on here from refilling prescriptions, making appointments and getting info on my claims"
* "Makes managing my VA care very easy"
* "The app works well. I use it often to get refills"
* "Usually great care and easy to fill prescriptions"
* "The last two updates have really been impactful in a positive way!"
* "With the updates, the app is great!"

**Pain points**

Pain points include difficulty with changing shipment preferences, inconsistent or confusing system changes, lack of health information management, and medication renewal issues.

Representative responses:

* "routine medication for renewal inexplicably expired"
* "I do not like this system. It seems like once something starts working, they change it"
* "Not terrible. Not magnificent. Now if you could refill, and pay in the same app..."
* "I have a refill medicine button when I go to messages but my PCP says call the pharmacy"
* "I just want to change what I get shipped. This could not be more confusing. Everything but what I want. this could not be more complicated. I just want to change what I get shipped. Where do I click?"

**Feature Enhancements**

Requested features include the ability to change shipment preferences, access to health information, multiple medication selection for refill, and descriptions of medications.

Representative responses:

* "It would be great if you could provide the description of what the drug was for"
* "easy to refill but wish you could select multiple at a time"
* "Refills are numbered as we all know. When your number hits 1, this should automatically trigger a notice to your primary Dr."
* "I just want to change what I get shipped. This could not be more confusing"