



Ty

Active Service
Naval Officer
34 years old

Comfort with Technology: Moderately.

Ty gets on Facebook every once in awhile. He uses email comfortably, and uses a variety of other websites to do banking and other business. He doesn't consider himself super tech-savvy, he's not especially interested in computers except as tools to get his job done.

Medical Needs: Light.

Ty is still active in the Navy, but if he happens to be close to a VA when he's due for a checkup, he'll go there. He doesn't have much time between deployments so he needs to get things done quickly.

Experience with the current VA portal: N/A

Ty hasn't had time to bother with the portal. It would be convenient for him, but he lets his wife handle most of the paperwork while he's out on duty.