

VETERAN APPOINTMENT REQUEST (v 3.0) USER GUIDE



VA

U.S. Department
of Veterans Affairs

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Application Overview

Veteran Appointment Requests (VAR) version 3.0 provides the Veteran with an interface to allow them to directly schedule an appointment in VistA from the web (desktop or mobile device) or create a request for the clerk to book an appointment. The patient can view their upcoming booked VA appointments at the VA facility they selected.

While scheduling an appointment directly, the patient will see available appointment slots in Primary Care Clinics with their Patient Aligned Care Team (PACT) provider, in which they can book based upon appointment availability in VistA provided the site has elected to designate for direct patient booking using this app. The application shall support notifying the Veteran about the success of appointment cancellation and booking.

Prerequisites

Access method

VAR3.0 is a web-based application. The user can access the application from any desktop or mobile devices using any of the following supported browsers: IE10 +, Chrome 47+, Firefox 24+. Additionally, being a web based application, VAR requires internet connectivity.

User credentials

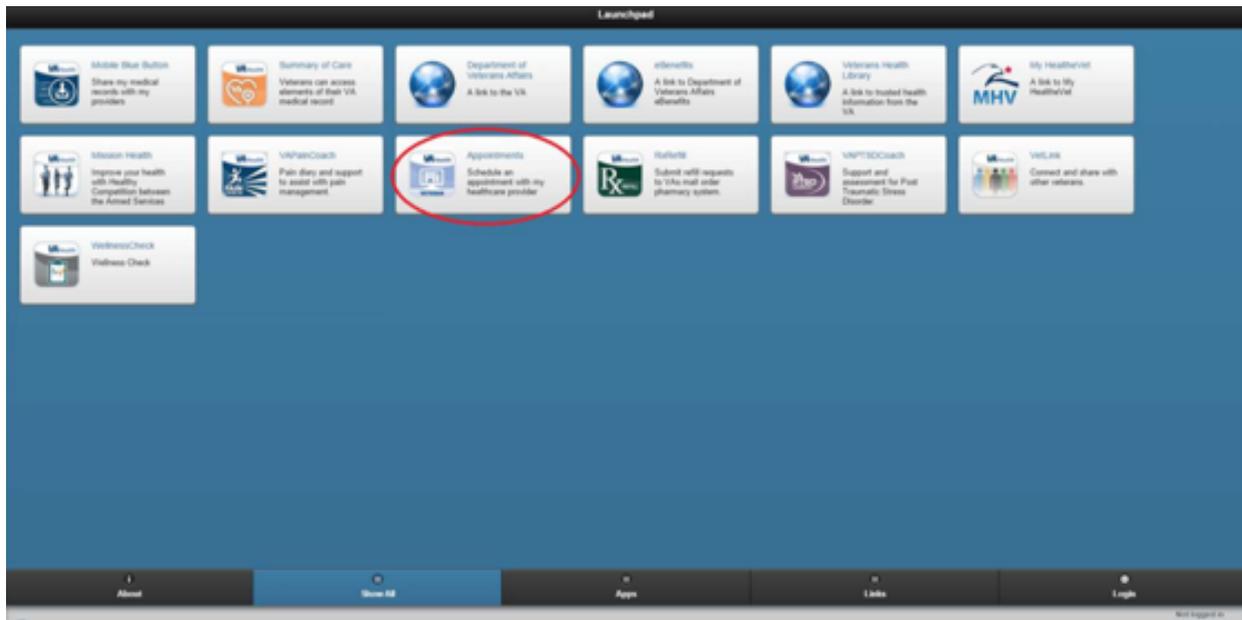
Veterans with a valid DS LOGON can use this application.

Accessing the application

There are two ways to access this application:

- From Launchpad:

From a supported web browser, navigate to the Launchpad URL: <http://10.2.2.5/launchpad/>



Select the Appointments icon.

- From the application URL: <https://10.2.2.5/veteran-appointment-requests>

The application can be accessed from a supported web browser by navigating to the following URL: <https://10.2.2.5/veteran-appointment-requests>

The following landing page is displayed.

Users can either click the phone number links or the icons to call.

VA Appointments

Welcome to *VA Appointments*

The VA Appointment Scheduling app allows patients to enter a request for an appointment and schedule select appointments.

NOTE: This app is not monitored by your VA doctors. If you need urgent care, please Dial 911 or call the Veterans Crisis Hotline at 1-800-273-8255 and press 1.

For urgent matters related to an appointment within the next 72 hours, please call your facility. View VA Facilities (Hyperlink to VA facilities page)

CALL 911

Veterans Crisis Line

Login

VAHealth

VA Appointments - v3.0.0 Not logged in

Select the phone number link or the phone icons for 911 or Veterans Crisis Line.

The following confirmation modal is displayed. Selecting Return will close the confirmation modal and the user is returned back to the landing page.

Selecting Continue will initiate the call based on the phone application that is available in the device.



Welcome to *VA Appointments*

Confirmation

You are about to dial the number on your mobile device. Select CONTINUE to proceed, or select RETURN to return to the VA Appointments app.

Continue

Return

Crisis Line

Login

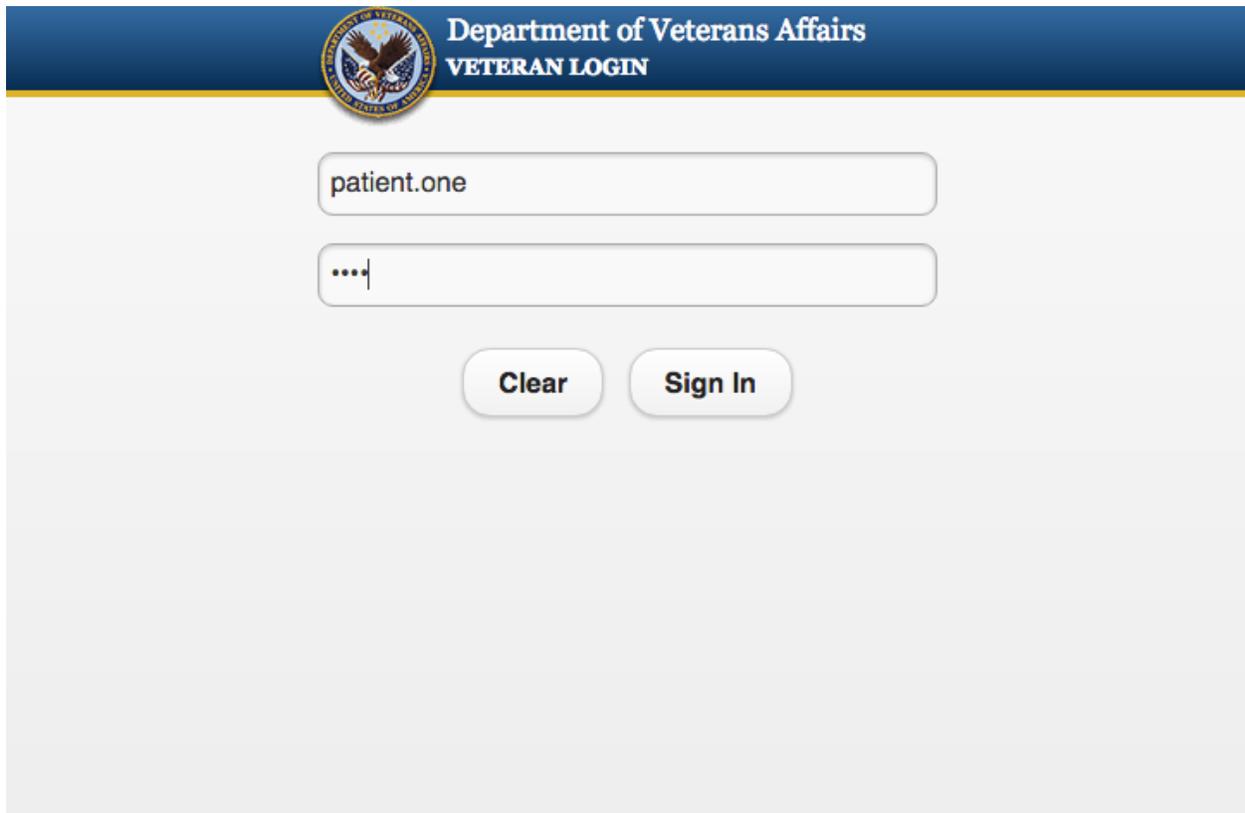


Using the Application

Logging in

Select Login from the Landing Page.

Enter valid user name and password and select 'Sign in'.



Department of Veterans Affairs
VETERAN LOGIN

patient.one

....

Clear Sign In

User Enrolled in Veteran Health Administration

If valid credentials are entered and the patient is already enrolled in Veteran Health Administration the following landing page is displayed.

VA Appointments



 **Appointments/Requests** 

Appointments

Booked Date/Time	Facility/Clinic	
03/02/2016 @ 09:00	CHY PC RUXTON	>
03/03/2016 @ 09:00	CHY PC RUXTON	>
03/31/2016 @ 09:00	CHY PC RUXTON	>
04/01/2016 @ 09:00	CHY PC RUXTON	>

Requests

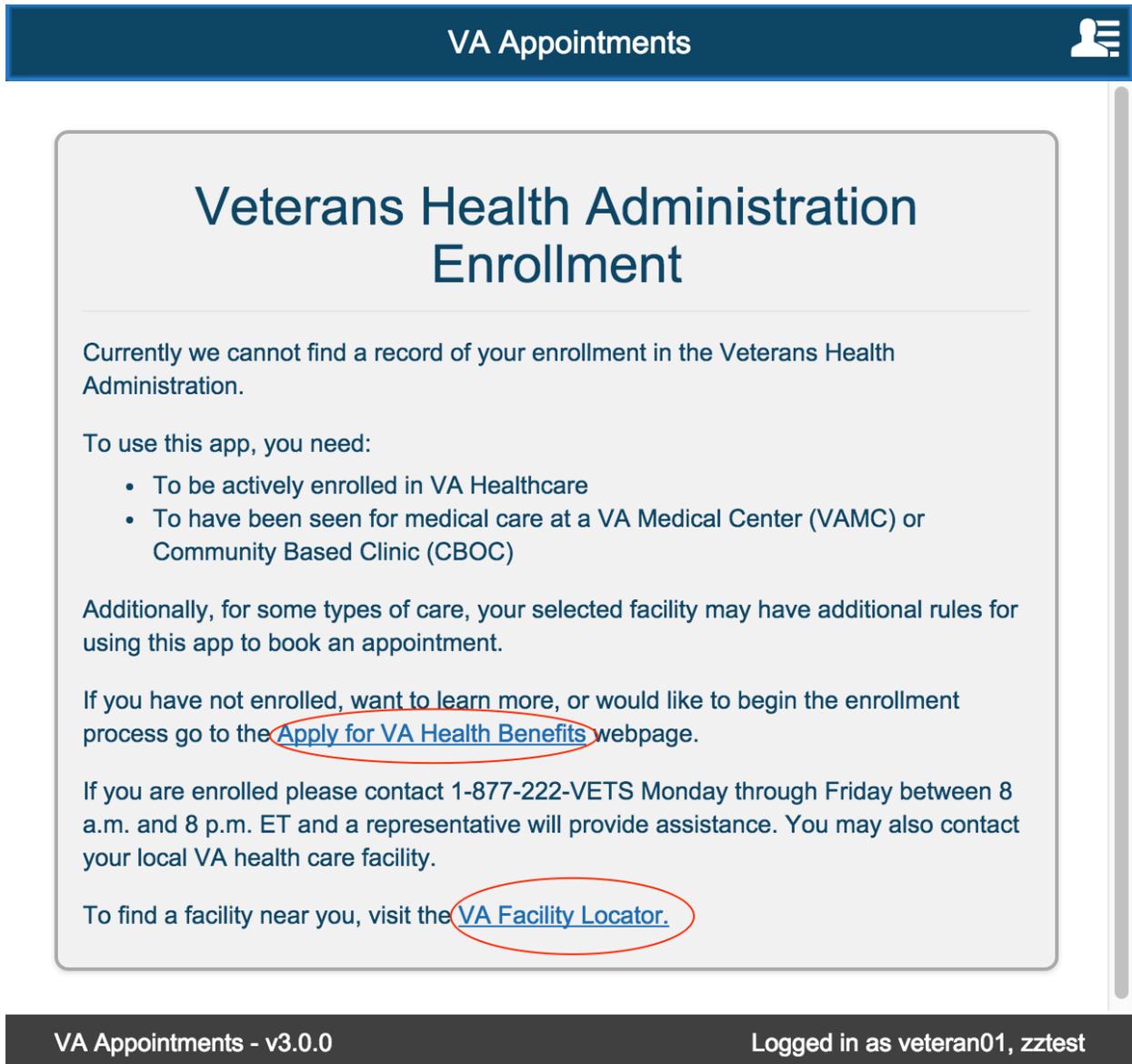
Last Updated	Status	Facility/Clinic	
02/13/2016	Cancelled	TEST VAMC 3	>
12/05/2015	Cancelled	TEST VAMC 3	>
11/15/2015	Not Booked	TEST VAMC 3	>



VA Appointments - v3.0.0 Logged in as ONE, PATIENT

User Not Enrolled in Veteran Health Administration

If a user who is not enrolled in the Veteran Health Administration logs in, the following page is displayed.



The screenshot shows the 'VA Appointments' app interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user profile icon. The main content area is a light gray box with the title 'Veterans Health Administration Enrollment'. Below the title, the text reads: 'Currently we cannot find a record of your enrollment in the Veterans Health Administration.' This is followed by the instruction 'To use this app, you need:' and a bulleted list: '• To be actively enrolled in VA Healthcare' and '• To have been seen for medical care at a VA Medical Center (VAMC) or Community Based Clinic (CBOC)'. Next, it says 'Additionally, for some types of care, your selected facility may have additional rules for using this app to book an appointment.' Then, it states 'If you have not enrolled, want to learn more, or would like to begin the enrollment process go to the [Apply for VA Health Benefits](#) webpage.' This link is circled in red. Below that, it says 'If you are enrolled please contact 1-877-222-VETS Monday through Friday between 8 a.m. and 8 p.m. ET and a representative will provide assistance. You may also contact your local VA health care facility.' Finally, it says 'To find a facility near you, visit the [VA Facility Locator](#).' This link is also circled in red. At the bottom of the app, there is a dark gray footer with 'VA Appointments - v3.0.0' on the left and 'Logged in as veteran01, zztest' on the right.

Selecting the links 'Apply for VA Health Benefits Link' or 'VA Facility Locator' will display a confirmation modal.

Select Continue. This will direct user to the corresponding external website. If you do not want to be redirected now, select Return.

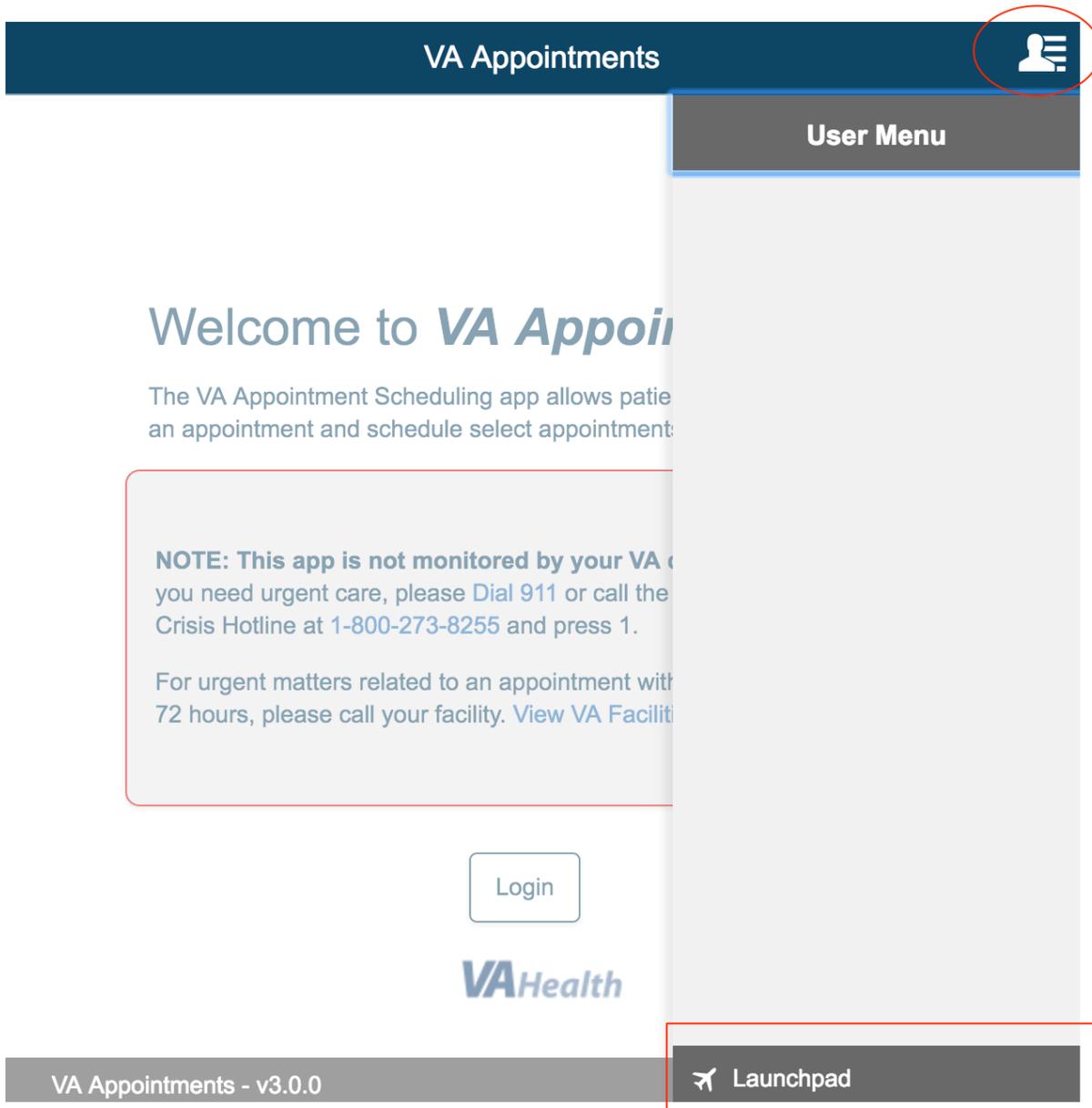
Selecting Return, will close the Confirmation modal and user will remain on the landing page.



User Menu

The User Menu can be accessed by selecting or tapping on the icon at the top right corner of the menu as shown below:

User can access only the launchpad from the user menu when they have not logged in to the application.



Select the User Menu icon again to close the user menu.
Login to the application. Once the user successfully logs into the application select the User Menu displayed on the top right corner of the page.

VA Appointments

Appointments/Request

User Menu

- About
- Feedback
- Launchpad
- Logout

Booked Date/Time	Facility/Clinic
03/22/2016 @ 08:00	PRIMARY CA
03/22/2016 @ 08:00	PRIMARY CA
03/22/2016 @ 10:30	PRIMARY CA
03/22/2016 @ 10:30	PRIMARY CA
03/23/2016 @ 08:30	PRIMARY CA
03/23/2016 @ 08:30	PRIMARY CA
03/24/2016 @ 08:00	PRIMARY CA
03/24/2016 @ 08:00	PRIMARY CA
03/24/2016 @ 09:00	PRIMARY CA
03/24/2016 @ 09:00	PRIMARY CA

VA Appointments - v3.0.0

User Menu > About

Select the About link from User Menu.

This displays the version information of the application and the purpose of the application. This section has the link to the user guide. Selecting OK will close the modal and return user back to the page that they were on.

VA Appointments

Appointments/Requests + New Appointment/Request

About

Veteran Appointment Requests v3.0.0

The app is intended to allow Veterans to

- Directly schedule Primary Care appointments in facilities where a Veteran has a Primary Aligned Care Team (PACT)
- Request Primary Care and Mental Health appointments
- View or Cancel Booked Appointments

See the [User Guide](#) for more detailed instructions for using this app.

VAHealth

OK

03/24/2016 @ 09:00	PRIMARY CARE SITE 695	>
03/24/2016 @ 09:00	PRIMARY CARE SITE 695	>

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

User Menu > Feedback

Select Feedback link from user menu.

User can fill in and submit the feedback form to better improve the service provided to the user by using this app.

VA Appointments

[Appointments/Requests](#) **Feedback**

Please take a moment to give us your feedback. Your responses will be anonymous and help us to improve our service to you.

As related to your booked appointment, were you able to get an appointment as soon as you thought you needed it?

- Never**
- Sometimes**
- Usually**
- Always**
- No appointments booked**

How likely are you to recommend this application to someone else?

5

1 Not at all likely – **10** Extremely likely

Comments

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

User Menu > Launchpad

Selecting launchpad link from user menu takes user to Launchpad. Launchpad displays all the different apps that are currently available for the user.

User can access the apps from launchpad.



User Menu > Logout

Selecting logout from User Menu logs out the user and takes the user to Launchpad.

Scheduling an appointment

There are three ways a veteran can make an appointment.

1. They can make an appointment directly in a Primary Care Clinic with their assigned PACT provider, if they are eligible.
2. They can submit a request for an appointment and a VA Scheduling Clerk can fulfill the request by scheduling the appointment using the Scheduling Manager Web Application.
3. They can submit a request for a phone call. A VA Scheduling Clerk will be able to see the request in the Scheduling Manager Web Application and will call the veteran back to schedule the appointment.

The key distinction to keep in mind is that a “Request” does NOT make an appointment in VistA. A “Request” will HAVE to be processed by a Scheduling Clerk to schedule an actual appointment.

The following sections explain how these three functionalities are implemented.

New Appointment/Request

Once the user has logged into the application, select the '+ New Appointment/Requests' button that is displayed on the Appointments/Requests Landing page.

The screenshot shows the 'VA Appointments' application interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below this is a grey navigation bar with a refresh icon, the text 'Appointments/Requests', and a button labeled '+ New Appointment/Request' which is circled in red. The main content area is white and features a section titled 'Appointments' with a table of booked appointments. Below this is a section titled 'Requests'. At the bottom, a dark grey footer contains the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Booked Date/Time	Facility/Clinic
03/02/2016 @ 09:00	CHY PC RUXTON >
03/03/2016 @ 09:00	CHY PC RUXTON >
03/31/2016 @ 09:00	CHY PC RUXTON >
04/01/2016 @ 09:00	CHY PC RUXTON >

New Appointment/Request page is displayed.

In this page the user has to first select one of the three radio button options. This is required and is denoted by '*'.

The first radio button 'Schedule a Primary Care appointment myself' is selected, if the user wants to directly schedule a Primary Care appointment.

The second radio button 'Request help scheduling a Primary Care appointment' is selected, if the user wants to request a clerk to schedule a Primary Care appointment.

The third radio button 'Request help scheduling a Mental Health appointment' is selected, if the user wants to request a clerk to schedule a Mental Health appointment.

User can always select the Cancel button or select the Appointment/Request back button to exit the New Appointment/Requests page and return to the Appointments/Requests page.

VA Appointments

Appointments/Requests

New Appointment/Request

* required field

* What would you like to do?

- Schedule a **Primary Care** appointment myself
- Request help scheduling a **Primary Care** appointment
- Request help scheduling a **Mental Health** appointment

Cancel

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Schedule a Primary Care appointment myself (Direct Scheduling)

Select 'Schedule a Primary Care appointment myself' radio button.
Appointment Details section is displayed.

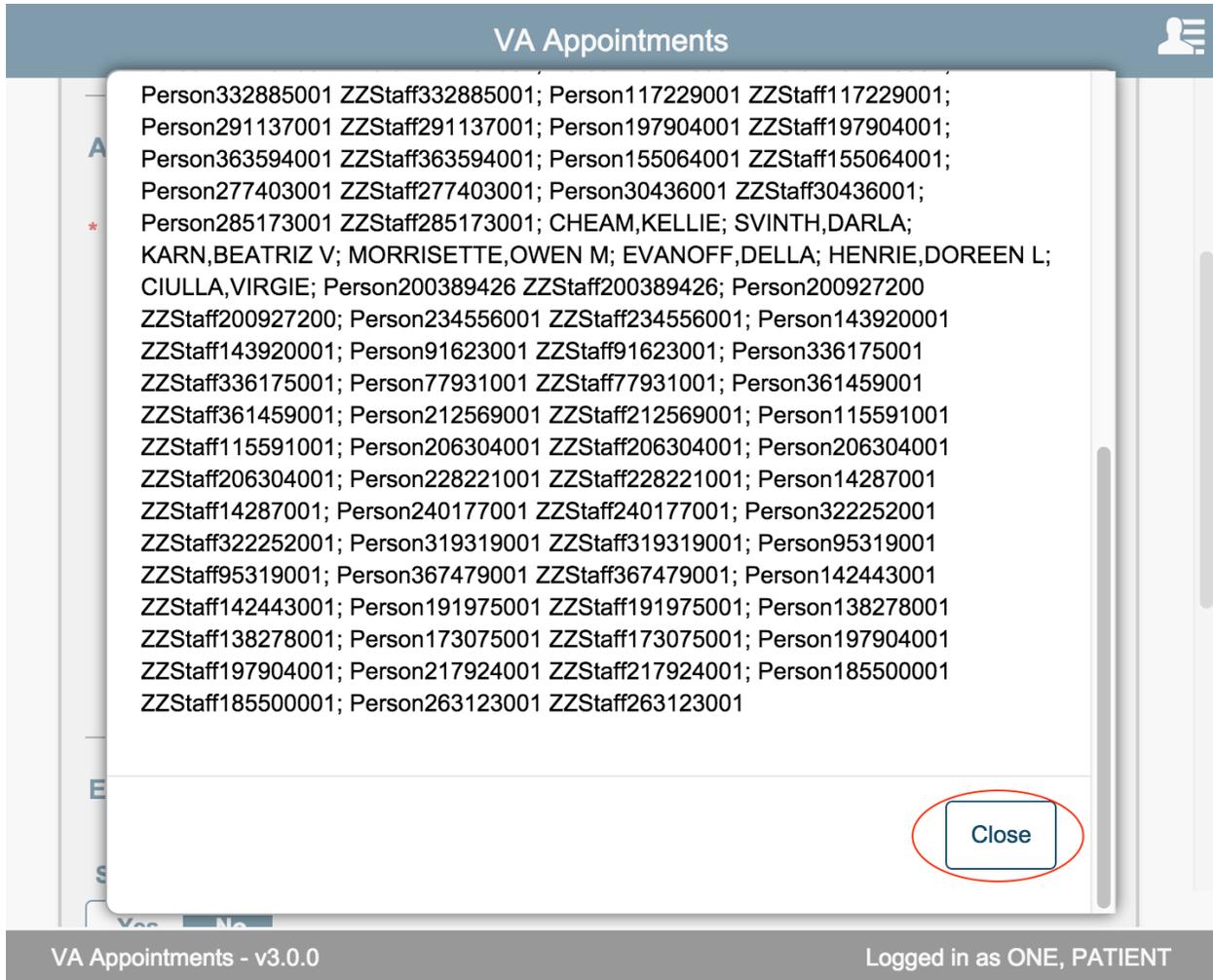
Facility

This section displays the list of facilities that the user has been registered to.
This is a required field. User must select one facility if multiple facilities are available. 'View Your Care Team (PACT)' link is displayed for each facility.
Select the radio button to select a facility.

The screenshot shows the 'VA Appointments' interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below the header, there is a light gray box containing the appointment details. In the top right corner of this box, it says '* required field'. The main heading is '* What would you like to do?'. There are three radio button options: 'Schedule a Primary Care appointment myself' (which is selected), 'Request help scheduling a Primary Care appointment', and 'Request help scheduling a Mental Health appointment'. Below this is the 'Appointment Details' section. The first item is '* Select Facility:', which is circled in red. It has two radio button options. The first is 'CHEYENNE VAMC' with a list of providers: 'AUDELHUK, CECILIA C; SANLUCAS, KRIS E; CHALMERS, BONITA; PALETTA, KENNY J; CINALLI, LORENE R' and a link 'View Your Care Team (PACT)'. The second option is 'VA CNTRL WSTRN MASSCHUSETS HCS' with a provider 'HOLSINGER, COY JAWED' and a link 'View Your Care Team (PACT)'. At the bottom of the screen, there is a dark gray footer with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Click the 'View Your Care Team (PACT)' link. A modal is displayed that lists the Primary Care Providers and Team List.

Click the close button to return to the New Appointment



VA Appointments

Person332885001 ZZStaff332885001; Person117229001 ZZStaff117229001;
Person291137001 ZZStaff291137001; Person197904001 ZZStaff197904001;
Person363594001 ZZStaff363594001; Person155064001 ZZStaff155064001;
Person277403001 ZZStaff277403001; Person30436001 ZZStaff30436001;
Person285173001 ZZStaff285173001; CHEAM,KELLIE; SVINTH,DARLA;
KARN,BEATRIZ V; MORRISETTE,OWEN M; EVANOFF,DELLA; HENRIE,DOREEN L;
CIULLA,VIRGIE; Person200389426 ZZStaff200389426; Person200927200
ZZStaff200927200; Person234556001 ZZStaff234556001; Person143920001
ZZStaff143920001; Person91623001 ZZStaff91623001; Person336175001
ZZStaff336175001; Person77931001 ZZStaff77931001; Person361459001
ZZStaff361459001; Person212569001 ZZStaff212569001; Person115591001
ZZStaff115591001; Person206304001 ZZStaff206304001; Person206304001
ZZStaff206304001; Person228221001 ZZStaff228221001; Person14287001
ZZStaff14287001; Person240177001 ZZStaff240177001; Person322252001
ZZStaff322252001; Person319319001 ZZStaff319319001; Person95319001
ZZStaff95319001; Person367479001 ZZStaff367479001; Person142443001
ZZStaff142443001; Person191975001 ZZStaff191975001; Person138278001
ZZStaff138278001; Person173075001 ZZStaff173075001; Person197904001
ZZStaff197904001; Person217924001 ZZStaff217924001; Person185500001
ZZStaff185500001; Person263123001 ZZStaff263123001

Close

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

If only one facility is available, the facility is displayed as read only and user cannot change the facility.

VA Appointments 

Appointments/Requests **New Appointment/Request**

* required field

* **What would you like to do?**

- Schedule a **Primary Care** appointment myself
- Request help scheduling a **Primary Care** appointment
- Request help scheduling a **Mental Health** appointment

Appointment Details

Facility:
CHEYENNE VAMC

AUDELHUK,CECILIA C; SANLUCAS,KRIS E; CHALMERS,BONITA;
PALETTA,KENNY J; CINALLI,LORENE R

[View Your Care Team \(PACT\)](#)

VA Appointments - v3.0.0 Logged in as patient66, zztest

Clinic

Clinics are displayed based on the facility selected. This section displays clinic name, location, and the number of appointments available for that clinic within the +1 to + 90 day range where the user has a PACT team under the selected facility.

If only one facility is available, then clinics associate with that facility are automatically displayed.

This is a required fields and user must select one clinic if multiple clinics are available

If only one clinic is available for the selected facility, the clinic displays as read only text and user cannot change the clinic value.

VA Appointments



Appointment Details

*** Select Facility:**

CHEYENNE VAMC
AUDELHUK,CECILIA C; SANLUCAS,KRIS E; CHALMERS,BONITA;
PALETTA,KENNY J; CINALLI,LORENE R
[View Your Care Team \(PACT\)](#)

VA CNTRL WSTRN MASSCHUSETS HCS
HOLSINGER,COY JAWED
[View Your Care Team \(PACT\)](#)

Clinic:
MOCK CLINIC NAME 1469
NHM/AHMED FRIENDLY
1080 available slots

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

If a clinic does not have available appointment slots, then the radio button to select this clinic is disabled and the following information text is displayed. "There are no appointments available at this clinic for self scheduling. To schedule at this clinic through this app, please change your choice to "Request help scheduling a Primary Care appointment" or contact your facility for assistance."

For those clinics where there are open slots available to book an appointment, the radio button is enabled.

VA Appointments 

*** Select Clinic:**

- MOCK CLINIC NAME 458**
CHY PC ENLOW FRIENDLY
There are no appointments available at this clinic for self scheduling. To schedule at this clinic through this app, please change your choice to "Request help scheduling a Primary Care appointment" or contact your facility for assistance.
- MOCK CLINIC NAME 1779**
CHY PC RUXTON FRIENDLY1 CHY PC RUXTON FRIENDLY2 CHY PC RUXTON FRIENDLY3 CHY PC RUXTON FRIENDLY4
1080 available slots
- MOCK CLINIC NAME 1547**
CHY PC CARTER PM FRIENDLY
1080 available slots

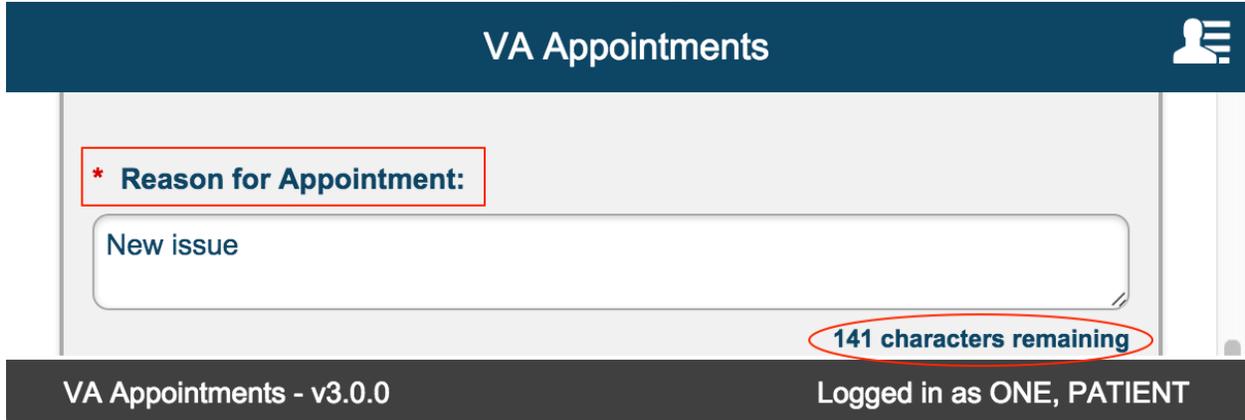
VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Reason for Appointment

This field is displayed as soon as a clinic is selected.

This is a required multi line text box. 150 alphanumeric characters are allowed.

The character count down will indicate the remaining number of characters allowed.



The screenshot shows a web interface for 'VA Appointments'. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below the header is a light gray form area. A red box highlights the label '* Reason for Appointment:'. Below the label is a text input field containing the text 'New issue'. At the bottom right of the input field, the text '141 characters remaining' is displayed and circled in red. At the bottom of the form, there is a dark gray footer with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Preferred Date

This is a required field. This field is displayed after a clinic is selected. The date entered must be in the range between today + 1 and today + 90. The user can either directly type a preferred date or use the calendar picker to select a date.

The calendar picker will allow user to select only those dates within the range.

Selecting a valid date will display the 'Select Date and Time' section. If invalid dates or dates out of range are entered, the 'Select Date and Time' section is not displayed and validation error message is displayed above the 'What would you like to do?' section.

VA Appointments

*** Preferred Date:**
Appointments may be scheduled between 03/02/2016 and 05/30/2016.

MM/DD/YYYY 

March 2016							»
Su	Mo	Tu	We	Th	Fr	Sa	
28	29	1	2	3	4	5	
6	7	8	9	10	11	12	Requests:
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	31	1	2	
3	4	5	6	7	8	9	

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Select Date and Time

This section is displayed only if a valid preferred date is keyed in or selected. Only those dates with available appointment slots are displayed under each month.

The available dates are grouped by month.

Each month is expanded by default. User can expand and collapse as needed.

Under each month, dates with available appointment slots are displayed.

The dates are collapsed by default. User can expand and collapse as needed.

Expanding each date displays timeslots that are available.

If the preferred date is available and there are time slots available, the date is automatically expanded and focus is moved to that date.

VA Appointments

*** Preferred Date:**
Appointments may be scheduled between 03/02/2016 and 05/30/2016.

04/03/2016 

Sunday

*** Select Date/Time:**

The following dates are available. Select a date to see available times.

▼ March	▼ April
> 03/03/2016	> 04/02/2016
> 03/04/2016	▼ 04/03/2016
> 03/06/2016	08:00
> 03/07/2016	08:30
> 03/09/2016	09:00
> 03/10/2016	09:30
> 03/12/2016	10:00
	10:30
	11:00

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Selecting a time slot displays, 'You are scheduling an appointment for: <day>, <Date Time>'.

The screenshot shows the 'VA Appointments' interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below the header is a list of time slots: 13:30, 14:00, 14:30, 15:00, 15:30, 16:00, and 16:30. The 15:00 slot is highlighted with a dark blue background and a red border. Below the list, a confirmation message reads: 'You are scheduling an appointment for: Monday, 05/30/2016 15:00', where the date and time are circled in red. At the bottom, a dark grey footer contains the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Email Preferences

Default value is set to No. User can change this value any time a new appointment or request is initiated. Email Preference is a global preference that is persisted for the patient.

The screenshot shows the 'VA Appointments' interface with the 'Email Preferences' section. The header is the same as in the previous screenshot. Below the header, the text 'Email Preferences' is displayed. Underneath, there is a heading 'Send me updates on my appointments and requests:' followed by two buttons: 'Yes' and 'No'. The 'No' button is currently selected, indicated by a dark blue background. At the bottom, the footer is the same as in the previous screenshot, showing 'VA Appointments - v3.0.0' and 'Logged in as ONE, PATIENT'.

Select 'Yes' toggle button. This displays the Email field. This is a required field. The email address can be 100 characters long.

A valid email address must be entered to be saved successfully.

VA Appointments

Email Preferences

Send me updates on my appointments and requests:

Yes **No**

*** Email:**

patient01@test.com

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Schedule Appointment / Cancel Appointment

Schedule Appointment button

Clicking on 'Schedule Appointment' button validates the form for any errors. If no errors, the appointment is scheduled and the following Appointment Scheduled page is displayed. User can navigate back to the Appointments/Requests page by selecting 'Appointments/Requests' button.

VA Appointments

Appointments/Requests **Appointment Details**

Status: Scheduled

Appointment Date/Time: 04/05/2016 @ 09:30

Clinic: MOCK CLINIC NAME
1469

Reason for Visit:
Test

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Cancel Appointment

On the Appointments/Request landing page select the appointment to be cancelled from the Appointments list table.

Appointment Details page is displayed. Select the Radio button 'Yes' under 'I need to cancel this appointment'. Reason for Cancellation drop down list box is displayed. This is a required field and is denoted by '*'. The list of reasons is specific to the facility.

The screenshot shows the 'VA Appointments' interface. At the top, there is a dark blue header with 'VA Appointments' and a user icon. Below this is a grey navigation bar with a back arrow, 'Appointments/Requests', and 'Appointment Details'. The main content area is light grey and contains the following information:

- Appointment Date/Time:** 03/24/2016 @ 08:00
- Clinic:** PRIMARY CARE
- Reason for Visit:** Routine Lab work that needs to be performed. I need revisit of my medications as well. Need to discuss few side effects as a result of new medicati

Below the visit reason, there is a section titled 'I need to cancel this appointment' with two radio buttons: 'Yes' (which is selected and circled in red) and 'No'.

Underneath, there is a red-bordered box containing the text '* Reason for Cancellation'. Below this box is a dropdown menu with the following options:

- ✓ Select
- DEATH IN FAMILY
- OTHER
- TRANSFER OPT CARE TO OTHER VA
- TRAVEL DIFFICULTY
- UNABLE TO KEEP APPOINTMENT
- WEATHER

At the bottom of the page, there is a dark grey footer with 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Select a Reason for Cancellation from the drop down and select 'Cancel Appointment button'

VA Appointments

Appointment Details

Appointment Date/Time: 03/24/2016 @ 08:00

Clinic: PRIMARY CARE

Reason for Visit: Routine Lab work that needs to be performed. I need revisit of my medications as well. Need to discuss few side effects as a result of new medicati

I need to cancel this appointment

Yes No

* Reason for Cancellation

TRAVEL DIFFICULTY

Cancel Appointment

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Confirmation modal is displayed. Selecting 'No' closes the modal and returns user to the Appointment Details page.

Selecting 'Yes', closes the modal and displays the Appointment Cancelled Page.

VA Appointments

Appointment Details

Appointment Date/Time: 03/24/2016 @ 08:00

Clinic: PRIMARY CARE

Reason for Visit: Routine Lab work that needs to be performed. I need revisit of my medications as well. Need to discuss few side effects as a result of new medicati

I need to cancel this appointment

Yes No

* Reason for Cancellation

TRAVEL DIFFICULTY

Cancel Appointment

Confirmation

Are you sure you want to cancel this appointment?

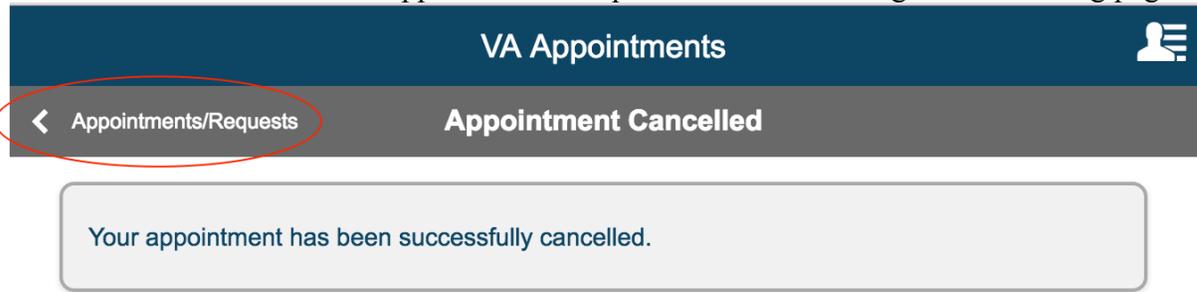
Select Yes to cancel, No to return to the Appointment details page.

Yes No

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

The Appointment Cancelled page displayed a confirmation message that the appointment is cancelled. User can select the '< Appointments/Requests' back button to go to the landing page.



Request help Scheduling Primary Care appointment/ Scheduling a Mental Health appointment

On New Appointment/Request page select the radio button 'Request help scheduling a **Primary Care** appointment'.

VA Appointments

Appointments/Requests **New Appointment/Request**

* required field

* **What would you like to do?**

Schedule a **Primary Care** appointment myself

Request help scheduling a **Primary Care** appointment

Request help scheduling a **Mental Health** appointment

Request Details

Facility:
WASHINGTON

* **Type of Visit:**

Office Visit Phone Call Video Conference

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Once a radio button is selected the 'Request Details' section is displayed.

Facility:

If the user is registered only in one facility, the Facility section displays the facility by default.

VA Appointments 

← Appointments/Requests **New Appointment/Request**

* required field

* **What would you like to do?**

- Schedule a **Primary Care** appointment myself
- Request help scheduling a **Primary Care** appointment
- Request help scheduling a **Mental Health** appointment

Request Details

Facility:

WASHINGTON

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

If the user is registered in more than one facility, the list of all registered facilities are displayed. Select one facility by selecting the radio button.

VA Appointments

* required field

* **What would you like to do?**

Schedule a **Primary Care** appointment myself

Request help scheduling a **Primary Care** appointment

Request help scheduling a **Mental Health** appointment

Request Details

* **Facility:**

BUTLER

IRON MOUNTAIN VAMC

PROVIDENCE VAMC

WASHINGTON

* **Type of Visit:**

Office Visit Phone Call Video Conference

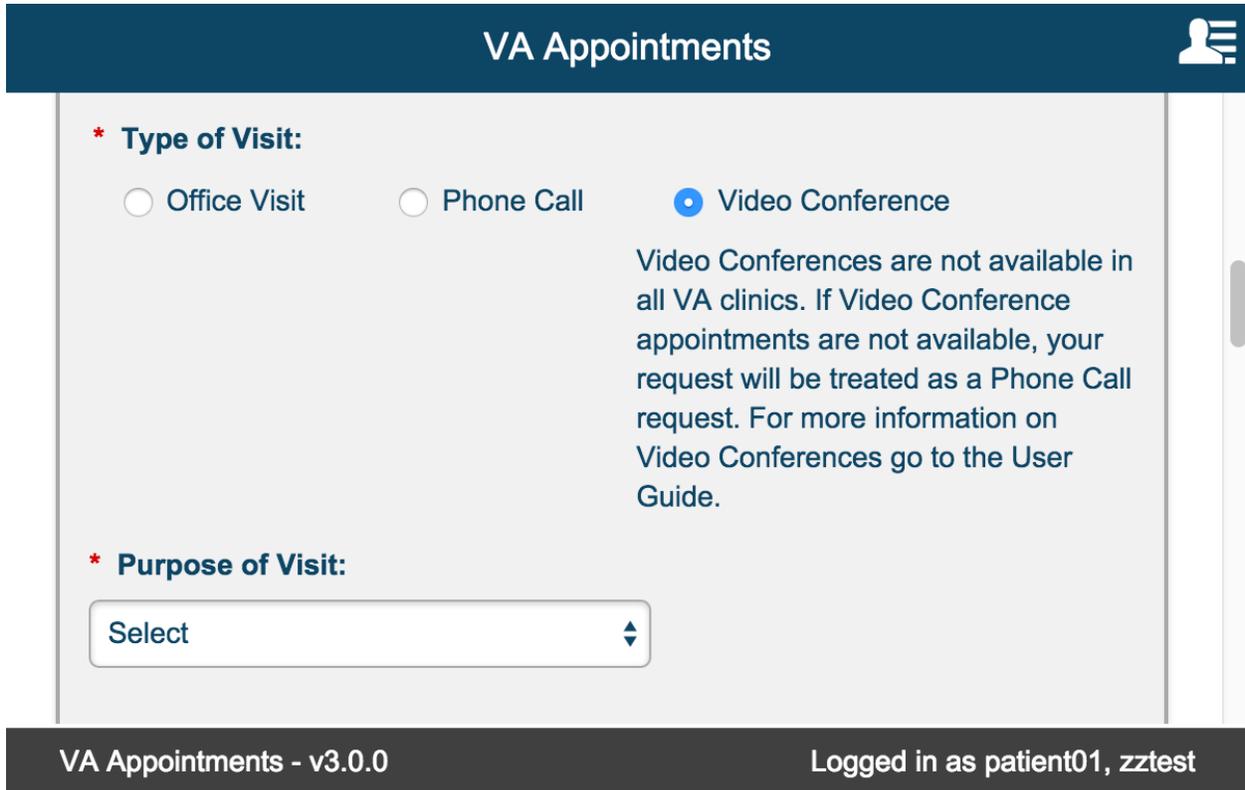
VA Appointments - v3.0.0 Logged in as patient01, zztest

Type of Visit:

This is a required field. The default value selected is 'Office Visit'. The user can change the selection based on their requirement.

NOTE: Video Conference option is currently not available.

If the 'Video Conference' radio button is selected, the following informational message is displayed.



VA Appointments

*** Type of Visit:**

Office Visit Phone Call Video Conference

Video Conferences are not available in all VA clinics. If Video Conference appointments are not available, your request will be treated as a Phone Call request. For more information on Video Conferences go to the User Guide.

*** Purpose of Visit:**

Select

VA Appointments - v3.0.0 Logged in as patient01, zztest

Purpose of Visit:

This is a required field. The default value is 'Select'. User must select a different value from the drop down list.

The screen shot below shows the different options available in the drop down.

The screenshot displays the 'VA Appointments' form. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below the header, the form contains several sections:

- * Type of Visit:** This section has three radio button options: 'Office Visit' (selected), 'Phone Call', and 'Video Conference'.
- * Purpose of Visit:** This section is circled in red. It features a dropdown menu that is currently open, showing the following options: 'Select' (with a checkmark), 'Routine/Follow-Up', 'New Issue', 'Medication Concern', and 'Other'.
- Choice #1 Date:** A date input field with a calendar icon and a placeholder 'MM/DD/YYYY'.
- Choice #1 Time:** Two buttons labeled 'AM' and 'PM', with 'AM' being the selected option.
- Choice #2 Date:** A date input field with a calendar icon and a placeholder 'MM/DD/YYYY'.
- Choice #2 Time:** Two buttons labeled 'AM' and 'PM'.
- Choice #3 Date:** A date input field with a calendar icon and a placeholder 'MM/DD/YYYY'.
- Choice #3 Time:** Two buttons labeled 'AM' and 'PM'.

Below the dropdown menu, there is a note: 'You may request an appointment date between 03/06/2016 and 05/30/2016.'

At the bottom of the form, there is a dark grey footer bar containing the text 'VA Appointments - v3.0.0' on the left and 'Logged in as patient01, zztest' on the right.

Other Purpose:

This is a required field. This field is displayed only if the user selects Purpose of Visit = 'Other'

User can enter Alphanumeric text of 50 characters long.

The screenshot shows a mobile application interface for 'VA Appointments'. At the top, there is a dark blue header with the text 'VA Appointments' and a user profile icon. Below the header, the form is displayed on a light gray background. It contains three sections: 1. 'Type of Visit:' with three radio button options: 'Office Visit' (selected), 'Phone Call', and 'Video Conference'. 2. 'Purpose of Visit:' with a dropdown menu currently showing 'Other'. 3. '* Other Purpose:' which is circled in red and has a text input field containing 'Test Purpose...'. At the bottom of the screen, a dark gray footer contains the text 'VA Appointments - v3.0.0' on the left and 'Logged in as patient01, zztest' on the right.

Desired Appointment Dates/Times

This is a required field. User must select 'Choice #1 Date'.

Date can either be typed in or can be selected by selecting the calendar icon. User can only select a value between today +5 and today +90.

Choice #1 Time is defaulted to AM. User can always change this default value. But a value must be selected.

VA Appointments

* Purpose of Visit:
Select

Desired Appointment Dates/Times

You may request an appointment date between 03/06/2016 and 05/30/2016.

* Choice #1 Date: Choice #1 Time:

MM/DD/YYYY  **AM** PM

March 2016 »

Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

#2 Time: PM

#3 Time: PM

none:

* Best Times for VA to Call:

VA Appointments - v3.0.0 Logged in as patient01, zztest

Validations occur for invalid or out of range date selections.

VA Appointments

Desired Appointment Dates/Times
You may request an appointment date between 03/06/2016 and 05/30/2016.

* Choice #1 Date:  **Choice #1 Time:**

Please enter a date between 03/06/2016 and 05/30/2016.

Choice #2 Date:  **Choice #2 Time:**

Please enter a valid Date.

Choice #3 Date:  **Choice #3 Time:**

VA Appointments - v3.0.0 Logged in as patient01, zztest

User must select valid dates and time for Choice #1.

Choice #2 and Choice #3 date and time fields are optional.

VA Appointments

Desired Appointment Dates/Times
You may request an appointment date between 03/06/2016 and 05/30/2016.

* Choice #1 Date:  **Choice #1 Time:**

Friday

Choice #2 Date:  **Choice #2 Time:**

Choice #3 Date:  **Choice #3 Time:**

VA Appointments - v3.0.0 Logged in as patient01, zztest

Phone/Verify Phone

This is a required field. The data entered is automatically formatted to display as (xxx) xxx-xxxx.

Phone and Verify Phone must be the same.

If the numbers do not match, an error message is displayed to the user.

The screenshot shows a mobile application interface for "VA Appointments". At the top, there is a dark blue header with the text "VA Appointments" and a user profile icon. Below the header, the form contains two required fields: "* Phone:" and "* Verify Phone:". The Phone field contains the value "(703) 567-8900" and the Verify Phone field contains "(703) 567-8901". A red oval highlights the Verify Phone field and a red error message below it that reads "The phone numbers do not match." Below these fields is a section titled "* Best Times for VA to Call:" with two radio button options: "9 AM - 11 AM" and "11 AM - 1 PM". At the bottom of the screen, a dark grey footer bar displays "VA Appointments - v3.0.0" on the left and "Logged in as patient01, zztest" on the right.

Phone number must be valid. The following error message is displayed for invalid entry.

The screenshot shows a web form titled "VA Appointments" with a dark blue header. The form contains two main sections: "Phone:" and "Verify Phone:". The "Phone:" field contains the text "(111) 111-1111" and is circled in red. Below it, an error message "Please enter a valid US Phone number." is also circled in red. The "Verify Phone:" field is empty. Below these fields is a section titled "Best Times for VA to Call:" with two radio button options: "9 AM - 11 AM" and "11 AM - 1 PM". The footer of the page shows "VA Appointments - v3.0.0" on the left and "Logged in as patient01, zztest" on the right.

VA Appointments

* **Phone:** (111) 111-1111

Please enter a valid US Phone number.

* **Verify Phone:**

* **Best Times for VA to Call:**

9 AM - 11 AM

11 AM - 1 PM

VA Appointments - v3.0.0 Logged in as patient01, zztest

Best Times for VA to Call:

This is a required field.

User can select more than one option.

VA Appointments

*** Best Times for VA to Call:**

9 AM - 11 AM

11 AM - 1 PM

1 PM - 3 PM

3 PM - 4 PM

Would you like the VA to call you regarding this request?

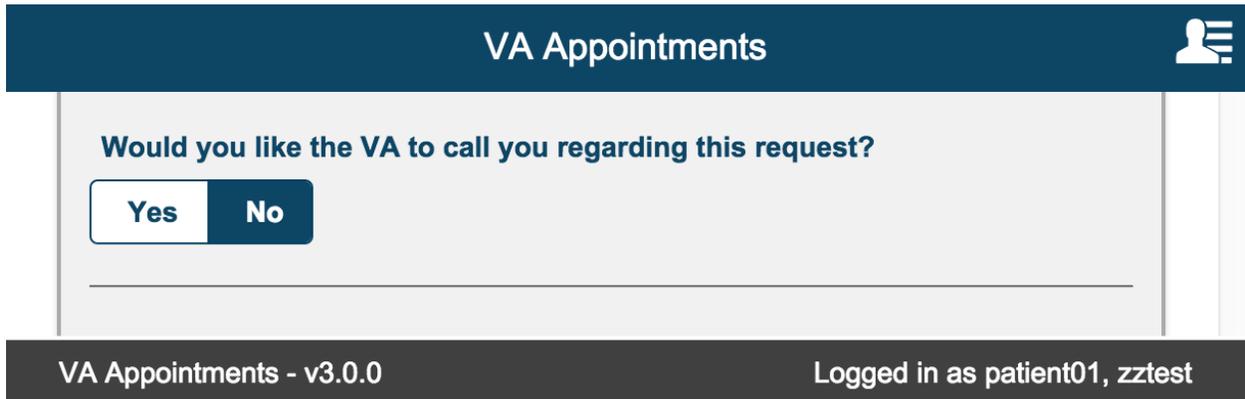
Yes **No**

VA Appointments - v3.0.0 Logged in as patient01, zztest

Would you like the VA to call you regarding this request?

Default value is No. User can leave it as is or toggle to 'Yes' if they would like the VA to call regarding the request.

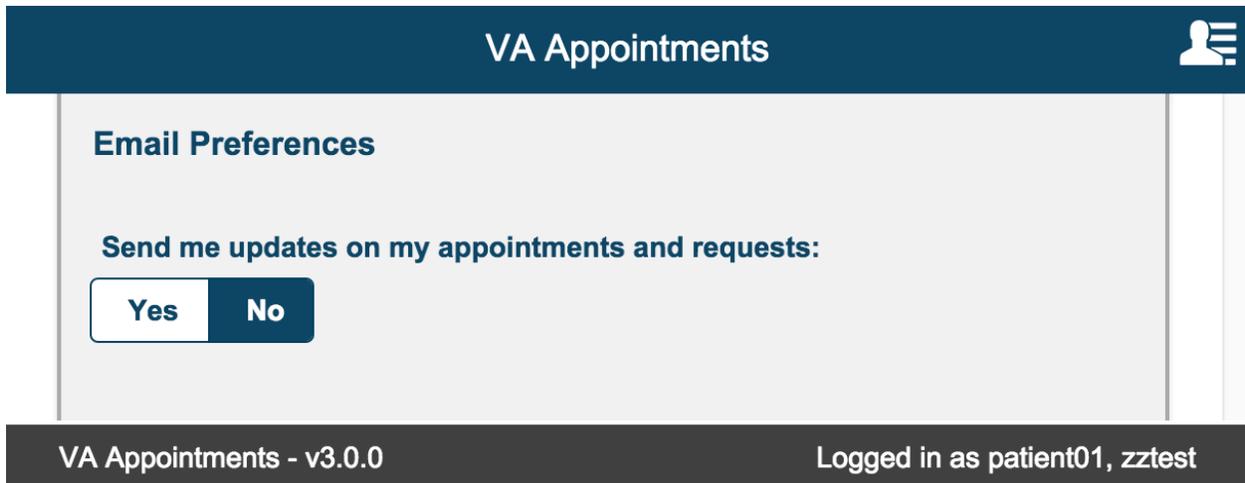
The value set in this field applies to only this request.



The screenshot shows a dark blue header with the text "VA Appointments" and a user icon. Below the header, the question "Would you like the VA to call you regarding this request?" is displayed. There are two toggle buttons: "Yes" (white with dark blue border) and "No" (dark blue with white text). The "No" button is currently selected. At the bottom of the form, there is a dark grey footer with the text "VA Appointments - v3.0.0" on the left and "Logged in as patient01, zztest" on the right.

Email Preferences

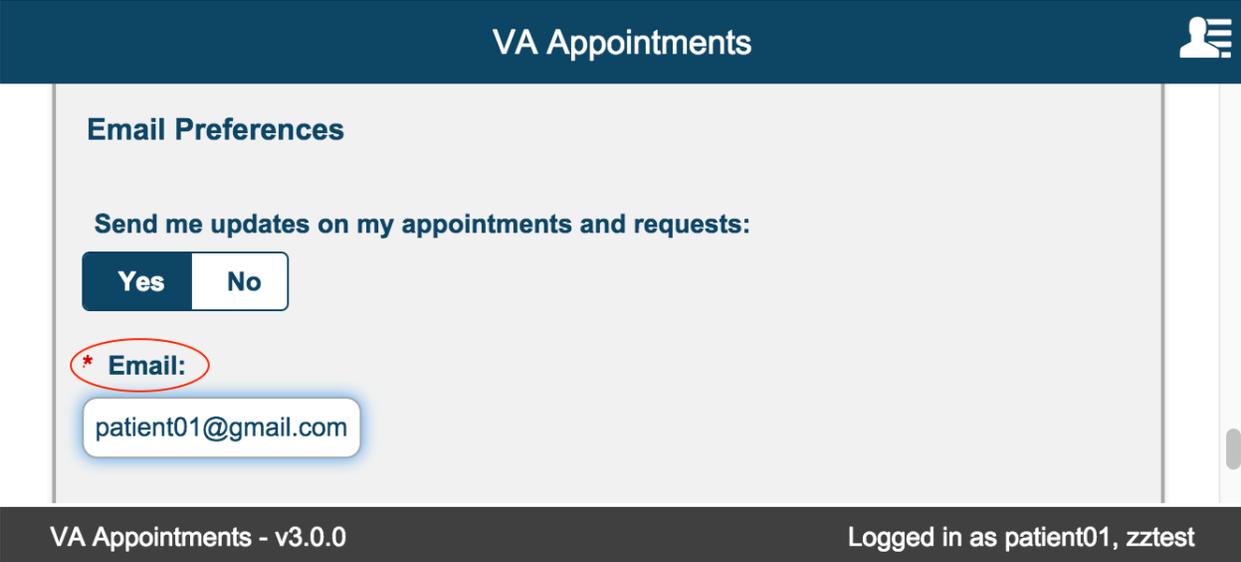
Default value is set to No. User can change this value any time a new appointment or request is initiated. Email Preference is a global preference that is persisted for the patient.



The screenshot shows a dark blue header with the text "VA Appointments" and a user icon. Below the header, the section "Email Preferences" is displayed. The question "Send me updates on my appointments and requests:" is shown. There are two toggle buttons: "Yes" (white with dark blue border) and "No" (dark blue with white text). The "No" button is currently selected. At the bottom of the form, there is a dark grey footer with the text "VA Appointments - v3.0.0" on the left and "Logged in as patient01, zztest" on the right.

Select 'Yes' toggle button. This displays the Email field. This is a required field. The email address can be 100 characters long.

A valid email address must be entered to be saved successfully.

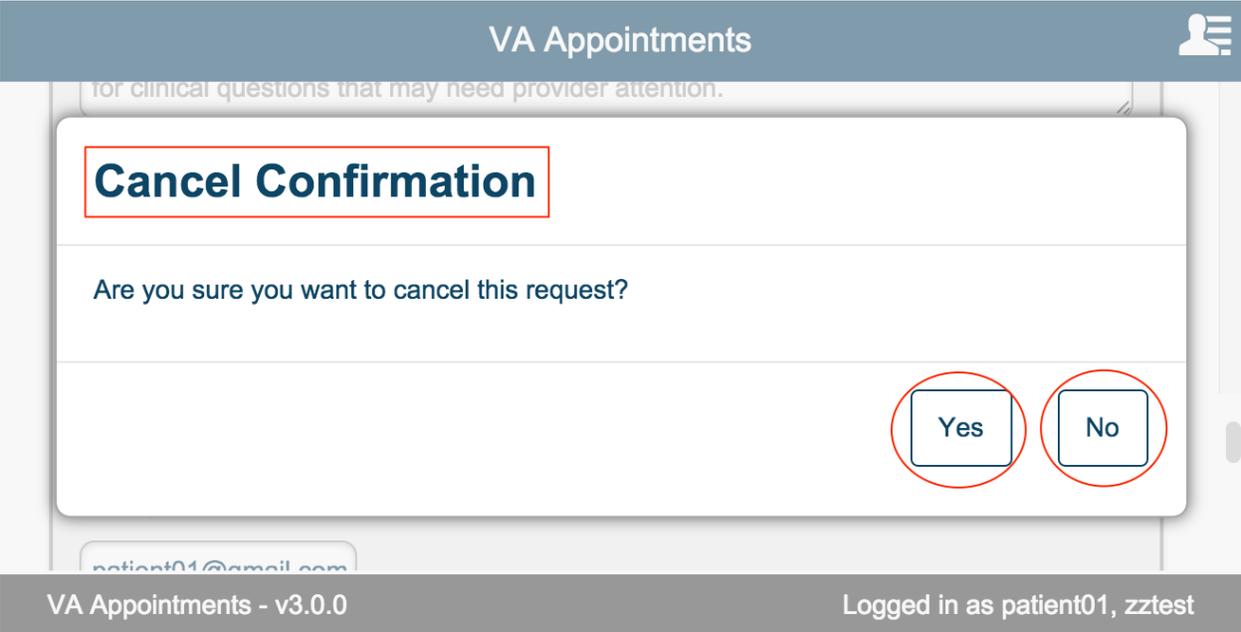


Submit Request/Cancel Buttons

Cancel button

Selecting Cancel displays the confirmation modal. Selecting 'No' closes the modal and returns user to the New Appointment/Request form.

Selecting 'Yes' in the confirmation modal, closes the modal and returns user to Appointments/Requests landing page. The New Appointment/Request form is not saved.



Submit Request Button

Select 'Submit Request' on the form.

If the request form passes validation (no errors are triggered), the system displays the Request Details page for the submitted request.

VA Appointments

Appointments/Requests **Request Details**

Status: Submitted **Updated:** 02/22/2016 17:55
This request has been submitted.

Request Details

Submitted: 02/22/2016 @ 17:55	Facility: WASHINGTON	
Type of Care: Primary Care	Type of Visit: Office Visit	
Desired Appointment Date/Time		
1st Choice: 03/02/2016 PM	2nd Choice: 03/03/2016 PM	3rd Choice: 03/01/2016 PM
Phone: (678) 345-6789	Best Times for VA to Call: 1 PM - 3 PM	
Purpose of Visit: New Issue		

Cancel Request

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

View Appointments/Requests

Login to the app as a user that is already enrolled in Veteran Health Administration and already has appointments scheduled and requests created. The appointments/requests page is displayed.

Refresh to view Appointments/Requests

Select the refresh button on the header for the page to refresh and display any updates to the Appointments and Requests.

The screenshot shows the 'VA Appointments' app interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below this is a lighter blue bar containing a refresh button (a circular arrow icon) on the left, the text 'Appointments/Requests' in the center, and a '+ New Appointment/Request' button on the right. The main content area is divided into two sections: 'Appointments' and 'Requests'. The 'Appointments' section features a table with two columns: 'Booked Date/Time' and 'Facility/Clinic'. It lists four appointments, all at 'CHY PC RUXTON'. The 'Requests' section features a table with three columns: 'Last Updated', 'Status', and 'Facility/Clinic'. It shows one request submitted on '03/01/2016' at 'WASHINGTON'. At the bottom of the screen, there is a dark grey footer with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Booked Date/Time	Facility/Clinic
03/03/2016 @ 09:00	CHY PC RUXTON
03/04/2016 @ 09:00	CHY PC RUXTON
04/01/2016 @ 09:00	CHY PC RUXTON
04/02/2016 @ 09:00	CHY PC RUXTON

Last Updated	Status	Facility/Clinic
03/01/2016	Submitted	WASHINGTON

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

View Appointment/Request Details

Appointment Details

From the Appointments table select an appointment to view details.

VA Appointments


 **Appointments/Requests** 

Appointments

Booked Date/Time	Facility/Clinic	
03/03/2016 @ 09:00	CHY PC RUXTON	
03/04/2016 @ 09:00	CHY PC RUXTON	
04/01/2016 @ 09:00	CHY PC RUXTON	
04/02/2016 @ 09:00	CHY PC RUXTON	

Requests

Last Updated	Status	Facility/Clinic	
03/01/2016	Submitted	WASHINGTON	

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Appointment Details Page is displayed.

The screenshot shows the 'VA Appointments' interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below this is a grey navigation bar with a back arrow and the text 'Appointments/Requests', and the main title 'Appointment Details'. The main content area is a light grey rounded rectangle containing the following information:

Appointment Date/Time: 03/03/2016 @ 09:00	Clinic: CHY PC RUXTON
Reason for Visit: Medication Concern	

Below the information is a horizontal line and a button labeled 'Cancel Appointment'.

Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

Request Details

Now from Request Table select a Request to view details

VA Appointments



Requests

Last Updated	Status	Facility/Clinic	
03/01/2016	Submitted	WASHINGTON	
02/13/2016	Cancelled	TEST VAMC 3	
12/05/2015	Cancelled	TEST VAMC 3	
11/15/2015	Not Booked	TEST VAMC 3	

 New Appointment/Request

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Request Details page is displayed

VA Appointments 

[← Appointments/Requests](#) **Request Details**

Status: Submitted **Updated:** 03/01/2016 23:59

View status updates for this request under the "Requests" section of the Appointments and Requests page. Once scheduled, the resulting appointment will be displayed under the "Appointments" section of the same page.

Request Details

Submitted: 03/01/2016 @ 23:59	Facility: WASHINGTON
Type of Care: Primary Care	Type of Visit: Office Visit
Desired Appointment Date/Time	
1st Choice: 03/07/2016 AM	
Phone: (703) 267-8900	Best Times for VA to Call: 11 AM - 1 PM
Purpose of Visit: Medication Concern	

[Cancel Request](#)

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

Canceling Appointment/Request

Cancel Appointment

From the Appointments/Requests page, select the appointment that you want to cancel from the Appointments table.

On the Appointment Details page select the Cancel Appointment button.

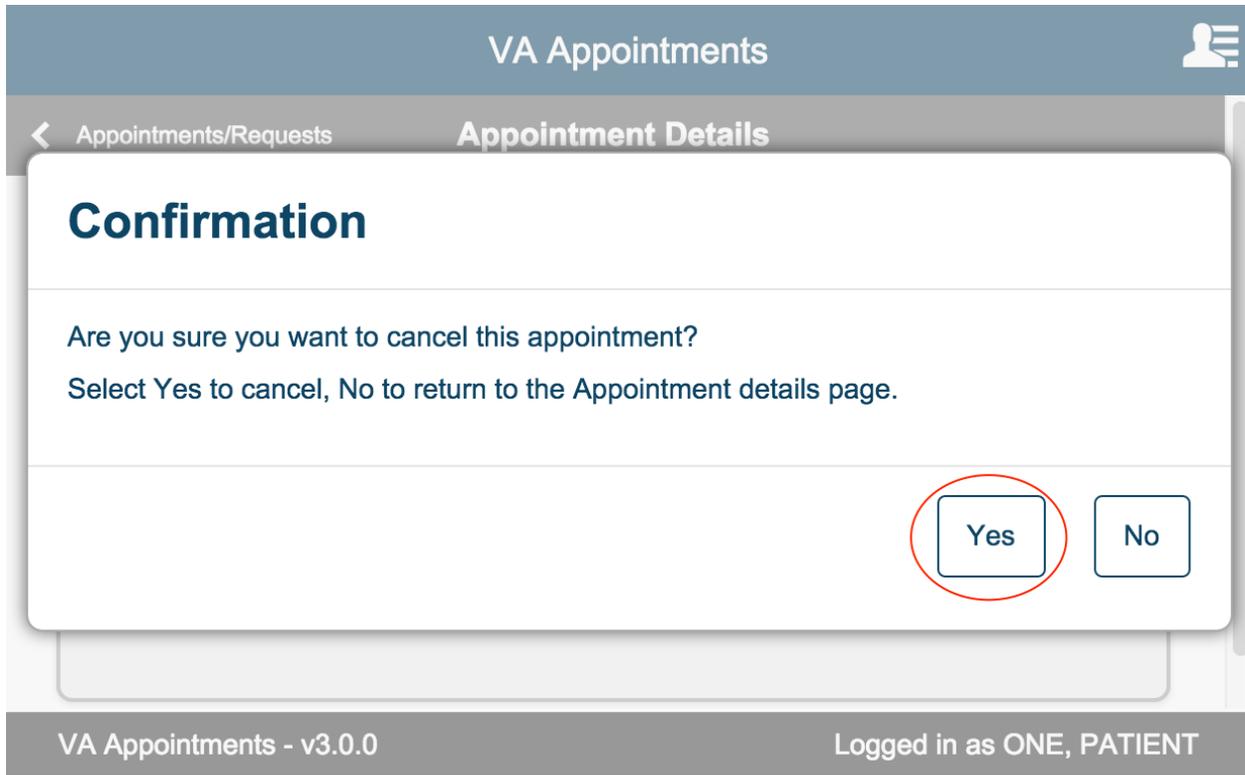
The screenshot displays the 'VA Appointments' interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below this is a grey navigation bar with a back arrow and the text 'Appointments/Requests', followed by the title 'Appointment Details'. The main content area is a light grey box containing the following information:

- Appointment Date/Time:** 03/03/2016 @ 09:00
- Clinic:** CHY PC RUXTON
- Reason for Visit:** Medication Concern

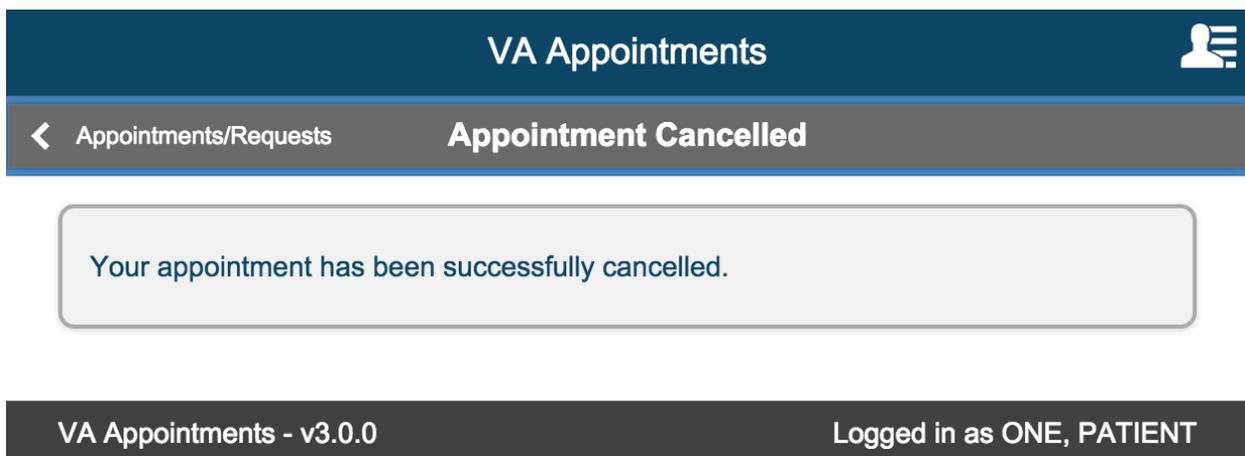
A button labeled 'Cancel Appointment' is located at the bottom of the main content area and is circled in red. At the bottom of the page, there is a dark grey footer with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Confirmation modal is displayed.

Select No button to return back to appointment details page. Select Yes to confirm canceling the appointment.



On selecting yes, the appointment status is updated and the Appointment Cancelled page is displayed.



Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

Cancel Request

Select the request that you want to cancel. On the Request Details Page select the Cancel Request button

VA Appointments

1st Choice:
03/07/2016 AM

Phone: (703) 267-8900

Best Times for VA to Call:
11 AM - 1 PM

Purpose of Visit:
Medication Concern

[Cancel Request](#)

Message a Scheduling Clerk

You may send up to two (2) messages while this request is in Submitted status. If you need additional information, please call the clinic.

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Confirmation modal is displayed.

Select No button to return back to request details page. Select Yes to confirm canceling the request.

The screenshot shows a mobile application interface for 'VA Appointments'. At the top, there is a dark blue header with the text 'VA Appointments' and a user profile icon. Below the header, the main content area is partially obscured by a white confirmation modal. The modal has a title 'Confirmation' and a question: 'Are you sure you want to cancel this request?'. Below the question, it says 'Select Yes to cancel, No to return to the Request details page.' At the bottom right of the modal are two buttons: 'Yes' and 'No'. The 'Yes' button is circled in red. Below the modal, there is a section titled 'Message a Scheduling Clerk' with the text: 'You may send up to two (2) messages while this request is in Submitted status. If you need additional information, please call the clinic.' At the bottom of the screen, there is a dark grey footer with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

VA Appointments

1st Choice:
03/07/2016 AM

Phone: Best Times for VA to

Confirmation

Are you sure you want to cancel this request?
Select Yes to cancel, No to return to the Request details page.

Yes No

Message a Scheduling Clerk

You may send up to two (2) messages while this request is in Submitted status.
If you need additional information, please call the clinic.

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

On selecting yes button, the request is cancelled and the status for the request is updated.

The screenshot shows the 'VA Appointments' interface. At the top, there is a dark blue header with the text 'VA Appointments' and a user icon. Below this is a grey navigation bar with a back arrow, the text 'Appointments/Requests', and the title 'Request Details'. The main content area is a light grey box with rounded corners. It contains a status update: 'Status: Cancelled' (highlighted with a red border) and 'Updated: 02/13/2016 00:00'. Below this is the message 'You have successfully cancelled this request.' A section titled 'Request Details' follows, containing the following information: Submitted: 02/13/2016 @ 00:00; Facility: TEST VAMC 3; Type of Care: Mental Health; Provider: zztest appointment_provider4; Type of Visit: Office Visit. At the bottom of this section, there are labels for 'Desired Appointment Date/Time', '1st Choice:', '2nd Choice:', and '3rd Choice:'. A dark grey footer bar at the bottom contains the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

Message a Scheduling Clerk

This is an optional text field that allows user to communicate with the clerk. This feature is available only on New Request and Submitted requests. The user can send only up to two messages. User can view messages exchanged on the request details page.

This messaging should not be used for cancelling an appointment or for clinical questions that requires provider attention. The message text box is multiline that allows a max of 100 characters. The character count down will indicate the remaining number of characters.

User can send messages when creating new request or on request details page of a Submitted Request.

The screenshot displays the 'VA Appointments' interface. At the top, a dark blue header contains the text 'VA Appointments' and a user icon. Below this, a light gray panel titled 'Message a Scheduling Clerk' contains a 'Message:' label and a text input field with the text 'Message 1'. A character count '91 characters remaining' is shown at the bottom right of the input field. Below the input field is a dark gray bar with 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right. A second dark blue header also contains 'VA Appointments' and a user icon. Below this, a light gray panel titled 'Message a Scheduling Clerk' contains a red-bordered box with the text: 'You may send up to two (2) messages while this request is in Submitted status. If you need additional information, please call the clinic.' Below this is a 'Message to Provider:' label and a text input field with 'Message2'. A character count '92 characters remaining' is shown at the bottom right of the input field. A 'Send' button is circled in red. Below the input field is a horizontal line separating the input area from the message history. The history shows 'From VA:' on the left and 'From Me:' on the right. A green bubble contains the text '03/02/2016 @ 00:21 Message 1'. At the bottom, a dark gray bar contains 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Messaging Rules

Maximum 2 messages can be sent

A user can send only maximum of 2 messages per request.

The screenshot displays a web interface for "VA Appointments". At the top, there is a dark blue header with the text "VA Appointments" and a user profile icon. Below the header, a light gray message box contains the following content:

Message a Scheduling Clerk

You have reached your two message maximum. If you need additional information, please call the clinic.

From VA: (This area is empty)

From Me:

- 03/02/2016 @ 00:24
Message2
- 03/02/2016 @ 00:21
Message 1

At the bottom of the interface, a dark gray footer contains the text "VA Appointments - v3.0.0" on the left and "Logged in as ONE, PATIENT" on the right.

Cancelled request cannot send messages

Messages cannot be sent on a Cancelled request.

VA Appointments 

Appointments/Requests Request Details

Status: Cancelled **Updated:** 12/05/2015 00:00

Request Details

Submitted: 12/05/2015 @ 00:00	Facility: TEST VAMC 3	
Type of Care: Primary Care	Provider: zztest appointment_provider1	Type of Visit: Office Visit
Desired Appointment Date/Time		
1st Choice: %m/26/2015 PM	2nd Choice: 10/27/2015 AM	3rd Choice: 10/28/2015 PM
Phone: (123) 456-7890	Best Times for VA to Call: 9 AM - 11 AM	
Purpose of Visit: Routine follow-up		

Message a Scheduling Clerk

Messages cannot be sent for requests in Cancelled or Not Booked status. If you need additional information, please call the clinic.

From VA: From Me:

01/21/2016 @ 16:25

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Not Booked request cannot send messages

Messages cannot be sent on a Not Booked request.

VA Appointments



Status: Not Booked **Updated:** 11/15/2015 00:00

We were unable to contact you at the phone number provided to discuss your appointment. We apologize for not being able to book this second request for an appointment. You can call the facility to discuss scheduling options for your current need or you can start a new appointment request using this application.

Request Details

Submitted: 11/15/2015 @ 00:00	Facility: TEST VAMC 3	
Type of Care: Primary Care	Provider: zztest.appointment_provider1	Type of Visit: Office Visit
Desired Appointment Date/Time		
1st Choice: 11/26/2015 PM	2nd Choice: 11/27/2015 AM	3rd Choice: 11/28/2015 PM
Phone: (123) 456-7890	Best Times for VA to Call: 11 AM - 1 PM, 3 PM - 4 PM, 9 AM - 11 AM, 1 PM - 3 PM	
Preference: Call before booking appointment	Purpose of Visit: Other	Other Purpose of Visit: Text Text for Other Purpose of Visit

Message a Scheduling Clerk

Messages cannot be sent for requests in Cancelled or Not Booked status. If you need additional information, please call the clinic.

From VA: _____

From Me: _____

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

No Messages Exchanged

If no historical messages are found and the request is in Not Booked or Cancelled status, informational text 'No messages were exchanged on this request.'

VA Appointments

Request Details

Appointments/Requests

Status: Cancelled **Updated:** 02/13/2016 00:00

You have successfully cancelled this request.

Request Details

Submitted: 02/13/2016 @ 00:00	Facility: TEST VAMC 3	
Type of Care: Mental Health	Provider: zztest appointment_provider4	Type of Visit: Office Visit
Desired Appointment Date/Time		
1st Choice: 02/19/2016 AM	2nd Choice: 02/18/2016 PM	3rd Choice: 02/17/2016 PM
Phone: (123) 456-7890	Best Times for VA to Call: 9 AM - 11 AM	
Purpose of Visit: New issue		

Message a Scheduling Clerk

No messages were exchanged on this request.

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Error Messages

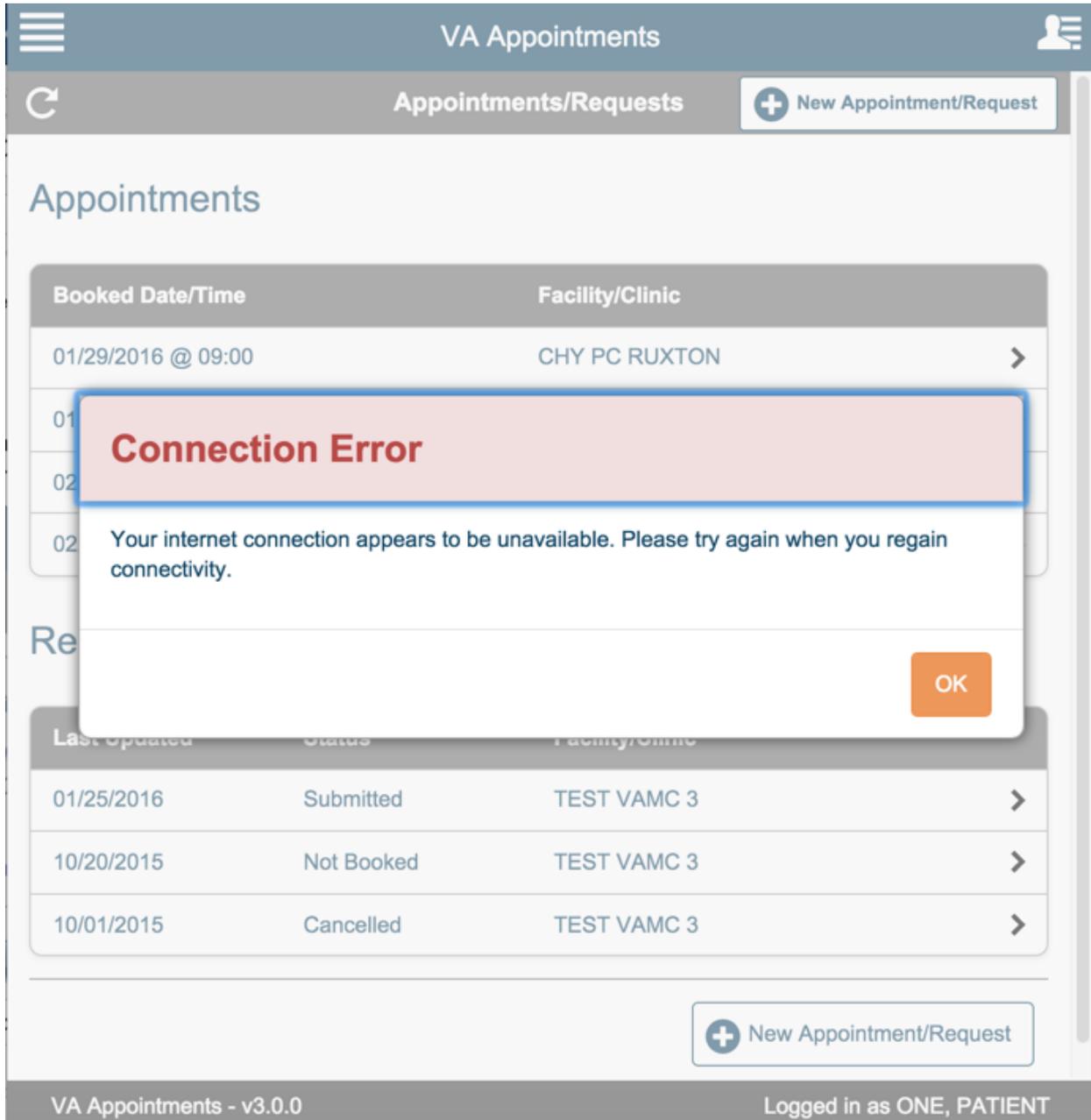
Error messages are displayed in the app due to environment issues. Changes may not be saved when a system error is encountered.

User might have to perform the action again after the error is resolved.

Below are some of the errors the user may encounter when accessing the app.

Internet Connection

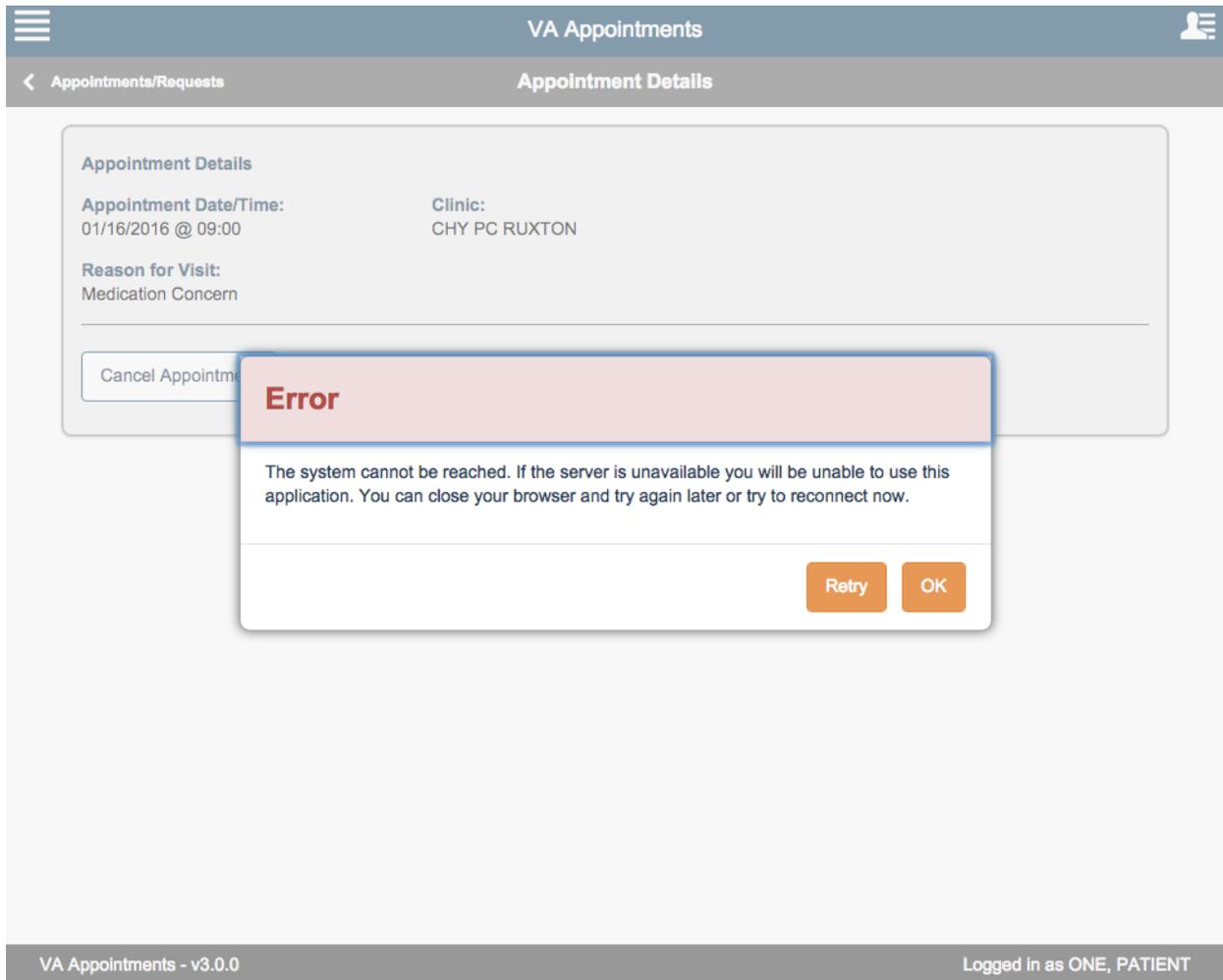
If internet connection is disrupted when accessing the application, the following error message is displayed to the user



The user can select OK in the error modal and the modal closes. User can retry to access the app when internet connection is restored.

Server Unavailable

There are certain instances the backend server might be disrupted or not reachable. In such cases, when a user tries to perform an action that needs to make a call to the backend services, for example the database, the following error message is displayed to the user.



Selecting Retry will try to access the backend services. If the services is back up, the error message is not displayed anymore and the user can continue to use the app.

If the backend service is still down, the error message is displayed again. To close the error message modal, select OK.

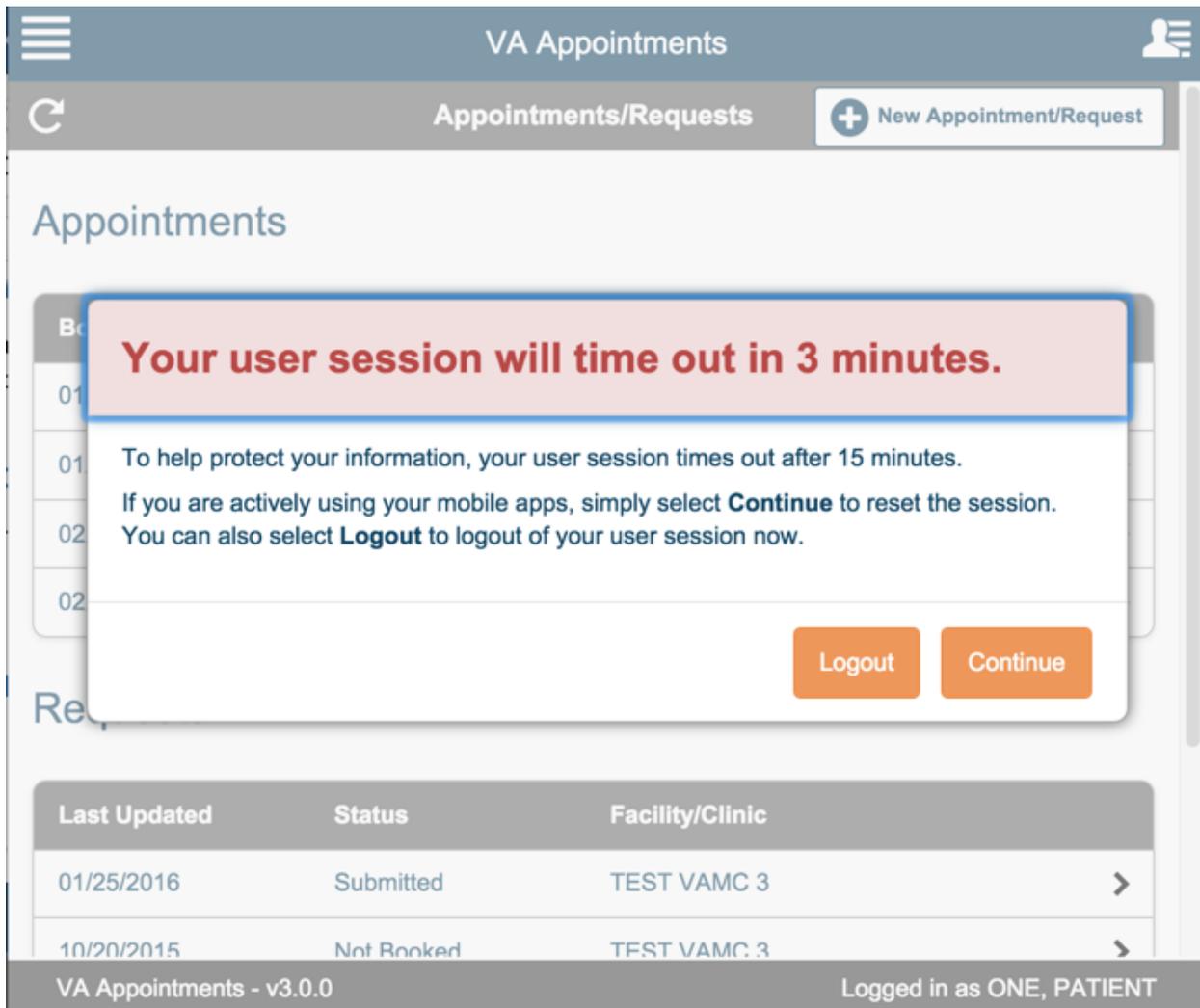
User can retry to access the app after some time.

Session Timeout Warning

Session timeout message is displayed when the application has been idle. The current setting for session timeout is 15 mins. User is displayed a warning message after 12 mins of inactivity to let them know that they will be logged out of the application after 3 minutes. The 3-minute warning will reduce to 2 mins and then to 1 min if the user does not take an action.

Selecting Continue will reset the session and the user can continue to use the application.

Selecting Logout will log the user out of the application.



The screenshot shows the VA Appointments mobile application interface. At the top, there is a header with a hamburger menu icon, the text "VA Appointments", and a user profile icon. Below the header is a navigation bar with a refresh icon, the text "Appointments/Requests", and a button labeled "+ New Appointment/Request". The main content area is titled "Appointments" and displays a list of appointments. A modal dialog box is overlaid on the list, containing the following text:

Your user session will time out in 3 minutes.

To help protect your information, your user session times out after 15 minutes.
If you are actively using your mobile apps, simply select **Continue** to reset the session.
You can also select **Logout** to logout of your user session now.

At the bottom of the dialog box are two buttons: "Logout" and "Continue". Below the dialog box, a table of appointments is visible:

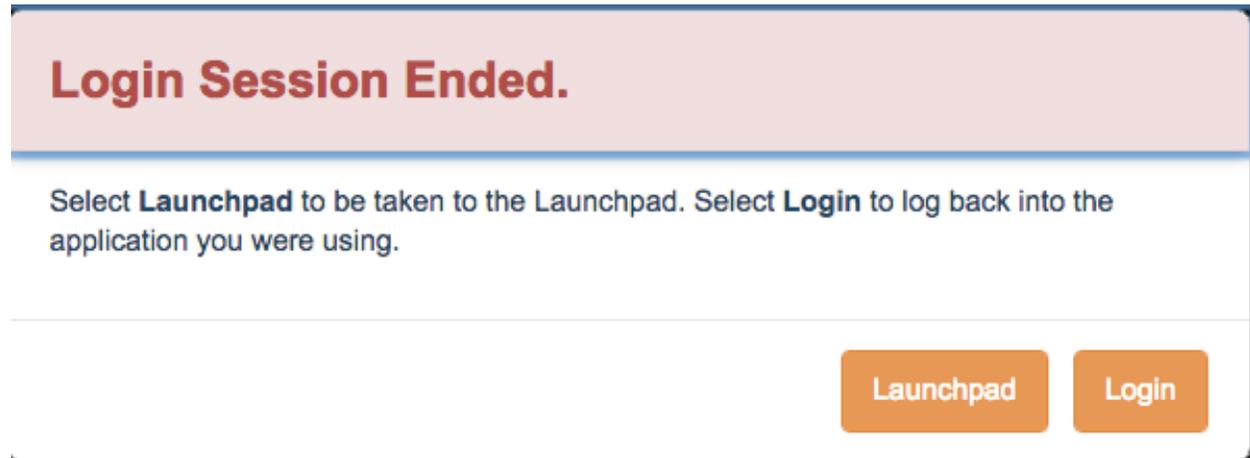
Last Updated	Status	Facility/Clinic
01/25/2016	Submitted	TEST VAMC 3
10/20/2015	Not Booked	TEST VAMC 3

At the bottom of the screen, there is a footer with the text "VA Appointments - v3.0.0" on the left and "Logged in as ONE, PATIENT" on the right.

Login Session Ended

If the user does not take an action within 3 minutes after the session timeout warning message is displayed. The user is automatically logged out of the application.

This action is performed by the application due to security reasons.



Select Login to login back to the application.

Select Launchpad to navigate to the launchpad to access other apps that are available on Launchpad.