## **Happy Path - Current State**

Submission of 526ez on VA.gov Happy path	Pre-Submission	Veteran submits 526ez.  Veteran finishes the 526ez and presses the submit button.	Veteran is directed to confirmation page. What might the Veteran expect to see or receive upon filing?	Veteran saves confirmation for their records.  What information do Veterans need to feel confident that their claim is submitted?	Veteran receives message of successful submission.	Veteran follows provided resources to stay up-to-date on claim status.
Time since clicking "submit"			30 seconds		6 - 24 hours	1-2 business days?
Research Findings  What is on Veteran's minds as they complete this step? Include key guiding research insights in your observations		Describing the second of the s	Bost for unphres  Wester production of the state of the s	When professors did to consider a result of the constraint of the	We did not use this control of the c	Volcans fad  But Claim  But Claim
Open questions What questions do we need to answer about this to keep moving?				Can Welmanns receive the receive the difference of the the translated the translated tolarized was according	How long house must be consider to the consideration to the considerat	
526ez  What visual feedback are Veterans receiving from the 526ez?  Screens: What would they see on mobile vs web app?		/review-and-submit  review/submit  **To be the recent of the recent of the the recent of the the recent of the the recent of t	Confirmation	Disability Compensation Claim  Visco claim is successfully be enablished.  Disability Compensation Claim  Visco claim is successfully be enablished.  Will not you mail to an enable good on a compensation of the compensation of		
		Made Australia (in Made Ins. Nov. are controlled presents, in Fabrica (in the provided presents of the present of the provided presents of the present of th	We form 21.5952  The long of 1 Not No relax solution on op of the Control of the	Services of clarical for entires of any object.  Now and the financiar price and the clarical price of the financiar price and the financiar price an		
Email (VA Notify)  What messaging are Veterans receiving in regards to their claims?	S26 EZ Application Reminder  Ingrid Stock  In 16 March 2007  Ingrid Stock  Ingrid Stoc				Form \$26ez email confirmation    Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation   Value of the confirmation	
Paper mail What paper mail are Veterans receiving and when?					letter confirming a claim is established, mailed day after the claim is established in VBMS (ancillary jobs could still be retrying)  **No secund still be retrying*  **No secund still be ret	
Support channels What info can support provide on claim status? What is the support experience?					Long hold time  Veteran might contact a representative for info instead of the listed options	
Claim Status Tool  How is CST supporting Veterans as they seek information?				Currently confirmation page is where claim ID is established. Does this mean it appears in CST, too?		CST Homepage Claim > Status Claim > Files Claim > Overview Claim > Evidence request for Weteran Veteran Vetera
VA mobile app How is the app helping Veterans stay up to date?					Moible app sends no notifications	Identifies claims by   Submitted" rather than "received" dates (CST and paper mail identify by "received")   Claims later   Claims   Cla
My VA  How is the MyVA directing veterans to their claim status?						To your control of the control of th
EVSS / Lighthouse			Established End Product / CEST  Generate 526 PDF Contentions  Contentions  Contentions	EVSS / Lighthouse doc upload  EVSS / Lighthouse doc upload		
Vets API				Generate Veteran- uploaded documents (one at a time)  Generate PTSD 0781  / 0781a  Call Lighthouse benefits intake PPI to generate private medical records request 4142 / 4142a		
Lighthouse Benefits Intake API				Generate private medical records request 4142 / 4142a		
Central Mail				Print private medical records request 4142 / 4142a  Scan / OCR private medical records request 4142 / 4142a  4142a		
VRMS eFolder			526 structured data / CFST	Veteran- PTSD Private medical records request 4142 / 4142a	Benefit Claims APT provides status and diste  whate exactly	

## Backup Path Failure / Emergency Failsafe - Current State

				emergency failsafe can take		
Submission of 526ez on VA.gov: 526 failure	Veteran submits 526ez.  Veteran finishes the 526ez and presses the submit button.	Veteran is directed to confirmation page.  What might the Veteran expect to see or receive upon filing?	Veteran saves confirmation page for their records.  What information do Veterans need to feel confident that their claim is submitted?	Veteran receives no messaging of the submission failure.	Veteran has no resources to stay up-to-date on claim status (and learn of its failure).	(maybe) Veteran required to take action to re-start and re-submit application
Time since clicking "submit"						
Thoughts & Considerations  What is on Veteran's minds as they complete this step? Include key guiding research insights in your observations	Water a control  water of the control of the contro	Welcome and a Velocome and a record and way to the control of the	When purpliquests did not excess as much separate who have been as much as the separate who have been as much as the separate who have been as the separate	And the binding of the control of th	Falled submissions will not go to the CCS or show on CCS or	
Open questions What questions do we need to answer about this to keep moving?			Is this sar common to the comm		Non-maps in Market Program of the Market Pro	
526ez  What visual feedback are Veterans receiving from the 526ez?  Screens: What would they see on mobile vs web app?	/review-and-submit  review/submit  **Control Control C	Compared to the control of the con	The for disability compensation When it disable the second to state the property to stat	Two ways a  Administration of Carlo Market Company Market Co	Per Nichole, if there was a claim submission, ancillary job, or doc upload failure, the claim doesn't appear on the My VA homepage or CST	
	Must describe the first control for any state of the stat	Expectation: Confirmation page messaging that says it failed to submit	The rest of the first of the same former or given  - No call response of the contract of the c			
Email (VA Notify)  What messaging are Veterans receiving in regards to their claims?			Make Lagran Conference and Annual Ann	Not actually being sent (see Comments on image)  In the Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image)  In the Comments on image (see Comments on image (see Comments on image)  In the Comments on image (see Comments on image (see Comments on image (see Comments on image))  In the Comments on image (see Comments on imag		
Paper mail What paper mall are Veterans receiving and when?						
Support channels What info can support provide on claim status? What is the support experience?					Assumption:  support  cannot track claim in this state  Veteran might contact a representative for info instead of the listed options	
Claim Status Tool  How is CST supporting Veterans as they seek information?					CST Homepage  Per Nichole, if there was a claim submission, ancillary job, or doc upload failure, the claim doesn't appear on the My VA homepage or CST	
VA mobile app How is the app helping Veterans stay up to date?				Moible app sends no notifications	Assume that the mobile app doesn't show the claim, same as CST	
EVSS / Lighthouse			Fail to * establish End Product / CEST  Generate 526 PDF backup path fails			
Vets API						
Lighthouse Benefits Intake API						
Central Mail						
VBMS eFolder						

## Successful Backup Path - Current State

Successful Ba	ackup Path - Curre	ent State				
Submission of 526ez on VA.gov Backup path	Pre-Submission	Veteran submits 526ez.  Veteran finishes the 526ez and presses the submit button.	Veteran is directed to confirmation page. What might the Veteran expect to see or receive upon filing?	Veteran waits while backup path runs	Veteran receives message of successful submission.  We could note the passage of time here with some more vertical lines	Veteran follows provided resources to stay up-to-date on claim status.
Time since clicking "submit"  Research Findings		Tentan rang	30 seconds	When participation and a Management of Manag	2 -3 days (mostly) (can take up to 2 weeks) (emergency failsafe will start after 2 weeks)	7-10 days
What is on Veteran's minds as they complete this step? Include key guiding research insights in your observations  Open questions  What questions do we need to answer about this to keep moving?		The second secon	Best on region  The control of the c	When participates del  mendadisty from VA.  mendadisty from VA.  copylory sent the  mendadisty from VA.  The	How long Section Consider Values Waters Consider Values Section Sectio	Without field Framework of the control of the contr
526ez  What visual feedback are Veterans receiving from the \$25e.2?  Screens: What would they see on mobile vs web app?		/review-and-submit    Teview/submit	Loading page	Conceivably Veterans still save whatever they receive, even as failure. Confirm:  1. Can they still print/save?  2. What do they get for their records?  What does the "print this" include for incomplete submissions? What data can we provide the Veteran that they might be able to save or copy / paste and avoid rework?	How long does it take a transmission of these to send?  send?  ***********************************	
Email	S26 EZ Application Reminder	and for projections for the part of the pa	Compensation  We form 23 - 50827  Phere we said while we submit to pure particulars and glar pure a confirmation  Ferminals  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code Man com 9 - 1  The bit of the Websers Code M		Form 526ez email confirmation  September 1	
(VA Notify)  What messaging are Veterans receiving in regards to their claims?  Paper mail  What paper mail are Veterans receiving and when?	The control of the co				letter confirming a claim is established, mailed day after the claim is established in VBMS (ancillar) jobs could still be retrying)  The state of t	
Support channels What info can support provide on claim status? What is the support experience?					Long hold time  Veteran might contact a representative for info instead of the listed options	
Claim Status Tool  How is CST supporting Veterans as they seek information?						CST Homepage  Claim > Status  Claim > Files  Claim > Coverview  Claim > Evidence request not for Veteran
VA mobile app How is the app helping Veterans stay up to date?					Moible app sends no notifications	Identifies claims by submitted" rather than "received"   dates (CST and paper mail identify by "received")   Claim letters
My VA  How is the MyVA directing veterans to their claim status?						To compare the com
EVSS / Lighthouse			Fail to establish End Product / CEST  Generate 526 PDF (backup path)			
Vets API			Bundle together 526 pdf with Veteran- uploaded docs, ancillary forms  Call Lighthouse Benefits API to generate all docs			
Lighthouse Benefits Intake API			Generate all docs			
Central Mail				Print all docs  Scan / OCR PDF of all docs		
VBMS eFolder			526 structured data / CEST  526 PDF	Veteran- uploaded documents  PTSD  Uploaded 0781 / 0781a  Private medical records request 4142 / 4142a		

## **Ancillary Job Failure - Current State**

r <sub>M</sub>						
Submission of 526ez on VA.gov: ancillary job failure	Veteran submits 526ez.  Veteran presses "Submit application" button.	Veteran is directed to confirmation page.  What might the Veteran expect to see or receive upon filing?	Veteran saves confirmation for their records.  What information do Veterans need to feel confident that their claim is submitted?	Veteran receives emails for the submission failure.	Veteran has no online resources to stay up-to-date on claim  How do Veterans learn of the failure if they don't receive a message and there is no online status?	Veteran required to take action and re-submit failed files / ancillary forms  #526 submission succeeds and ancillary jobs fall. ITF and inprogress form are deleted? (probably not ture)  - Natham's Zoom recording, 235 - 430
e since clicking "submit"				Thours*     Thours     Thous     Thours     Thours     Thours     Thours     Thours     Thous     Thours     Tho		
ghts & Considerations  What is on Veteran's minds as they complete this step? Include key guiding research insights in your observations	Section of strong and the strong and	Webstern wint a control of the contr	When participants of a second or sec	May be a larger of the control of th	Felad some will see the seed of the seed of the seed of the seed of the SCST as below up on the year.	
Open questions What questions do we need to answer about this to keep moving?					Can PMR uploaded on a  Western tony or to  Western tony or to  Veterans behalf during the claims returned to the control of th	
6edback are Veterans the \$56ez? at would they see on b app?	Compensation  Valore 21-03622  3 of 5 Review application  Equation  Equation	Confirmation	Conceivably Veterans still save whatever they receive, even as failure. Confirm:  1. Can they still print/ save?  2. What do they get for their records?	Advantage and the state of the	Per Nichole, if there was a claim submission, ancillary job, or doc upload failure, the claim doesn't appear on the My VA homepage or CST	
	Feature and an account for any aggregation of .    There are and account for physica going ( "Registed Establish association) in the state of the st	Continuo monte consumera  Pri Para America aguine aggli, monte peri melli melli melli mengerin.  Pri melli m	What does the "print this" include for claims with failed ancillary jobs?			
mail /A Notify)  at messaging are Veterans elving in regards to their claims?				We need you to recommend for your disability claim  We need you to describe the composition of the compositi		
per mail paper mail are Veterans ing and when?				letter confirming a claim is established, sent end of day the claim is established, sent end of day the claim is established in VSMS (ancillary jobs could still be retrying)  Suspect this would be sent and give false confirmation if ancillary jobs fail		
info can support provide on status?					Veteran might contact a a representative for info instead of the listed options	
aim Status ol s CST supporting Veterans as eek information?					CST Homepage  Per Nichole, if there was a claim submission, andllary job, or doc upload failure, the claim doesn't appear on the My VA homepage or CST	
mobile p the app helping ss stay up to date?				Moible app sends no notifications	Assume that the mobile app doesn't show the claim, same as CST	
VSS / Lighthouse		Established End Product / CEST Generate Add Contentions 526 PDF Contentions 526 PDF	EVSS / Lighthouse doc upload  EVSS / Lighthouse doc upload			BGS (efolder service) VBMS
/ets API			Generate Veteran- uploaded documents (one at a time)  Generate PTSD 0781 / 0781a	Call Lighthouse benefits intake API to generate private medical records request 4142 / 4142a  Today, all ancillary jobs run regardless of whether an earlier one fails. Error handling is problematic.		
ighthouse Benefits Intake API				Generate private medical records request 4142 / 4142a		
Central Mail				Print private medical private medical records medical records request 4142 / 4142a		
/BMS eFolder		526 structured data / CEST	Veteran- uploaded documents  Veteran- 0781 / 0781a	Private medical records request 4142 / 4142a		