**VETERAN APPOINTMENT REQUEST UTILITY**

**(v 1.1.0) USER GUIDE**



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# Application Overview

Veteran Appointment Requests (VAR) Utility version 1.1.0 provides the Staff with an interface to allow them to configure the type of care that a veteran can directly schedule appointments for. The configuration applies to a station code and all its sub stations. The Staff user with a role ‘SD Supervisor’ is the only user who has access to configure the utility. The utility is accessible only on larger devices like the laptop or desktop computers.

The Type of Care appointments that Veterans have available for each facility to directly schedule is dependent on the configuration in VAR –Utility.

# Prerequisites

## Access method

VAR-Utility 1.1.0 is a web-based application. The user can access the application from any desktop using any of the following supported browsers: IE10 +, Safari 8.0 +, Chrome 47+, Firefox 24+. Additionally, being a web based application, VAR requires internet connectivity.

## User credentials

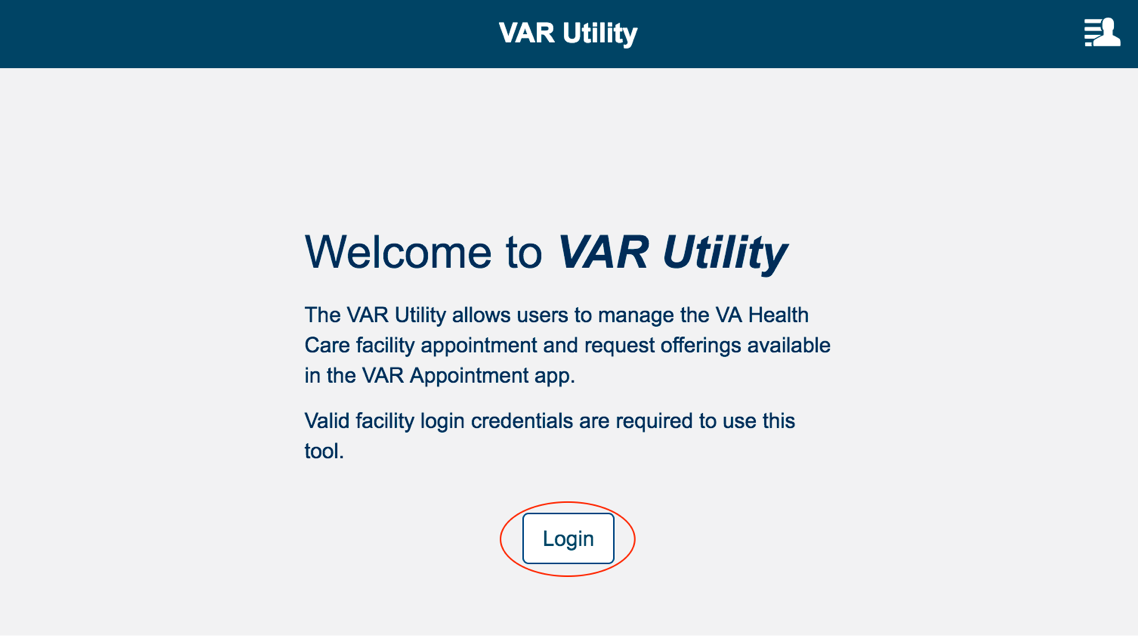
User with a valid DS LOGON and ‘SD Supervisor’ role can use this application.

# Accessing the application

From the application URL: https://DNS/var-utility

The application can be accessed from a supported web browser by navigating to the following URL: https://staff.mobilehealth.va.gov/var-utility

The following landing page is displayed.

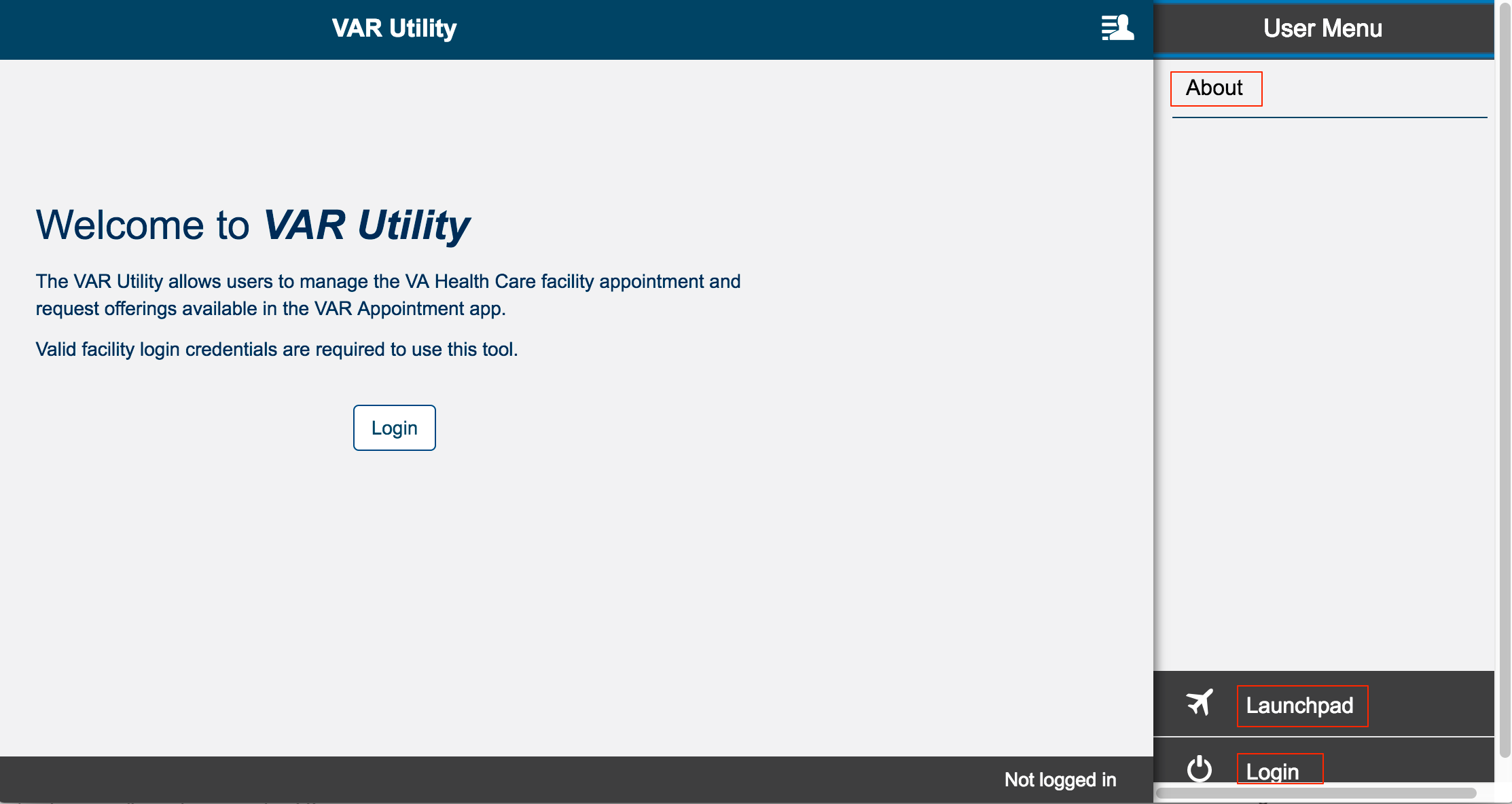




# User Menu

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

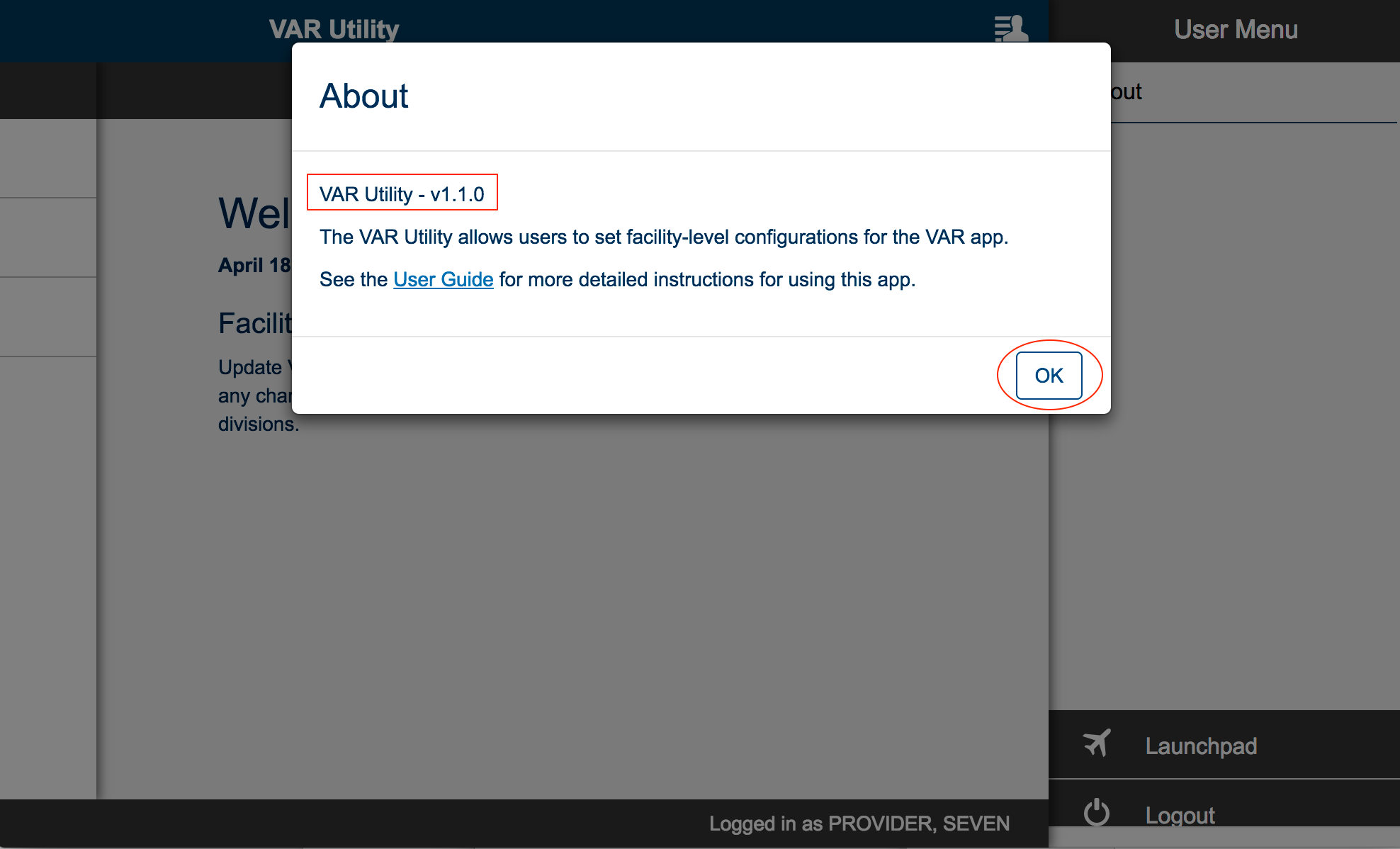
User can access the About link, Launchpad Link and Login link from User Menu.



## User Menu > About

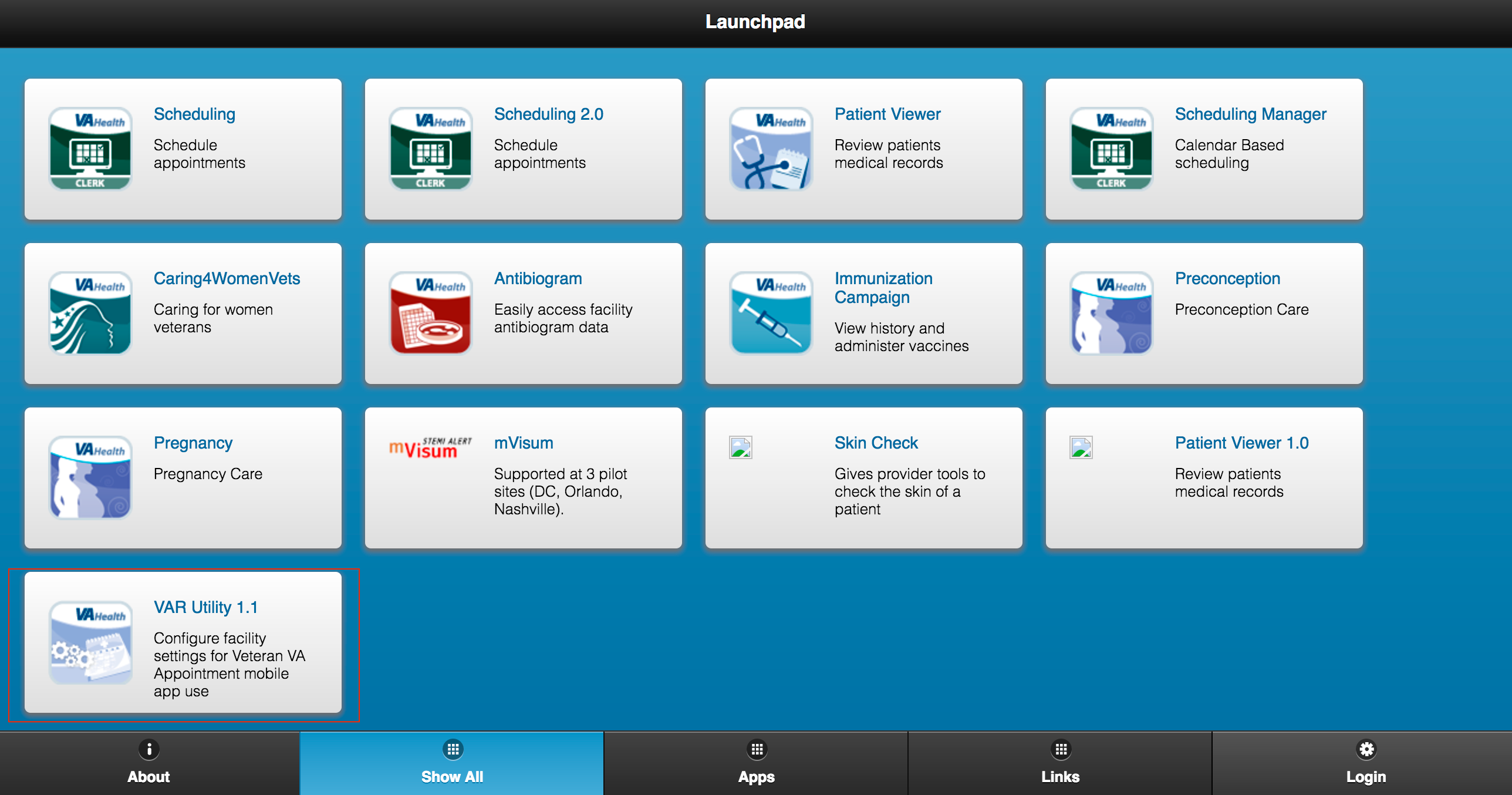
Select the About link from User Menu.

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.



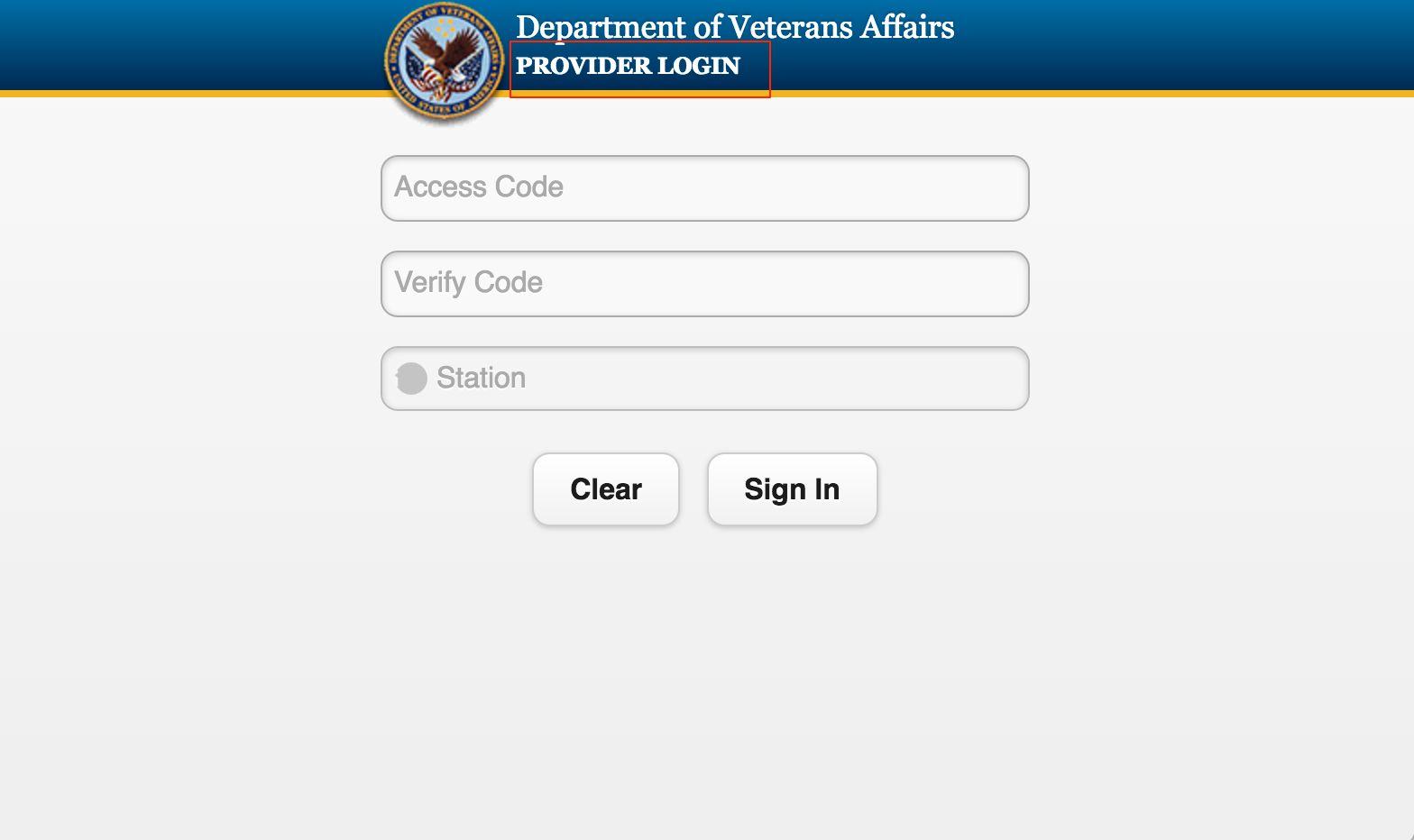
## User Menu > Launchpad

Selecting the Launchpad link from the user menu, directs the user Launchpad page.



## User Menu > Login

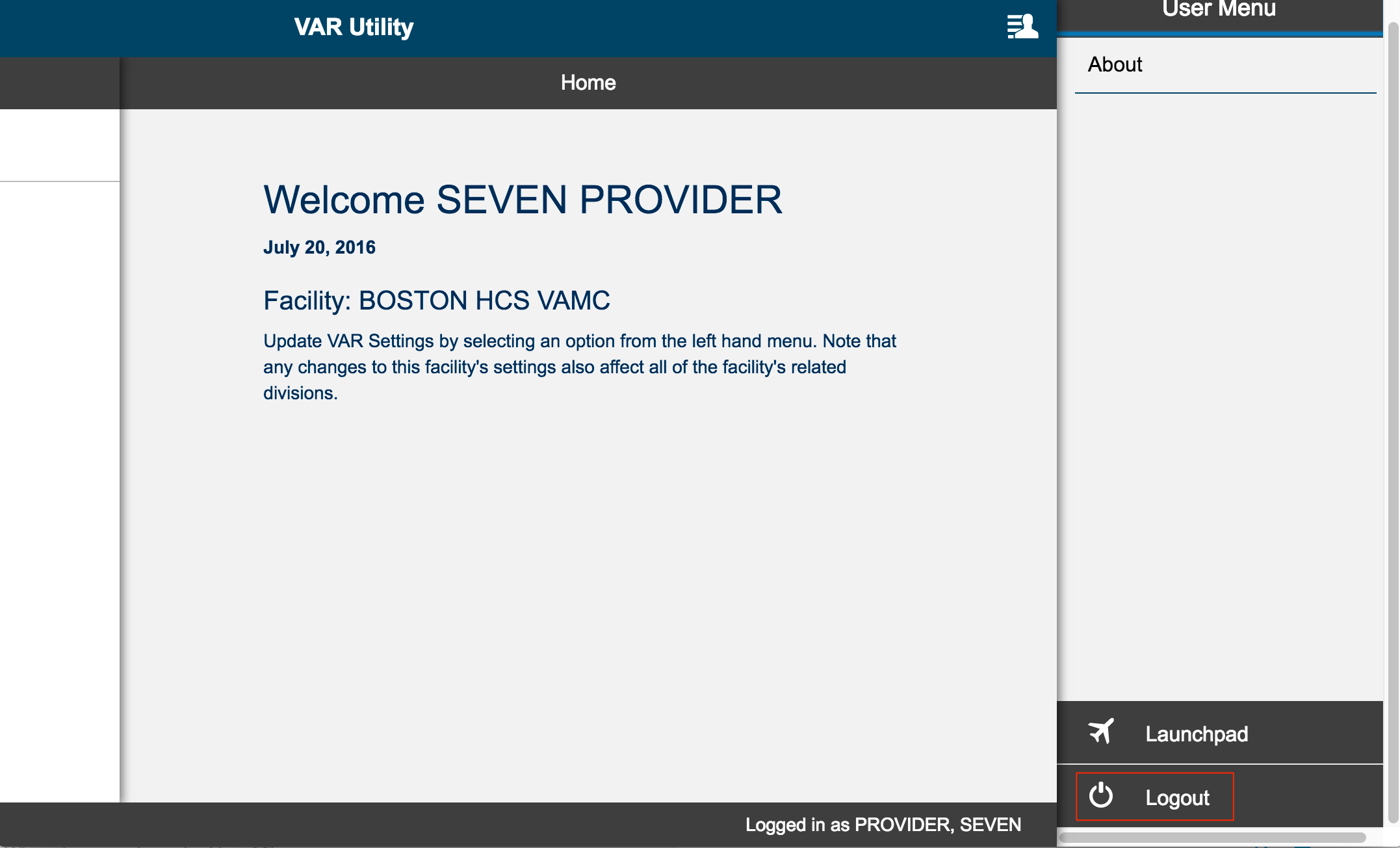
Selecting Login link from the User Menu displays the staff login page.



## User Menu > Logout

After the user logs in, select User Menu icon and then select Logout link.

This will logout user from VAR-Utility app and the Staff Authentication page is displayed.

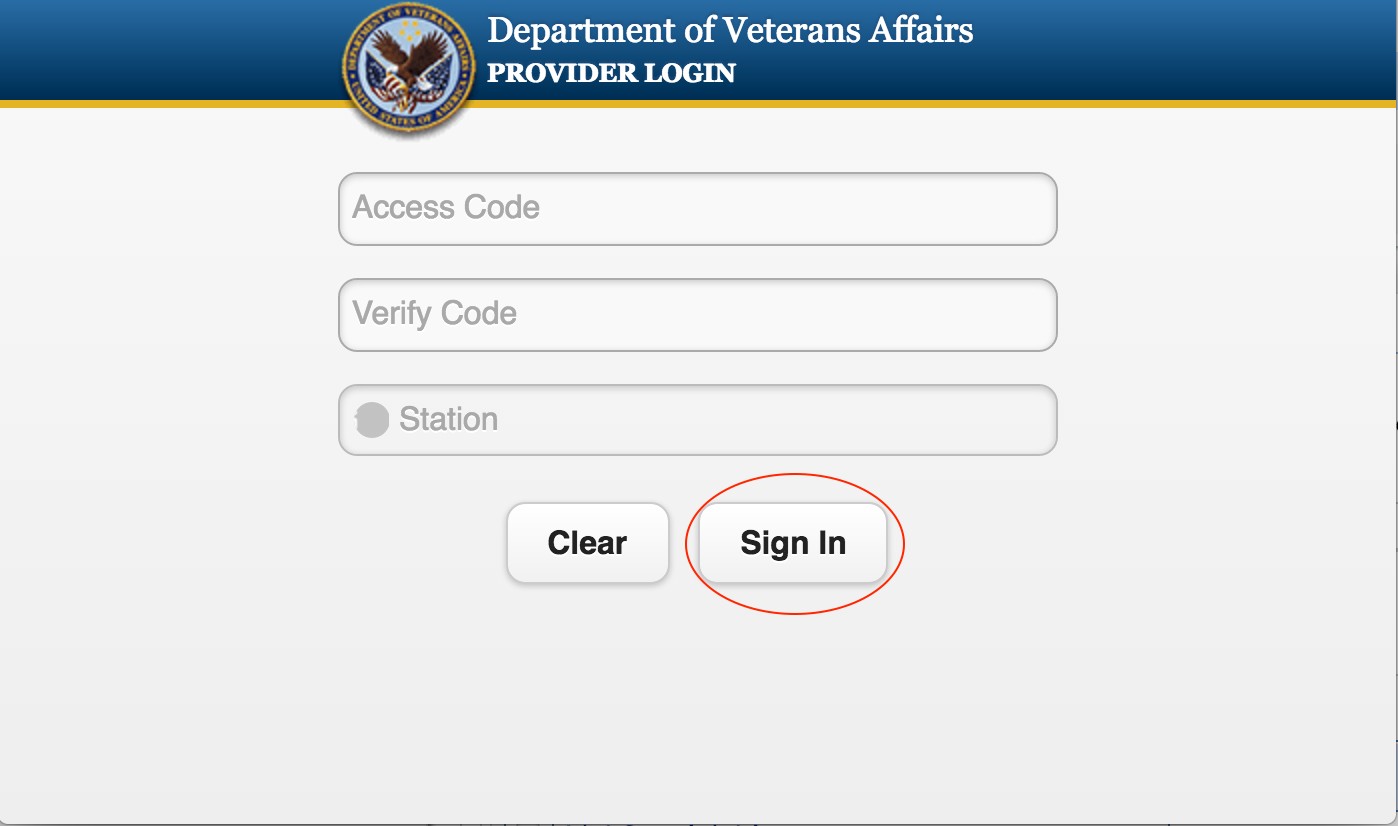


# Using the Application

## Logging in

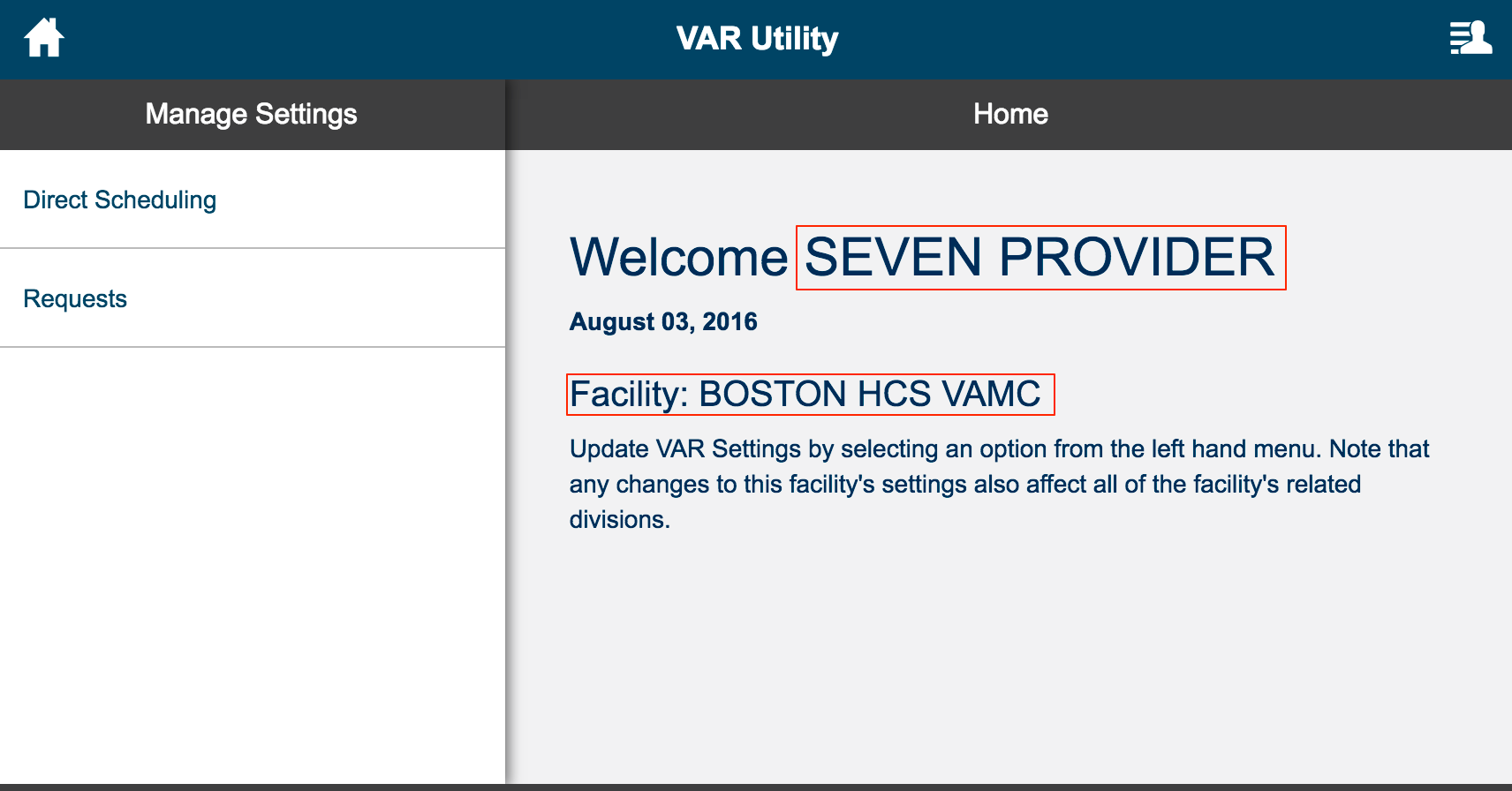
Select Login from the Landing Page or select Login from User Menu. The staff login page is displayed.

Enter valid Access Code, Verify Code and Station and select 'Sign in'.



### Staff User with “SD Supervisor” role

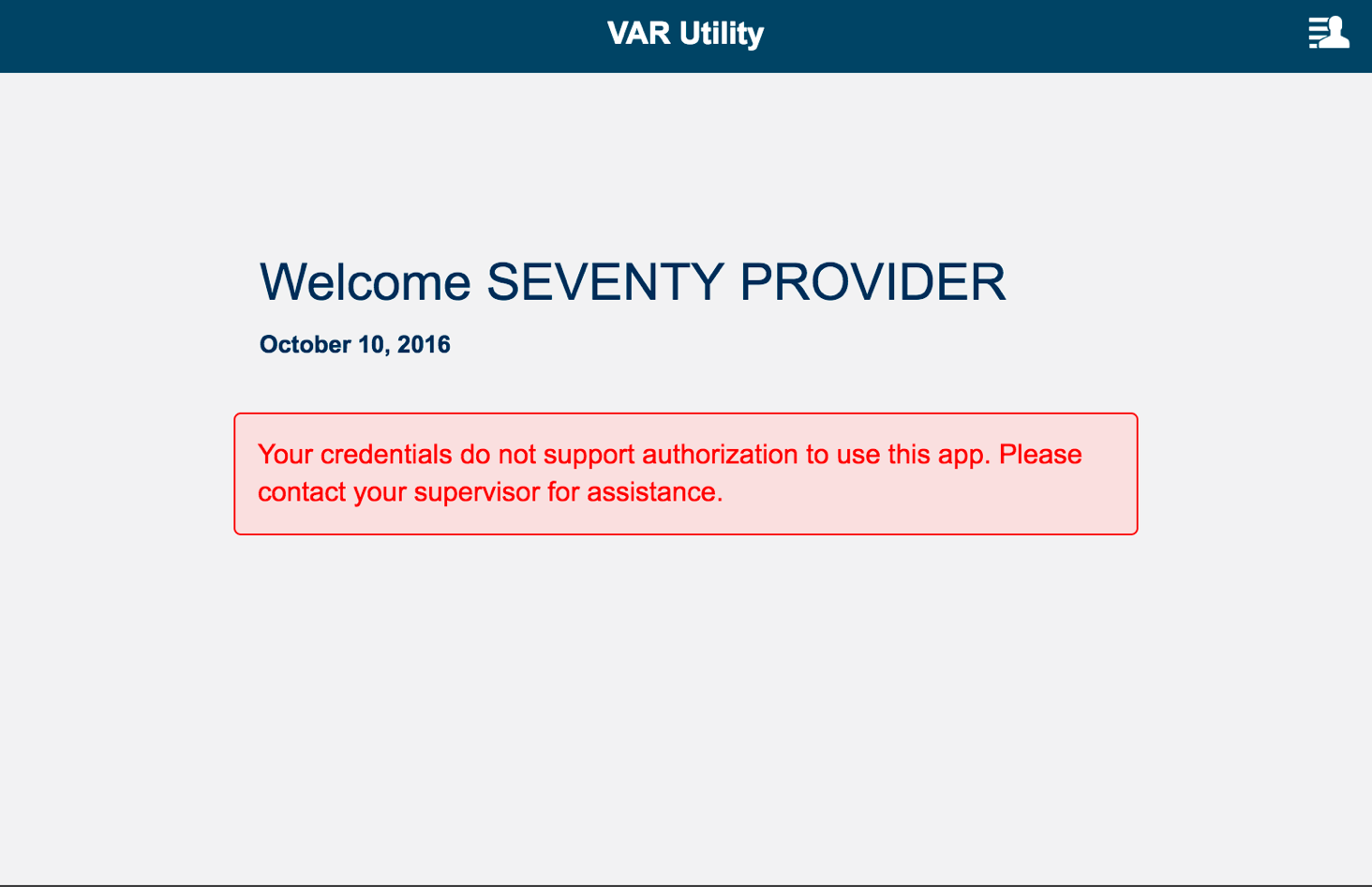
If a staff user with role “SD Supervisor” logs in the following landing page is displayed. The page displays the Name of the Staff User, the date they logged in and also the facility they logged into.





### Staff User with NO “SD Supervisor” role

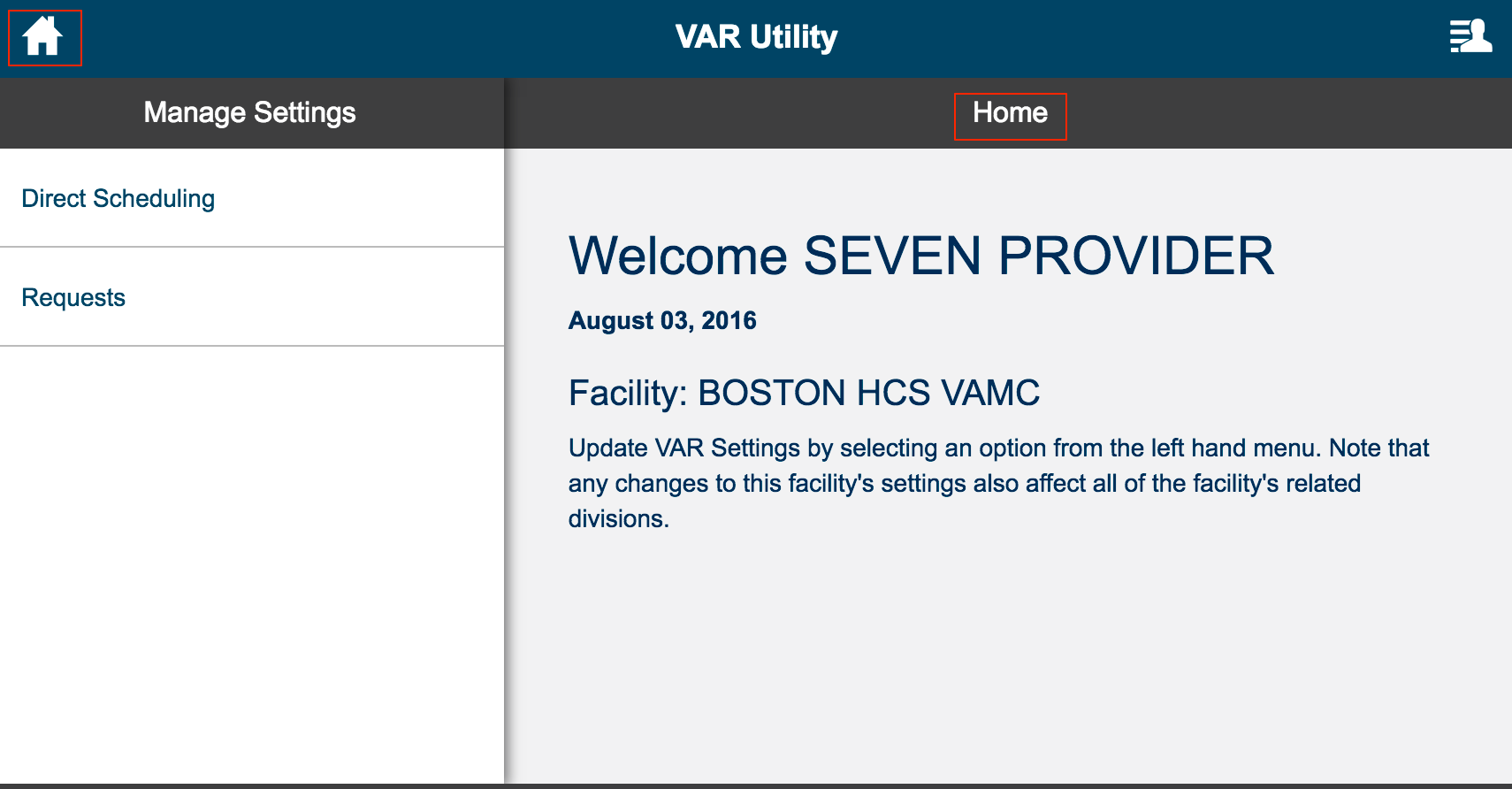
If a Staff user with NO SD Supervisor role logs in, the following landing page is displayed.





# Home Page

Home page is displayed when user with SD Supervisor role logs in. The footer displays the app version and user who is logged in.





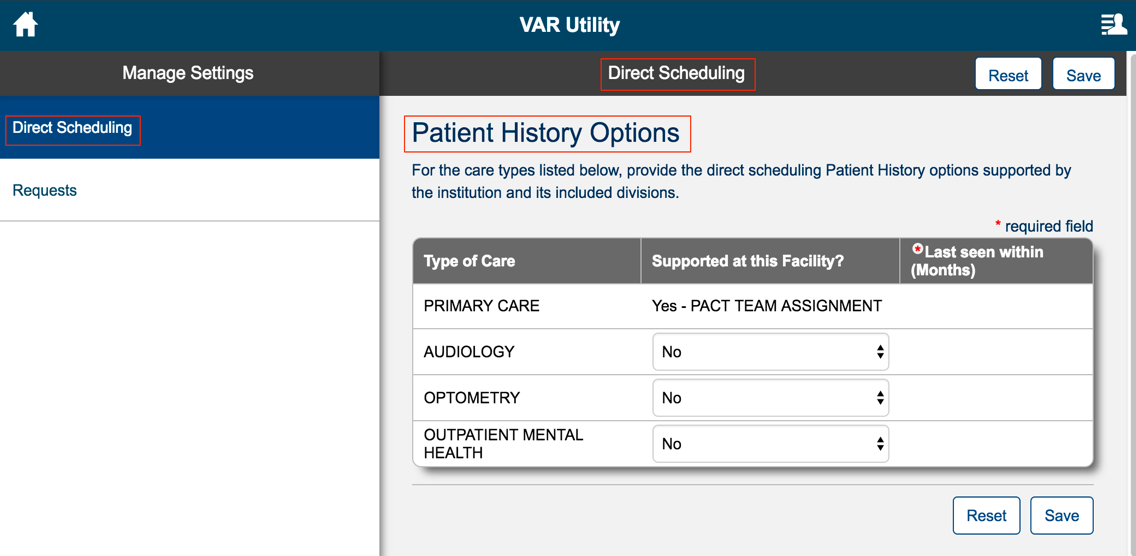
# Manage Settings

## Direct Scheduling

Select Direct Scheduling under Manage Settings menu option.

Direct Scheduling page is displayed. This page displays the patient history options for the Types of Care supported by the institution.

Reset and Save buttons are displayed both on the secondary header and also at the end of the table.



#### Direct Scheduling > Type of Care

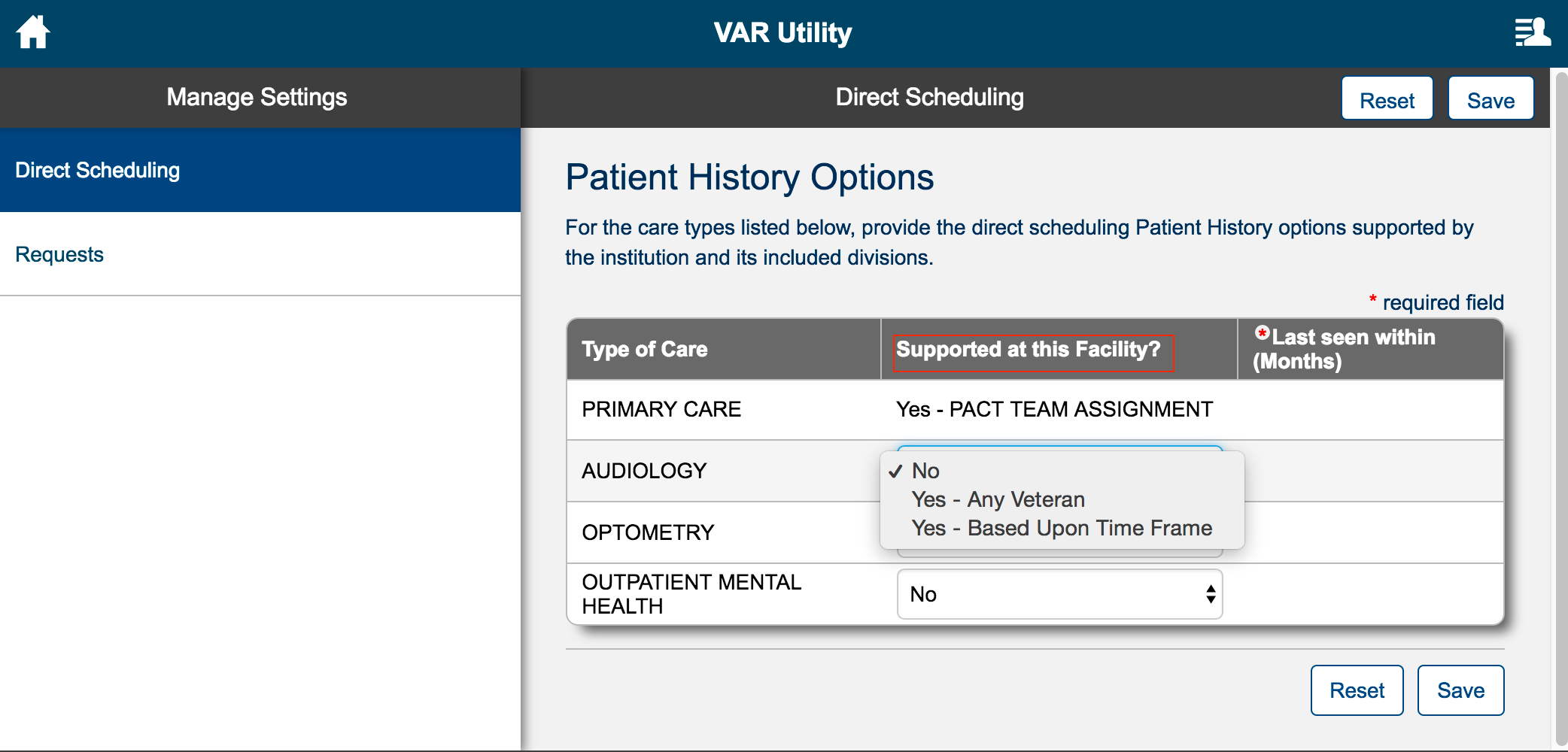
Primary Care, Audiology, Optometry and Outpatient Mental Health are currently the type of care that are available in the Utility to be configured for Direct Scheduling option in Veteran Appointment Requests (VAR) app. The ability to add additional types of care is controlled at VA program level and may be updated in the database at a future time. If additional types of care become available or are removed, table will update accordingly.

#### Direct Scheduling > Supported at this Facility?

It is not a required field and is not available as a selection drop down for Primary Care. For Primary Care there must be **Yes - PACT TEAM ASSIGNMENT** for direct scheduling an appointment in the VAR app.

The default value for all other types of care is ‘**No**’, which means that the types of care are not

configured and has no effect in Direct Scheduling in VAR app. The other options available in the drop down are **Yes – Any Veteran** and **Yes – Based upon Time Frame**.



#### Direct Scheduling > Last seen within (Months)

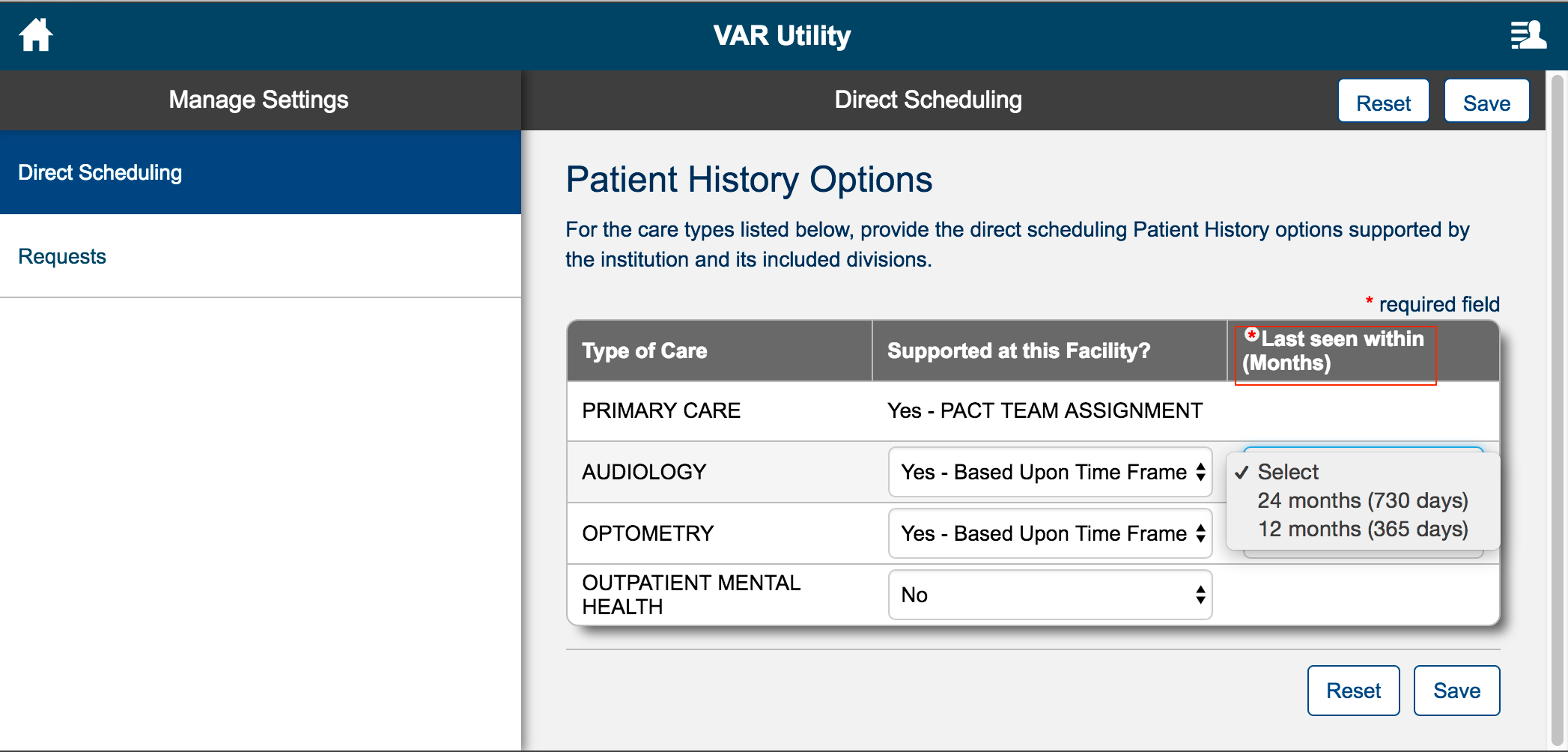
This is a required field and is displayed only if the value for ‘Supported at this Facility?’ is set to ‘Yes – Based Upon Time Frame’.

The options available are 24 months (730 days) and 12 months (365 days). If the value is set for 24 months, it means the Veteran should have had a history of that type of appointment in the last

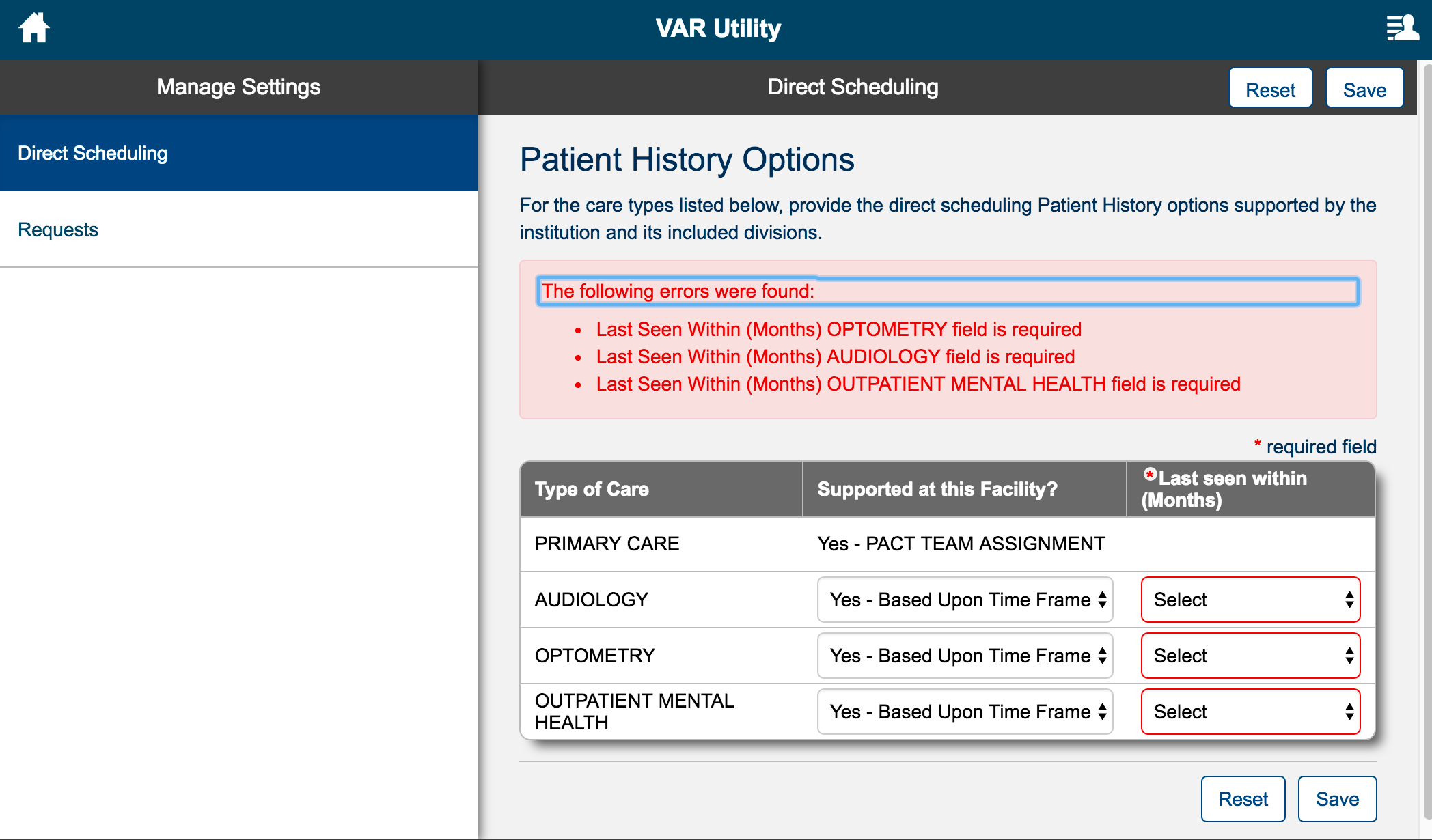
24 months in order to directly schedule an appointment using the VAR app.

If the value is set to 12 months, it means the Veteran should have had a history of that type of

appointment in the last 12 months in order to directly schedule an appointment using the VAR app.



As this is a required field, if the user tries to select save without selecting a valid option, an error message is displayed.



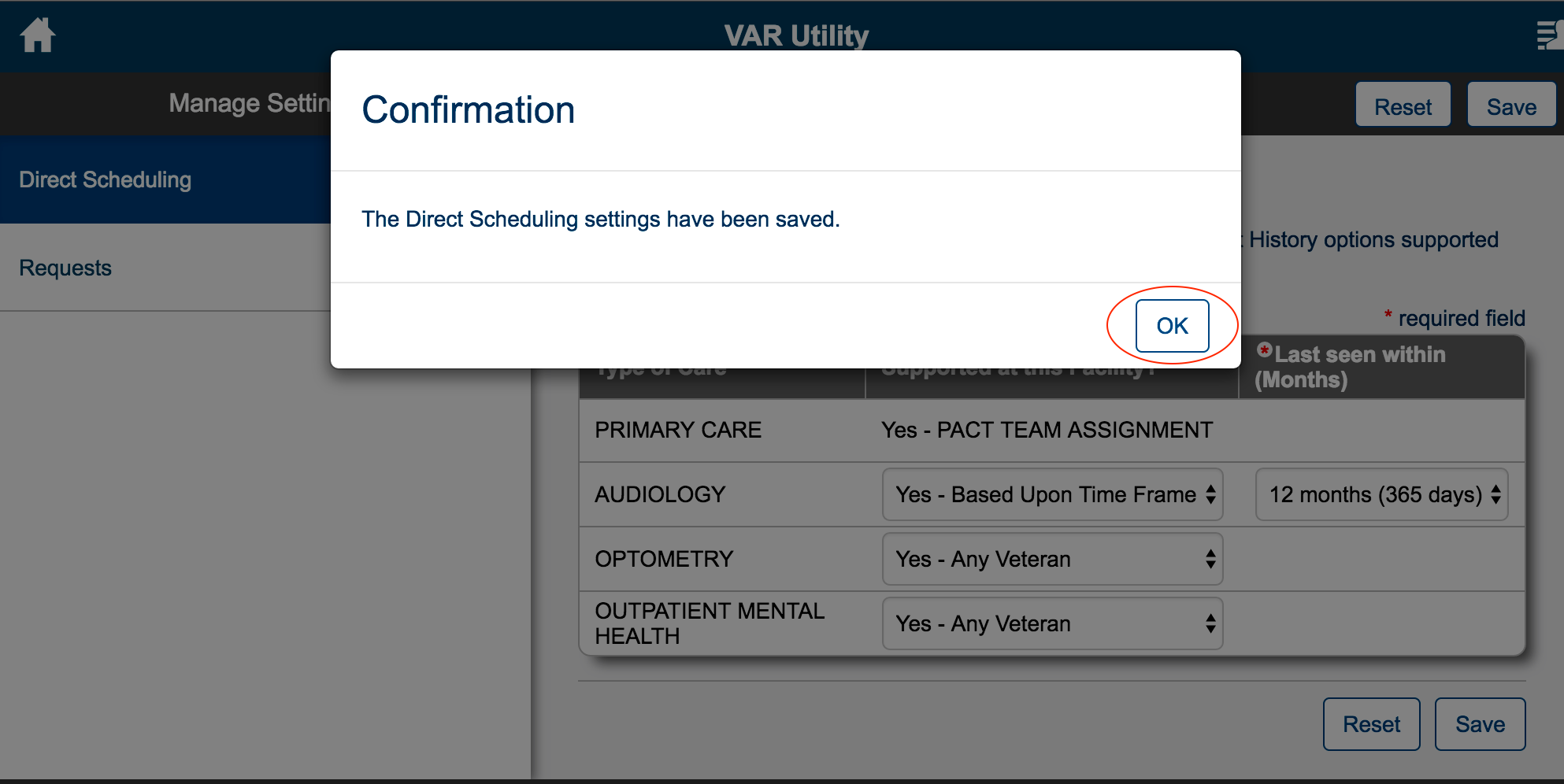
#### Buttons > Reset

Select all values from the drop down list and select Reset button. The values are reset to the last saved options.

#### Buttons > Save

Select all values for Require Relationship to Schedule field and Last seen within field. Select Save.

A confirmation modal is displayed, confirming the changes are saved. Select OK in the modal, the modal is closed and the user is returned back to the Direct Scheduling page.

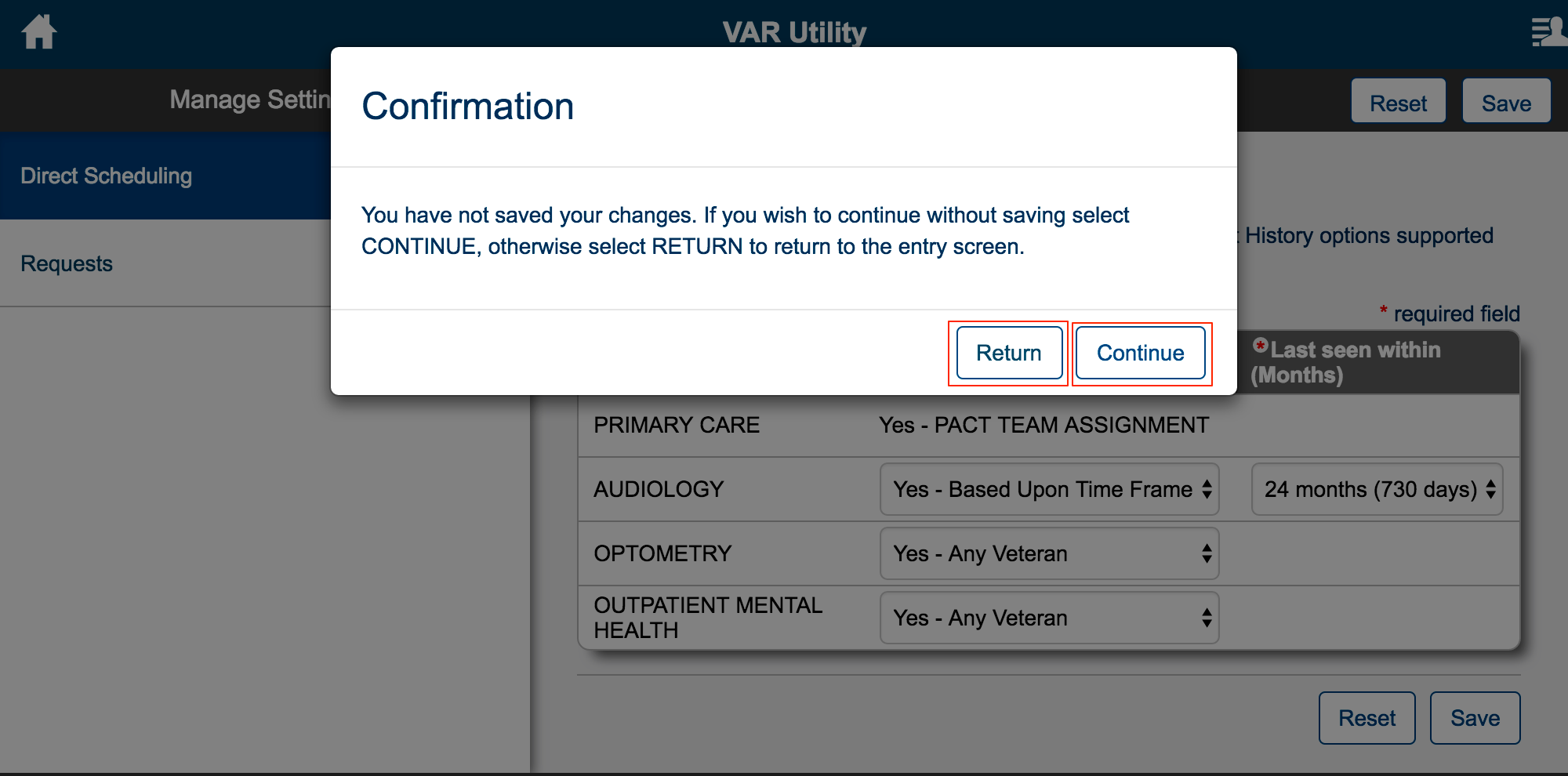


#### Confirmation Modal on Navigating without Save.

Make selections in the drop down and then try to navigate away from the direct scheduling page by either selecting the Home icon or User Menu icon.

A confirmation modal is displayed asking user if they really want to navigate away from the

page. Selecting ‘Return’ will return user back to the page that they were last on. Selecting ‘Continue’ will navigate user to the desired page that they selected to navigate.

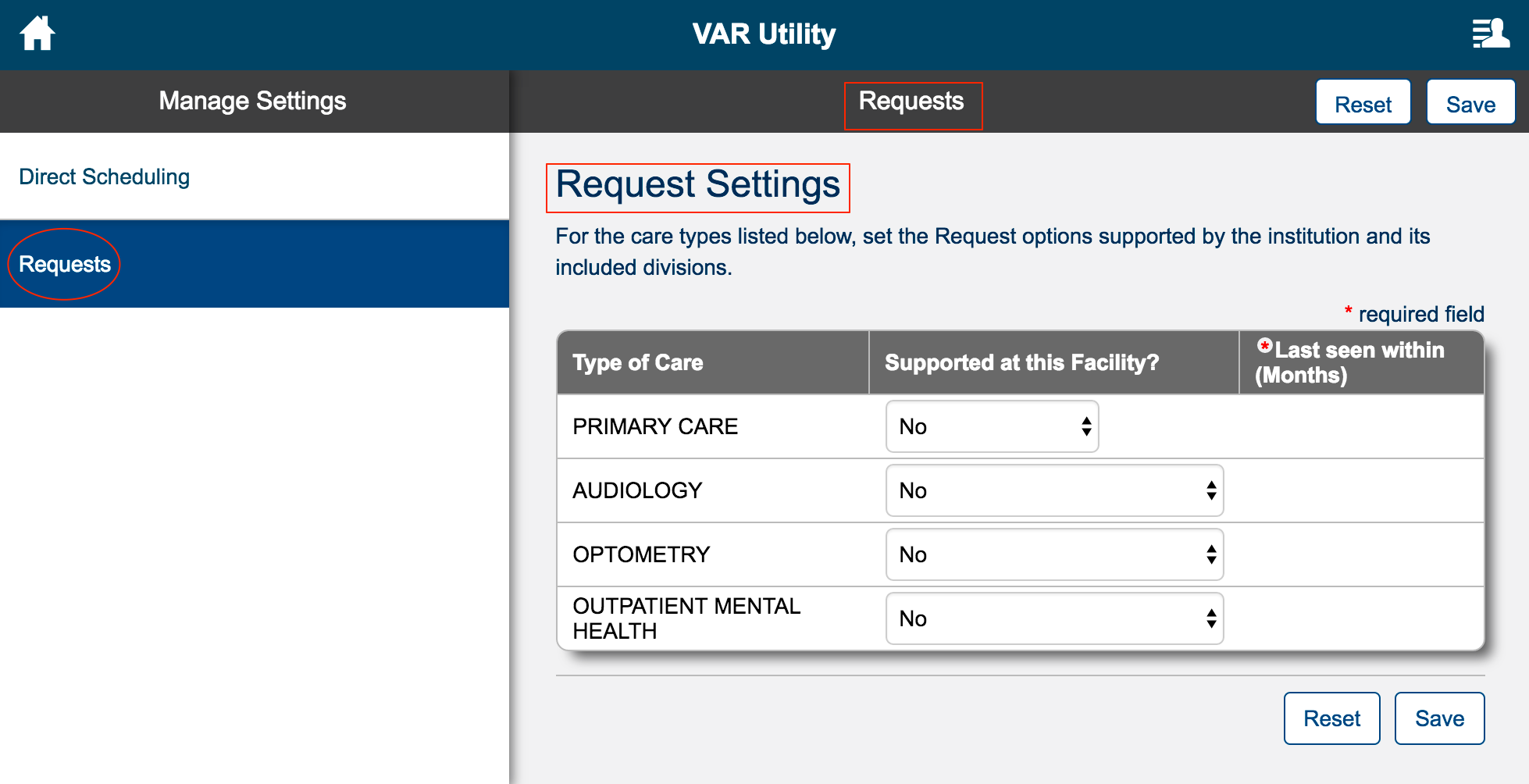


## Requests

Select Requests under Manage Settings menu option.

Requests page is displayed. This page displays the Request Settings options for the Types of Care supported by the institution.

Reset and Save buttons are displayed both on the secondary header and also at the end of the table.



#### Requests > Type of Care

Primary Care, Audiology, Optometry and Outpatient Mental Health are currently the type of care that are available in the Utility to be configured for creating requests in Veteran Appointment Requests (VAR) app. The ability to add additional types of care is controlled at VA program level and may be updated in the database at a future time. If additional types of care become available or are removed, table will be updated accordingly.

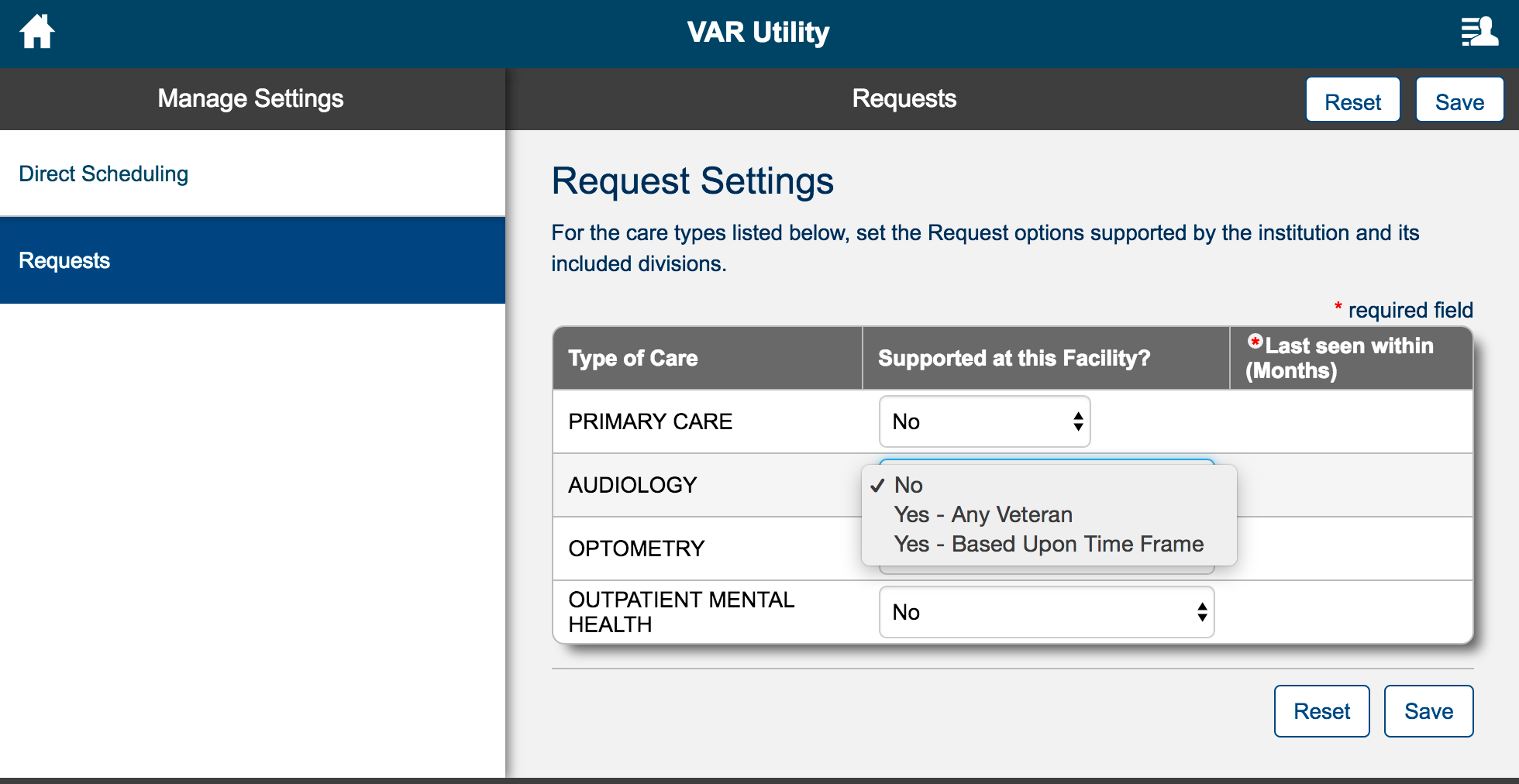
#### Requests > Supported at this Facility?

It is not a required field.

The default value for all other types of care is ‘**No**’, which means that the types of care are not

configured and cannot create appointment requests in VAR app. The other options available in the drop down are **Yes – Any Veteran** and **Yes – Based upon Time Frame**.

The option ‘**Yes – Based upon Time Frame’** is not available for Primary Care.



#### Requests > Last seen within (Months)

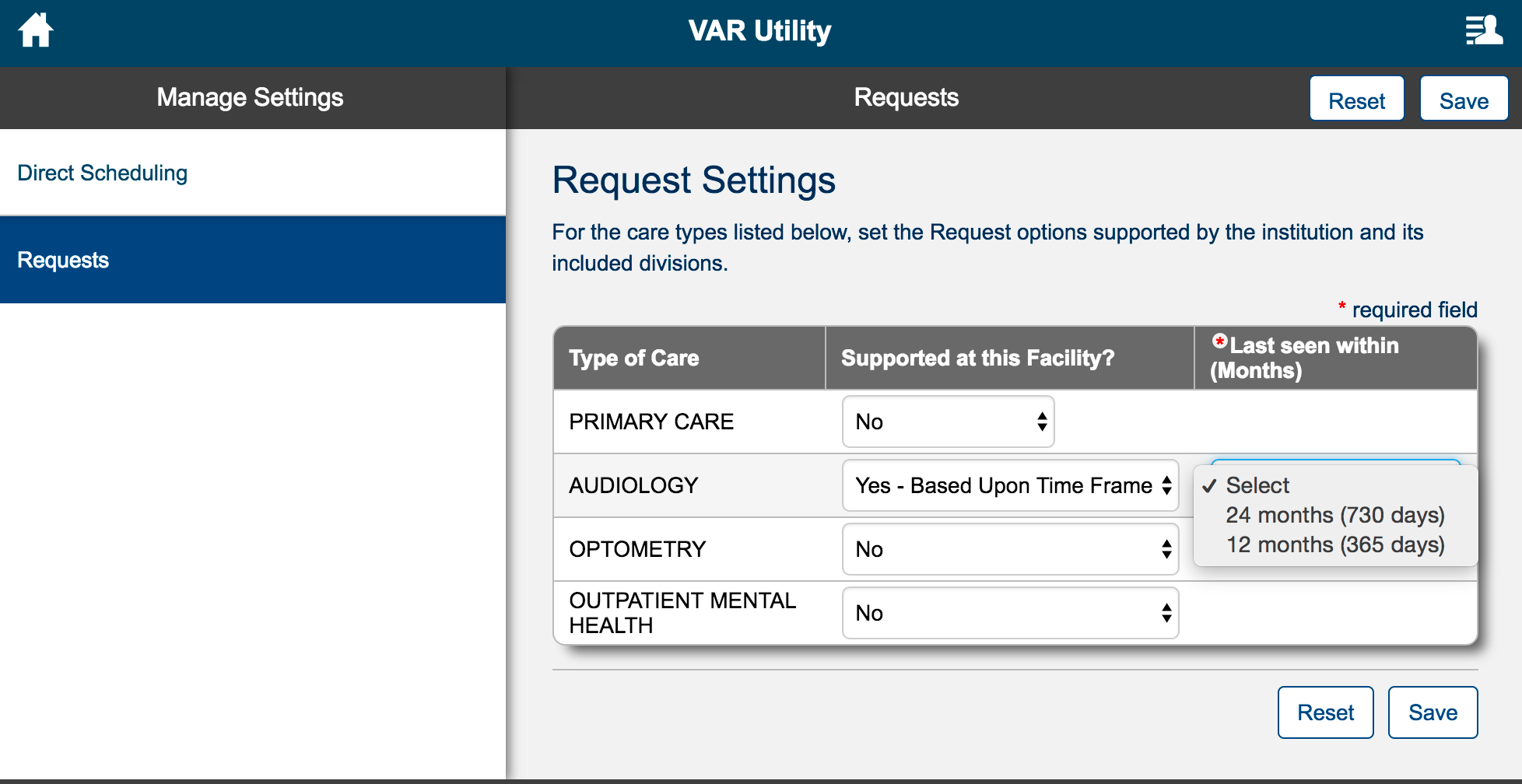
This is a required field and is displayed only if the value for ‘Supported at this Facility?’ is set to ‘Yes – Based Upon Time Frame’.

The options available are 24 months (730 days) and 12 months (365 days). If the value is set for 24 months, it means the Veteran should have had a history of that type of appointment in the last

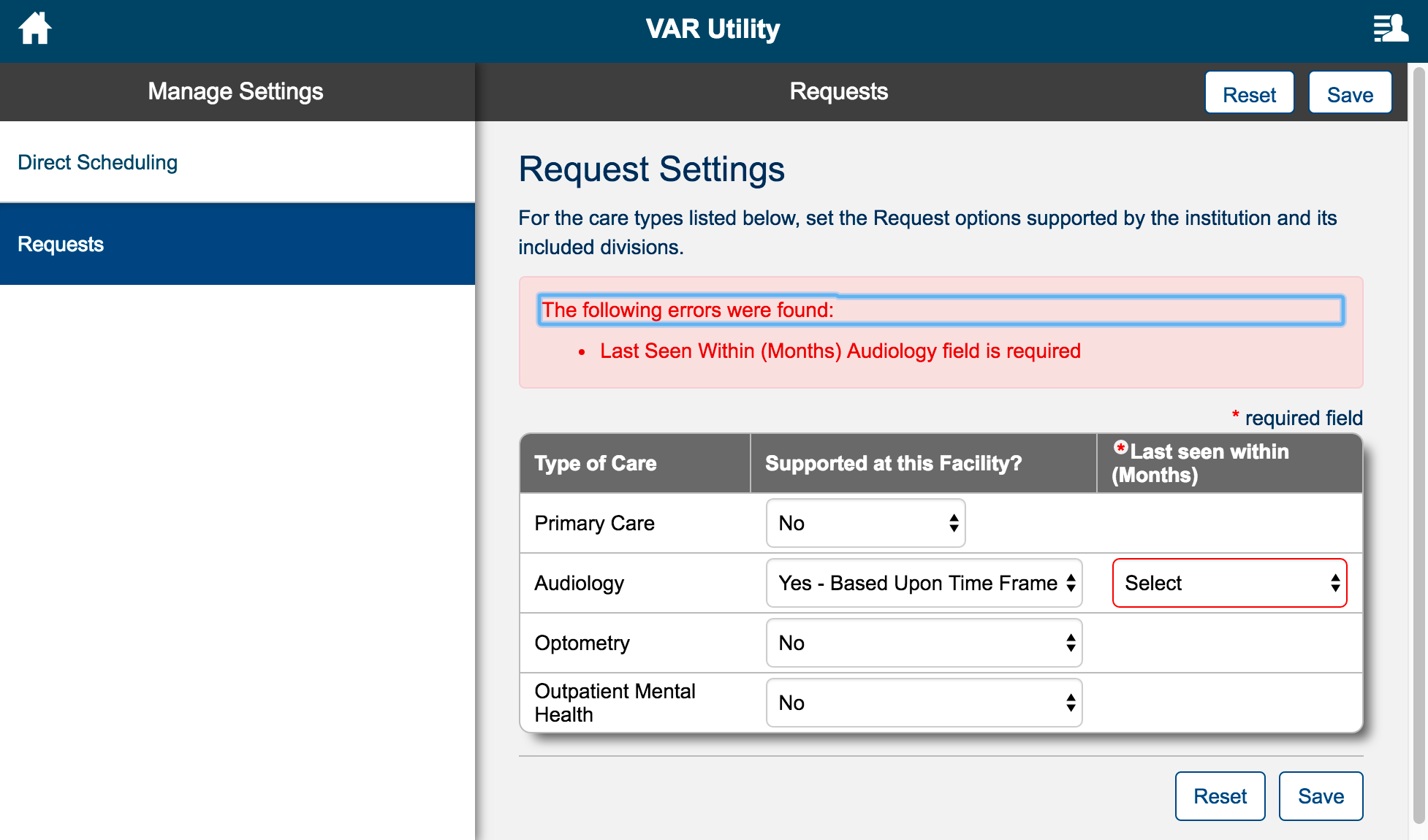
24 months in order to create an appointment request using the VAR app.

If the value is set to 12 months, it means the Veteran should have had a history of that type of

appointment in the last 12 months in order to create an appointment request using the VAR app.



As this is a required field, if the user tries to select save without selecting a valid option, an error message is displayed.



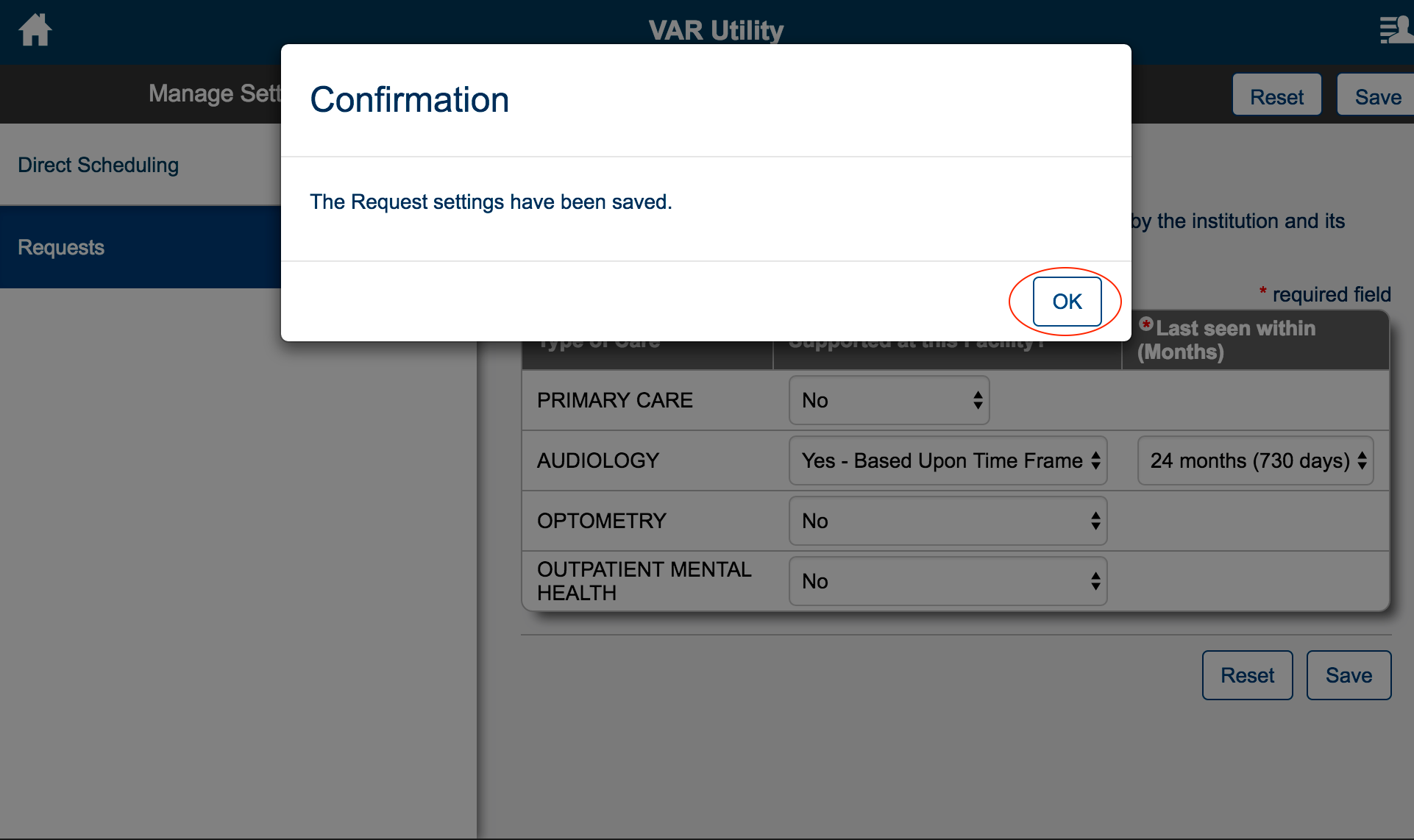
#### Buttons > Reset

Select all values from the drop down list and select Reset button. The values are reset to the last saved options.

#### Buttons > Save

Select all values for Require Relationship to Schedule field and Last seen within field. Select Save.

A confirmation modal is displayed, confirming the changes are saved. Select OK in the modal, the modal is closed and the user is returned back to the Requests page.

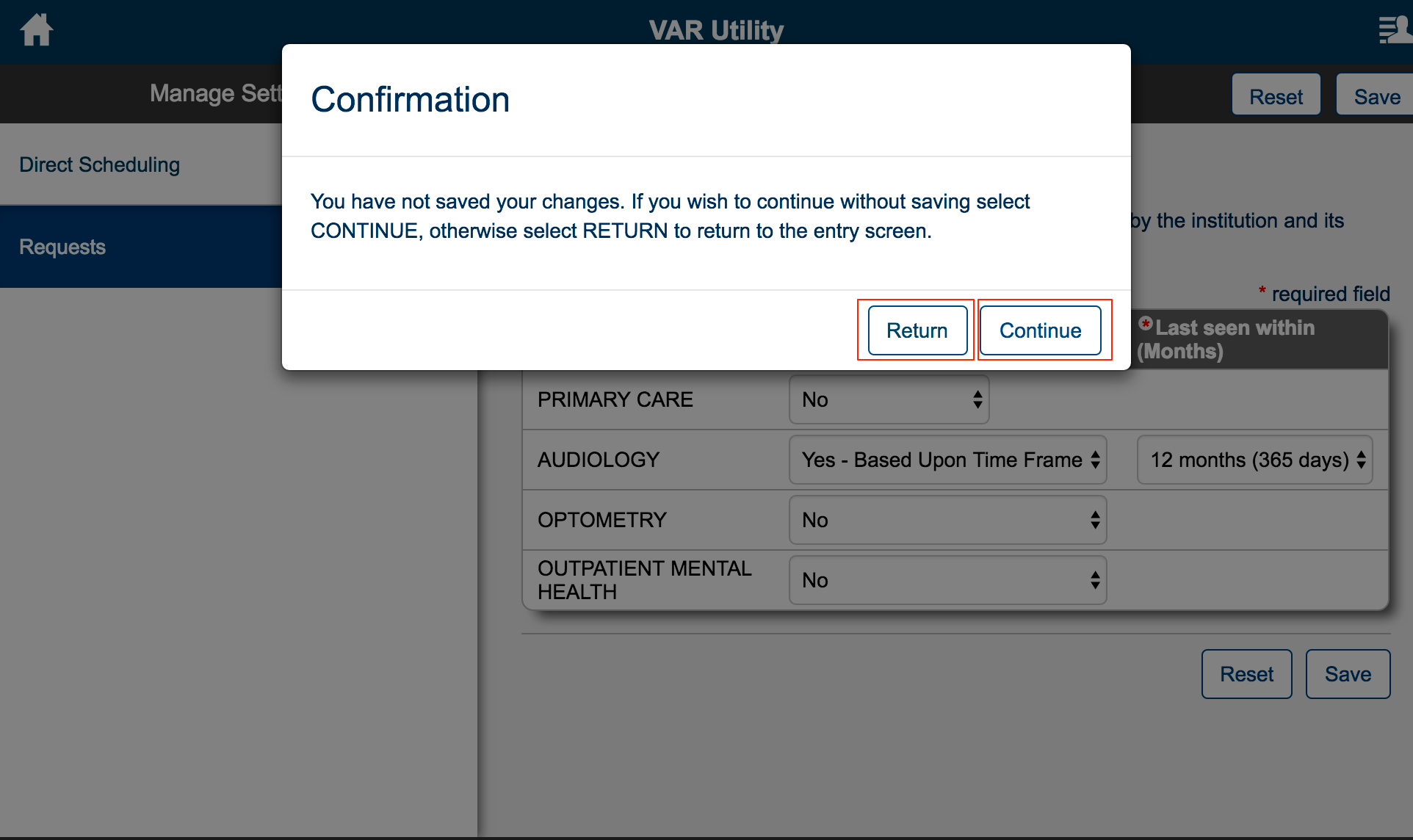


#### Confirmation Modal on Navigating without Save.

Make selections in the drop down and then try to navigate away from the Requests page by either selecting the Home icon or User Menu icon or Direct Scheduling.

A confirmation modal is displayed asking user if they really want to navigate away from the

page. Selecting ‘Return’ will return user back to the page that they were last on. Selecting ‘Continue’ will navigate user to the desired page that they selected to navigate.



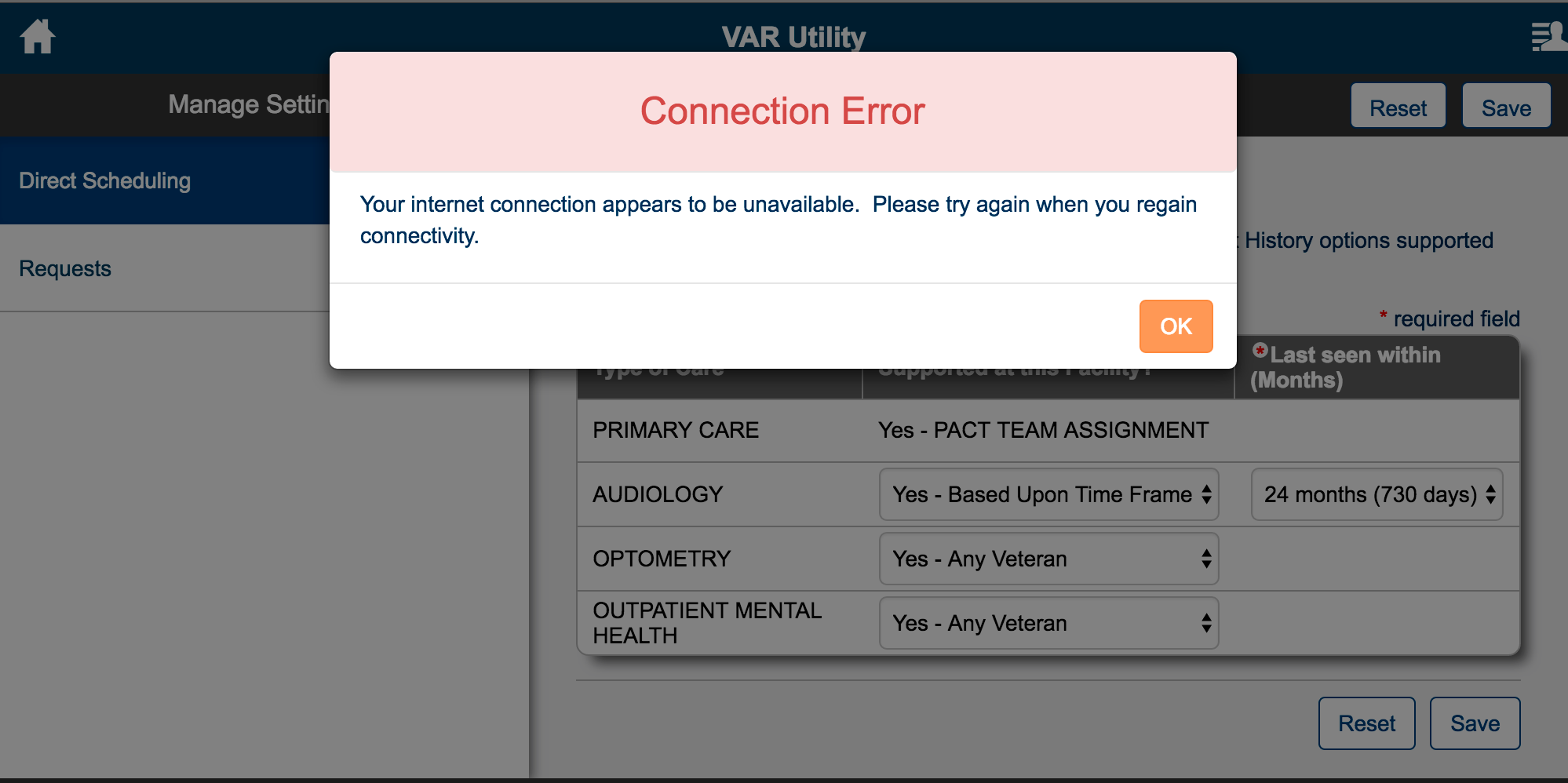
# Error Messages

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

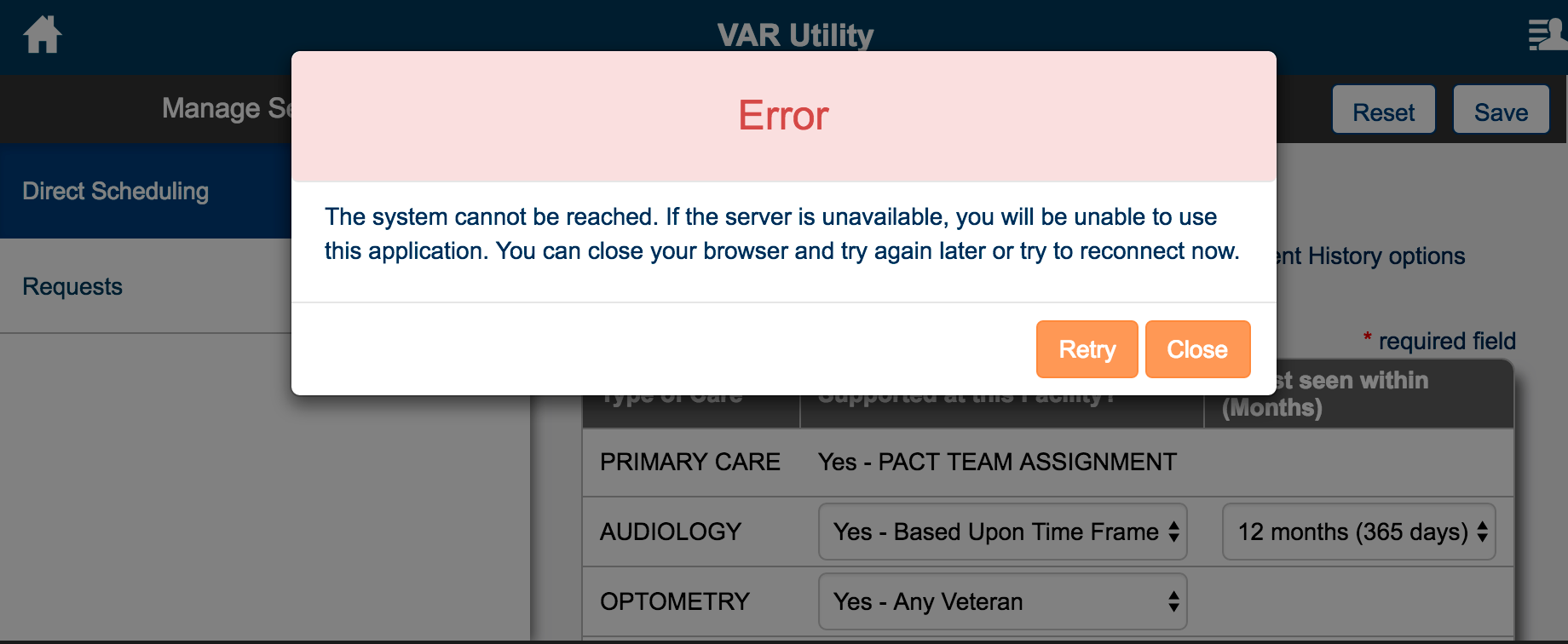
displayed to the user



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 are back up, the error message is not displayed anymore and the user can continue to use the app.

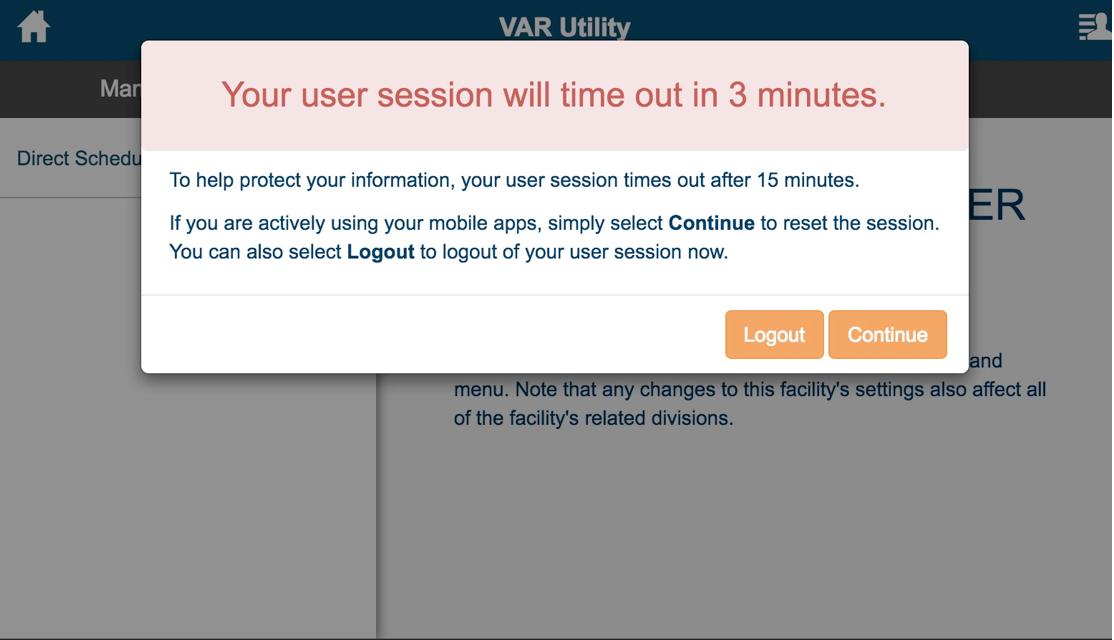
If the backend services are still down, the error message is displayed again. To close the error message modal, select OK.

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.

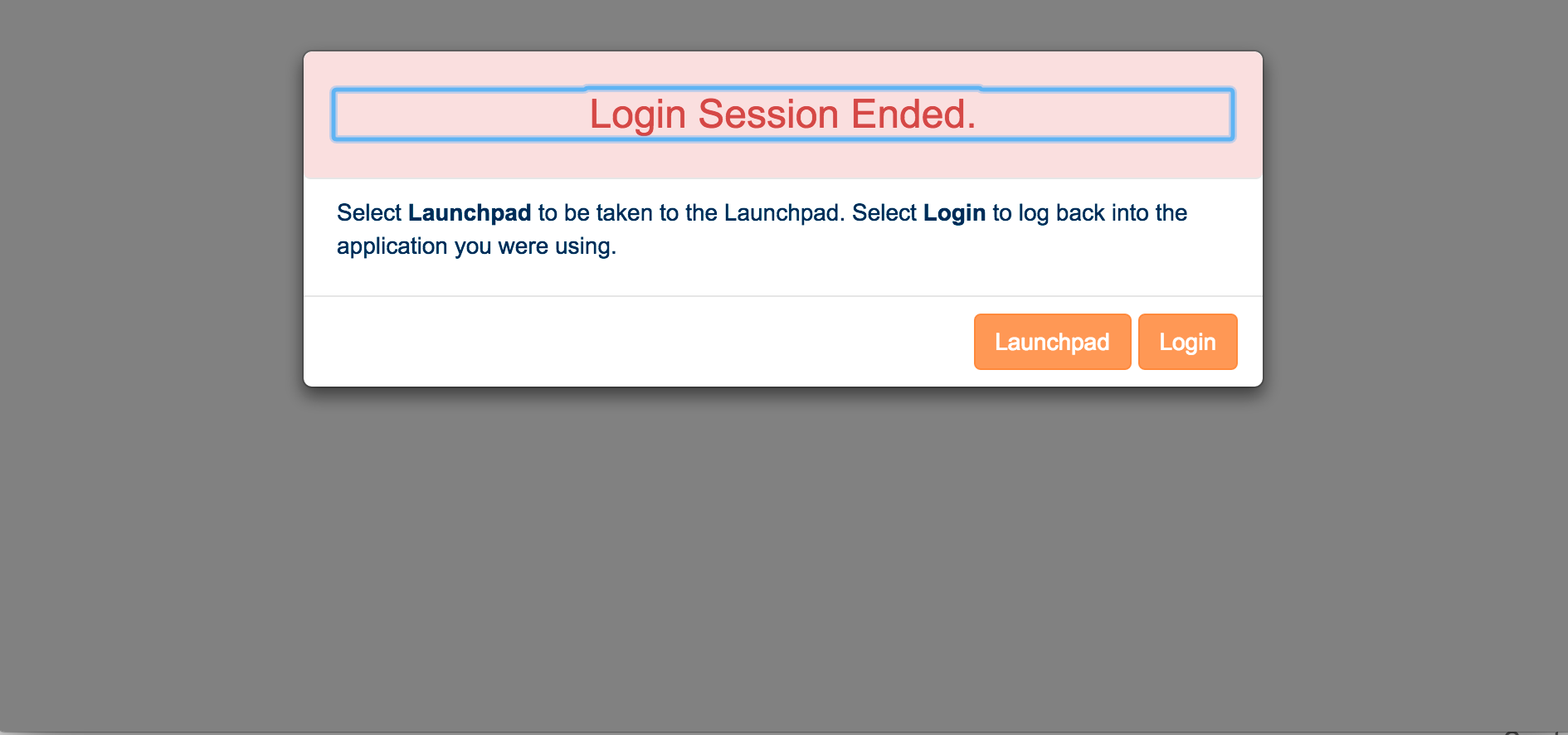
Selecting Continue will reset the session and the user can continue to use the application. Selecting Logout will log the user out of the application and take them to the Launchpad page.



## 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.



User can either select Launchpad button to return to the Launchpad page or select Login button to login back to the application.