LEGACY CONTENT MANAGER

TRAINEE HANDOUT

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Last updated: October 2021

Provided with the appropriate manual and regulatory references and handouts, the employee will be able to:

- Understand What is Legacy Content Manager
- Know What Types of Records are Available in Legacy Content Manger
- Know How & When to Log into Legacy Content Manger
- Search for a Veteran's electronic folder (eFolder)
- Access a Record within a Veteran's eFolder
- Navigate to Legacy Content Manger's Learning Tools

REFERENCES

- **<u>Legacy Content Manager Website</u>**

- **<u>Legacy Content Manager User Guide</u>**

- **M21-1 I.ii.1.C.1.c. eFolders**

- **M21-1 I.ii.1.C.1.d. Mandatory Use of eFolders**

- **M21-1 II.ii.1.A.2. Claims Folder Formats**

WHAT IS LEGACY CONTENT MANAGER?

Legacy Content Manager (LCM) is an Intranet web-based application that centers on the concept of a Veteran's electronic claims folder, or eFolder.

In most instances you can access the LCM eFolder through the existing VBMS eFolder using the "Legacy Content Manager Documents" tab. Through this link, you can view documents received by LCM Paperless Claim Processing.

The LCM system (Formerly Virtual VA) is known as the legacy system as it was the existing paperless eFolder prior to the deployment of VBMS.

LCM provides:

- Electronic storage for outgoing and incoming Veteran's claims correspondence and evidence

- The ability for a user to categorize, search, and sort the contents of the eFolder to assist in evaluating the claim

WHAT TYPES OF RECORDS ARE AVAILABLE IN LCM

Currently, the following types of documents are stored in LCM:

- Many documents relating to a Veteran's pension award
- Restricted Documents
- Documents generated by the Debt Management Center
- Rating decisions and code sheets
- PCGL award notification letters
- BDN generated letters
- CRSC/CRDP Notification Letters & Worksheets
- Compensation cost of living adjustment (COLA) – End of Year Letters
- Write-outs
- Marine Corp Records (Korea/Vietnam Wartime)
- Federal Tax Income (FTI)

WHEN TO LOG INTO LCM DIRECTLY

The end user should directly log into LCM in the following situations:

1. If the link to Legacy Content Manager documents within the VBMS eFolder fails to open the Legacy Content Manager documents.

2. To review restricted documents. They can only be accessed through the Legacy Content Manager system.

3. As directed by local management.

In the instances in which you need to directly login to Legacy Content Manager, you must navigate to the following website on the intranet:

[Legacy Content Manager](#)

This initial screen is the Legacy Content Manager login screen. The window on topof the login page is the warning message. Read through the warning message and click "OK" to acknowledge the user responsibilities. The Login screen will be displayed as shown below.

Single sign-on
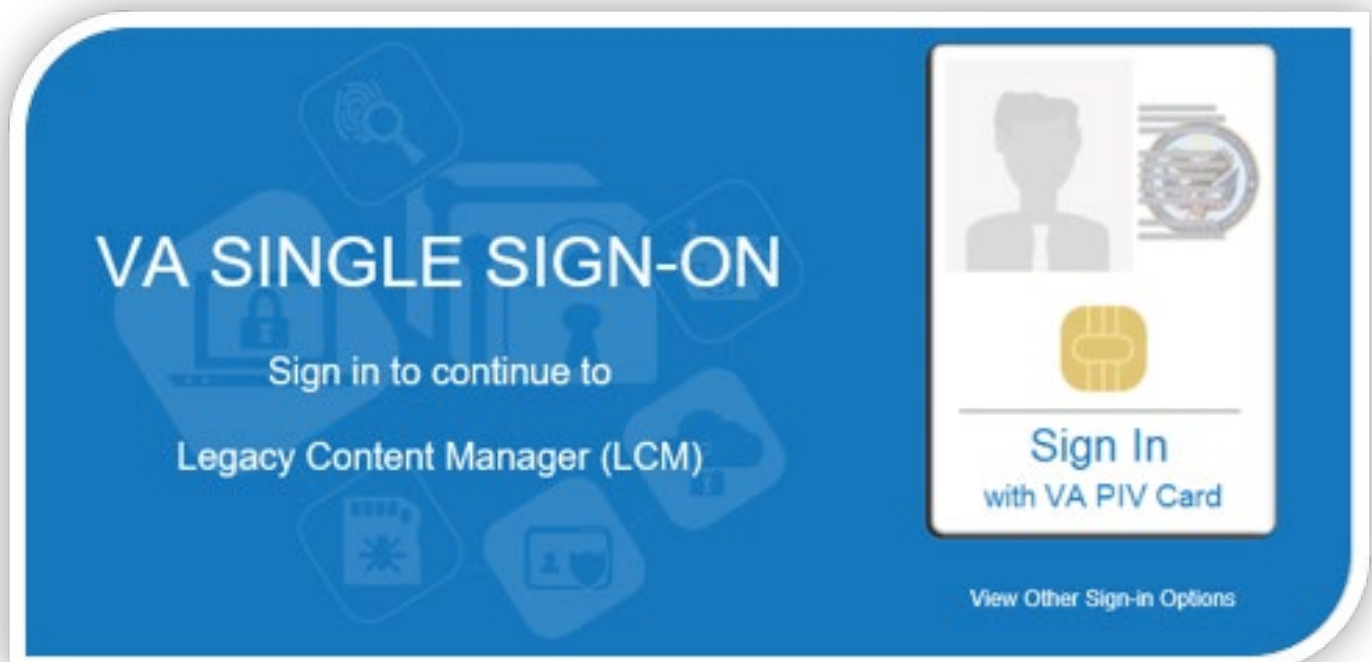
Warning message

HOW TO SEARCH FOR A VETERAN'S EFOLDER

To locate a Veteran's eFolder, enter the VA file number into the field marked "Claim / SSN".

HOW TO ACCESS A RECORD WITHIN A VETERAN'S EFOLDER

After a valid file number or SSN has been entered and found, the veteran's profile information will appear and be filled in with all of the information that is found for the veteran.

The document grid will be populated with all of the documents associated with the entered file number or SSN. The grid defaults to show 100 documents per page.

☐	↕	Doc ID	↕	Date of Receipt	↕	Document Type	↕	Restricted Reason	↕	Subject	↕	Source Comment	↕	Date of Storage
☐		54299548		11/21/2014		Forfeiture Statements		Non-Restricted		IRS Test - round 2				11/21/2014
☐		44529241459		09/25/2014		VA 119 Report of Contact		Non-Restricted		VA Form 119				09/25/2014
☐		44529236459		09/24/2014		UNKNOWN		Non-Restricted				842-4400		09/24/2014
☐		44529235459		09/24/2014		UNKNOWN		Non-Restricted				842-4410		09/24/2014
☐		44529212459		09/16/2014		UNKNOWN		Non-Restricted				842-4410		09/16/2014
☐		44528940459		07/30/2014		VA 21-4182 Application for Dependency and		Non-Restricted		routine				07/30/2014
☐		44528592459		07/15/2014		Marriage Certificate / License		Non-Restricted				moved from EPA to 548		07/15/2014
☐		44528578459		07/14/2014		UNKNOWN		Non-Restricted						07/14/2014
☐		44528461459		07/09/2014		UNKNOWN		Non-Restricted						07/09/2014
☐		44528457459		07/09/2014		Medical Receipts		Non-Restricted				moved to EPA		07/09/2014
☐		54087548		06/12/2014		UNKNOWN		Non-Restricted						06/12/2014
☐		54089548		06/12/2014		UNKNOWN		Non-Restricted						06/12/2014
☐		44527577459		05/23/2014		UNKNOWN		Non-Restricted						05/21/2014
☐		53807548		04/15/2014		Retroactive Release of Benefits Memorandum		PGF File		subj a2		source comment a2		04/15/2014
☐		53809548		04/15/2014		Unknown PGF		PGF File		fid a2		fid a2		04/15/2014
☐		53781548		04/11/2014		VA 21-0509 Notice of Fiduciary Commission		PGF File						04/11/2014
☐		53777548		04/11/2014		VA 21-0509 Notice of Fiduciary Commission		PGF File						04/11/2014

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The Document Grid will display a max of 100 **documents per page**. However, you can select how many documents you want to display per page; from 10, 20, 50, or 100. To change the number of documents shown, select the number from the drop-down box on the right hand corner of the page navigation pane.

First, if you want to view only one document, simply click the document hyperlink in the Doc ID column to automatically launch the document viewer and open the document. You can also select a group of documents to open in a single document viewer. To do this, select the documents by checking the '**Select**' field in the Document Grid. You may also select all documents by clicking the '**Select all**' field above the column header.

The '**Select/Deselect**' function will only apply to documents displayed within the grid. If the grid is paginated, only those documents within the currently displayed page will be selected. After you have selected the documents, press the **View** button located above the Document Grid.

Upon clicking the **View** button, the selected document(s) will open in the document viewer.

Within the viewer, to the right of the document, you will see the document attributes pane. Here, you will see uneditable fields containing document attribute information.

You will see the displays the following identifying information of the document that is automatically assigned and cannot be modified; **Doc ID**, **Batch ID**, **Source**, **Inserted By, Date of Receipt**, **Doc Type**, **Doc Category, Source Comment, and Subject**.

The last three buttons towards the bottom of the document attributes pane are used to navigate between documents and close the document viewer.

Exit – The **Exit** button will close the document viewer. You can also select the "X" button on thetop upper-right of the Viewer to close.

Previous – When multiple documents are opened in the document viewer, the **Previous** button will go to the previous document if multiple documents are opened.

When a single document is opened in the Doc Viewer, the **Previous** button will be disabled.

Next – The **Next** button is used to navigate to the next document. If there is no document to view after the current document, then the Next button will be disabled.

Please review and complete the following short answer statements.

1. When would you log directly into Legacy Content Manager?
   A. If the link to Legacy Content Manager documents within the VBMS eFolder fails to open the Legacy Content Manager documents.
   B. To review restricted documents. They can only be accessed through the Virtual VA system.
   C. As directed by local management.
   D. All of the Above

2. The Legacy Content Manager eFolder documents can either be accessed through _____ or directly in the _____.

3. True or False: To login to Legacy Content Manager, follow these steps:

   i.   Go to the Legacy Content Manager website at LCM
   ii.   Follow the prompts for VA Single Sign-on.

4. To locate a Veteran's eFolder, enter the VA file number into the field marked _____.

5. Name the resource that provides guidance and instruction on various topics related to Legacy Content Manager.