

**LEGACY CONTENT MANAGER
INSTRUCTOR LESSON PLAN
TIME REQUIRED: 1 HOUR**

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LESSON DESCRIPTION

The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction.

TMS

PREREQUISITES Prior to this lesson, the trainee must have completed the VA terminology lesson.

Instructor must have access to Legacy Content Manager.

TARGET AUDIENCE

The target audience for this lesson consists of Entry Level Fiduciary Service Representative's (FSR), Legal Instruments Examiner's (LIE), Field Examiner's (FE)

Although this lesson is targeted to teach Fiduciary Service Representative's (FSR), Legal Instruments Examiner's (LIE), Field Examiner's (FE), it may be taught to other VA personnel as mandatory or refresher type training.

TIME REQUIRED

1 hour

MATERIALS/ TRAINING AIDS

Lesson materials:

- Legacy Content Manager PowerPoint Presentation
- Legacy Content Manager Trainee Handout
- Legacy Content Manager Answer Key
- Legacy Content Manager User Guide

TRAINING AREA/TOOLS

The following are required to ensure the trainees meet the lesson objectives:

- Classroom or private area suitable for participatory discussions
- Seating, writing materials, and writing surfaces for trainee note taking and participation
- Handouts, which include a practical exercise
- Large writing surface (chalkboard, virtual whiteboard, overhead projector, etc.) with appropriate writing materials
- Computer with PowerPoint software to present the lesson material

Trainees require access to the following tools:

- VA TMS to complete the assessment
- VBA Learning Catalog to access lesson materials

PRE-PLANNING

- Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session.
- Become familiar with the content of the trainee handouts and their association to the Lesson Plan.
- Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson.
- Ensure that there are copies of all handouts before the training session.
- When required, reserve the training room.
- Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed).
- Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson.
- This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins.

TRAINING DAY

- Arrive as early as possible to ensure access to the facility and computers.
- Become familiar with the location of restrooms and other facilities that the trainees will require.
- Test the computer and projector to ensure they are working properly.
- Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly.
- Make sure that a whiteboard or flip chart and the associated markers are available.
- The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers.

LEGACY CONTENT MANAGER

INSTRUCTOR INTRODUCTION

Complete the following:

- Sound Check
- Introduce yourself
- Orient learners to the facilities
- Ensure that all learners have the required handouts

TIME REQUIRED

1 hour

PURPOSE OF LESSON

The purpose of this lesson is to introduce trainees to Legacy Content Manager (LCM) and demonstrate the types of documents that can be accessed through this application.

LESSON OBJECTIVES

In order to attain the purpose of this lesson, the trainee will be required to complete the following lesson objectives.

Slide 2

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 Manager
- Know How & When to Log into Legacy Content Manager
- Search for a Veteran's electronic folder (eFolder)
- Access a Record within a Veteran's eFolder
- Navigate to Legacy Content Manager's Learning Tools

Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed.

MOTIVATION

A common error noted is the failure to review all evidence of record for a Veteran's claim. Employees should review all documents of record to include those in Legacy Content Manager via the VBMS Legacy Content Manager Documents tab. Through this link, they can view documents received by Legacy Content Manager Paperless Claim Processing. However, in the following instances, the employee should log directly into the Legacy Content Manager system to review evidence: (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. All evidence of record is required for review in

order to make an informed decision and not to deprive Veterans or their beneficiaries of benefits to which they may be entitled.

**STAR ERROR
CODE(S)**

N/A

REFERENCES

Demonstrate how to navigate these references.

Slide 3

- **Legacy Content Manager Website**
- **Legacy Content Manager User Guide**
- **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?

INTRODUCTION

Slide 4

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.

TIME REQUIRED

0.5 hours

OBJECTIVES/ TEACHING POINTS

The following topic teaching points support the topic objectives:

- What is LCM?
- What Type of Documents are located in LCM?
- Identifying an LCM eFolder
- When to Log, Directly, in to LCM
- How to Search a Veteran's eFolder
- How to Access a Record Within a Veteran's eFolder
- How to Access LCM Resources

Legacy Content Manager Use

Slide 5

Legacy Content Manager provides:

- Electronic storage for outgoing & incoming Veteran's claims correspondence and evidence
- Ability to categorize, search & sort the contents of the eFolder

What Types of Documents are located in Legacy Content Manager?

Slide 6

- Pension Documents
- Restricted Documents
- Debt Management Center letters
- Rating Decisions
- PCGL Award Letters
- BDN Letters
- CRSC/CRDP Letters
- COLA End of Year Letters
- Write-outs
- Marine Corp Records (Korea/Vietnam Wartime)
- Federal Tax Income (FTI)

When to Log Into Legacy Content Manager

Slide 7

Instructor should login to Legacy Content Manager.

The following situations require the user to log directly into LCM:

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](#)

How to Log into LCM

Slide 8

This initial screen is the Legacy Content Manager loginscreen.

LCM Sign In

Slide 9

Upon initial login, the Legacy Content Manager system will display a Security Information pop up message.

LCM Security Information Pop Up

Slide 10

Failure to make these selections may result in the documents not being viewable in the Legacy Content Manager eFolder.

How to Search for a Veteran's eFolder

Slide 11

Instructor should demonstrate using "Claim / SSN" field

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

Change View Options

Slide 12

When you first open an eFolder, the documents tab of the eFolder page will display. The Legacy Content Manager interface is designed to resemble a paper file folder. Each eFolder is identified by the Veteran's claim number and name. Users can update the default view settings to add additional view options.

Document Grid

Slide 13

The Veteran's eFolder can contain one or multiple documents. Over time more documents substantiating the Veteran's claim(s) can be filed into their eFolder.

*Trainee Handout
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You may open individual documents of an eFolder by clicking on the blue DOC ID link from the document grid within the eFolder.

Viewing Documents

Slide 14

When you display a document in the Legacy Content Manager **Document Viewer**, an image of the document file is displayed on your computer's monitor.

Document Viewpoint

Slide 15

Unlike a word processing program that contains text that can be edited, the **Document Viewer** displays only images that are not editable. You can copy a selected portion of an image to paste into another program, but just like a photograph, the text contained within an image remains unchangeable without the use of separate image editing software. PDF files may contain text that can be copied and manipulated by word processing software.

How To Access Legacy Content Manager Resources

One resource that provides guidance and instruction on various topics related to Legacy Content Manager is the Legacy Content Manager User Guide.

The following webpage provides user guides and historical information.

Demonstrate to trainees how to access this page

[Compensation Service Intranet Legacy Content Manager \(LCM\)](#)

Also access the LCM User Guide and show the trainees where the instructions are located which explain the login process and search function. The User Guide will be attached to the training materials in TMS.

Practical Exercise

TIME REQUIRED 0.25 hours

EXERCISE Allow trainees to work individually or in groups to discuss and complete the practical exercise included in the Trainee Handout.

Ask if there are any questions about the information presented in the exercise, and then proceed to the Review.

Practical Exercise

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 Legacy Content Manager 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 [ICM](#) website.
 - 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.

LESSON REVIEW, ASSESSMENT, AND WRAP-UP

INTRODUCTION	<p>The Legacy Content Manager lesson is complete.</p> <p>Review each lesson objective and ask the trainees open ended questions and solicit for comments.</p>
TIME REQUIRED	0.25 hours
LESSON OBJECTIVES	<p>You have completed the Legacy Content Manager lesson.</p> <p>The trainee should be able to:</p> <ul style="list-style-type: none">• Understand What is Legacy Content Manager• Know What Types of Records are Available in Legacy Content Manager• Know How & When to Log into Legacy Content Manager• Search for a Veteran's electronic folder (eFolder)• Access a Record within a Veteran's eFolder <p>Navigate to Legacy Content Manager's Learning Tools</p>
ASSESSMENT	<p>Remind the trainees to complete the on-line assessment in TMS to receive credit for completion of the course.</p> <p>The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson.</p>