This document outlines the steps to access appointment details in the VERA Application.

U.S. Department of Veterans Affairs

Step 1. Open the Appointments Page by clicking the Appointments Tab on the VERA Application.

\	Search: All 🔻 🔍 Search Office Info and more	* •	🗄 🚓 ? 🌣 🌲 🐻
VERA Office Info V	✓ Office Time Slots ✓ Calendar ✓ Service Resources ✓ Y	Work Types 🗸 Service Territories 🗸 🖡	Reports 🗸 More 💌 🖋
Office Info Recently Viewed 2 items • Updated a few seconds ago		Q. Search this list	Import Change Owner Ⅲ ▼ C ⁴ Ø ▼
Office Info Name			~
1			•
2			

Step 2. The default view for the Appointments Page is to show Recently Viewed appointments. Click the down-arrow to display the available Appointment Lists.

	Search: All 👻 🔍 Search Appointments and m	ore				*-	∎ 🏩 ? 🌣 🖡	6
\	VERA Office Info V Appointments V Office Time Slots V Calendar V Set	vice Resourc	es 🗸	Work	Types 🗸 Servic	e Territories 🗸 🛛 Re	ports 🗸 More 🔻	
12 items	Appointments Recently Viewed T) /isi ×	Date	Q Se	earch this list	New I	mport Assign Reso 	urce
1	RECENT LIST VIEWS	Î	2/22/2	024	9:30 AM (EST)	Smaritha Ponnala	2/22/2024 9:30 AM	
2	Albuquerque Regional Office		1/11/2	024	8:30 AM (EST)		1/11/2024 8:30 AM	•
3	All		2/6/20	24	2:30 PM (EST)		2/6/2024 2:30 PM	•
4	Cleveland Regional Office		2/9/20	24	9:30 AM (MST)	Anthony Wheeler	2/9/2024 11:30 AM	•
5	 Recently Viewed (Pinned list) 		12/28/	2023	11:00 AM (MST)	Jovanna Dutchover	12/28/2023 1:00 PM	▼
6	ALL OTHER LISTS		1/10/2	024	4:30 PM (EST)		1/10/2024 4:30 PM	•
7	All Pending		12/28/	2023	12:00 PM (CST)	Ihor Kashchenko	12/28/2023 1:00 PM	•
8	Calendar In-Person Appointment View		3/4/20	24	11:30 AM (EST)		3/4/2024 11:30 AM	•
9	Calendar Virtual Appointment View		3/11/2	024	12:00 PM (EDT)		3/11/2024 12:00 PM	•
10	Calandar Malk In American art View		3/5/20	24	8:00 AM (EST)		3/5/2024 8:00 AM	•
11	Calendar Walk-In Appointment View		3/12/2	024	9:00 AM (MST)		3/12/2024 12:00 PM	•
12	Chicago Appt View	-	3/4/20	24	12:00 PM (EST)		3/4/2024 12:00 PM	•
	Dafsult Annointmont View							

- **Step 3.** Select the appropriate Office/Service Territory by scrolling through the list or searching via the search bar.
- Step 4. Locate the appointment by: (1) scrolling through the table or (2) using the search bar at the top of the screen (if you know the appointment number). Select the appropriate appointment by clicking the Appointment Number.

			Search: All 💌 🔍 Se	arch Appointments and more	2	★	ê 🧔
	VERA	A Office Info ∨	Appointments 🗸 Office Time Slots	🗸 Calendar 🧹 Service Resources 🗸	Work Types 🗸 Service Territories	∽ Reports ∽ More	▼ ./*
0 50+ it	Appo Clev ems • So	intments veland Regional Of prted by Status • Filtered by A	ffice 🗨 🍺	New Import Q. Search this list	Printable View Assign R \$\$\phi\$ + \$	esource	
		Appointment Number	✓ Appointment Services ✓	Office Name	Resource Name V	Status ↓ ~	/
1		A-574786	General Consult	Cleveland Regional Office	Smaritha Ponnala	Completed	•
2		A-574840	Super Special	Cleveland Regional Office	Smaritha Ponnala	Completed	•
3		A-574735	Super Special	Cleveland Regional Office	Kevin Powers	Started	•
4		A-574737	Super Special	Cleveland Regional Office	Ihor Kashchenko	Started	•
5		A-574693	Super Special	Cleveland Regional Office		Scheduled	•
6		A-574696	Super Special	Cleveland Regional Office		Scheduled	•
7		A-574699	Super Special	Cleveland Regional Office		Scheduled	•
8		A-574702	Super Special	Cleveland Regional Office	Ihor Kashchenko	Scheduled	•
9		A-574703	Super Special	Cleveland Regional Office		Scheduled	•
10		A-574707	Super Special	Cleveland Regional Office		Scheduled	•
11		A-574715	Super Special	Cleveland Regional Office		Scheduled	•
12		A-574713	Benefits Review	Cleveland Regional Office		Scheduled	•
13		A-574714	General Consult	Cleveland Regional Office		Scheduled	•
14		A-574722	Benefits Review	Cleveland Regional Office		Scheduled	•
15		4 574700	General Consult	Cleveland Regional Office		Scheduled	_

The Appointment **Details** tab will be displayed.

			Search: All 💌 🛛 C	Search Appointments and mo	ire	🗶 🖬 🏩 🤉 🌣 🐥
	VERA offi	ce Info 🗸 Appointmen	nts 🤝 Office Time	Slots ∨ Calendar ∨ Se	rvice Resources 🤝 🛛 Work Tyj	oes $$
	Appointment Smaritha Po	onnala		n - A NUM NO - SALAN		New Note
	Office Info Cleveland Regional Off	Start Time 9:30 AM (ES	Appointm 6T) A-57478	ent Number 5		
etails	No Show	Canc	eled	Scheduled	Started	Completed V Mark Status as Complete
	Details Rela	ted				Current Appointment Details
	\checkmark Information					Status: Completed Date: February 22, 2024
	Status O Completed		A0	pointment Number 574786		Time: 9:30 AM (EST)
	Office Time Slot		Vis	itor		Office: Cleveland Regional Office Appointment Type: In-Person
	OTS-991825		<u> </u>	576094		Interaction Type: Walk-In Services: General Consult
	General Consult		/ 51	aritha Ponnala	/	Name: Smaritha Ponnala
	Date 2/22/2024		Re	ource Name		Phone: Email:
	Start Time		01	ice Name		Scheduler Type: I am the Veteran
	9:30 AM (EST)			eveland Regional Office		Special Notes/Requests
			/ in	Person	/	
			Co	nversion Reason	/	Select Resource
	→ Visitor Informa	tion				
	Interaction Type		Sc	reduler Type		Note: If you log a call or add any notes to the
	Walk-In Victor Name		1a	m the Veteran		
	Smaritha Ponnala			o organization		Activity
	Visitor Phone Number					
	Visitor Email Address	0	1			Filters: All time • All activities • All types
	✓ Appointment S	ipecial Requests				Refresh • Expand All • View
	Facult Research					V Upcoming & Overdue
	special nequesis				/	Get started by sending an email, scheduling a task, and mo
	→ Appointment E	Duration Information				No past activity. Past meetings and tasks marked as done sh up here.
	Actual Start Time 0		Ap	pointment Duration Time 0		
	2/22/2024 9:35 AM		× 61	ieconds		
	2/22/2024 9:35 AM		/			
	✓ System Informa	ation				
	Created By	Jest User, 2/22/2024 9:16	AM 🗧	t Modified By Smaritha Ponnala, 2/22/2024	9:35 AM	
	0 Appointmen	nt History (3)				
	Date	Field	User	Original Value	New Value	
	2/22/2024 9:35 AM	Actual End Time:	Smaritha Ponnala		2/22/2024, 09:35 AM	
	2/22/2024 9:35 AM	Actual Start Time:	Smaritha Ponnala		2/22/2024, 09:35 AM	
	2/22/2024 9:35 AM	Resource	Smaritha Ponnala		Smaritha Ponnala	

Further information can be found on the **Related** tab.

			** 🗄 🎄 ? 🌣 🐥 🐻			
	VERA Office Inf	o 🗸 Appointments	✓ Office Time Slot	s 🗸 Calendar 🗸	Senice Resources 🤝 🛛 Work T	ypes 🗸 Service Territories 🗸 Reports 🗸 More 💌 🎤
	Appointment Smaritha Ponn	ala		14 1700 JULIE - SEA		New Note
	ce Info veland Regional Office	Start Time 9:30 AM (EST)	Appointment A-574786	Number		
	No Show	Canceler	ı)	Scheduled	Started	Completed V Mark Status as Complete
	etails Related]				Current Appointment Details
	😰 Notes (1)				New	Status: Completed Date: February 22, 2024 Time: 9:00 AM (UST)
3	lest Note 1/8/2024 2:45 PM by Jeff Rog lest Note	lers				Office: Cleveland Regional Office Appointment Type: In-Person Interaction Type: Walk-In Services: General Consult
			View All			Name: Smaritha Ponnala Phone:
	Appointment Set	ervices (0)			New	Email: Scheduler Type: I am the Veteran Special Notes/Requests:
1	🕑 VERA Survey (0)			New	Select Resource
	Appointment H	istory (3)				Note: If you log a call or add any notes to this appointment, you must also add the notes to VBMS
De	ste l	Field	User	Original Value	New Value	Activity
2/	22/2024 9:35 AM	Actual End Time:	Smaritha Ponnala		2/22/2024, 09:35 AM	
2/	22/2024 9:35 AM	Actual Start Time: Resource	Smaritha Ponnala		2/22/2024, 09:35 AM Smaritha Ponnala	
			View All			Filters: All time • All activities • All types 🕸
			-			Nervesti • Expand All • View All
						No activities to show. Get started by sending an email, scheduling a task, and more.
						No past activity. Past meetings and tasks marked as done show up here.

You have accessed Appointment Details.