Hello everyone, my name is Maria Alvarez-Centeno and I am one of the counselors out of the Indianapolis Regional Office, and I'm going to demo some very cool stuff in VBMS.

So now with VR&E, we have the capability of viewing all our 1900 VR&E application for services via VBMS, so these are all the applications from Veterans that have applied to our program using VA.gov. These applications are automatically uploaded to VBMS, so these are the 1900s and also appeals documents.

However, with appeals documents, I do want to let you all know that these are appeals documents for the regional office. So, you're not only going to receive VR&E appeal documents, but you will also receive appeal documents from CMP side of VA. So just keep in mind that if you see lots of appeal documents, it doesn't necessarily mean that these are VR&E; these may be appeals from the service center.

Before you're able to see these notifications in VBMS, you do need to request access in CSEM so on my screen you will see CSEM and so the personnel that you want to access these alerts and VBMS you will have to give them special permission and VBMS. So, when your program support log into CSEM they're going to click on VBMS. Just like you see on the screen here under Function 5, the access you want them to have is this *VR&E Notification Reviewer* by clicking that (checkbox), that will give your staff access to be able to see those notifications and VBMS notifications, meaning the application 1900s or appeals documents, so this is just a screen of what that access looks like. So now we are going to log into VBMS so I can show you what these alerts look like.

One note that I want to make, it to make sure that when you log into VBMS, you are utilizing Chrome. If you do not use Chrome as your browser, you will not be able to view the alerts and you may not be able to see the documents. Just make sure you're utilizing Chrome when you log into the VBMS and so, if you bear with me what I'm doing right now is just logging into VBMS utilizing Chrome.

And you may get this error message, which is okay; you're just going to click on *Back to Application*. And now it will log you into VBMS.

So, I want you to pay attention to this blue banner. All the documents and all the alerts are located in this blue banner on top of VBMS, so if you have this blue banner, it means that you have received applications within the last 14 days. As you can see for our station, we currently have 17 pending documents.

What you're going to do at this point is you're going to click on *View Documents.* And it's going to take you to the list of new documents that you have pending that need to be cleared. As you can see, a lot of these are like I was mentioning, appeals documents, 1900s, and applications for VR&E services, so these are all the new documents that have come into my station (326). And in order to clear these documents what you're going to do is click on this radio button right here that says Acknowledged. Actually, I'm going to move down here to this one.

For this 1900, in order to clear it, I'm going to click on Acknowledged, and then I'm going to go down here and click on Save, and that will acknowledge that we have received the document.

Keep in mind, just because you have received the document and acknowledged it, it does not mean that there has been an action taken on the document. All we really did was clear the alert. And we've been notified that that particular Veteran has actually applied for VR&E services.

Now, just to check to make sure we did clear that 1900 on the left side with this toolbar if you click on *Acknowledged Documents* and click on the apply filter, it's going to show you a list of all the documents that have been acknowledged. So, this is kind of checks and balances to see if you actually did acknowledge the document because it will show up here that the document has been acknowledged.

This *Acknowledge Documents* also serves as your historical data, it will let you know all the applications that you've received, and that you've acknowledged, as well as appeals documents. So, as you can see for our station, these are all the documents that we have acknowledged.

Coming down towards the bottom (*Show # of entries)*, I tend to select 100 just so I can see everything that we've received, and it'll going to give you the full listing of all the historical data, all the documents that have been received and acknowledged. Keep in mind, you have this next page, so you may have two, three, or subsequent pages of acknowledged documents, so again it also helps us track how many applications we've received and actually have acknowledged.

There's a left column here that is a way that you can filter documents in VBMS:

*System Source* - this tells you how the document was received and how it was uploaded to VBMS. If you see *Lighthouse*, this means that the Veteran actually applied through VA.gov. And the application was then routed and uploaded to VBMS.

If you see *Package Manager*, it means that there was a document that was sent to the Veteran through the VBMS Package Manager. We have noticed that documents with the System Source or Package Manager are blank. So, let me just click on this because I have a feeling this one’s going to be blank. And I just want to show you that piece. Yes, so as you can see this is a blank 1900, the Veteran did not actually apply.

We’re thinking that because they went through Package Manager at one time, the Veteran may be requesting an application, or we send an application to the Veteran, and so that's why we're actually receiving the blank application form, so I just wanted to kind of point that out.

If you do see *System Source* or *Package Manager*, more than likely that application is going to be blank. However, if you see *Lighthouse* under the *Source* it means that the Veteran actually applied through Va.gov. If you see *VR&E* under *Source* it means that the document was actually uploaded by the station, so the station either received the application via fax or electronic and then a representative from the station actually uploaded the document to VBMS. And now you're receiving the alert to go ahead and process that application. So those are kind of some things that just wanted to point out.

Now I'm going to go back to this *Narrow Results* so you can actually filter through all these different types of categories. So, if you wanted to filter by *Description*, let's say you wanted to see 1900 applications only, click on *Filter*, you would get a list of just the 1900s.

If you wanted, a filter by applications received on a specific date, then you could just click the specific day, and then it would just filter those applications.

For *System Source*, again, if you wanted to just filter applications received through *Lighthouse*, you could type in “Lighthouse” and it would just filter the applications received through *Lighthouse*.

And there was just one more thing that I wanted to share with you all. I know earlier, I mentioned about the appeals documents, I don't think we have any new appeals, okay, so I'm just going to open this supplemental claim application, because I have a feeling this does not belong to VR&E. Okay so there we go. I just kind of wanted to show you again that when it comes to appeals documents, just because we're receiving them, and this is a new alert system for VR&E, doesn't necessarily mean it is a VR&E document. As you can see, this supplemental application is actually for Compensation and so it's not VR&E-related.

I just wanted to let you know that if you see a lot of these for your station, no worries more than likely they are not VR&E appeals documents. They are more than likely to be from the service center, so again, I just wanted to demo this cool stuff. Now we have access to all the applications and VBMS, which makes it a little bit easier to track.

And that's all I have for today. Thank you.