Beneficiary Travel Self-Service System (BTSSS)

Jaws Users Job Aid for BTSSS



January November 2019 Version 1.0

Department of Veterans Affairs

1. Introduction

This Job Aid provides guidance on accessing specific features for limited fine motor control or limited reach and strength users of JAWS screen reader. The goal is to provide a better understanding of the issues that affect the accessibility of these specific features by highlighting important observations and presenting suggested workarounds. Specific instructions in this document refer to JAWS and screen reader keystrokes using Job Access With Speech (JAWS) 16.0. While this guide is intended for entry-level end users, it assumes that the users have already learned the basics of the Beneficiary Travel Self- Service system and using their assistive technology for accomplishing basic tasks such as entering text and data or selecting links or buttons.

The Section 508 Job Aid is divided into two sections. The first section presents BTSSS functionality and observations found in the system. The second section presents known issues within the Dynamics 365 system.

The VA seeks to advance the Beneficiary Travel program by creation of a web-based beneficiary self-service application that will automate claims submission and travel reimbursement payment.

The BTSSS will provide features and capabilities that leverage automation and multiple user-interface capabilities to manage and process Beneficiary Travel claims, common in commercial software. The VA has acquired **Microsoft Dynamics 365 a Commercial Off-the-Shelf (COTS)** software product that has been customized to integrate with the VA's Veteran identification systems for records and the_appointment scheduling systems.

The **Microsoft Dynamics 365** has two components. The **Portal** and the **CRMOL**. Both are web based. We incorporated Section 508 requirements right from the beginning of development.

The Portal piece is more 508 compliant and easier to control for customization by developers and we were able to fix most of the 508 defects.

All error messages are linked to the form field to avoid screen readers being trapped in the error and designed to help them complete the form fields successfully. In the portal we were able to fix alt text, focus, labels, most table headers, color contrast, error messaging etc. A few we could not fix due to **COTS limitation** include table headers, Calendar Picker, some form field labels etc.

The **CRMOL** is highly not 508 compliant. Microsoft has primarily locked down the templates and the look and feel. Our developers have no control over how most forms

are generated and it has numerous **COTS** defects.

Here is a list of some of the COTS defects of **Microsoft Dynamics 365**. They fail 1194.21A - **WCAG 2.0** -2.1.1 Keyboard) 1194.21 L-**WCAG 2.0** - **3.3.2 Labels or Instructions (Level A)** 1194.21D-**WCAG2.0**-4.1.2 Name, Role, Value (Level A) 1194.22D - **WCAG 2.0** - 1.1.1 Non-text Content [A] 1194.22D 1194. 22 I **WCAG 2.0** <u>12.1</u> Title each frame to facilitate frame identification and navigation. 1194. 22 N - **WCAG 2.0**3.2.1 On Focus [A], 3.2.2 On Input [A] 3.3.2 Labels or Instructions [A] 1194. 22 O- **WCAG 2.0**3 <u>13.5</u> Provide navigation bars to highlight and give

access to the navigation mechanism. (Priority 3)

<u>13.6</u> Group related links, identify the group (for user agents), and, until user agents do so, provide a way to bypass the group. (Priority 3)

1194.22P 1194.31 A- **WCAG 2.0**-302.1 Without Vision 1194.31 F-302.7 With Limited Manipulation

- Most images do not have alt text in the CRMOL
- Tables do not have headers and row and scope attribute.
- CRMOL has lots of title tags and that same information is not available to screen reader users
- When Style sheets are disabled the reading order of the information is not correct and there is confusing code that appears on the screen.
- Form fields are not programmatically labelled to associate the label with the form field
- Color contrast issues- some text fails color contrast and are not in the ratio of 4:5:1.
- Not all drop downs are Keyboard accessible.
- All error messages are not accessible to the screen reader.
- Frames don't have meaningful titles
- A skip link cannot be provided as a means is provided for users to skip such information and go directly to the main content.
- Headers are not hierarchical

• Title information is not revealed by placing the keyboard focus on the element and, it is not conveyed through screen text or visual context. Same for tool tips help text for form fields.

2. PORTAL

2.1. Claim expenses page- Check boxes are not labeled

Description	Work-Around
When JAWS user pulls up list of form fields Insert F5 the check boxes is not labelled. In the Claim expenses page below, there are three check boxes not labelled and show up	There are three check boxes in the order below.
checked."	The first one is
So, the screen reader does not know which check box is	used a personal car to drive to appointment.
associated with which label.	Second is
	Took a common carrier to get to appointment (e.g. Train, bus, subway, taxi, airplane, etc.)
	Third is:
	Pre-approved for meals and/or lodging.

.



2.2. Buttons programmed as Links

2.2.1. Edit/Delete Button Programmed as a link

Description	Work-Around
Throughout the applications buttons are programmed as links. When a screen reader looks for edit or delete buttons in short cut for buttons it does not show up. They are programed as links and when you pull the short cut list for links Edit and Delete show up.	In the Claim expense page, if you want to edit or delete an expense, Press Insert F7 with JAWS on to pull up a list of links. You will find edit and delete links.

Expense Line Items

•

Туре	Date	Description	Requested	Submitted	
Mileage	11/16/2018	(Miles: 4.38)	\$2.23	\$0.00	Edit Delete
			Total	\$0.00	

2.2.2. Create Button Programmed as a link

Description	Work-Around
Throughout the applications buttons are programmed as links. When a screen reader looks create button in short cut for buttons Insert F5 for form fields, it does not show up. They are programed as links and when you pull the short cut list for links Create button shows up.	In the Dashboard page, if you want to create a claim Press Insert F7 with JAWS on to pull up a list of links.
	delete links.

Create button programmed as a link hence not showing up in the list of buttons for screen reader users.

	Date	Status	Date	Туре	Appointment	Caregiver	Claim Number	Owner
Claim created by JOY YOWELL on 11/5/2018		Incomple	te		arthrities		TC1118000005839	Dayton VA Medical Center
Claim created by JOY YOWELL on 11/1/2018	11/1/2018	On Hold			knee pain		TC1118000005816	Dayton VA Medical Center
		1	ek (De			-		
My Appointments			'Herena Pulle Sky to main content Hone			i.		
Portal Appoin	iomenta View +		Hune Review Prefile Help Control Chain consider her Pref 10	9461 -= 1167914				
Name		9	Disky	Setures	5	fore To Life	Owner	
Name		1	Afters Systempts Organisement	Sort Unis R in Ser C Ages		gove To Line gativate Line Carcel	Cal Dayton VA M Center	edical
Name arthrites headache		1	Duskey Af Lons System Lons Greenber Lons Breney profile the Dusk	Set Link	Code Gelicely Although The family	gree To Line get-ste Line Genori extoreto-bit	Cal Dayton VA M Center Cal Dayton VA M Center	edical edical

2.3. Tab order out of order

Description	Work-Around
In the lodging expense page When a keyboard user's tabs to the Vendor check box it goes to Check in date instead of cost requested and then to cost requested and check out date.	There is no workaround as such. Just setting expectations for screen reader user so they know the tab order.
	From Check in date one tabs it goes to cost requested and then tabs to check out date.

https://dvagov-btsss-qa.dynamics365portal	P + ≜ C ⊗ Lodging Expense (BTSSS ×	ር እ
10/26/2018		
Description *		
stayed at the hotel and had 2	meals .providing 3 receipts	
Details		
Vendor *	Cost Requested *	
on ate hotel restaurant		
on ale noter restaurant		
Check in Date *	Check Out Date *	
10/25/2018 ×		
Add Expense		
Back to My Dashboard		
		US Donartmont
		

3. Microsoft Dynamics 365

3.1. Address Verification Popup

In a user edits expense, a mileage expense, the addresses will need to be re-verified. If they fail, the address verification popup will appear and allow the claimant to select an address from a list of similar addresses or reenter their address. That popup is not accessible to the screen reader and is not programmatically available to JAWS. This is a cots problem.

Screen Reader user stuck here as address verification popup is not programmatically available to JAWS. There is no workaround for this.

3.2. CRM Add a Task Button Not accessible with Keyboard with JAWS on

In Dynamics 365, the task button is not accessible by keyboard to a Jaws user. Jaws user should pull the short cut key for links, Insert F7 and select new info and activities and then choose task under activities drop down and that creates a new task.

	VA BTSSS QA			P (S)	+ 7			8
Activ	ities Reco	ords						
	Task 日	Contact						
¢,	Phone Call							
	Email							
	Appointment							
2	Portal Comment							
		-						
	Claimant Eligibility Rules - Failure - G	Clarin_	We 2000	1C111800000187	a clain de	ned by travel	Cierk Da	~ I
87	Claimant Eligibility Rules - Failure - (Claim.	VILLANUEVA CORRAD	TC111800000584	3 Claim cre	red by VLLA	WJEVA C	ø.
87	Claimant Eligibility Rules - Failure - G	Claim	VILLANUEVIA CORRAD	R 7C111800000584	2 Claim cre	red by VILLA	WJEVA C	ю.

3.3. Search for Records Form fields not labeled

Description	Work-Around
There are four "Search for Records" field in the main page in Dynamics 365 interface.	So, JAWS user has to count to the third
When JAWS user uses the short cut key for form fields Insert F5 there are 4 search records and screen reader user cannot tell the difference between different search for records- not named meaningfully. This is a COTS problem.	"search for records" to get to the facilities.

<		>	<		>
1 - 1 - 0 302		14 4 Fage 3 b	1-8-0-87		in # Page 1 P
ly facilities 👻		+ 11	Last Munth's Appointments *		+ =
land for second	(Q)		Search for records	(Q	
Nume 17	Type	Chy	ContactID #	Name	
Owymme	VA Medical Center	Diayton	COURTMEN CONTLL	LAB	
Ovyenne VA Madical Center Text	VA Medical Center	Cheyesne	NOLBERT KOROLL	Immary Care	
Cheyarove Vat Centar	Vet Center	Cheyante	EQUITINEY COVILL	Inimary Care	
OWY BELLYOUNG VIEWC		BAY PINES	WILLARD JOHICK	Test 454	
Howard's New Facility	2001	Pasico	LASSMINE SLATTON	physical therapy	

3.4. Create appointment Plus button in CRM

Description	Work-Around
The create appointment PLUS button is not accessible with the keyboard when JAWS are running. Strangely it is accessible with keyboard with JAWS off but that will not help a screen reader user.	So, JAWS user has to tab to Search for records field and tab back because tab forward from HOME will not able to get the PLUS NEW BUTTON. So, they have to use Insert f5 bring up search records and tab several tabs to get to plus new button and then press enter and it takes you the appointment information page.

SSS Travel Clerk Dashbo... Select a Form Field X + = Tasks 🗸 Search for records Edit QK sing ~ ρ ρ arch for records Checkbox check box not checked ⊆ancel Subject Regarding Checkbox check box not checked Claim Number Name Checkbox check box not checked Rejection Letter Print and Mail Reminder for... 🔒 Claim create Checkbox check box not checked TC1118000005879 Claim created by COURTNEY COVE Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... Checkbox check box not checked TC1118000005873 Claim created by Travel Clerk Dani. Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... TC1118000005843 Claim created by VILLANUEVA CO. Search for records Edit Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... TC1118000005842 Claim created by VILLANUEVA CO. Checkbox check box not checked Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... TC1018000005713 Claim created by Super User Jennif Checkbox check box not checked Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... TC1118000005834 Claim created by JASMEENE BLUB. Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... Checkbox check box not checked TC1118000005767 UAT SU Aaron Appointment Test 4 Checkbox check box not checked BT Claimant Eligibility Rules - Failure - Claim... TC1118000005772 UAT SU Tirza Appointment Test 1 -Search for records Edit Checkbox check box not checked Checkbox check box not checked C > - 8 of 310 H 🖣 Page 1 🕨 Checkbox check box not checked Charling chark boy and charked + 🗉 **Facilities** ~ ρ ρ arch for records Search for records Name 🛧 Туре City ContactID 个 Name VA Medical Center COURTNEY COVELL LAB Cheyenne Dayton Cheyenne VA Medical Center Test VA Medical Center TOLBERT KOROLL Primary Care Chevenne Cheyenne Vet Center Vet Center COURTNEY COVELL Primary Care Cheyenne WILLARD JOBECK Cora UAT Test Facility Bay Pines Test 456 CWY BILL YOUNG VAMC JASSMINE SLATTON BAY PINES physical therapy - -

- -

3.5. Load page next links

Description	Work-Around
All load next page links are named the same for short cut for links for JAWS users- so user can't tell which table they belong to.	So, JAWS user has to. count to the third load next page to go to the next page on the facility table. Or they have to use short cut key Insert f5 and navigate to the third search for records and then tab to the Load Next Page for facility table.



3.6. CLAIM MANUAL REVIEW

Description	Work-Around
All search for records are named the same instead of naming them associating with a facility or a task or claim. For Eg Task Search for Record. That is more meaningful. They should be tied to the table they are in.	The JAWS user cannot easily to get to a claim. Either they have to use the short cut key for form fields Insert f5 and go the second search record and then tab to the table and choose the claim or they have to know the name of the claim before and use short cut for links Insert f7 and click on Mr. Ziggy

https://dvagov-btsss-ga.crm9.dvnamie	s.com/m: P = C	Dashboards: RTSSS	Travel × 1	Microsoft Office Home						الا چ
VA BTSSS QA	BTSSS ~	Dashboards :		SANDBOX	্ হ	+	V	۲	?	0
SET AS DEFAULT 🛛 REFRESH ALL 🕌	ADVANCED FIND									
TSSS Travel Clerk Da Ny Tasks 🗸	ashbo	~	+ 🗉	Claims Requiring Manual Proce	ssing V	Q			+ 🗉	J •
Subject	Regarding				Claim Nu	mber	Name			
Rejection Letter Print and Mail Reminder BT Claimant Eligibility Rules - Failure - Cla BT Claimant Eligibility Rules - Failure - Cla Claimant Eligibility Rules - Failure - Cla Claimant Eligibility Rules - Failure - Cla	for (à Claim cre im im im im im	Narual Review Sta Marualy Review Can Courtinery Cover Cam created by Cr Man created by Cr VaLANEXA Cool Cam created by Tr VaLANEXA Cool Cam created by Tr VaLA	t The data is sorted L UNITINEY COVELL o avel Clerk Daniel Zell ADI L ADI L ADI L ADI CORRECT Sort O	h assending order on this column n 11/7/2018 er, for Mr Ziggy on 11/7/2018 ton 51 6/7018 Links Links Alghabetically Concel	TC1118000 TC1118000 TC1118000 TC1118000 TC1118000 TC1118000 TC1118000	005879 005873 005843 005842 005713 005713 005834 005767 005772	Claim creat Claim creat Claim creat Claim creat Claim creat Claim creat UAT SU Aa UAT SU Tir	ted by COUR ted by Travel ted by VILLA ted by VILLA ted by VILLA ted by Super ted by JASMI ron Appoint za Appointm	I Clerk Dar NUEVA CC NUEVA CC User Jenn EENE BLUE ment Test 1 Page 1	νε 5. 5. 5. 5. 5. 8. 5. 4. 1
√ Facilities			+ 🗉	Last Month's Appointments	+				+ 🗉	1
earch for records	Q			Search for records		Q				
Name 🛧	T)	pe	City	ContactID 个			Name			
Cheyenne	VA	fedical Center	Dayton	Anita Thyme		LA	В АРРТ Ш			
Cheyenne VA Medical Center Test	VAN	Aedical Center	Cheyenne	COURTNEY COVELL		υ	в			
Chevenne Vet Center	Vet	Center	Chevenne	TOLBERT KOROLL		Pr	imary Care			
Core LIAT Test Facility			Ray Diner	COURTNEY COVEL		Dr	imani Cara			- 1
CHARLEN VOLDE VALIE			DAY PINCS	WILL ADD LODGOV		-	un acc			
CWT BELL YOUNG VAME			BAY PINES	WILLARD JUBECK		10	ns 400			
Howard's New Facility			Paxico	JASSMINE SLATTON		pł	nysical therapy			
Robert I Dole Medical Conter			Wichita	(No name)		ne	arciphted mar	000	44.15	

3.7. Load next Page links

Description	Work-Around
All load next page links are named the same so you can't tell which table they belong to.	Load next page all links named the same so impossible to distinguish and jaws user has to count the number to match the table.

	tns://dvapmy-htss-pa.cm/0.d	wnamics.com/m	0-0	Darbhoarder 91	 Invest 222 	1	distanceft Office Marrie								(a) ≥ ∖ √ 4
		ртс	55	Dashboards: Bi	SSS Travel A			X	~	~		_	~		
•• V	A BISSS QA														\sim
HI SET AS DE	AULT 🛛 REFRESH ALL	ADVANC	ED FIND												
BTSSS	Travel Clerk	Dashbo	D	÷											
My Tasks	~				+ 1		Claims Requiring	Manual Processi	ng ∀					+	•
Search for re	cords	ز	D				Sach for records			Q					
Subje	ct		Regarding	Linkelist		_			CI	aim Numbe	r	Name			
Rejectio	n Letter Print and Mail Ren	ninder for 🔒	Claim cre	Manual Review	Start The data is :	orted in	ascending order on this	column	TC11	180000058	79	Claim creat	ed by COU	RTNEY	COVE
BT Clain	nant Eligibility Rules - Failu	re - Claim		Manually Revie COURTNEY CO	W BY VELL				TC11	180000058	73	Claim creat	ed by Trave	el Clerk I	Dani.
BT Clain	nant Eligibility Rules - Failu	re - Claim		Claim created b	y COURTNEY COV	'ELL on	11/7/2018		TC11	180000058	43	Claim creat	ed by VILL/	ANUEVA	co.
BT Clain	ant Eligibility Rules - Failu	re - Claim		Claim created b	y Travel Clerk Dan	iel Zeller	r, for Mr Ziggy on 11/7/20	18	TC11	180000058	42	Claim creat	ed by VILU	ANUEVA	co.
BT Clain	nant Eligibility Rules - Failu	re - Claim		VILLANUEVA C	ORRADI	RRADU	on 11/5/2018	*	TC10	180000057	13	Claim creat	ed by Supe	r User Jo	ennif
BT Clain	ant Eligibility Rules - Failu	re - Claim		Display		Sort Li	inks	Move To Link	TC11	180000058	34	Claim creat	ed by JASN	IEENE B	LUB.
BT Clain	nant Eligibility Rules - Failu	re - Claim		Aj Links Visted Lin	is Only	@ in	a Tab Order Iphabetically	Activate Link	TC11	180000057	67	UAT SU Aa	ron Appoin	tment T	est 4
BT Clain	ant Eligibility Rules - Failu	re - Claim		O Unvisited L	inks			Çancel	TC11	180000057	72	UAT SU Tir	a Appoint	ment Te	st 1 -
<															>
1 - 8 of 310)			javascript;									H	(Page 1	•
My Faciliti	* ¥				+ :		Last Month's Apr	ointments ¥						+	
Search for re	cords		D				Search for records			Q					
Name	· ^		Ty	De	City		ContactID 1				N	ame			
Cheven	1e		VAN	Medical Center	Davton		Anita Thyme				LAB	APPT III			
Choven	e VA Medical Center Test		VAN	Andical Center	Cheven	10	COURTNEY CO	WELL			LAR				
Chause	ie Vet Center		Vet	Center	Cheven		TOUBERT KORY				Deire				
Cneyen	ie vei Center		vet	Lenter	Cneyen	ie.	I ULBERT KORG				Prim	ary care			
Cora UA	T Test Facility				Bay Pine	:5	COURTNEY CO	VELL			Prim	hary Care			
CWY BI	L YOUNG VAMC				BAY PIN	ES	WILLARD JOBE	CK			Test	456			
Howard	's New Facility				Paxico		JASSMINE SLA	TTON			phys	sical therapy			
Robert	Dolo Medical Center				Wichita		(No name)				near	cinhted mar	100	. 1	1:47 AM

3.8. Create Appointment

Description	Work-Around
In the BTSSS main menu in Dynamics 365 The Travel Clerk	JAWS user should use
selects the V (down arrow) next to BTSSS in the header.	the short cut key for
Then, they select the blue BTSSS box in the dropdown if it is	links Insert f7 –create
not already selected	a new VA appointment
(it is the default selection) and select Appointments under	record instead of
the Travel section. The screen reader is taken to the	accessing the new
appointments page. This is not keyboard accessible.	button on top menu.

🗲 🕘 💾 https://doogov-btss-q	a.cm3.dynamics.com, /0 + ≜ 0	Dachbeards: 87555 Travel	×		0 th O
VA BTSSS	QA BTSSS ~	Dashboards >			⊽ ⊙ ? 😣
BTSSS	BTSSS Centigue vilon	Settings	Portals		
My Work	Claimants	Travel	Goals	Tools	Extensions
Dashboards	Contacts	Claims	Rollup Queries	Reports	Income Relat
Activities		Facilities		Alerts	UserSsoiToke >
		Appointment	is and the second s	Calendar	VIAAppointer
8T Claimant Eligibility Rule	s - Failure - Claim		ORTNEY COVELL	7C1118000005879	Claim created by COURTNEY COVE
AT Projects Physics, Bull	- Fallers - Malan		And Warner	10111000000000000	Online constant has Toward Olash David

Reader and the second terms of term

General

		LoksLip		
Name*	0	Save & Otoe: Save and close Tes VA Apportment.	•	Modified By
OVIT You must provide a value for Yuane. Date (s. Time Facility Name Completed No Appointment Type Other		Prep Out Close exer- College Pilo Ible - College Pilo Ible - College Pilo Ible	10 +	Modified On Created By Created On External System Ke
Appointment Type* Senvice Connected Disability Created On Portal	No B No	Depley Sof Line # All Line © growthe Line © growthe Line Depley D	Box Duas, Advetuse Dece	External Appointon ContactED * Associated Claim

3.9. To choose a facility

Description	Work-Around
To choose a facility is not an easy for a screen reader user.	To choose a facility JAWS user should use JAWS short cut key Insert f7 then select a value than arrow through and pick a facility.
	And choose Insert F7 and select to Save this VA appointment.
	To choose facility use Insert f7 then select a value and choose a contact ID by arrowing through it.
	And then choose magnifying glass with pc cursor and arrow through to pick an item.
	Select Insert f7 choose to save and close option.

3.10.	Magnifying	glass for	search not	accessible b	y keyboard
		3			· j · · · · j · · · · · · · ·

Description	Work-Around
The magnifying glass next to the owner field in the New VA appointment page is not accessible to a screen reader to choose options.	JAWS user should use pc cursor and then the invisible cursor and try to select the options and then choose magnifying glass with pc cursor and arrow through to pick an item.
	Insert f7 choose to save and close option.

New VA Appointment -: INFORMATION



3.11. The plus button on the top right of the Appointments subgrid

Description	Work-Around
The + button on the top right of the Appointments subgrid is not accessible to a screen reader.	JAWS user should turn on the invisible cursor move it around then find the plus sign JAWS says "ADD" and then select it to get to the the form.

New VA Appointment -=

General

Name *		8				
Owner *			٢	Sujatha Balakumar		
Date & Time *						
Facility Name *						Q
Completed		L.	687 687	Charlotte	~	
Appointment Type *			D	Aberdeen VA Clinic	chanotte	
Service Connected Disability		-9	438GD	Aberdeen		
Created On Portal			Q	Aberdeen Vet Center Outstation 2092	Aberdeen	
			Q	Abilene CBOC 519HC	Abilene	
Modified By	0		G	Ada CBOC	Ada	
Modified On				055	Aud	
Created By			4	666	Afton	
Created On			G	Aiken Community Based Outpatient	t Clinic	~
External System Key				209GB	Alken	
External Appointmen	t		10	results		+ New
ContactID *		o JA	SAL	EE BALINT		
Active						

3.12. APPOINTMENT PAGING

Description	Work-Around
Appointments table to go to the next page It is not easy to get to the right arrow button on the bottom right of the last months appointment page table.	JAWS users have to navigate to the 4 th search record either by tabbing or JAWS short cut key for form fields Insert f5 to go to the appointment table then we tab through all the links painfully and switch to the PC CURSOR – minus sign on the num pad and that tells JAWS USERS where they are. Then you switched to the INVISIBLE CURSOR which is enabled by pressing the INSERT AND PLUS KEY and then you can hear next page previous page and you choose the next page. Jaws announced previous page and you have to over the arrow to hear next page.

						101	
😋 💿 🎁 https://dvagov-bitus-qs.cm/d. dynamics.com/ m	. P = G 🚼 Dailbear	die OTSSS Travel					1
							Ω
-M SET AS DEFAULT O REFRESH ALL ADVINC	ED FIND						
BTSSS Travel Clerk Dashboa	ard ~						
Profile Update Request for PERCE TOMCHECK	ERCE TOMOHICK		P Claim created by BOSS CORNELL o		11/13/2018	11/16/2018	
Profile Update Request for PERCE TOMORICK	ERCE TOMOHICK		5 Claim created by BOSS CORNELL o		11/13/2018	11/16/2018	
87 Claimant Eligibility Rules - Failure - Claim			B Claim created by BOSS CORNELL o		11/13/2018	11/16/2018	
8T Claimant Eligibility Rules - Failure - Claim			Claim created by COURTNEY COVE		11/7/2018	11/10/2018	
8T Claimant Eligibility Rules - Failure - Claim			8 Claim created by Travel Clerk Dani		11/7/2018	11/10/2018	
8T Claimant Eligibility Rules - Failure - Claim_			Claim created by VILLANUEVA CO		11/5/2018	11/8/2018	
87 Claimant Eligibility Rules - Failure - Claim			t Claim created by VILLANUEVA CO		11/5/2018	11/8/2018	
8T Claimant Eligibility Rules - Failure - Claim			B Claim created by Super User Jennit		11/2/2018	11/5/2018	
<		>	<			>	
1 - 8 of 308		H < Page 1 🕨	1 - 8 of 86			H < Page 1 🖡	
My Facilities 👻		+ =	Last Month's Appointments 🛛 👻			+ =	н
Search for records D			Search for records	P			
Name 🛧	Type	City	ContactID 17		Name		
Cheyenne	VA Medical Center	Dayton	COLE MARCHANT		UAT Appts 358 - Ap	ppointment	
Cheyenne VA Medical Center Test	VA Medical Center	Cheyenne	CONUAN CLAPHAN		UAT Appts 359 - Ap	ppointment	
Cheyenne Vet Center	Vet Center	Cheyenne	CONNER MONELL		UAT Appts 360 - Ap	ppointment	
Cora UAT Test Facility		Bay Pines	CONSTANTE ELTRINGHAM		UAT Appts 361 - Ap	ppointment	
CWV BLL YOUNG VAMC		BAY PINES	CORD BADGETT		UAT Appts 362 - Ap	ppointment	
Howard's New Facility		Paxico	CORNELIUS WORRELL		UAT Appts 363 - Ap	ppointment	
Louis A Johnson VAMC		Clarksburg	COURTNEY COVELL		UAT Appts 364		
Physical Therapy Center of Wyoming		Cheyenne	DASMINE RAYOS		UAT Apr 1965 - Ap	ppointment	
<		H d Dave 1	< 9 - 16 -d 725		- (>	
		in a substant	a - 20 01 140			Dad	
a o 🐃 🖻 🔉 🗊							-
						10	8/2004

3.13. APPOINTMENTPAGING 2

Description	Work-Around
There is a workflow where the Travel Clerk selects the right arrow button on the bottom right of the Last Month's Appointments subgrid to go to a new page.	The JAWS user has to use the list of links Insert F7 and choose the first load next page link and it takes you the new page. Pressing the same Insert F7 choose Load Previous Page and it takes you back to the previous page.

3.14. AppointmentFilterFirstLetter

Description	Work-Around
The Travel Clerk selects a letter from the horizontal list of letters at the bottom of the page.	If the screen reader user wants to read the
The subgrid is now filtered to only show appointments starting with the chosen letter. This is not easy for a JAWS user.	entire contents of the screen for appointments they would have to route the JAWS cursor to the PC cursor- by pressing the Insert Minus sign on the numpad.
	The JAWS user has to use the arrow key and then go over to the arrows from A-Z and choose the contact they want by the letter. This requires a very experienced JAWS user.



3.15. Editing an Appointment

VAIRTS	SS OA BTSSS Contacts > COL	DEE RODREQUE SANDBC O D + Z O D	3
VALUE			2
NEW C DEACTIVAT	e 🐴 connect 🔻 👫 Assign 🖘 Email a link 👻	CREATE INVITATION 🔒 CHANGE PASSWORD 🚦 PROCESS 👻 🚥 🛧 🧄 🗐	×
CONTACT			
COD	FE RODREOLIE HAMLE	T -= Owner*	
	LE NODREQUE HAMILE	🛔 🕹 Arlene Pisan	
Full Name*	CODEE RODREOUE HAMLET	First Name ⁺ CODEE	
Address	6589 TERHUNE DR	Last Name*	
	MIDDLETOWN		
	OH - 45044 USA		
		Done	
Address 1: Latitude	39.49180		
Address 1: Longitude	-84.32831		
Phone Number	■ (234)555-8889	Bing (enerson page © 2018 HERE, © 2018 Microsoft Corporation Terms	
Email	myemail168@unattended.com		
Fax	Character		
BTSSS Preferred Facility	Cheyenne 098 - DAYT20		
ES Preferred Facility	968 - DAT120		
ICN	1013041304V192274	Total Dependents #	
Viser Name	A	Security Clearance Level	
Masked SSN		% Veteran Service Conneci 🖴 40	
Primary Eligibility Code	SC LESS THAN 50%	Relationship Type 🔒 Veteran	
Secondary Eligibility	1. AID & ATTENDANCE	Caregiver	
	HEC .	Collateral of Veteran 🔒 🔲	
Income Source	3/11/2018	Hardship 🔒 🛄	
Income Source Income Test Date			V
Income Source Income Test Date Test Expiration Date	■ 3/11/2019	POW 🔒 📃	

Description	Work-Around
To save changes an appointment page.	When a JAWS user
	makes changes to an appointment page, to save it, the Jaws user should use short cut key Insert f7 Screen reader choose short cut for unsaved changes and tab to save the edits. JAWS announce saving changes.

3.16. Appointment Default View

æ	🔿 📕 https:	//dvagov-bts	ss-qa.crm	9.dynamio	cs.com	م.	≙ ¢ ∎	Conte	ts Active	: Conti	acts	× 🕟	Bing M:	aps - D	irections,	trip pl											ן פּר ה ז	× ≿ 8
	VA	BTSS	S <mark>Q</mark> A		BT	SSS	~		itment	s >			SAI	N	DBC	DX			Q	3	+		7	¢	Э	?	(9
+ >	NEW 🖋 ED	IT 🗸 AC	TIVATE	🗟 dea	CTIV/	TE į	DELE	TE -	∯å AS	SIGN	Qs	SHARE	සා E	MAIL	A LINK	Ŧ	👶 RUI	N WOR	KFLOW									
₩	My Fa	cility's	App	point	tme	ents	5 ~											Search	h for reco	ords							ρ	
:	System Views																											
	Active Appoint	ments					Name								Facility N	lame						4	ssociate	d Claim	1	Υ.	е	<
	Appointments	Without Clair	ns				Mr Zigg	IV.							Albuque	rque Vet	t Cente	r									~	5
	AZ_PortalAppo	intmentsViev	v				codee's	appt							Aiken Co	mmunit	y Based	i Outpa	tient Clin	nic								arts
	Completed App	pointments					General	appt 1							Athens V	A Clinic											۰.	6
	Last 5 Month's A	Appointment	ts		1		Manon								Chausen	- VA M	ulical C	onter T	act.									3
	My Facility's Ar	ppointments													cneyenn	e i A int	cuicar c	enter n	C 24									6
	My Facility's Ap	pointments					derm								Cheyenn	e												9
	Next 3 Months	Appointmen	nts				Lab App	pointmen	t						Dayton \	/A Medi	cal Cen	ter				0	laim cre	ated by	Travel	Clerk I	•	G
	Next Month's A	Appointments	;			LAB APPT #2				Dayton VA Medical Center									E									
	Portal Appoint	ments View				JOYBONE						Abilene CBOC																
	Portal Appoint	ments View			_	Choice appt at Dr X office in Freeno					Chevenne VA Medical Center Test Claim created by PIERCE TC								TOM									
	Create Persona	l View				Should apply at or is online in the no				Alver Community Record Outputient Clinic																		
	Save Filters as	New View				dominic garlett						Akron Community Based Outpatient Clinic																
L	Save Filters to	Current View					TEST TE	ST							Cheyenn	e VA Me	edical C	enter T	est									
	DONERIC RAV	VLINGS					Non-V4	λ							Cheyenn	e												
	BOSS CORNEL	L					Appoint	tment 3							Physical	Therapy	Center	of Wyo	ming			0	laim cre	ated by	BOSS	CORNE		
	BOSS CORNEL	L					Appoin	tment							Cheyenn	e VA Me	edical C	enter Ti	est			0	laim cre	ated by	BOSS	CORNE		
	Anita Thurse							рт ш							Dautore	/A Made	cal Cerr	ter	-									
	sona royme						LAD AP								Daytori V	i medi	car cen											
	COURTNEY CO	OVELL					LAB								Cheyenn	e VA Me	edical C	enter To	est			0	laim cre	ated by	COURI	TNEY C		
TOLBERT KOROLL Primary Care						Cheyenne VA Medical Center Test																						
	COURTNEY CO	OVELL					Primary	Care							Cheyenn	e VA Me	edical C	enter T	est			0	laim cre	ated by	COURT	TNEY C		
	WILLARD JOB	ECK					Test 45	6							XYZ Faci	lity												
	GONZALEZ PC	OWELL					derm								Clarkshu	ra - Leui	is A. Jol	hnson V	A Medic	al Cente	-						~	
(- Stracture Po						20111									-y 230			medic		-					>		
1.	50 of 440 (1 cm	lected)																							H 4 D	ane 1		
1	00 01 440 (1 SE	Δ R	c	D	F	F	G	н	I		к		м	N	0	р	0	R	s	т	U	v	w	х	r v	oge 1 7	,	
0				-		<u> </u>	9				~				5		~		3		0			^		- 1	1:34.	AM

Description	Work-Around
To choose an appointment default view.	To choose an appointment default view, the Jaws user can navigate to search for records and shift tab to get to My facility appointments drop down.
	Then they have Shift tab left to press enter on push pin. Then they are able to choose the view.