

HOW TO ROTATE DOCUMENTS

You can rotate a document that was mistakenly scanned in an upside-down position.

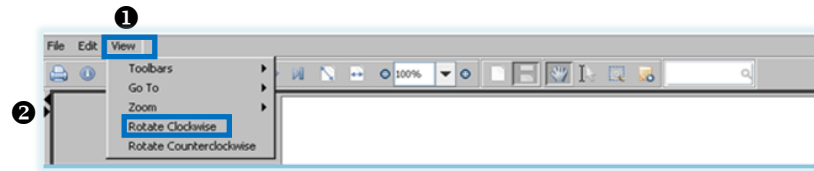
The Read-Only View

Step 1: Right-select the mouse on the document and select **Rotate**.

The Annotation View

Step 1: Select **View** in the top left corner of your screen.

Step 2: Select **Rotate Clockwise**.



HOW TO COPY AND PASTE IN A DOCUMENT

Read-Only view:

Step 1: Highlight the selected area to be copied.

Step 2: Right-select the mouse and select **Copy**.

Step 3: Place the insertion point at the desired location to paste.

Step 4: Right-select the mouse and select **Paste**.

Annotation view: The **Copy** and **Paste** functions are not supported in the **Annotation** view.

HOW TO CLEAR THE CACHE

Your browser stores Web pages in order to speed up your access to previously downloaded pages in a place called **cache** memory. Cache is a small area of memory in a computer than can be accessed very quickly. When you clear the cache, you remove copies of Web pages from memory. If you are no longer able to open documents within VBMS, you may be required to clear the **Internet Explorer (IE)** cache and **Java** cache.

If there is a **new VBMS software** release, it is especially important to clear your cache memory prior to using VBMS. This ensures that you are not accessing the earlier release you previously stored.

To clear your IE cache:

Step 1: Close **VBMS** and all other **IE** windows.

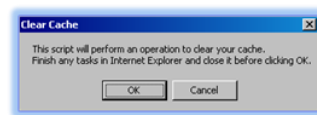
Step 2: Select the **Start** button.



Step 3: Enter the word "cache" in the **Search** field, located at the bottom of the window.

Step 4: Select the **Clear Browser Cache** icon that appears at the top of the menu.

A **Clear Cache** message appears to inform you to close IE.



Step 5: Select **OK**. A message appears to inform you of when the **Clear Cache** action is complete.

Step 6: Reopen VBMS and proceed with your claim processing activities.

Note: If you do not see the **Clear Browser Cache** icon, as shown in step 4, you can clear cache through **Control Panel** options or through **Internet Explorer** browser options. Please see the new **Clear Cache** Job Aid for instructions.

To clear your Java cache:

Step 1: Select the **Start** button at the bottom left corner of the screen.

Step 2: Select the **Control Panel** menu item in the right pane.

Step 3: At the **Control Panel** window, select the **Programs** icon.

Step 4: Select the **Java** icon.

Step 5: In the **Java Control Panel** window, select the **Settings** icon.

Step 6: In the **Temporary Files Settings** window, select the **Delete Files** button.

Step 7: Ensure that all the boxes are checked, and select **OK**.

Print Me Out!

This job aid is designed to be printed on both sides of **11" x 17"** paper. It should then be folded into thirds, with page 1 opening to page 2, and so on.

At the **Page Design** tab, select the **Landscape** orientation. Then choose the **File** tab, select **Print**, and under the **Settings** section, select **Print on both sides** (short edge)

MORE INFORMATION

VBMS User Guide

VBMS Online Help (embedded in VBMS)

VHA Communications Toolkit—<http://vbaw.vba.va.gov/VBMS/>

VBMS Version 5.1, 10/29/2013

This job aid contains fictitious Veteran information on various images for training purposes. Continue to refer to the latest regulations, Fast Letters, and guidance as provided by your regional office in the performance of work activities in VBMS.



VBMS Job Aid

VBMS for Veterans Health Administration (VHA)

VBMS FREQUENTLY ASKED QUESTIONS (FAQS)

What is the Veterans Benefits Management System (VBMS)?

VBMS is a Web-based, paperless claims processing system that will allow VHA to:

- Provide faster access to claim information
- Eliminate the need to ship and maintain paper folders
- Protect health information more efficiently

VBMS will assist in eliminating the claims backlog and serve as the enabling technology for quicker, more accurate, and integrated claims processing in the future. VBMS user access is required by VA employees who currently work hands-on with C- files.

What is the impact of VBMS on VHA and Compensation and Pension (C&P) Examiners?

Full deployment and implementation of VBMS will result in VHA's ability to:

- Access Veterans' claim folder documents and information in real-time.
- View Veterans' records simultaneously (e.g., multiple clinicians can access a folder at the same time)
- Search for documents within the electronic folder
- Search for key words or phrases within a document
- View annotations electronically

How will VHA know if the claim is electronic?

VHA will be notified when electronic claims processed in VBMS are reviewed by the VHA staff who conducts medical exams. Regional office (RO) personnel will indicate in CAPRI that a claim is available for review in VBMS.

Where can I obtain training material?

Web-based training is embedded into the VHA **Clinicians Certification Curriculum EES-027**.

HOW TO OBTAIN VBMS USER ACCESS

All personnel must complete a **VA Form 20-8824E**, the Common Security Services (CSS) User Access Request, found at <http://vaww4.va.gov/vaforms/>. The applicant is required to select the names of all programs currently in use, and the name of the new program. Please note that when a change is made by the user, the system automatically de-selects all previously selected programs.

The user is required to log in to VBMS at least once every 90 days. Otherwise, a new request for access is required.

Please use the examples displayed in the next section to accurately complete **Form 20-8824e**.

Continued on page 2

Note: Select **all** of the programs that the user is currently using, **plus** the name of the new program.

HOW TO LOCATE RESOURCES

The VBMS Intranet Site

To obtain the latest information on VBMS, you can visit the **VBMS Intranet** site: <http://vbaw.vba.va.gov/>

General Program Questions

To send general program questions related to Superusers, application status, etc., you can contact the VHA Office of Disability and Medical Assessment (DMA) Corporate Mailbox at: <http://corporatemailbox.DMA@va.gov>

Additional Resources:

- The VBMS User Guide
- VBMS Online Help (embedded in VBMS)
- VHA Communications Toolkit: <http://vbaw.vba.va.gov/VBMS/>

HOW TO REPORT SYSTEM ISSUES

The National Service Desk

All VBMS issues need to be reported to the **National Service Desk** at 1-855-NSD-HELP (1-855-673-4357) or nsdVBMS@va.gov.

The Incident Report Form

Contact the **National Service Desk** to request a form or to complete an incident report form over the phone.

HOW TO LOG IN TO VBMS

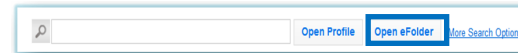
- Enter the **Station** number.
- Enter your **Log-in** information and password.

Password Reset

If you need your VBMS password reset, send an email request to itsc@va.gov. If the request is urgent, you also can call the **National Service Desk** at 1-855-NSD-HELP (1-855-673-4357).

HOW TO ACCESS ELECTRONIC DOCUMENTS

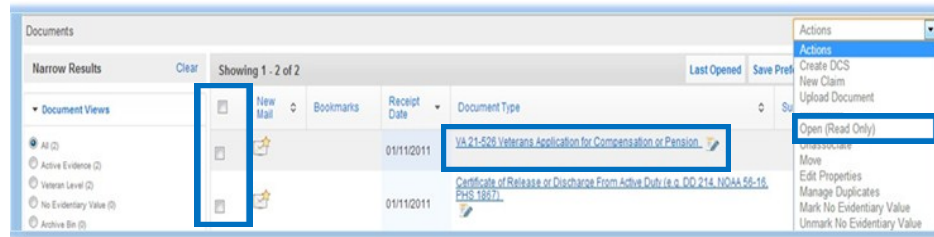
- Type the **Claim number** or the **Social Security Number (SSN)** in the **Search** box at the top of your screen.
- Select **Open eFolder**.



HOW TO VIEW DOCUMENTS

Select the **Receipt Date** column to place your documents in chronological order. You can select any **Column** header to sort the list of documents.

- An **Envelope** icon appears adjacent to **Unread** documents.
- A **Check Mark** icon is displayed when the document has already been viewed by you.
- A large **Orange** arrow is displayed on the **Document** screen adjacent to the last viewed document.



The Read-Only View (A view that opens documents quickly, but annotations are not visible)

- You can view a single **Read-Only** document. Select the hyperlink of the document in the **Document Type** column.
- You can open multiple documents in **Read-Only View** at once. Select the checkboxes next to the document you desire to view.
- In the **Actions** drop-down menu, select **Open (Read Only)** to open **Read-Only** version of the documents.

The Annotation View (A view in which documents are slower to load, but annotations are visible)

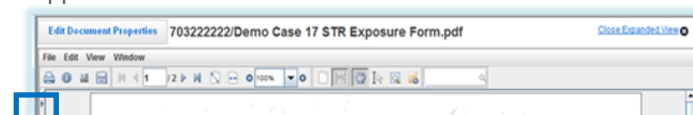
- Select the **Pencil & Paper** icon at the end of the hyperlink to open the recommended **Annotate** version of the document in a new window. Annotations are not visible in the **Read-Only** version of the document.

[VA 21-526 Veterans Application for Compensation or Pension](#)

- You can open multiple documents in **Annotate View** at once. Select the checkboxes next to the documents you desire to view.
- In the **Actions** drop down menu, select **Annotate** to open Annotate version of the documents.

Once the document is open in Annotate View:

- Select the right arrow on the left side of the main screen to open a **Hidden** panel. Two tabs appear.

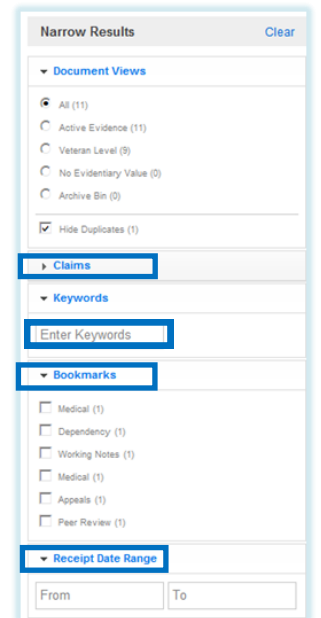


- Place your mouse over each tab to view the name of the tab. The left tab is the **Pages** tab. The right tab is the **Annotations** tab.
- Select the **Annotations** tab to view **Annotated** documents. The **Annotated** documents represent the “sticky notes” on the **Paper Claims** folder.

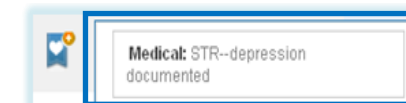
HOW TO FILTER DOCUMENTS

If you need to display only specific documents, use the **Narrow Results** panel on the left side of the Documents screen to filter your documents.

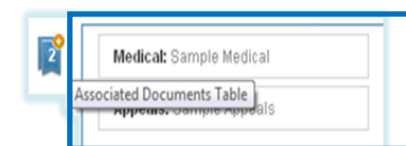
- Select the **Receipt Date Range** in the **Narrow Results** panel to choose documents within a specific date range. Enter dates in the **From** and **To** fields to set a date range.
- Select the **Keywords** button in the **Narrow Results** panel to enter up to five keywords to filter by words displayed on the **eFolder** screen.
- Select the **Bookmarks** button in the **Narrow Results** panel to select one or more **Bookmark** filters. Each of the six bookmarks is represented by a **Bookmark** icon. The icon appears as an identification graphic on a blue ribbon. The **Medical Bookmark** icon, for example, is represented by an image of a heart. The **Bookmark** icon is displayed in the **Bookmark** column of a document row.



- You can view bookmark notes if the **Bookmark** icon includes an orange **Plus** sign. Place your mouse over a **Bookmark** icon with an orange **Plus** sign to view the notes in a pop-up window.

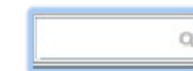


- When a document is set with more than one bookmark, the specific number of bookmarks, such as 2, appears on the **Bookmark** icon in the **Bookmark** column.
- You can determine the identities of multiple bookmarks by placing your mouse over the number. A window opens to display a table that displays the name of each bookmark in each row, as seen below.



HOW TO SEARCH A DOCUMENT

- In the **Annotate** version of the document, enter your search term in the **Search** field on the top right side of the document. The search results will display in the left panel. Select any search result to navigate directly to that part of the document.



- In the **Read-Only** version of the document, use **Ctrl and F** to search. The **Search** box will appear in the upper right hand corner. The search results will be highlighted in the document.