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-click 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-click the mouse and select Copy.
Step 3: Place the insertion point at the desired location to paste.
Step 4: Right-click 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.

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.

Step 4: 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.

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 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 folders and documents in 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://www4.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.
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 Annotation version of the document in a new window. Annotations are not visible in the Read-Only version of the document.
- 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.

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.

HOW TO SEARCH A DOCUMENT

- 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.

When a document is set with more than one bookmark, the specific number of bookmarks is represented by a + sign. Place your mouse over a Bookmark icon with an orange + 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 is represented by a + sign. Place your mouse over a Bookmark icon with an orange + sign to view the notes in a pop-up window.

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.