

# Caseflow Overview

### Welcome

#### **WebEx Orientation**

Connection options Computer/phone

Camera

Microphone (mute)

Chat box for questions

Unmute and state your name and organization



#### Overview

Caseflow is a web application that enables the tracking and processing of appealed claims at the Board of Veterans' Appeals.

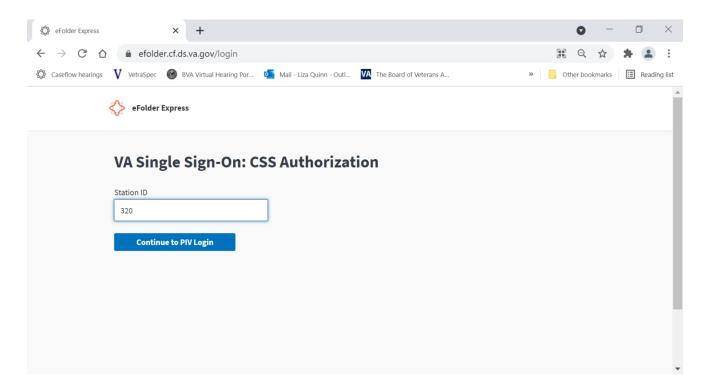
### Overview

- Search for a case
- View case details
- View the hearing schedule
- Convert to virtual hearing
- Access virtual hearing link



### Caseflow access

Website: <a href="https://appeals.cf.ds.va.gov/hearings/schedule">https://appeals.cf.ds.va.gov/hearings/schedule</a>



Sign in using VA credentials



## Search for a Case



VBANASQUINL (RO20) ➤

			12.	3456789	X Searc
Board Hea	ring Schedu	ıle			
From:		То:	1		
11/15/2021  Filtering by: Regiona	l Office (1) Clear all filter	01/31/2022	Apply		Download current view
Date <b>‡</b>	Type 🔻	Regional Office 🔻	Room \$	VLJ 🔻	Hearings Scheduled
Mon 11/15/2021	Video, Virtual	Nashville, TN	Hue City	Roberts, Harvey	7
Tue 11/16/2021	Video, Virtual	Nashville, TN		Chiappetta, Vincent	7
Tue 11/16/2021	Video, Virtual	Nashville, TN		Skow, Cynthia	7



## Search for a Case

#### **Veteran Case Search**

Please enter a valid claims file number to search for all available cases.

Enter a Veteran ID

123456789

Search

1 case found for "Nola L Stroman (994806951)"

#### **Appeals**

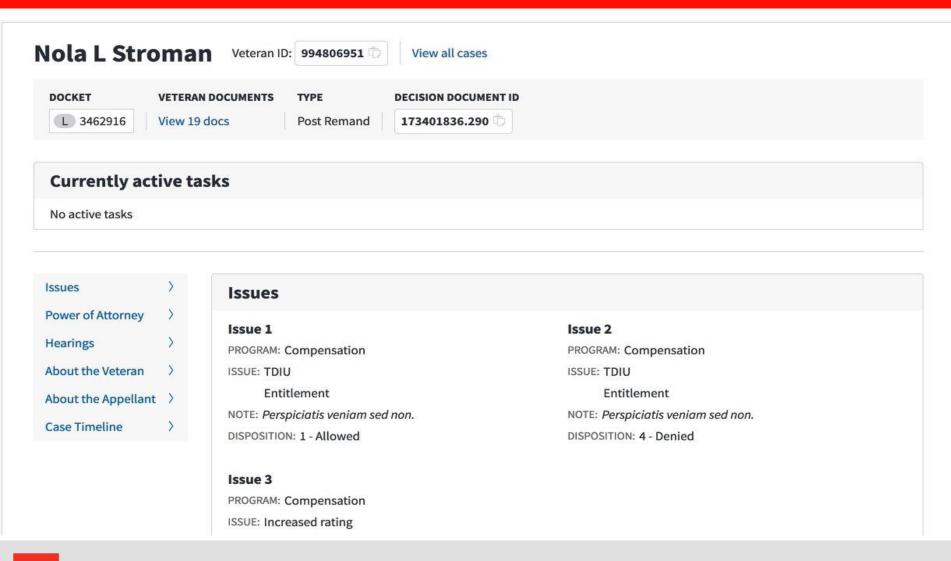
	Docket	Appellant Name	Status	Type(s)	<b>Decision Date</b>	Assigned To	
H	L 3462916	Veronica	Active	Post Remand		AABSHIRE	

#### **Higher Level Reviews & Supplemental Claims**

This Veteran has no higher level reviews or supplemental claims at this time.



### Case Details





### Case Details

#### Hearings

#### Scheduled Hearings (Newest to Oldest):

Hearing 2:

Type: Video

**Disposition:** None

**Date:** 11/16/21

Hearing 1:

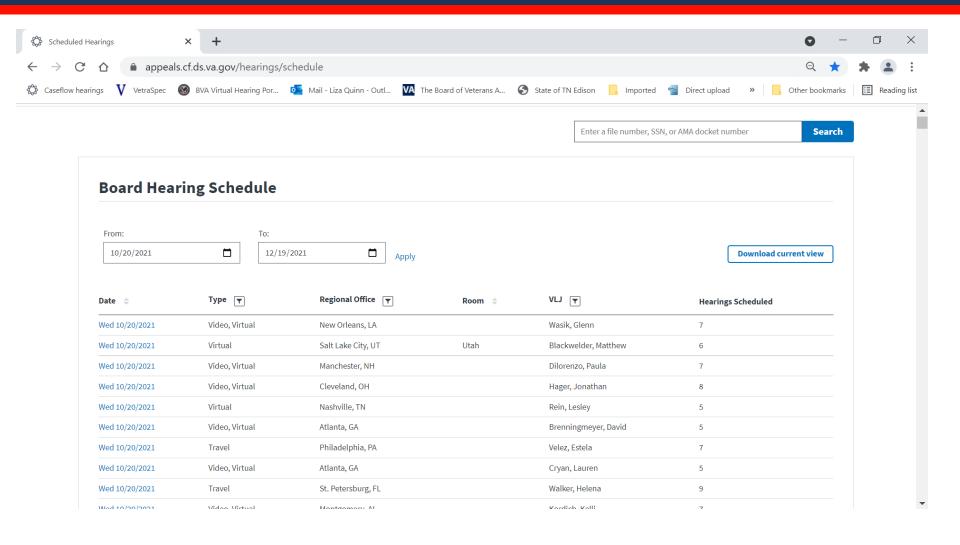
Type: Virtual

**Disposition:** Scheduled in Error

**Date:** 11/8/21

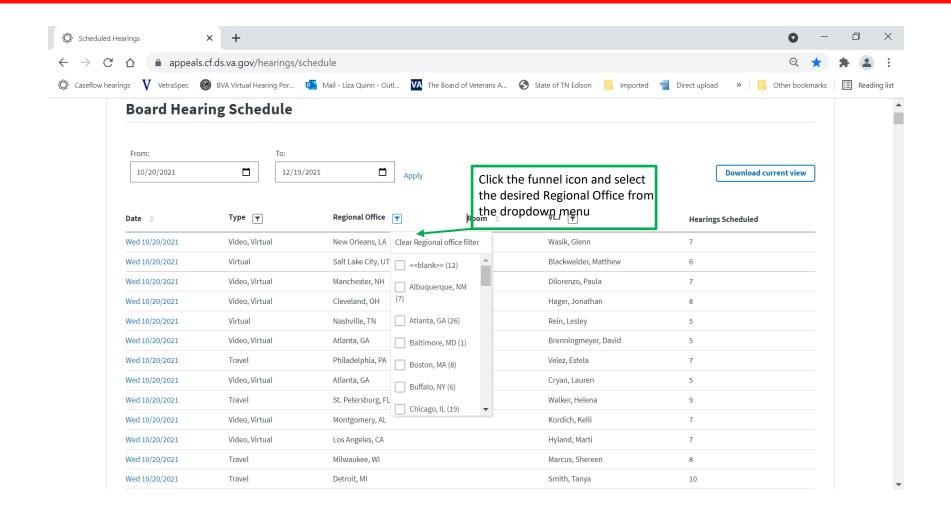


# Viewing the Hearing Schedule

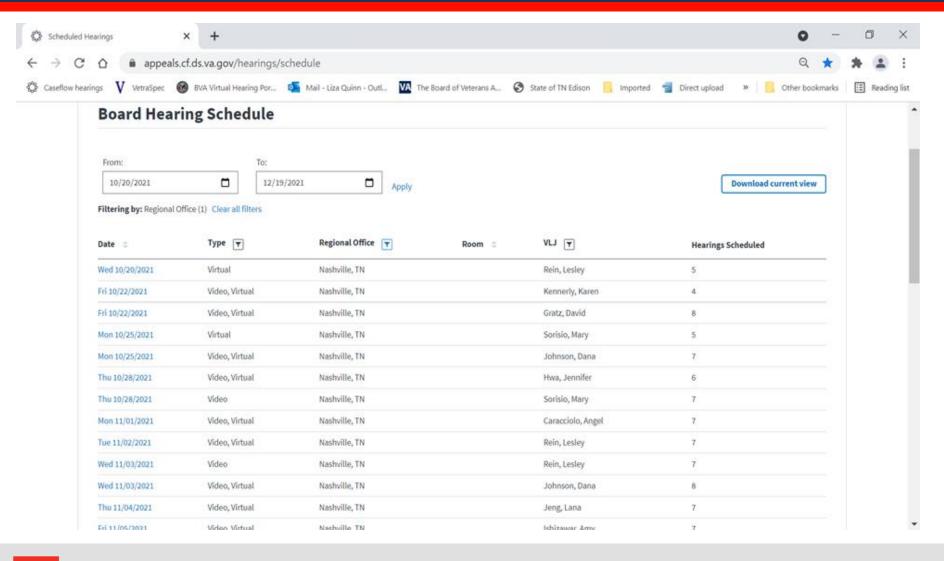




# Viewing the Hearing Schedule

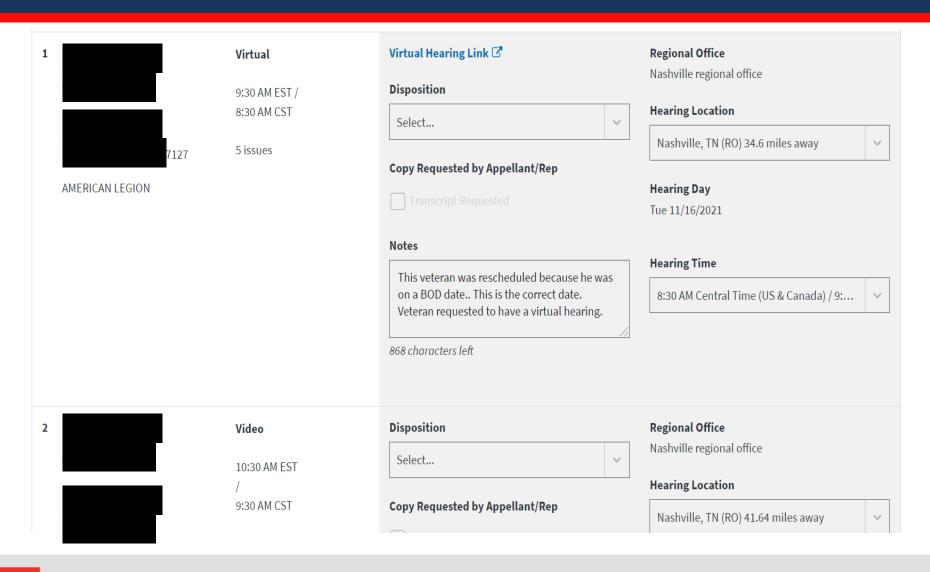


# Viewing the Hearing Schedule





## Viewing the Daily Docket





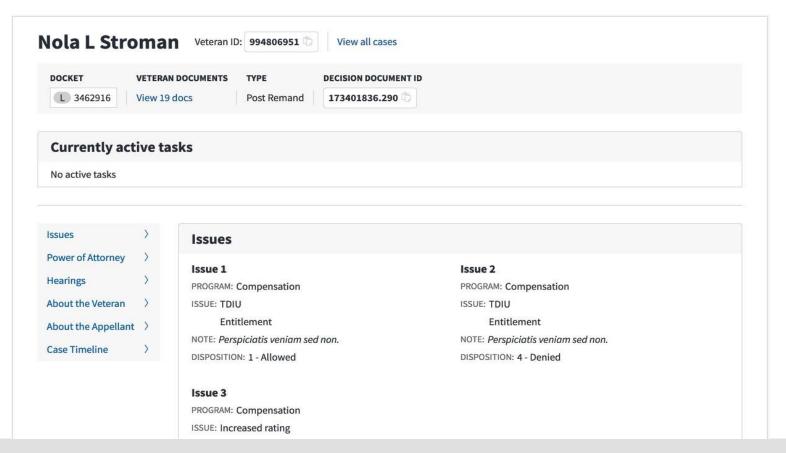
## **VSO Virtual Hearing Opt-in**

- Ability to convert scheduled hearing from nonvirtual hearing type to virtual
- Must have an email address to send link
- Email link can be sent to veteran or VSO
- Docket is locked ten days prior to hearing. Only BVA can convert the hearing within ten days of hearing



## Convert to Virtual Hearing

 Click on the Veteran/Appellant's name to view the Case Details page





# Convert to Virtual hearing

#### **Hearings**

#### Scheduled Hearings (Newest to Oldest):

**Hearing 2:** 

Type: Video Convert to virtual

**Disposition:** None

**Date:** 10/11/23

## Convert to Virtual Hearing

#### **Convert to Virtual Hearing**

Please work with the Veteran / Appellant to confirm that they have access to a phone or computer with internet access on the day of the virtual hearing. The Veteran Appellant's email address will be used to send notifications for this hearing only.

Veteran	
Veteran Name	
MATHEW IVEY	
Veteran Email	Required
Please enter a valid email address. (e.	g. johndoe@gmail.com)
An incorrect email address will impact t	he ability to access the hea
Confirm Veteran Email	Required
Veteran Timezone	Required
Central Time (US & Canada)	•
T	1 1 1 1 1 1 1

## Convert to Virtual Hearing

 Green success banner appears at top of screen informing user opt-in was successful. Hearing will show as virtual



#### You have successfully converted Roselia Turner's hearing to virtual

Please make sure the Veteran / Appellant has access to a computer, tablet, or mobile device with a reliable internet connection, a camera, and a microphone on the day of the virtual hearing.

#### Hearings

#### **Hearing:**

Type: Virtual

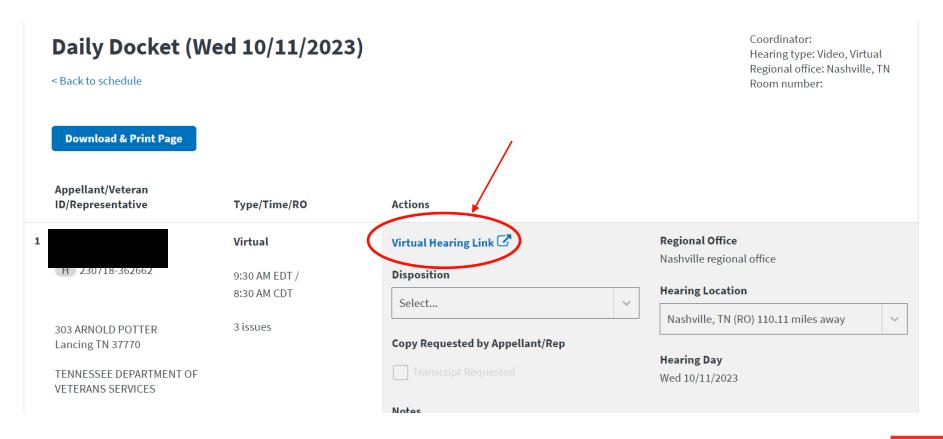
**Disposition:** None

**Date:** 10/11/23



## Virtual Hearing Link

- Link will be sent via email from Board of Veterans' Appeals
- Can access link via Caseflow from Daily Docket





# Questions?

