



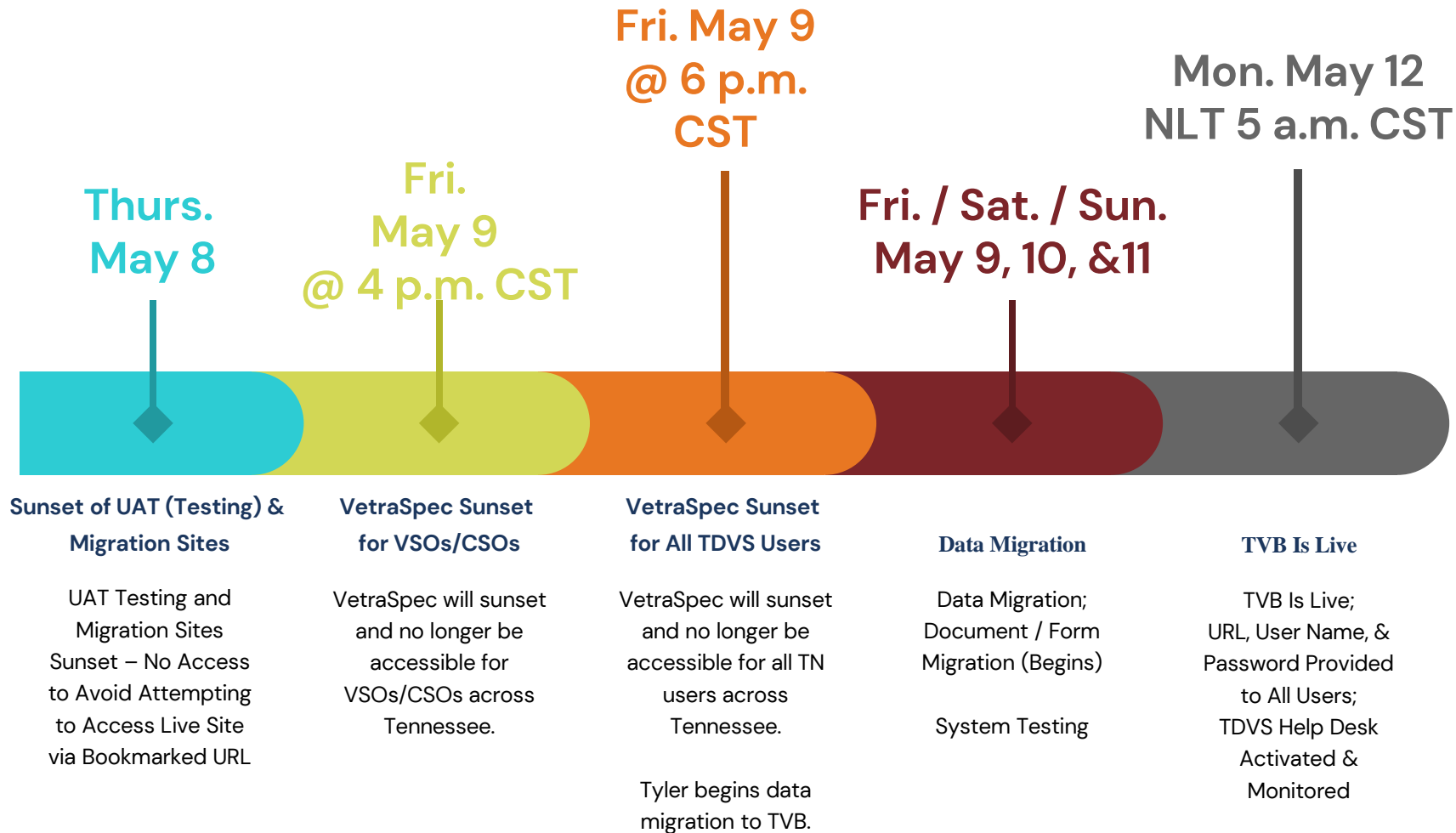
Department of  
**Veterans Services**

**Preparing for Go Live: What Will  
TVB Look Like on Monday, May 12<sup>th</sup>**

# What We'll Cover Today

- ✓ What's happening between now and Monday
- ✓ What will be ready and available in TVB on Day One
- ✓ What might still be in progress — and how we'll handle it
- ✓ What to do Monday Morning
- ✓ How and where to get help
- ✓ A live walkthrough of TVB in action
- ✓ Time for your questions and answers

# VetraSpec Sunset & TVB Deployment Timeline

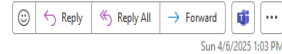
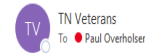


# What You'll Receive Before Monday

## *You'll Get These Details Before You Log In*

- Your TVB login URL and username
- Password reset instructions
- Link to the live system (bookmarks will change!)
- Help Desk email and ticket form
- Link to our Open Office Hours Teams Room
- Email Alerts Are Turned Off During Data Migration

Welcome to TVB: Your Test Site Login Details and Resources



Sun 4/6/2025 1:03 PM

### Welcome to TVB: Your Test Site Login Details and Resources

Dear Paul,

We are excited to welcome you to the new **Tyler Veterans Benefits (TVB)** system. As part of our statewide rollout, you are receiving early access to the **TVB test environment**, based on feedback from the first regional training where users requested more time to explore the system before go-live.

Your login credentials are below. You can use this information to access the TVB test site and begin familiarizing yourself with the system well in advance of your regional training and the official go-live date.

**IMPORTANT:** This is a test system. Do not enter actual Veteran data or any Personally Identifiable Information (PII) or Protected Health Information (PHI). This site is for training and familiarization purposes only.

#### Your Test Site Access Details:

- Username: Paul.Overholser
- Temporary Password: Password1!
- Login Link: [Click here to log in](#)

Please log in as soon as possible to confirm your access works. If you experience issues, our support team is here to help.

#### Share Your Feedback:

Your insights are important to us. Please use the feedback form to share your thoughts or concerns here: [Submit Feedback](#)

#### Need Assistance?

If you need help with login or navigating the test site, reach out to our support team:

- Helpdesk Form: [TVB Helpdesk Ticket Form](#)

Thank you for your dedication to serving Tennessee Veterans. We're excited to partner with you as we implement this transformative system.

Warm regards,  
TVB Project Team  
Tennessee Department of Veterans Services

# What You'll See in TVB on Monday

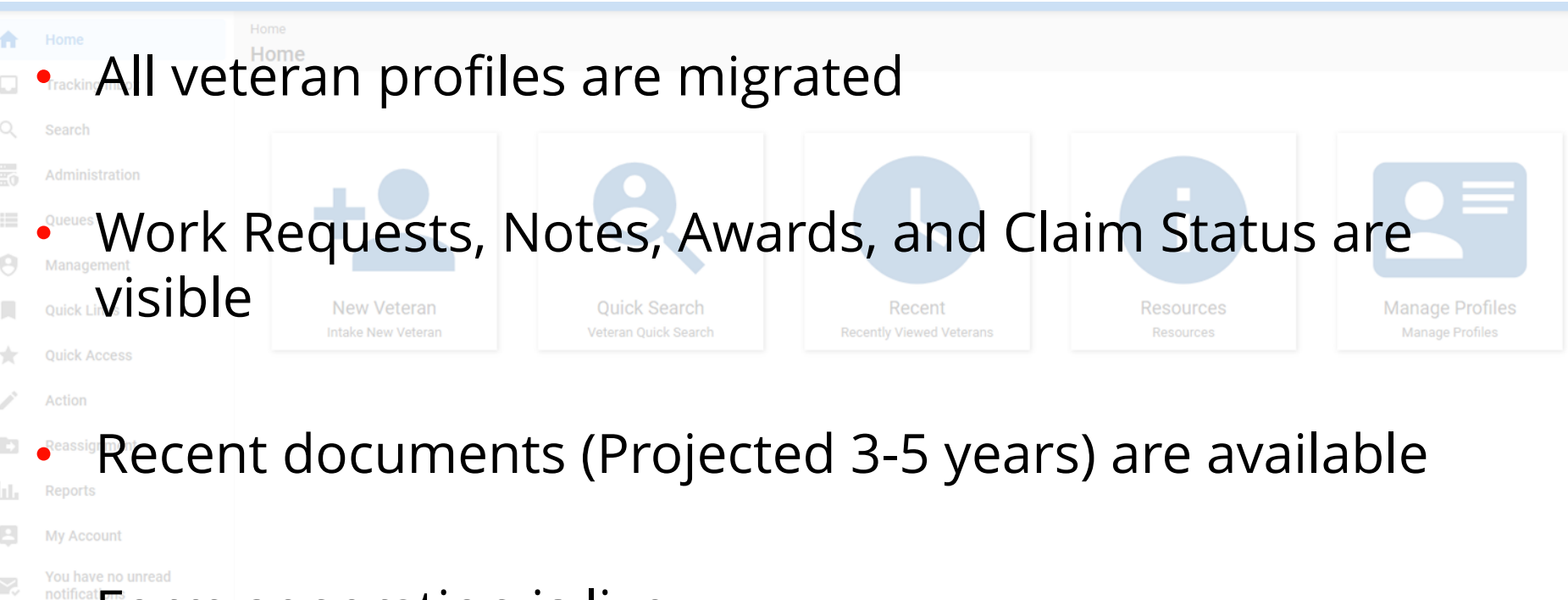
- All veteran profiles are migrated

- Work Requests, Notes, Awards, and Claim Status are visible

- Recent documents (Projected 3-5 years) are available

- Form generation is live

- Your assigned Veteran list carries over from VetraSpec



# What Might Not Be There Yet - and Why

- Older documents are migrating nightly - it's a rolling import
- Document names are there; some files will appear within the first 5-10 business days
- Older form history is still loading in batches
- If you can't access a document - we have people designated to retrieve it from VetraSpec

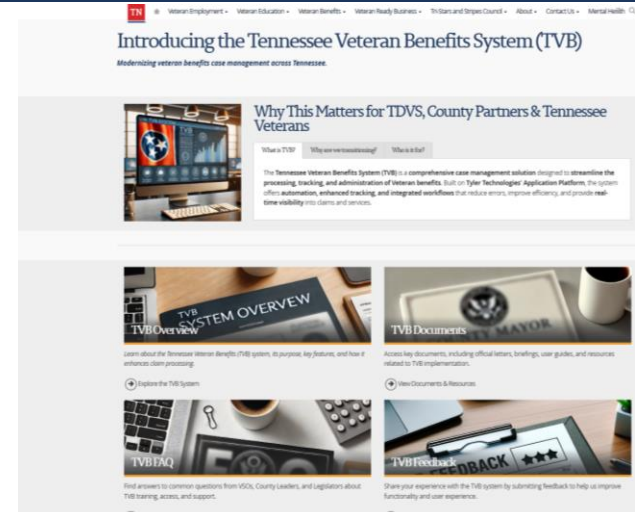
# What To Do Monday Morning

- Log In to TVB
- Navigate to My Account – My Profile
- Review and Update Your Profile Information
  - Add Phone Number
  - Add Accreditation Number – Find Here - <https://www.va.gov/ogc/apps/accreditation/>
  - Check Default Field Office or County

# How You'll Get Help

## *Support Starts Before You Even Log In*

- Open Office Hours: Every day, 7:00 AM-4:30 PM CST
- Drop in anytime, ask anything, get real help
- Use our ticketing system for login or system issues
- We're monitoring Go-Live hour by hour - not just waiting for reports

The screenshot shows the 'TVB Helpdesk Ticket' form. At the top, there's a header with the 'TN Department of Veterans Services' logo and the title 'TVB Helpdesk Ticket'. The form contains several fields: 'Username' (with a placeholder 'Enter your TVB username'), 'Email Address' (with a placeholder 'Use your official TDVS or County email'), and 'Phone'. Below these are 'County' (a dropdown menu), 'Role' (a dropdown menu with 'Example: VSO, CSO, Cemetery Staff'), and 'Type Of Issue' (a dropdown menu). There's a 'Brief Description of the Issue' field with a placeholder 'What were you trying to do, and what happened?'. To the right of this is a 'Screenshot Upload (Optional)' section with a 'Select Files...' button and a 'Drop files here to upload' area. Below the description field is an 'Urgency' dropdown menu with a placeholder 'How urgently do you need help?'. To the right of the urgency field is a 'Preferred Contact Method' section with three radio buttons: 'Email', 'Call-back', and 'Teams Video Call'. At the bottom left of the form is a blue 'Submit' button.



# Final Walkthrough

## *Let's Do It Together: One Case from Start to Finish*

- Log in
- Search veteran
- Open Work Request
- View profile
- Generate and preview form
- Locate document

# Q&A + Final Message “We’ve Got Your Back”

“WHAT WE DO IN LIFE  
ECHOES IN  
ETERNITY.”



TN

Department of  
**Veterans Services**