# Table of Contents

[Table of Contents 1](#_Toc345945950)

[Lesson Plan 4](#_Toc345945951)

[BACKGROUND AND RATIONALE 5](#_Toc345945952)

[OBJECTIVE 1: 6](#_Toc345945953)

[VIPr Contact Board Overview 6](#_Toc345945954)

[Accessing VIPr 6](#_Toc345945955)

[VIPr Contact Board Screen Study 6](#_Toc345945956)

[OBJECTIVE 2: 12](#_Toc345945957)

[Using the Contact Board 12](#_Toc345945958)

[Calling an In Office Contact 12](#_Toc345945959)

[No Response When Calling an In Office Contact 15](#_Toc345945960)

[Referring an In Office Contact 16](#_Toc345945961)

[Calling a Telephone Appointment 18](#_Toc345945962)

[Calling an In Office Appointment 20](#_Toc345945963)

[Calling an In Office Appointment that Failed Self Check-In 21](#_Toc345945964)

[No Response When Calling a Telephone or In Office Appointment 22](#_Toc345945965)

[Closing Out an Appointment in the 800# System 22](#_Toc345945966)

[Completing an Interview 23](#_Toc345945967)

[Appendix A 24](#_Toc345945968)

[JAWS HTML Quick Reference 24](#_Toc345945969)

[Navigation Quick Keys 24](#_Toc345945970)

[Internet Explorer Keystrokes 26](#_Toc345945971)

[Tabbed Browsing Keystrokes 27](#_Toc345945972)

[Links Keystrokes 29](#_Toc345945973)

[Headings Keystrokes 29](#_Toc345945974)

[Forms Keystrokes 30](#_Toc345945975)

[Tables Keystrokes 31](#_Toc345945976)

[Table Layer Commands 33](#_Toc345945977)

[PlaceMarkers Keystrokes 34](#_Toc345945978)

[Frames Keystrokes 35](#_Toc345945979)

[Elements Keystrokes 35](#_Toc345945980)

[Other HTML Keystrokes 36](#_Toc345945981)

[Lists of Elements 38](#_Toc345945982)

[Appendix b 40](#_Toc345945983)

[VIPr Shortcut Keys by Section 40](#_Toc345945984)

[Primary Bar Navigation Links 40](#_Toc345945985)

[Contact Board 40](#_Toc345945986)

[Customer Service Record Query 41](#_Toc345945987)

[Appointment Board 41](#_Toc345945988)

[Employee Schedule 42](#_Toc345945989)

[Reports 42](#_Toc345945990)

[Appendix C 44](#_Toc345945991)

[Visitor Intake Process (VIP) User Guide Glossary 44](#_Toc345945992)

[FEEDBACK SHEET 46](#_Toc345945993)

# Lesson Plan

**Lesson Objectives**

At the completion of this lesson, you will be able to:

1. Access VIPr and understand the basic screen layout.
2. Use the Contact Board to call an In Office Contact or Appointment, call a Telephone Appointment, Refer an In Office Contact, post a No Response, Close out an Appointment in the 800# System, and Complete an Interview to remove it from the Contact Board.

**Length of Lesson**

4 hours.

# BACKGROUND AND RATIONALE

Visitor Intake Process Re-write (VIPr) is the Web-based version of the Visitor Intake Process (VIP). As a Web-based application, you can use JAWS HTML keystrokes for navigation. A copy of the **JAWS HTML Quick Reference** is attached as [Appendix A](#_Appendix_A).

We extracted this guide from the **SSA Visitor Intake Process User Guide**. The standard **Guide** has been modified to incorporate keystrokes and navigation tips for JAWS users. Due to editor access issues, we based some sections of the manual on predicted behavior rather than actual user experience. If you have corrections or additions to this manual, please contact Greg Gill via email at [Gregory.Gill@ssa.gov](mailto:Gregory.Gill@ssa.gov).

# OBJECTIVE 1:

## VIPr Contact Board Overview

### Accessing VIPr

1. Select the VIPr icon on your desktop and press **ENTER**. If there is no VIPr icon on your desktop, you must go through IMain. The direct link to IMain is <http://imain.sspf.ssa.gov>. From the IMain page, select the Visitor Intake Process link.
2. VIPr opens on the Profile page. Your Office Code should be pre-filled in the **Office Code** combo box. Press **B** to move to the **Continue** button, and then press **ENTER**. VIPr will open the **Contact Board** page.

**VIPr Note**: If you are in a Level 1 office, you may have additional options listed in the **Office Code** combo box. Once you have selected the desired Office Code, **Tab** to the **Continue** button and then press **ENTER**.

### VIPr Contact Board Screen Study

#### General

The primary user interface has eight main functions, visually displayed as Tabs on the **Primary Navigation Bar** near the top of the screen. Each of the Tabs is a link that you can access with the **Links List** (**Insert + F7**). Alternatively, each Tab has an associated **VIPr Shortcut Key** (Web-based access keys). In this manual, VIPr Shortcut Keys are listed in parenthesis following the function they execute or to which they navigate. For a full listing of **VIP Shortcut Keys**, please refer to [Appendix B](#_Appendix_b).

The Tabs are as follows:

* Contact Board (**Alt + 1**, **ENTER**)
* Appointment Board (**Alt + 2**, **ENTER**)
* Employee Schedule (**Alt + 3**, **ENTER**)
* Broadcast Messages (**Alt + 4**, **ENTER**)
* Reports (**Alt + 5**, **ENTER**)
* Admin (**Alt + 6**, **ENTER**)
* User Guide (**Alt + 7**, **ENTER**)
* Profile (**Alt + 8**, **ENTER**)

#### Contact Board

The **Contact Board** consists of several sections, which are similar, but not identical to those in the previous version of VIP.

The **Secondary Navigation Bar** on the **Contact Board** contains several links for key functions you might wish to access from the **Contact Board**:

* Queries
* Interview Times
* Appointments List
* Interviewer Availability
* Retrieve Interview

**JAWS Note**:You can easily access links on the **Secondary Navigation Bar** through the **Links List** (**Insert + F7**).

The **Contact Waiting List** section of the **Board** consists of:

* **Group Filter** combo box – filter the list by group (e.g., **Screening**, **SR**, **T16 CR**, **T2 CR**, etc.). The default setting is **All**. If you change the filter, it remains until you change it again.
* **Contact Type Filter** combo box – filter the list by contact type (e.g., Phone, Office). The default setting is **All**. If you change the filter, it remains until you change it again.
* **Appointments Filter** combo box – filter the list by multiple options dependent upon whether the contact is a Walk-In or Appointment and by Check-In or Not Checked In. The default setting is **All**. If you change the filter, it remains until you change it again.
* **Refresh** button – You must routinely refresh the screen to load the most recent data.

**JAWS Note**: **F5** is no longer available for refreshing the screen. You can navigate to the **Refresh** button by using **B**, or any of several other methods discussed later in this document.

* **Contact Waiting List** – this table consists of 13 columns:
  + The column headings, listed below, are all links. If you execute the link, VIPr modifies the **Contact Waiting List** sort by that column, in ascending or descending order. Execute the same link a second time to reverse the sort order. You may only sort by one variable; there is no secondary sort. The words "Waiting List" follow each column heading to identify the column as belonging to the **Contact Waiting List** rather than the **Contact Interview List**.

**JAWS Note**: If you do not wish to execute the sort when navigating by column from the **Links List**, use **Alt + M** (**Move to** **Link** button) rather than pressing **Enter**.

* + - **Status Waiting List**
    - **Check In Waiting List**
    - **Appointment Time Waiting List**
    - **Ticket Number Waiting List**
    - **Waiting Time Waiting List**
    - **Priority Waiting List**
    - **Contact Type Waiting List**
    - **Contact Name Waiting List**
    - **Alerts Waiting List**
    - **Group Waiting List**
    - **Topic Waiting List**
    - **Language Waiting List**
    - **Assignee** **Waiting List**
  + The first cell of each row is a selection radio button for that particular row. Mark the radio button (press **Spacebar**)for the desired row to take further action with the marked Contact.
* **Contact Info** button (**Alt + C**)
* **Call Contact** button (**Alt + O**): Using this button lets the user take charge of an interview. Activating the button leads the user through a path to verify the caller and gather new information. After completing the path, the contact moves to the Interview List.
* **Pre-Interview** button
* **Forms Completion** button
* **Add Visitor** button (**Alt + V**)
* **Add Appointment** button (**Alt + A**)
* **Duplicate Number** button
* **Print** button **(ALT + P)**

**JAWS Note**: In the Training Region, we discovered that after using a **VIPr Shortcut Key** to access a specific button, the shortcut key worked the first time. However, if you hit the wrong keystroke or selected the wrong contact and subsequently used another **VIPr Shortcut Key** or other navigation key, the keystroke did not always move the virtual cursor to the new control. Use the **Refresh** button to refresh the table and the next shortcut key will work successfully.

**Contact Details**: When you select a contact in the **Contact Waiting List** (i.e., the radio button for that row is marked), the **Contact Details** portion of the screen includes:

* A **Customer Service Record Query** (**CSRQ**) link for the selected contact.
* A **SSNAP** link for the selected contact.
* Details for the selected contacted displayed in a formatting table with three columns and multiple rows.

**VIPr Note**: The **SSNAP** link is not fully functional at the time we prepared this document. You can use it one time per VIPr session, and then it fails to work properly.

**JAWS Note**: Most of the information in the **Contact Details** section is available in the **CSRQ** (link)or **Contact Info** (**ALT + C**)screens, which also contain additional information required for verification of the contact.

The **Contact Interview List** section of the **Board** consists of:

* **Contact Interview List** – this table consists of 12 columns:
  + The column headings, listed below, are all links. If you execute the link, VIPr modifies the **Contact Interview List** sort to sort by that column, in ascending or descending order. Execute the same link a second time to reverse the sort order. You may only sort by one variable; there is no secondary sort. The words "Interview List" follow each column heading to identify the column as belonging to the **Contact Interview List** rather than the **Contact Waiting List**.

**JAWS Note**: If you do not wish to execute the sort when navigating by column from the **Links List**, use **Alt + M** (**Move to Link** button) rather than pressing **Enter**.

* + - **Start Interview List**
    - **Appointment Time Interview List**
    - **Ticket Number Interview List**
    - **Interview Time Interview List**
    - **Priority Interview List**
    - **Contact Type Interview List**
    - **Contact Name Interview List**
    - **Alerts Interview List**
    - **Group Interview List**
    - **Topic Interview List**
    - **Language Interview List**
    - **Interviewer Interview List**
  + The first column of each row is a selection radio button for that particular row. Mark the radio button (press **Spacebar**)for the desired row to take further action with the marked Contact.
* **Contact Info** button (**Alt + C**)
* **No Response** button (**Alt + N**)
* **Completed** button (**Alt + M**): This button brings the interview to conclusion and removes the Contact from the **Contact Interview List**.
* **Refer** button (**Alt + R**)
* **Print** button (**Alt + P**)

# OBJECTIVE 2:

## Using the Contact Board

### Calling an In Office Contact

1. Press **B** (button) to move to and select the **Refresh**button on the **Contact Board**; press **ENTER**.

**VIPr Note:** Always refresh the screen before calling any contact in VIPr. This keeps information up-to-date on the **Contact Board**.

**JAWS Note**: You have multiple options for accessing many of the controls in **VIPr**. For example, while pressing **B**, for Button, is the quickest way to access the **Refresh** button, you may select any of the following alternative methods:

* Press **Insert + F5** (Form Field list), **R** (Refresh), **ENTER**.
* Press **Insert + Control + B** (Buttons list), **R** (Refresh), **ENTER**.
* Press **F** to move from field to field until you reach the **Refresh** button. This is likely to be slow as there are many form controls on the page.

**JAWS Note**: If you wish to filter the contacts displayed on the **Contact Board**, move to the combo box filters. For example, you can filter the contacts by **SR Group** from the **Group Filter combo box**.

1. Select the contact from the **Contact Waiting List**. You can use the **Links List** (**INSERT + F7**) to move to the column that will be most useful to you in identifying the contact. For example, **Ticket Number** **Waiting List** (**T**) or **Contact Type Waiting List** (**C**). Press **ALT + M** to move your focus to the selected column in the **Contact Waiting List**. (Alternatively, press **ENTER** to sort by the selected column heading.) Use your table reading keys to identify the row for the desired visitor.

**JAWS Note:** Choose the link for the column heading that is most useful to you (e.g., **Interviewer**, **Ticket Number**, **Contact Name**, etc.).

Execute the link and VIPr modifies the **Contact Interview List** sort to sort by that column, in ascending or descending order. Execute the same link a second time to reverse the sort. You may only sort by one variable; there is no secondary sort. The words "Interview List" follow each column heading to identify the column as belonging to the **Contact Interview List** rather than the **Contact Waiting List**.

If you do not wish to execute the sort when navigating by column from the **Links List**, use **Alt + M** (**Move to** **Link** button) rather than pressing **Enter**.

**JAWS Note**: **Table Layer Keystrokes** are helpful here:

**Insert + Spacebar**, followed by **T**, then use **arrow keys** or other navigation keys to move between columns and rows.

See[Appendix A](#_Appendix_A)for a full listing of JAWS Table Reading Keys and Table Layer Keystrokes.

1. Once your focus is in the row for the visitor you want to select, press **Shift + R** to move to the radio button for the row. (**JAWS Note**: You can also press **Shift + F** or **Shift + Tab** to move to the radio button for the selected row.) Press **Spacebar** to select the visitor.
2. Press **Alt + O**, **ENTER** to press the **Call Contact** button.
3. If the interviewer has an interview already on the **Contact Interview List**, VIPr will display the **Pending Interviews Screen**.
   1. Select the **Yes** button if you wish to accept the interview; or
   2. Select the **Yes** button if you want the number on the display board to update; or
   3. Select the **No** button if you want the number on the display board to remain the same **or if you are calling the visitor contact out of numeric order***.*

**JAWS Note**: The **Pending Interviews Screen** is a "grey screen." Grey screens in VIPr generally contain a message for the user and one or more buttons. Visually, grey screens look like separate pop-up windows, similar to Internet Explorer message windows, but they are actually part of the main window. JAWS may read all or only some of the text on the screen. **INSERT + B** will not read the text on the screen. If you lose focus, you cannot **ALT + TAB** to return to the grey screen. To regain focus, use **Insert + F5**, and then press **End**, followed by **Up arrow**, to read the buttons and text on the screen. Still, JAWS may not read all of the text on the screen. You may also use other keystrokes (e.g., **B** for button, **F** for Form Field) to move to the buttons on the screen, but if the initiating screen contains multiple Form Controls, this may be a slow process.

**Editor Note:** We did not view the Pending Interview Screen in Item 5. Nevertheless, we predict the behavior cited in the preceding steps based upon similar screens.

1. The **Visitor and Claimant SSN** screen displays. Move to the Visitor's SSN field with **F**, or **Insert + F5**. Press **ENTER**. You should hear the **Forms Mode On** tone. Complete the fields as discussed below, then **Tab** to the **OK** button and press **ENTER**.

**VIPr Note:** In order to give the most accurate interview time, call the visitor contact to the interview at this point.

1. If the Visitor and/or claimant’s SSN is known, enter it/them; or
2. If the SSN is unknown, press **Spacebar** to check the checkbox(es) for **Visitor’s** and/or **Claimant’s** **SSN Unknown**. Tab to **OK** and press **Enter**.
3. You must enter a valid Zip Code. If you do not enter a valid Zip Code, you will get an error message, and must complete the Zip Code field prior to proceeding to the next screen.

**JAWS Note**: JAWS is not currently reading the error message and your focus is not in the **Zip Code** field. Use your Form Field keystrokes (e.g., **Insert + F5**) to return to the **Zip Code** field. Type a valid Zip Code. **Tab** to the **Ok** button, and then press **Enter**.

1. If **High Risk Alert** exists on the record, the message dialog will appear before the **CSRQ** screen. JAWS will read the message; use **Insert + B** to re-read the message. Press **B** (**Continue** button); press **Enter** or **Spacebar** to activate the **Continue** button.
2. VIPr displays the **Customer Service Record Query** (**CSRQ**). Each section of the **CSRQ** begins with a Heading. Use **H** to move from section to section of the **CSRQ**. Use **Tab** or **Down Arrow** to read the entries.

**JAWS Note**: Table use is inconsistent on this page. Some of the tables on the page are actual data tables while others are simply formatting tables used to format the page. Formatting tables are generally not useful for navigating.

1. Once you have verified the claimant’s identity **Tab** to **Ok** or press **B** to move to the **OK** button; press **Enter**.

**JAWS Note**: **Alt + O** is the access key for **OK** on the **CSRQ**, but is not used consistently in other screens.

1. The contact moves to the **Contact Interview List**.

### No Response When Calling an In Office Contact

Follow **Steps 1 – 6** above for[**Calling an In Office Contact**](#_Calling_an_In),and then to indicate no response:

1. Select the visitor from the **Contact Interview List,** using the Links List (**Insert + F7**) to move to the column that will be most useful to you in identifying the visitor. For example, **Ticket Number Interview List** (**T**) or **Interviewer Interview List** (**I**).
2. Press **Alt + M** to move your focus to theselected column in the **Contact Interview List**. Use your table reading keys to identify the row for the desired visitor.
3. Press **Shift + R** (or **Shift + F** or **Shift + Tab**) to move to the radio button for the row; press **Spacebar** to select the visitor.
4. Press **Alt + N** to move to the **No Response** button; press **SPACEBAR** or **Enter**.
5. If you do not want to remove the contact from the **Contact Board**, **Tab** to select **Yes** when you receive the no response grey screen and then press **SPACEBAR**. This will repost the contact to the **Contact Waiting List**; or
6. If you want to remove the interview from the **Contact Board**, **Tab** to select **No**; press **SPACEBAR**.This is a **Left Without Service** interview**;** or
7. **Tab** to select **Cancel** and then press **Enter**. This will keep the contact on the **Contact Interview List**. (Reminder: Selecting **Cancel** will return you to the **Contact Board** main screen.)

**JAWS Note**: Grey screens in VIPr generally contain a message for the user and one or more buttons. JAWS may read all or only some of the text on the screen. **INSERT + B** will not read the text on the screen. If you lose focus, you cannot **ALT + TAB** to return to the grey screen. To regain focus, use **Insert + F5**, and then press **End**, followed by **Up arrow**, to read the buttons and text on the screen. Still, JAWS may not read all of the text on the screen. You may also use other keystrokes (e.g., **B** for button, **F** for Form Field) to move to the buttons on the screen, but if the initiating screen contains multiple Form Controls, this may be a slow process.

**JAWS Note**: You can always use **B** to move between buttons if you forget the access keys. You must **not** be in **Forms Mode** to use **B** to move through the buttons.

1. To call this interview again, repeat steps 1 – 6 of [**Calling an In Office Contact**](#_Calling_an_In).

**VIPr Note**: If you use the **Appointments Group Filter** to display only your appointments on the **Contact Waiting List**, after selecting **No Response** and returning the Contact to the **Contact Waiting List**, VIPr no longer displays the contact in your filter list of Appointments. You must change the filter to **All (Appointments and Walk-Ins)** to re-select the Contact for any further action.

### Referring an In Office Contact

1. Select the visitor from the **Contact Interview List**. You can use the Links List (**Insert + F7**) to move to the column that will be most useful to you in identifying the visitor. For example, **Ticket Number Interview List** (**T**) or **Interviewer Interview List** (**I**). Press **Alt + M** to move your focus to theselected column in the **Contact Interview List**. Use your table reading keys to identify the row for the desired visitor.
2. Press **Shift + R** (or **Shift + F** or **Shift + Tab**) to move to the radio button for the row; press **Spacebar** to select the visitor.
3. Press **Alt + R**, and then **SPACEBAR** or **Enter** to activate the **Refer** button.
4. On the **Topic Selection** screen, press **Insert + F5**, **T** (**Topic Categories** combo box). Alternatively, press **C** to move to the **Topic Categories** combo box. Press **Enter**. You should hear your **Forms Mode** **On** tone.
5. **Up** and **Down arrow** or use First Letter navigation (e.g., press **C** for **Check Issues**) to choose a topic from the drop down menu in the combo box.
6. **Tab** to the **Refresh** button and press **SPACEBAR** or **Enter**. This will display the **Topic** table for the selected **Category**.

**Editor Note**: VIPr may automatically **Refresh** and display the **Topic** table. This behavior was inconsistent between Training and Production environments.

1. After refreshing, press **T** (**Table**), until you hear the **Topic** column heading.
2. Use your **Table Reading** keys to move to the **Topic Description** column. Use your **Table Reading** keys to move down through the **Topic Description** column.

**JAWS Note**:

**Table Layer Keystrokes** are helpful here:

**Insert + Spacebar**, followed by **T**, then use **arrow keys** or other navigation keys to move between columns and rows.

See[Appendix A](#_Appendix_A)for a full listing of JAWS Table Reading Keys and Table Layer Keystrokes.

**JAWS Note**: The first column in each row of the **Topic** table is a radio button. JAWS associates the radio button with the **Topic** code column. The **Topic Description** column is more meaningful in selecting the topic.

When viewed from the **Radio Button** table (**INSERT + CONTROL + R**), no labels were associated with the radio buttons. All were simply identified as “radio button.”

1. When you are on the row for the desired topic, press **Shift + R** (or alternatively, press **Shift + Tab**, or **Shift + F**) to get to the radio button for that row. Press **Spacebar** to select the **Topic**.
2. Press **B** to move to the **Continue** button; press **Spacebar** or **Enter**.
3. **Editor Note**: The editor did not see the following **Referral Information Screen**, but believes it looks like the **Add Visitor Information** or **Modify Visitor Information** screens.

On the **Referral Information** screen, press **Insert + F5**, **G** or press **C** to move to the **Group Filter** combo box; press **ENTER**. You should hear your **Forms Mode On** tone.

1. **Down arrow** or use First Letter navigation to select the group (e.g., **S** for **SR Group**).
2. **Tab** to select the **Refer Interview** button and press **Spacebar** or **Enter**. (You can also use **Insert + F5**, **R**, **Enter** to move to the **Refer Interview** button. Press **Spacebar** or **Enter** again to activate the button.)

**Editor Note**: Need clarification on the screen in focus following Step 13 above. If you are back on the **Contact Board**, press **Alt + R**, **Enter** to activate the **Refer** button.

1. The contact returns to the **Contact Waiting List** until the interviewer calls the contact.

### Calling a Telephone Appointment

**VIPr Note**: You will use the steps for [**Calling an In Office Contact**](#_Calling_an_In) and [**No Response When Calling an In Office Contact**](#_No_Response_When_1).

**Editor Note**: The editor did not review this process. We predict the behavior cited in the steps below based on the behavior of other screens in VIPr.

To call a telephone appointment from the **Contact Board**, select the phone appointment and **Call Contact***,* as follows:

* 1. Press **B** (button) to move to and select the **Refresh**button on the **Contact Board**; press **ENTER**.

**VIPr Note:** Always refresh the screen before calling any contact in VIPr. This keeps information up-to-date on the **Contact Board**.

**JAWS Note**: You have multiple options for accessing many of the controls in **VIPr**. For example, while pressing **B**, for Button, is the quickest way to access the **Refresh** button, you may select any of the following alternative methods:

* Press **Insert + F5** (Form Field list), **R** (Refresh), **ENTER**.
* Press **Insert + Control + B** (Buttons list), **R** (Refresh), **ENTER**.
* Press **F** to move from field to field until you reach the **Refresh** button. This is likely to be slow as there are many form controls on the page.

**JAWS Note**: If you wish to filter the contacts displayed on the **Contact Board**, move to the combo box filters. For example, you can filter the contacts by **Telephone** from the **Contact Type Filter** combo box. ?

1. Select the visitor from the **Contact Waiting List**. You can use the Links List (**Insert + F7**) to move to the column that will be most useful to you in identifying the visitor. For example, **Appointment Time Waiting List** (**A**) or **Contact Type Waiting List** (**C**). Press **Alt + M** to move your focus to theselected column in the **Contact Waiting List**. (Alternatively, press **Enter** to sort by the selected column heading.) Use your table reading keys to identify the row for the desired visitor.

**JAWS Note:** Execute the link (press **Enter**) and the **Contact Waiting List** sort modifies to sort by the selected column, in ascending or descending order. Execute the same link a second time to reverse the sort. You may only sort by one variable; there is no secondary sort. Each column heading is followed by the words "**Waiting List**" to identify the column as belonging to the **Contact Waiting List** rather than the **Contact Interview List**.

If you do not wish to execute the sort when navigating by column from the **Links List**, use **Alt + M** (**Move to** **Link** button) rather than pressing **Enter**.

**JAWS Note**: **Table Layer Keystrokes** are helpful here:

**Insert + Spacebar**, followed by **T**, then use **arrow keys** or other navigation keys to move between columns and rows.

See[Appendix A](#_Appendix_A)for a full listing of JAWS Table Reading Keys and Table Layer Keystrokes.

1. Once your focus is in the row for the visitor you want to select, press **Shift + R** to move to the radio button for the row. (**JAWS Note**: You can also press **Shift + F** or **Shift + Tab** to move to the radio button for the selected row.) Press **Spacebar** to select the visitor.
2. Press **Alt + O**, **ENTER** to press the **Call Contact** button.
3. The **Visitor and Claimant SSN** screen appears. Move to the **Visitor's SSN** field with **F**, or **Insert + F5**. Press **ENTER**. You should hear the **Forms Mode On** tone. Complete the fields as discussed below, then **Tab** to the **OK** button and press **ENTER**.
4. If the Visitor and/or claimant’s SSN is known, enter it/them; or
5. If the SSN is unknown, press **Spacebar** to check the checkbox(es) for **Visitor’s** and/or **Claimant’s** **SSN Unknown**. Tab to **OK** and press **Enter**.
6. If **High Risk Alert** exists on the record, the message dialog appears before the **CSRQ** screen. JAWS will read the message; use **Insert + B** to re-read the message. Press **B** (**Continue** button); press **Enter** or **Spacebar** to activate the **Continue** button.
7. The **Customer Service Record Query** (**CSRQ**) appears. Each section of the **CSRQ** begins with a Heading. Use **H** to move from section to section of the **CSRQ**. Use **Tab** or **Down Arrow** to read the entries.

**JAWS Note**: Table use is inconsistent on this page. Some of the tables on the page are actual data tables while others are simply formatting tables used to format the page. Formatting tables are generally not useful for navigating.

1. Once you have verified the claimant’s identity **Tab** to **Ok** or press **B** to move to the **OK** button; press **Enter**.

**JAWS Note**: **Alt + O** is the access key for **OK** on the **CSRQ**, but is not used consistently in other screens.

1. Select the **Interviewer Calling Visitor** radio button from the **In Office Appointment Check-In Option** screen and select **OK**. In this context, the phone contact is considered the visitor – even though they are not physically present. This label will be updated to contact in a future release*. [Unable to check this one.??]*
2. Dial the telephone appointment phone number.

**VIP NOTE:** You should only dial the phone once you have placed the telephone appointment on the **Contact Interview List**.

1. If the appointment contact does not answer, follow the steps in [**No Response When Calling a Telephone or In Office Appointment**](#_No_Response_When).

### Calling an In Office Appointment

1. If the in office appointment checked in using the kiosk, VIPr will notify the assigned interviewer [via Communicator?] that the in office appointment has checked in.
2. To call the in office appointment from the **Contact Board**, press **Insert + F7**, **I** (**Interviewer Waiting List**), **Alt + M** (**Move to Link**). This will move your focus to the **Interviewer Waiting** **List** column in the **Contact Waiting List**. Use your table reading keys to move through the table.

**VIPr Note:** Always refresh the screen before calling any contact in VIPr. This keeps information up-to-date on the **Contact Board**.

1. Once your focus is in the row for the visitor you want to select, press **Shift + R** to move to the radio button for the row. (**JAWS Note**: You can also press **Shift + F** or **Shift + Tab** to move to the radio button for the selected row.) Press **Spacebar** to select the visitor.
2. Press **Alt + O**, **ENTER** to press the **Call Contact** button.
3. The **Accept** pop-up appears. Your focus is on the **Yes** button. Press **Spacebar** to accept the interview.

**JAWS Note**:The **Accept** pop-up is a "grey screen." Grey screens in VIPr generally contain a message for the user and one or more buttons. JAWS may read all or only some of the text on the screen. **INSERT + B** will not read the text on the screen. If you lose focus, you cannot **ALT + TAB** to return to the grey screen. To regain focus, use **Insert + F5**, and then press **End**, followed by **Up arrow**, to read the buttons and text on the screen. Still, JAWS may not read all of the text on the screen. You may also use other keystrokes (e.g., **B** for button, **F** for Form Field) to move to the buttons on the screen, but if the initiating screen contains multiple Form Controls, this may be a slow process.

1. The appointment moves to the **Contact Interview List**.

### Calling an In Office Appointment that Failed Self Check-In

1. If a contact is unsuccessful using the self-check-in, the interview posts to the **Contact Waiting List**.
2. Follow steps 2-6 for [**Calling an In Office Appointment**](#_Calling_an_In_1).

### No Response When Calling a Telephone or In Office Appointment

1. Select the interview in the **Contact Interview List**. Press **Insert + F7** and then choose the link for the column heading in the **Contact Interview List** which is most useful to you (e.g., **Interviewer**, **Ticket Number**, **Contact Name**). Press **ALT + M** (**Move to Link**). This moves your focus to the selected column in the **Contact Interview List**. Use your table reading keys to move through the table.
2. Once your focus is in the row for the contact you want to select, press **Shift + R** to move to the radio button for the row. (**JAWS Note**: You can also press **Shift + F** or **Shift + Tab** to move to the radio button for the selected row.) Press **Spacebar** to select the contact.
3. Press **Alt + N**, and then **Spacebar** or **Enter** to activate the **No Response** button. The **Return to Waiting List**grey screen appears.
   1. If you do not want to remove the contact from the **Contact Board**, **Tab** to select **Yes** when you receive the **No Response** grey screen and then press **SPACEBAR**. This reposts the contact to the **Contact Waiting List**; or
   2. If you want to remove the interview from the **Contact Board**, **Tab** to select **No**; press **SPACEBAR**.This is an **Appointment Non-Responder**.

### Closing Out an Appointment in the 800# System

**Editor's Note**: We did not see the 800# Close-out screen.

1. Follow the steps in [No Response When Calling a Telephone or In Office Appointment](#_No_Response_When).
2. On the **Return to Waiting List** grey screen, **Tab** to **No** and press **Spacebar** or **Enter**.
3. The **800# Close-out** screen appears:
   1. **Tab** to **Yes** and press **Spacebar** or **Enter** to switch over to PCOM and close out the lead; or
   2. **Tab** to **No** and press **Spacebar** or **Enter** to remove the interview from the **Contact Interview List**.
4. If you answered **Yes**, and there is no 800# record existing for the interview a pop-up displays asking if would you like to remove the interview from the **Contact Interview List**.
5. If VIPr locates the record, the **800# Appointment Closeout** screen appears. The closeout options pre-fill based on the type of claim. The system closes all issues on the worksheet except for **PROTFL**. You can leave all the issues open by unchecking **Closeout all Worksheet Issues**.

**Editor Note**: Guessing, but **Insert + F5**, **C** (**Closeout all Worksheet Issues checkbox**), **Enter**. Press **Spacebar** if necessary to uncheck the check box.

1. **Tab** to **OK** or **Insert + F5**, **O** (**OK**). Press **Enter** twice to close out the protective filing in the 800# System on the mainframe.

### Completing an Interview

1. If you conduct the interview from the **Add Visitor Information** screen, when the interview is completed, press **Insert + F5, C, Enter** to move to the **Completed**button; press **SPACEBAR or** **Enter** to execute.
2. If you conduct the interview from the **Contact Board**, press **Alt + M** to select the **Completed** button; press **Spacebar** or **Enter**.

**NOTE:** You cannot complete an interview with **SCREEN** as the interview topic.

# Appendix A

## JAWS HTML Quick Reference

### Navigation Quick Keys

**The following JAWS HTML Quick Reference was extracted from** [**FCI Windows 7 JAWS and MAGic, A Trainer's Reference Manual**](http://sharepoint.ssa.gov/DCHR/OL/EWD/VICurriculum/JAWS%20Skills/FCI%20%20Windows%207%20Trainers%20Manual%202012%20(9-2012).docx)**.**

**Note:** You can use the **SHIFT** key in combination with many of the keystrokes in the table below to move to the previous unit or element.

| **Description** | **Quick Key** |
| --- | --- |
| Next Anchor | **A** |
| Next Button | **B** |
| Next Combo Box | **C** |
| Next Different Type Element | **D** |
| Next Edit Box | **E** |
| Next Form Control | **F** |
| Next Graphic | **G** |
| Next Heading | **H** |
| Next Heading At Level | **1 through 6** |
| Next Item within a List | **I** |
| Jump to Line | **J** |
| Return to Previous Line | **Shift + J** |
| Next PlaceMarker | **K** |
| Next Temporary PlaceMarker | **Control + Windows key + K** |
| Next List | **L** |
| Next Frame | **M** |
| Next Non-Link Text | **N** |
| Next Object Tag | **O** |
| Next Paragraph | **P** |
| Next Block Quote | **Q** |
| Next Radio Button | **R** |
| Next Same Type Element | **S** |
| Next Table | **T** |
| Next Unvisited Link | **U** |
| Next Visited Link | **V** |
| Next Word from List | **W** |
| Next Check Box | **X** |
| Next Span | **Y** |
| Next Division | **Z** |
| Next Landmark | **Semicolon (;)** |
| Next Element | **Shift + Period** |
| Previous Element | **Shift + Comma** |
| Step Past Element | **Shift + Period** |

Table 1: Navigation Quick Keys

### Internet Explorer Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next clickable element | **Slash** |
| Move to previous clickable element | **Shift + Slash** |
| Select clickable element | **Insert + Control + Slash** |
| Move to next Landmark | **Semicolon** |
| Move to previous Landmark | **Shift + Semicolon** |
| Select a Landmark item | **Insert + Control + Semicolon** |
| Move back a page | **Alt + Left Arrow or Backspace** |
| Move forward a page | **Alt + Right Arrow** |
| Move to Home page | **Alt + Home** |
| Refresh page and cache | **F5** |
| Stop downloading a page | **Escape** |
| Move to Address bar | **Alt + D** |
| Turn Full Screen Mode on/off | **F11** |
| Zoom In | **Control + Plus Key or Control + Mouse Wheel Up** |
| Zoom Out | **Control + Minus or Control + Mouse Wheel Down** |
| Zoom to 100% | **Control + 0** |
| Read Address bar | **Insert + A** |
| List of previously typed addresses | **F4** |
| Move JAWS Cursor to Address bar | **Insert + A twice quickly** |
| Virtual HTML features | **Insert + F3** |
| Open Favorites | **Control + I or Alt + A** |
| Organize Favorites | **Control + B** |
| Add current page to Favorites | **Control + D** |
| Activate Mouse Over | **Insert + Control + Enter** |
| Select a Mouse Over element | **Insert + Windows Key + Semicolon** |
| View basic element information | **Insert + Shift + F1** |
| View advanced element information | **Control + Insert + Shift + F1** |
| Open and select items in the ARIA Drag and Drop dialog box | **Windows Key + Control + Equals** |
| Open ARIA Live Region Text Filter dialog box | **Windows Key + Control + Dash** |

Table 2: Internet Explorer Keystrokes

### Tabbed Browsing Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Open a new tab | **Control + T** |
| Open a new tab from the Address bar | **Alt + Enter** |
| Open a new tab from the toolbar Search box | **Alt + Enter** |
| Open duplicate tab | **Control + K** |
| Toggle between Full Screen Mode and Normal View Mode for current web page | **Alt + Enter** |
| Switch to the next tab | **Control + Tab** |
| Switch to the previous tab | **Control + Shift + Tab** |
| Switch to a specific tab number | **Control + n, where N is a digit from 1 to 8** |
| Switch to last tab | **Control + 9** |
| Close current tab | **Control + W or Control + F4** |
| Close all tabs | **Alt + F4** |
| Close other tabs | **Control + Alt + F4** |
| Open link in a new tab in the background | **Control + Enter** |
| Open link in a new tab in the foreground | **Control + Shift + Enter** |

Table 3: Tabbed Browsing Keystrokes

### Links Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| List links | **Insert + F7** |
| Next link | **Tab** |
| Prior link | **Shift + Tab** |
| Next visited link | **V** |
| Prior visited link | **Shift + V** |
| Open link | **Enter** |
| Open link in new Window | **Shift + Enter** |
| Next non-link Text | **N** |
| Prior non-link Text | **Shift + N** |

Table 4: Links Keystrokes

### Headings Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| List Headings | **Insert + F6** |
| Next Heading | **H** |
| Prior Heading | **Shift + H** |
| First Heading | **Alt + Insert + Home** |
| Last Heading | **Alt + Insert + End** |
| Next Heading at Level | **1 through 6** |
| Prior Heading at Level | **Shift + 1 through 6** |
| First Heading at Level | **Alt + Control + Insert + 1 through 6** |
| Last Heading at Level | **Alt + Control + Insert + Shift + 1 through 6** |

Table 5: Headings Keystrokes

### Forms Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to first Form Field | **Insert + Control + Home** |
| Move to next Form Field | **F** |
| Move to prior Form Field | **Shift + F** |
| Move to last Form Field | **Insert + Control + End** |
| Move to next Button | **B** |
| Move to prior Button | **Shift + B** |
| Move to next Combo box | **C** |
| Move to prior Combo box | **Shift + C** |
| Move To next Edit box | **E** |
| Move to prior Edit box | **Shift + E** |
| Move to next Radio button | **R** |
| Move to prior Radio button | **Shift + R** |
| Move to next Check box | **X** |
| Move to prior Check Box | **Shift + X** |
| Move to next Landmark | **Semicolon** |
| Move to prior Landmark | **Shift + Semicolon** |
| Enter Forms Mode | **Spacebar or Enter** |
| Exit Forms Mode | **Num Pad Plus** |
| List of Form Fields | **Insert + F5** |
| List Buttons | **Control + Insert + B** |
| List Combo boxes | **Control + Insert + C** |
| List Edit boxes | **Control + Insert + E** |
| List Radio buttons | **Control + Insert + R** |
| List Check boxes | **Control + Insert + X** |
| List Landmarks | **Control + Insert + Semicolon** |
| Enter/Leave Multi-Select Mode | **Shift + F8** |

Table 6: Forms Keystrokes

### Tables Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next Table | **T** |
| Move to prior Table | **Shift + T** |
| Select Table | **F8 (when on the line that announces the number of rows and columns)** |
| List Tables | **Control + Insert + T** |
| Jump to Table cell (from within a table) | **Control + Windows Key + J** |
| Return to previous cell | **Control + Shift + Windows Key + J** |
| Read current cell | **Control + Alt + Num Pad 5** |
| Move to and read next cell | **Control + Alt + Right Arrow** |
| Move to and read prior cell | **Control + Alt + Left Arrow** |
| Move to and read cell above | **Control + Alt + Up Arrow** |
| Move to and read cell below | **Control + Alt + Down Arrow** |
| Move to and read first cell | **Control + Alt + Home** |
| Move to and read last cell | **Control + Alt + End** |
| Read next row | **Windows Key + Alt + Down Arrow** |
| Read prior row | **Windows Key + Alt + Up Arrow** |
| Read current row | **Windows Key + Comma or Windows Key + Num Pad 5** |
| Read from beginning of row to current cell | **Insert + Shift + Home** |
| Read from current cell to end of row | **Insert + Shift + Page Up** |
| Read current column | **Windows Key + Period** |
| Read from top of column to current cell | **Insert + Shift + End** |
| Read from current cell to bottom of column | **Insert + Shift + Page Down** |
| Read next column | **Windows Key + Alt + Right Arrow** |
| Read prior column | **Windows Key + Alt + Left Arrow** |
| Jump to cell (Within Table) | **Control + Windows Key + J** |
| Return to previous table cell | **Control + Shift + J** |

Table 7: Tables Keystrokes

### Table Layer Commands

Press **Insert + Spacebar, T** to enter the **Table Layer**. Once in the layer, use the following:

| **Description** | **Keystroke** |
| --- | --- |
| Move by cell | **Arrow Key** |
| Move to beginning of a row | **Control + Left Arrow** |
| Move to end of a row | **Control + Right Arrow** |
| Move to the beginning of a column | **Control + Up Arrow** |
| Move to the bottom of a column | **Control + Down Arrow** |
| Move to the beginning of the current row | **Home** |
| Move to the end of the current row | **End** |
| Move to the first cell in a table | **Control + Home** |
| Move to the last cell in a table | **Control + End** |
| List the Keystrokes you can use in the Layer | **H** |
| Exit the Layer | **Escape or Tab or Spacebar** |

Table 8: Table Layer Commands

### PlaceMarkers Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next PlaceMarker | **K** |
| Move to prior PlaceMarker | **Shift + K** |
| Add a temporary PlaceMarker | **Control + Windows key + K** |
| List PlaceMarkers | **Control + Shift + K** |
| Read PlaceMarker 1 – 4 | **Numbers Row 7 through 0** |
| Move to PlaceMarker 1 – 4 | **Shift + 7 through 0 (to move to PlaceMarkers 1 through 4)** |
| Listen to PlaceMarker content 1 – 4 | **Shift + Numbers row 7 through 0** |
| Add, delete, edit, or rename permanent PlaceMarker | **Control + Shift + K** |

Table 9: PlaceMarkers Keystrokes

### Frames Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Next Frame | **M** |
| Prior Frame | **Shift + M** |
| Move to Frame 1 to 10 | **Unassigned** |
| List Frames | **Insert + F9** |

Table 10: Frames Keystrokes

### Elements Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Next same element | **S** |
| Prior same element | **Shift + S** |
| Next different element | **D** |
| Prior different element | **Shift + D** |
| Next element | **Shift + Period** |
| Previous element | **Shift + Comma** |
| Select entire element | **F8** |
| Move to the beginning of the current table, list or element | **Windows key + Home** |
| Move to the end of the current table, list or element | **Windows key + End** |
| Display element information | **Shift + Insert + F1** |
| Display detailed element information | **Control + Shift + Insert + F1** |
| Activate Mouse Over | **Insert + Control + Enter** |

Table 11: Elements Keystrokes

### Other HTML Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Feeds menu | **Alt + J** |
| Open Download Manager | **Control + J** |
| Feeds list in Internet Explorer | **Control + G** |
| Search box in Internet Explorer | **Control + E** |
| Search button | **Alt + Enter** |
| Create Custom Label | **Control + Insert + Tab** |
| Create temporary PlaceMarker | **Control + Windows Key + K** |
| List, Go To, Create Permanent, Rename, or Remove PlaceMarker | **Control + Shift + K** |
| Move to next PlaceMarker | **K** |
| Move to previous PlaceMarker | **Shift + K** |
| Move to next list | **L** |
| Move to prior list | **Shift + L** |
| Select list | **F8** |
| List All ordered, unordered, and definition Lists | **Control + Insert + L** |
| Move to next item in a list | **I** |
| Move to prior item in a list | **Shift + I** |
| Reload Web page | **F5** |
| Refresh JAWS Virtual Mode | **Insert + ESC** |
| List Toolbar buttons | **Insert + F8** |
| Route Virtual to PC cursor | **Insert + Delete** |
| Route PC to Virtual cursor | **Control + Insert + Delete** |
| Route Virtual to JAWS cursor | **Insert + Num Pad Plus** |
| Virtual Cursor toggle | **Insert + Z** |
| Personalize Web page | **Shift + Insert + V** |
| JAWS Find | **Insert + Control + F or Control + F** |
| JAWS Find next | **Insert + F3 or F3** |
| JAWS Find previous | **Insert + Shift + F3 or Shift + F3** |
| Jump to line | **J** |
| Return to previous line | **Shift + J** |
| Move to next division | **Z** |
| Move to prior division | **Shift + Z** |
| List divisions | **Control + Insert + Z** |

Table 12: Other HTML Keystrokes

### Lists of Elements

**Note:** You can also press **Insert + F3** to select the type of HTML element list you want to view.

| **Element** | **Keystroke** |
| --- | --- |
| Form fields | **Insert + F5** |
| Headings | **Insert + F6** |
| Links | **Insert + F7** |
| Frames | **Insert + F9** |
| Anchors | **Control + Insert + A** |
| Buttons | **Control + Insert + B** |
| Combo boxes | **Control + Insert + C** |
| Edit boxes | **Control + Insert + E** |
| Lists | **Control + Insert + L** |
| Graphics | **Control + Insert + G** |
| Paragraphs | **Control + Insert + P** |
| Block quotes | **Control + Insert + Q** |
| Radio buttons | **Control + Insert + R** |
| Tables | **Control + Insert + T** |
| Check boxes | **Control + Insert + X** |
| Divisions | **Control + Insert + Z** |
| Landmarks | **Control + Insert + Semicolon** |

Table 13: Lists of Elements

# Appendix b

## VIPr Shortcut Keys by Section

### Primary Bar Navigation Links

| **Action** | **Shortcut Key** |
| --- | --- |
| Contact Board | **Alt + 1, Enter** |
| Appointment Board | **Alt + 2, Enter** |
| Employee Schedule | **Alt + 3, Enter** |
| Broadcast Messages | **Alt + 4, Enter** |
| Reports | **Alt + 5, Enter** |
| Admin | **Alt + 6, Enter** |
| User Guide | **Alt + 7, Enter** |
| Profile | **Alt + 8, Enter** |

Table 14: Primary Bar Navigation Links

### Contact Board

| **Action** | **Shortcut Key** |
| --- | --- |
| Add Appointment | **Alt + A** |
| Add Visitor | **Alt + V** |
| Call Contact | **Alt + O** |
| Completed | **Alt + M** |
| Contact Info | **Alt + C** |
| No Response | **Alt + N** |
| Print | **Alt + P** |
| Refer | **Alt + R** |

Table 15: Contact Board

### Customer Service Record Query

| **Action** | **Shortcut Key** |
| --- | --- |
| Back to Contact Board | **Alt + C** |
| Cancel | **Alt + L** |
| Ok | **Alt + O** |
| Print | **Alt + P** |

Table 16: Customer Service Record Query

### Appointment Board

| **Action** | **Shortcut Key** |
| --- | --- |
| Add Appointment | **Alt + A** |
| Appointment Info | **Alt + T** |
| Print | **Alt + P** |
| Queries | **Alt + Q** |

Table 17: Appointment Board

### Employee Schedule

| **Action** | **Shortcut Key** |
| --- | --- |
| Cancel | **Alt + C** |
| Modify Schedule | **Alt + M** |
| Print | **Alt + P** |
| Save | **Alt + S** |

Table 18: Employee Schedule

### Reports

| **Action** | **Shortcut Key** |
| --- | --- |
| Appointment Info | **Alt + A** |
| Back to Reports | **Alt + B** |
| Close | **Alt + C** |
| Contact Info | **Alt + C** |
| Count | **Alt + O** |
| Export All to Excel | **Alt + E** |
| List | **Alt + L** |
| Print Report | **Alt + P** |
| Reset | **Alt + R** |

Table 19: Reports

# Appendix C

## Visitor Intake Process (VIP) User Guide Glossary

**Contact Board**: The Contact Board is the default view on VIP’s Main Menu. The Contact Board contains information on each visitor waiting to be seen.

**Contact Waiting List**: The Contact Waiting List consists of individuals in the office waiting to be seen by an interviewer and telephone appointments waiting to be called.

**Contact Interview List**:The Contact Waiting List consists of individuals currently being interviewed.

**Interview Group**: A group of interviewers categorized by a specific type of interview. For example, T2 and T16 are two separate Interview Groups in specialized offices but is one Interview Group in generalist offices.

**Appointment Board**: The Appointment Board contains information on employees’ appointments. Employees use the appointment board to manage their assigned appointments.

**Employee Schedule**: The Employee Schedule informs which employees are available to interview. For example, it indicates when an employee is on leave or when an employee has a scheduled interview.

**Broadcast Message**: A Broadcast Message is an informational message that pops up on a user’s screen. There are three types of Broadcast Messages:

* The Initial Alert Message sent when a new interview is posted or a visitor checks in for an appointment
* A Follow-up Alert Message sent when certain follow-up criteria are met (e.g., visitor has waited too long or too many interviews posted to the Contact Board)
* A customized message sent from one user to another, to a group of users, or to an entire office

**VIP and Protecting Personally Identifiable Information (PII)**: Safeguarding sensitive information is one of the most important responsibilities we have as an agency.  Employees must properly protect any personally identifiable information (PII) collected from visitors.

# FEEDBACK SHEET

Request to the instructor:

As you use this training package, please document errors, omissions, and revisions and notify us of any required editing. At the completion of this segment, you should mail this form to the address on the next page.

**Source of report:**

Location of training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Timeframes:**

How much time did it take to present this material?

**Topics:**

Is there any material in the lesson that is covered but not relevant to your position that we should remove? If so, what?

Can you identify any topic not covered in this lesson that should be included?

**Complexity level:**

Are there any lessons that appear either too simple or too complex? Which ones? Why?

**Testing:**

How would you rate the usefulness of the tests and exercises?

1 2 3 4 5

Irrelevant Adequate Quite Helpful

Please note your corrections below or attach a photocopy of corrected pages.

Page # Correction Needed

**Comments:**

Use the space below for your comments on how we can improve this material.

**Mail to:**

Gregory Gill

Social Security Administration

EHR Ste 100

6401 Security Blvd.

Baltimore, MD 21235

Or email comments to [gregory.gill@ssa.gov](mailto:gregory.gill@ssa.gov?subject=Training%20Material%20Feedback)