

Veteran Service Organizations (VSOs) – Quick Reference Guide

Caseflow Queue is a web-based workflow management tool designed to help manage and track Legacy and Appeals Modernization Act (AMA) appeals through the appeals process. It supports the new appeal lanes and policies established by AMA, streamlines the appeal processes at the Board wherever possible, and increases the accuracy of appeal data.

This guide provides an overview for VSOs using Caseflow Queue to process AMA appeals.

Caseflow Queue will allow you to:

- View list of Legacy, AMA, and post-RAMP appeals of Veterans/Appellants.
- Search for cases using Veteran IDs.
- View Case Details for your Legacy, AMA, and post-RAMP appeals.
 - Issues on appeal, POA, Hearings, Veteran info, Appellant info, and Case Timeline.
- Mark Informal Hearing Presentation (IHP) tasks complete for your AMA and post-RAMP appeals.
- Assign tasks to members of your team.

NOTE: VSOs will only see Veterans where their organization is documented as the Veterans' POA.

Table of Contents

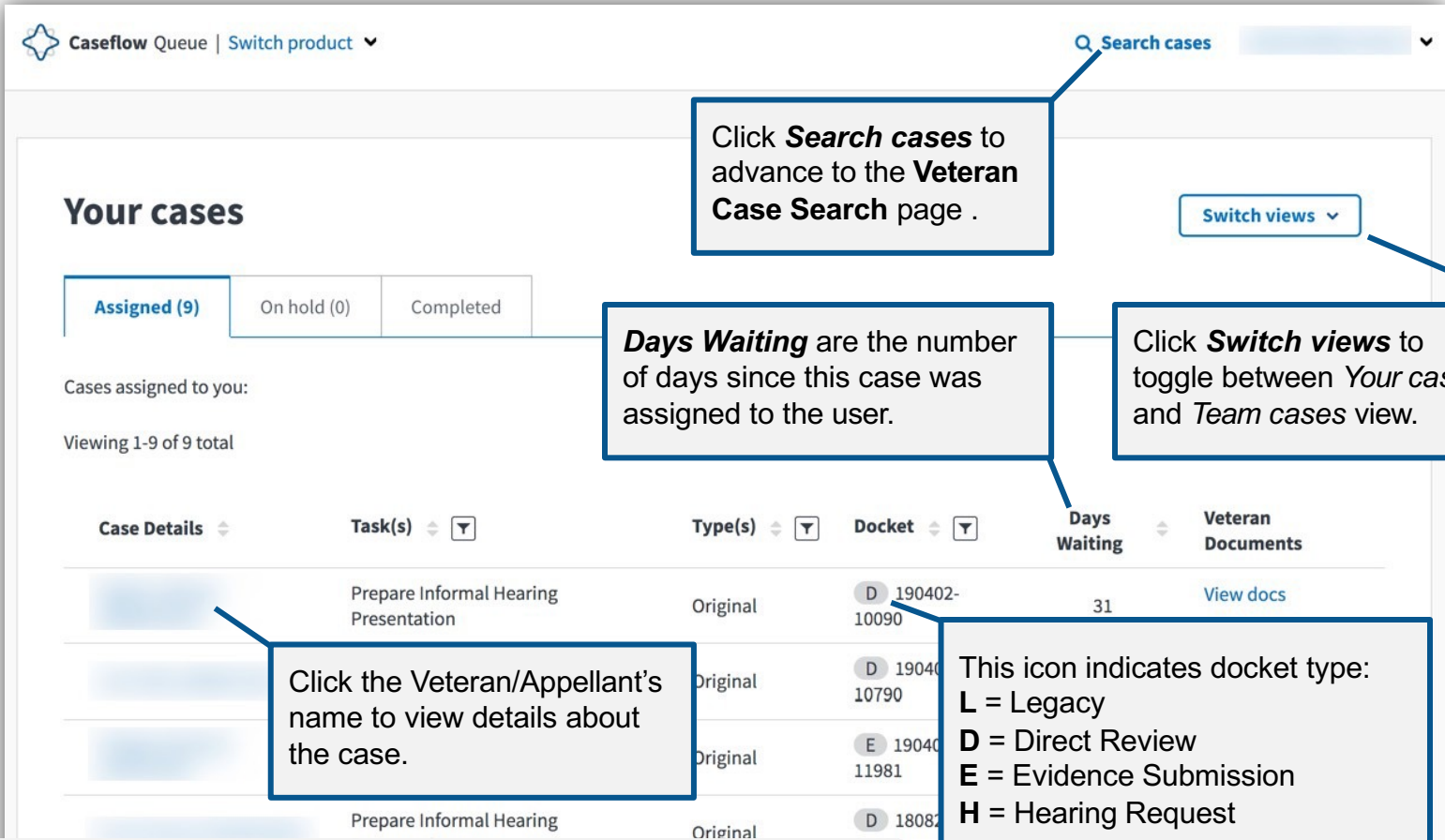
Click the section title to advance to the desired section.

- [Your Cases Page](#)
- [Search Cases](#)
- [Viewing the Case Details Page](#)
- [VSO Virtual Opt-In](#)
- [Assigning Cases](#)
- [Putting a Task on Hold](#)
- [Marking Task Complete](#)
- [Cancelling a Task](#)
- [Technical Support](#)

Select the  icon on the last page to return to the Table of Contents

Your Cases Page

Each VSO has their own team queue consisting of Veterans who have chosen them as their VSO. Each VSO has their own unique Queue URL.



The screenshot shows the 'Your cases' page in Caseflow. At the top, there is a search bar labeled 'Search cases' and a 'Switch views' dropdown menu. Below the search bar, there are tabs for 'Assigned (9)', 'On hold (0)', and 'Completed'. The main content area displays a table of cases with columns for Case Details, Task(s), Type(s), Docket, Days Waiting, and Veteran Documents. A callout box points to the 'Search cases' button, another to the 'Switch views' dropdown, and a third to the 'Days Waiting' column. A fourth callout points to a case entry, explaining that clicking the Veteran/Appellant's name leads to case details. A fifth callout points to a docket icon, providing a legend for docket types: L (Legacy), D (Direct Review), E (Evidence Submission), and H (Hearing Request). A note at the bottom explains that IHP tasks are automatically created when an appeal is established.

Click **Search cases** to advance to the **Veteran Case Search** page .

Switch views ▾

Days Waiting are the number of days since this case was assigned to the user.

Click **Switch views** to toggle between *Your cases* and *Team cases* view.

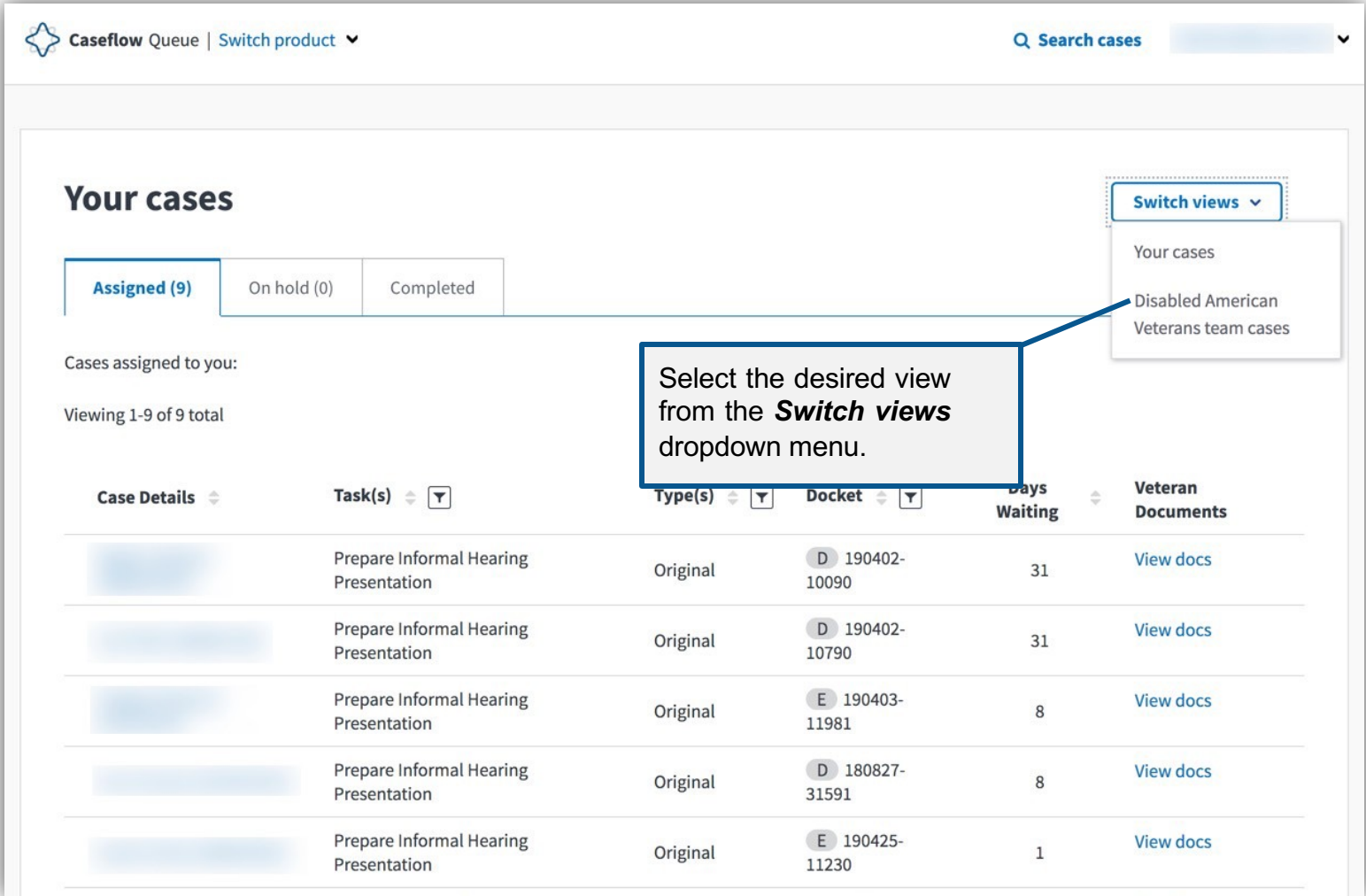
Click the Veteran/Appellant's name to view details about the case.

This icon indicates docket type:
L = Legacy
D = Direct Review
E = Evidence Submission
H = Hearing Request

Hover over the icon to see the docket type spelled out

NOTE: IHP tasks are automatically created when the appeal is established and will populate in your queue.

VSOs accredited to represent more than one organization can switch between both organization (i.e. American Legion and Paralyzed Veterans of America).



Your cases

Assigned (9) | On hold (0) | Completed

Cases assigned to you:

Viewing 1-9 of 9 total

Switch views ▾

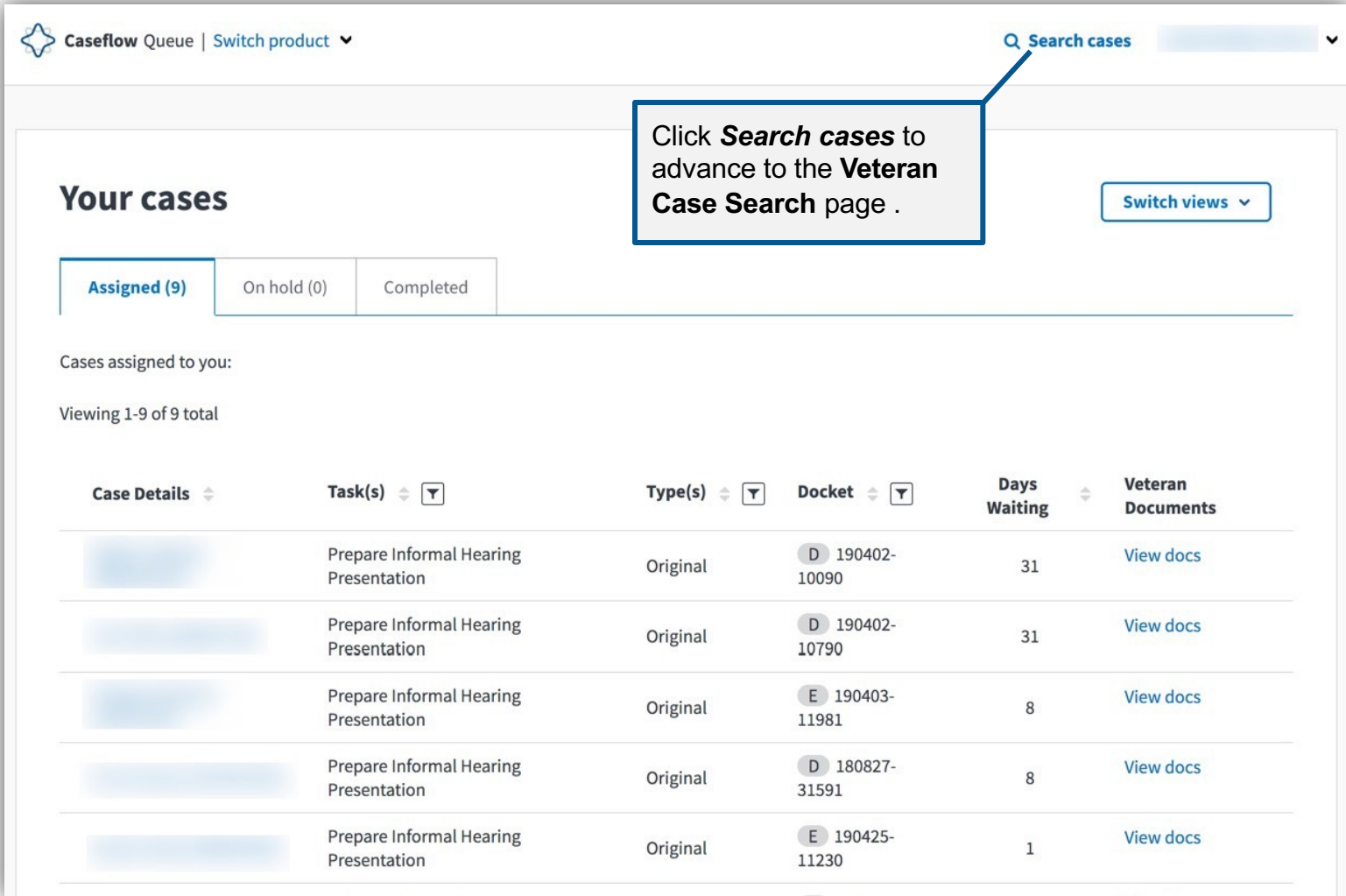
- Your cases
- Disabled American Veterans team cases

Select the desired view from the **Switch views** dropdown menu.

Case Details	Task(s)	Type(s)	Docket	Days Waiting	Veteran Documents
[Redacted]	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	D 190402-10790	31	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190403-11981	8	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Search Cases

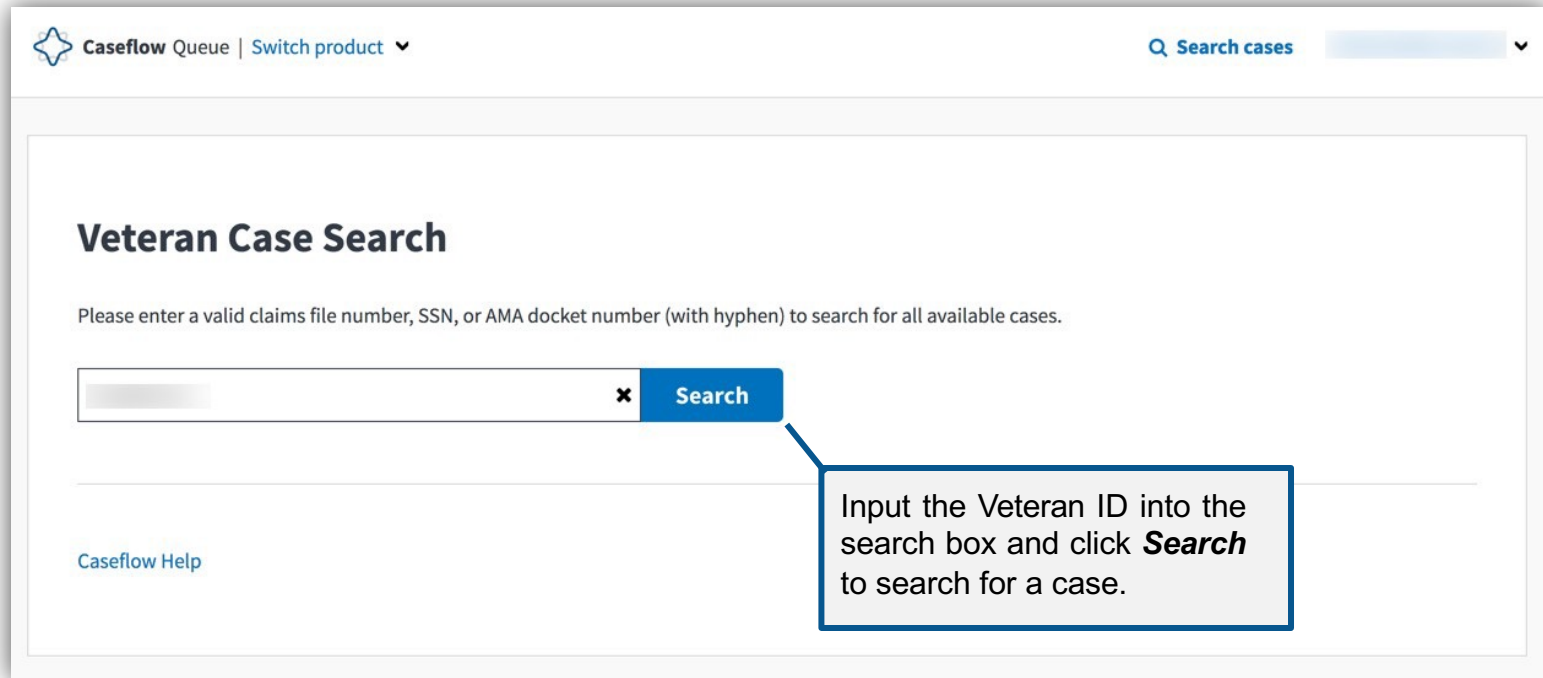
Step 1: Click on **Search cases** to begin searching for cases.



The screenshot shows the Caseflow interface. At the top left, there is a 'Caseflow Queue | Switch product' dropdown. At the top right, there is a 'Search cases' button with a magnifying glass icon. Below this, the main section is titled 'Your cases'. On the right side of this section, there is a 'Switch views' dropdown. Below the title, there are three tabs: 'Assigned (9)', 'On hold (0)', and 'Completed'. The 'Assigned (9)' tab is selected. Below the tabs, it says 'Cases assigned to you:' and 'Viewing 1-9 of 9 total'. A table follows with the following columns: 'Case Details', 'Task(s)', 'Type(s)', 'Docket', 'Days Waiting', and 'Veteran Documents'. There are five rows of data in the table, each representing a case with a task, type, docket number, days waiting, and a link to view documents.

Case Details	Task(s)	Type(s)	Docket	Days Waiting	Veteran Documents
[Redacted]	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	D 190402-10790	31	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190403-11981	8	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Step 2: Input Veteran ID and click **Search** to search for case.



Caseflow Queue | Switch product Q Search cases

Veteran Case Search

Please enter a valid claims file number, SSN, or AMA docket number (with hyphen) to search for all available cases.

× **Search**

[Caseflow Help](#)

Input the Veteran ID into the search box and click **Search** to search for a case.

NOTE: VSOs will only see Veterans where their organization is documented as the Veteran's POA.

Step 3: Once the search results appear, click on the Docket Number to view the **Case Details** page.

Caseflow Queue | Switch product ▼ Q Search cases ▼

Veteran Case Search

Please enter a valid claims file number, SSN, or AMA docket number (with hyphen) to search for all available cases.

✕ Search

5 cases found for “ **”**

Appeals

Docket	Appellant Name	Status	Type(s)	Decision Date	Assigned To
L 0823182 <small>This is a paper case</small>	 	Complete	Original	05/04/10	99
L 0823182 <small>This is a paper case</small>	 	Complete	Post Remand	12/06/10	99
L 0823182 <small>This is a paper case</small>	 	Complete	Original	10/19/18	99
L 0823182 <small>This is a paper case</small>	 	Complete	Original		Assigned to you
L 0823182 <small>This is a paper case</small>	 	Complete	Post Remand	04/03/14	99

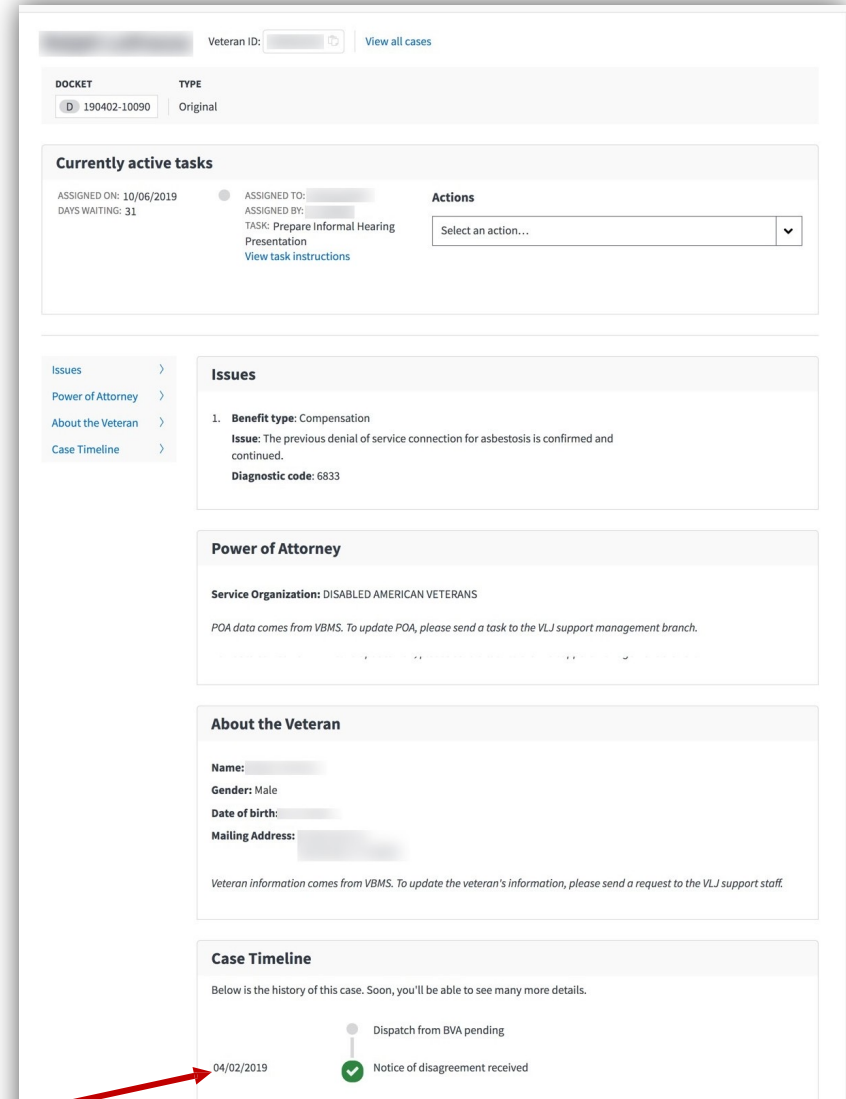
Click the Docket number to view details about the case.

Viewing the Case Details Page

The **Case Details** page displays details about the case including Issues, Power of Attorney, Hearings, information about the Veteran and/or Appellant, and the Case Timeline.

The Case Details page also displays:

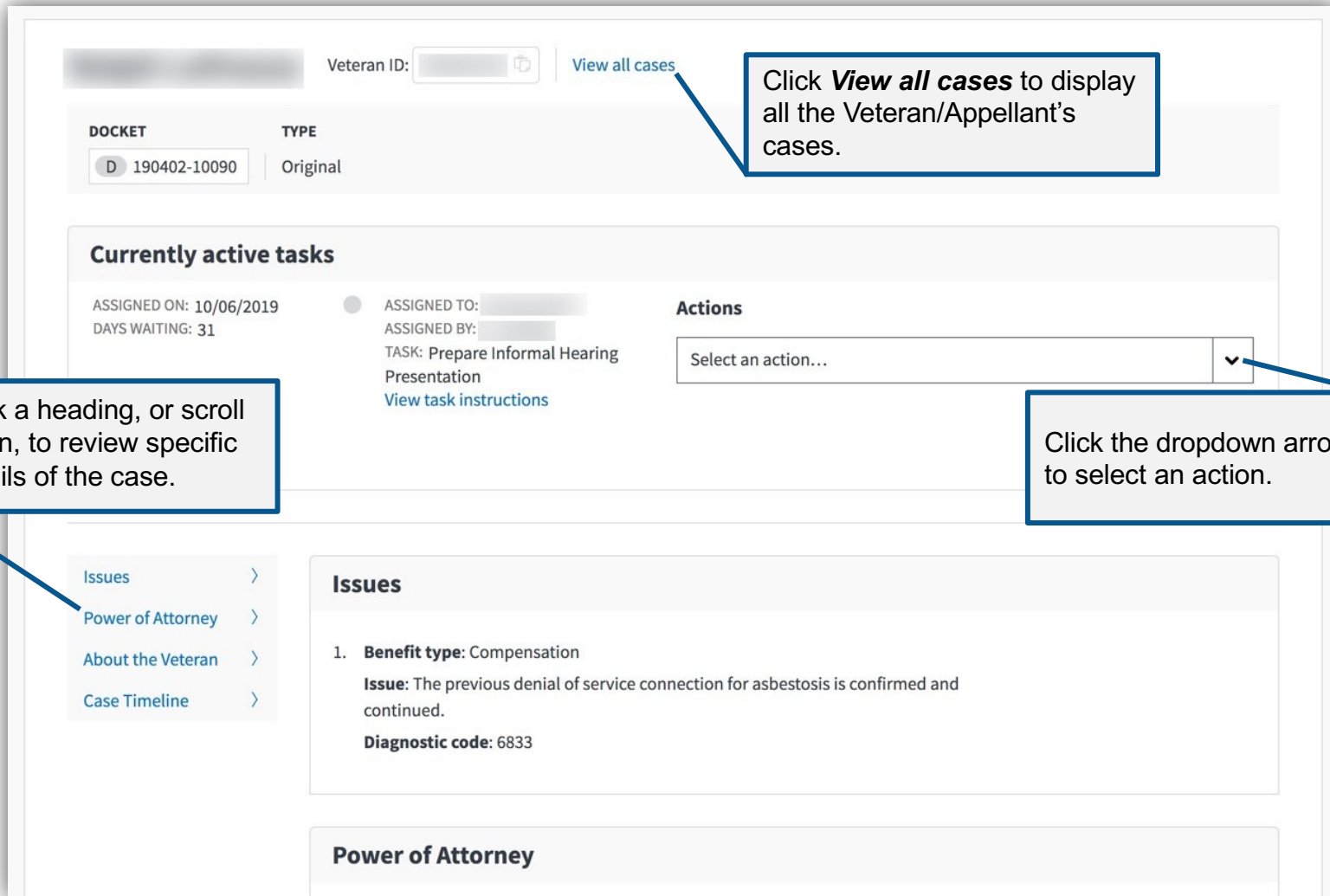
- Docket number
- Case type
- Currently active tasks
 - Assigned On
 - Assigned To
 - Days Waiting
 - Task
 - Task Instructions
- And, Actions (**Available for AMA and post-RAMP appeals only**)
 - Assign to person
 - Re-assign to person
 - Put task on hold
 - Mark task complete
 - Cancel task



The screenshot displays the Case Details page for docket number 190402-10090. It includes a 'Currently active tasks' section with a task assigned on 10/06/2019. Below are sections for 'Issues', 'Power of Attorney', 'About the Veteran', and 'Case Timeline'. The 'Case Timeline' section shows a 'Notice of disagreement received' on 04/02/2019, which is highlighted by a red arrow from a note below.

NOTE: Notice of Disagreement (NOD) date listed in the **Case Timeline** is the date the NOD was received from the Veteran/Appellant.

The **Case Details** page also provides a link for viewing all the Veteran's cases and a dropdown menu for completing required actions.



The screenshot shows the Case Details page for a Veteran. At the top, there is a "Veteran ID:" field with a search icon and a "View all cases" link. Below this is a "DOCKET" section with a dropdown menu showing "D 190402-10090" and a "TYPE" section showing "Original".

The "Currently active tasks" section includes "ASSIGNED ON: 10/06/2019", "DAYS WAITING: 31", "ASSIGNED TO:" and "ASSIGNED BY:" fields, and a "TASK: Prepare Informal Hearing Presentation" with a "View task instructions" link. An "Actions" dropdown menu is present with the text "Select an action..." and a dropdown arrow.

At the bottom, there is a sidebar with a list of sections: "Issues", "Power of Attorney", "About the Veteran", and "Case Timeline". The "Issues" section is expanded, showing a list of issues with details for "Benefit type: Compensation", "Issue: The previous denial of service connection for asbestosis is confirmed and continued.", and "Diagnostic code: 6833". The "Power of Attorney" section is also visible below the issues.

Callouts provide instructions: "Click **View all cases** to display all the Veteran/Appellant's cases." points to the "View all cases" link; "Click a heading, or scroll down, to review specific details of the case." points to the "Issues" sidebar item; and "Click the dropdown arrow to select an action." points to the dropdown arrow in the "Actions" menu.

Currently Active Tasks - Actions

This is the list of actions you may complete from the Actions dropdown menu on the **Case Details** page.

- **Assign to person** - used to assign a case to a member of your team or organization. Available from *Team Cases* view.
- **Re-assign to person** - used to assign a case to a different member of your team or organization. Available from *Your Cases* view.
- **Put task on hold** - used to place a case on hold from 2 to 120 days while awaiting the completion of a required task or action. Available from *Your Cases* view.
- **Mark task complete** - used to mark your task as complete and route the case to the next location. Available from *Your Cases* and *Team Cases* view.
- **Cancel task** - used to cancel a task, if the task is not required or assigned to your team in error. Available from *Your Cases* and *Team Cases* view.

NOTE: The listed Actions are only available for AMA and post-RAMP appeals.

VSO Virtual Opt-in

As a representative user I need the ability to convert hearing request to virtual so that I can more efficiently opt Veterans/Appellants into virtual hearings.

This section provides an overview of the VSO virtual opt-in process which gives representative users:

- Ability to convert hearing request to virtual
- Ability to convert scheduled hearing from non-virtual hearing type to virtual






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

Caseflow Queue | [Switch product](#) ▼ Q Search cases ▼

Your cases [Switch views](#) ▼

Assigned (9) | On hold (0) | Completed

Cases assigned to you:
Viewing 1-9 of 9 total

Case Details ▼	Task(s) ▼ ⌵	Type(s) ▼ ⌵	Docket ▼ ⌵	Days Waiting ▼	Veteran Documents
	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
		Original	D 190402-10790	31	View docs
		Original	E 190403-11981	8	View docs
	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Click the Veteran/Appellant's name to view details about the case.

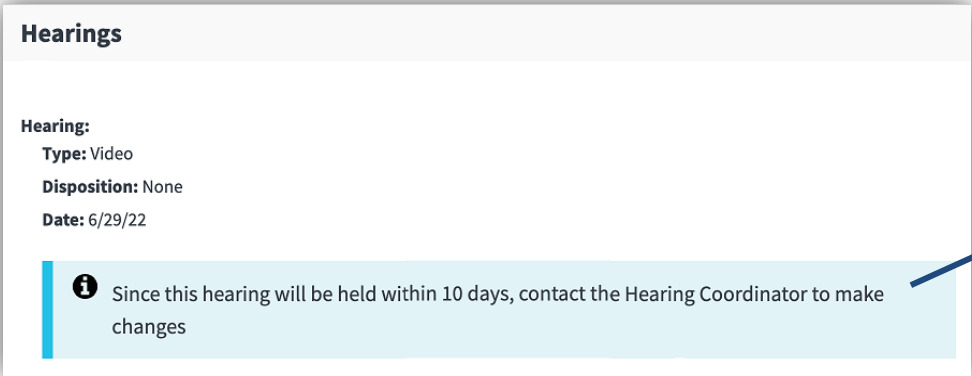
The **Case Details** page provides a link for VSO to convert hearing to virtual.

Select Convert to virtual link in the Hearings section to initiate the VSO virtual opt-in workflow.



Hearings

Hearing:
Type: Video [Convert to virtual](#)
Disposition: None
Date: 6/1/22



Hearings

Hearing:
Type: Video
Disposition: None
Date: 6/29/22

i Since this hearing will be held within 10 days, contact the Hearing Coordinator to make changes

Docket locks down 10 days from the scheduled hearing date. At this time, the link is no longer available and is replaced with a message informing user to contact hearing coordinator to make changes.

After selecting Convert to virtual option on the Case Details screen, user is directed to the convert to virtual hearing form to finalize the opt-in process.

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
Roselia Turner

Veteran Email *Required*

An incorrect email address will impact the ability to access the hearing.

Confirm Veteran Email *Required*

Veteran Timezone *Required*
Select...
The hearing time in notifications is calculated based on the timezone.

Power of Attorney (POA)

Service Organization
League of Veterans

POA / Representative Email
Rob.Johnson.LV@va.gov

POA / Representative Timezone *Required*
Select...
The hearing time in notifications is calculated based on the timezone.

I affirm that I have the Veteran / Appellant's permission to opt-in to a virtual hearing

I affirm that the Veteran / Appellant and POA / Representative will have 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. [Learn more](#)

Cancel

[Track Caseflow Status](#) | [Send feedback](#)

Populate required fields and complete the affirmations.

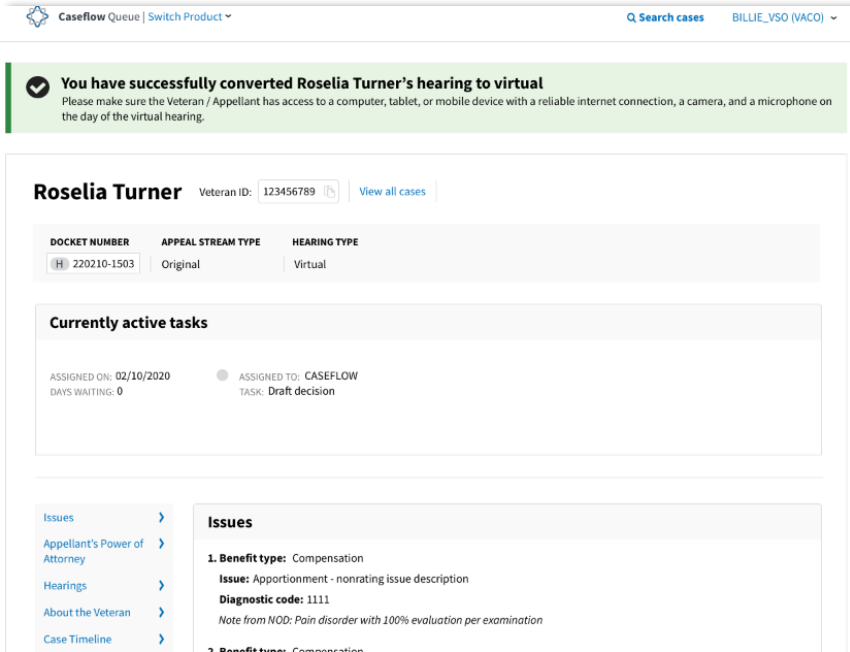
Convert to Virtual Hearing button disabled until all required fields populated.

Selectable option to complete virtual opt-in enabled once all required fields are populated.

Convert to Virtual Hearing

[Track Caseflow Status](#) | [Send feedback](#)

User returned to the Case Details screen after completing the Virtual Hearing opt-in process.



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.

Roselia Turner Veteran ID: 123456789 [View all cases](#)

DOCKET NUMBER	APPEAL STREAM TYPE	HEARING TYPE
220210-1503	Original	Virtual

Currently active tasks

ASSIGNED ON: 02/10/2020
DAYS WAITING: 0

ASSIGNED TO: CASEFLOW
TASK: Draft decision

Issues

1. **Benefit type:** Compensation
Issue: Apportionment - nonrating issue description
Diagnostic code: 1111
Note from NOD: Pain disorder with 100% evaluation per examination

Green success banner appears at top of screen informing user opt-in was successful.

Ability to convert hearing to virtual is not present if hearing type is already virtual.



Hearings

Hearing:
Type: Virtual
Disposition: None
Date:

Assigning Cases

Step 1: Click on **Switch views** and select the *Team cases* view from the dropdown menu.

Caseflow Queue | Switch product Q Search cases

Your cases

Assigned (9) | On hold (0) | Completed

Cases assigned to you:
Viewing 1-9 of 9 total

Switch views ▾

- Your cases
- Disabled American Veterans team cases

Click **Switch views** and select *Team cases* view from the dropdown menu.

Case Details	Task(s)	Type(s)	Docket		
	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
	Prepare Informal Hearing Presentation	Original	D 190402-10790	31	View docs
	Prepare Informal Hearing Presentation	Original	E 190403-11981	8	View docs
	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Step 2: Click the Veteran/Appellant's name to view the **Case Details** page.

Disabled American Veterans cases

Switch views ▾

All cases	Unassigned (1416)	Assigned (166)	Completed
-----------	--------------------------	----------------	-----------

NOTE: Cases are assigned from the **Team Cases** view from the **Unassigned** tab.

Cases owned by the Disabled American Veterans team that are unassigned to a person.

Viewing 1-15 of 1416 total

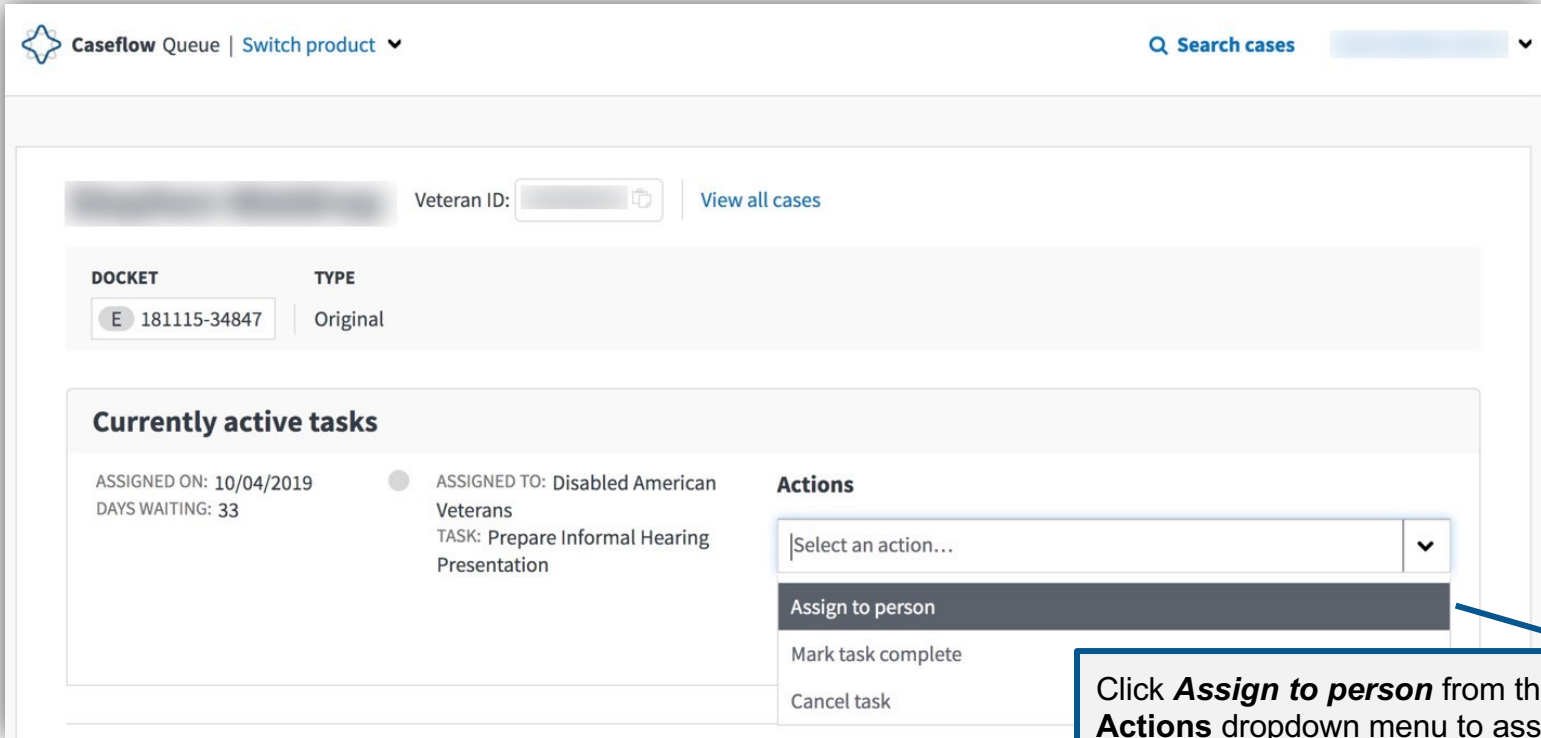
Previous 1 2 3 4 ... 95 Next

Case Details ▾	Task(s) ▾	Type(s) ▾	Docket ▾	Days Waiting ▲
[Redacted]	Prepare Informal Hearing Presentation	Original	E 181115-34847	33
[Redacted]	[Redacted]	Original	[Redacted]	[Redacted]
[Redacted]	[Redacted]	Original	[Redacted]	[Redacted]
[Redacted]	[Redacted]	Original	[Redacted]	[Redacted]
[Redacted]	Prepare Informal Hearing Presentation	Original	D 190207-13709	0
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190208-3394	16
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190211-36641	26
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190314-39356	9
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190328-17229	87
[Redacted]	Prepare Informal Hearing Presentation	Original	E 190328-40569	2

Click the Veteran/Appellant's name to view details about the case.

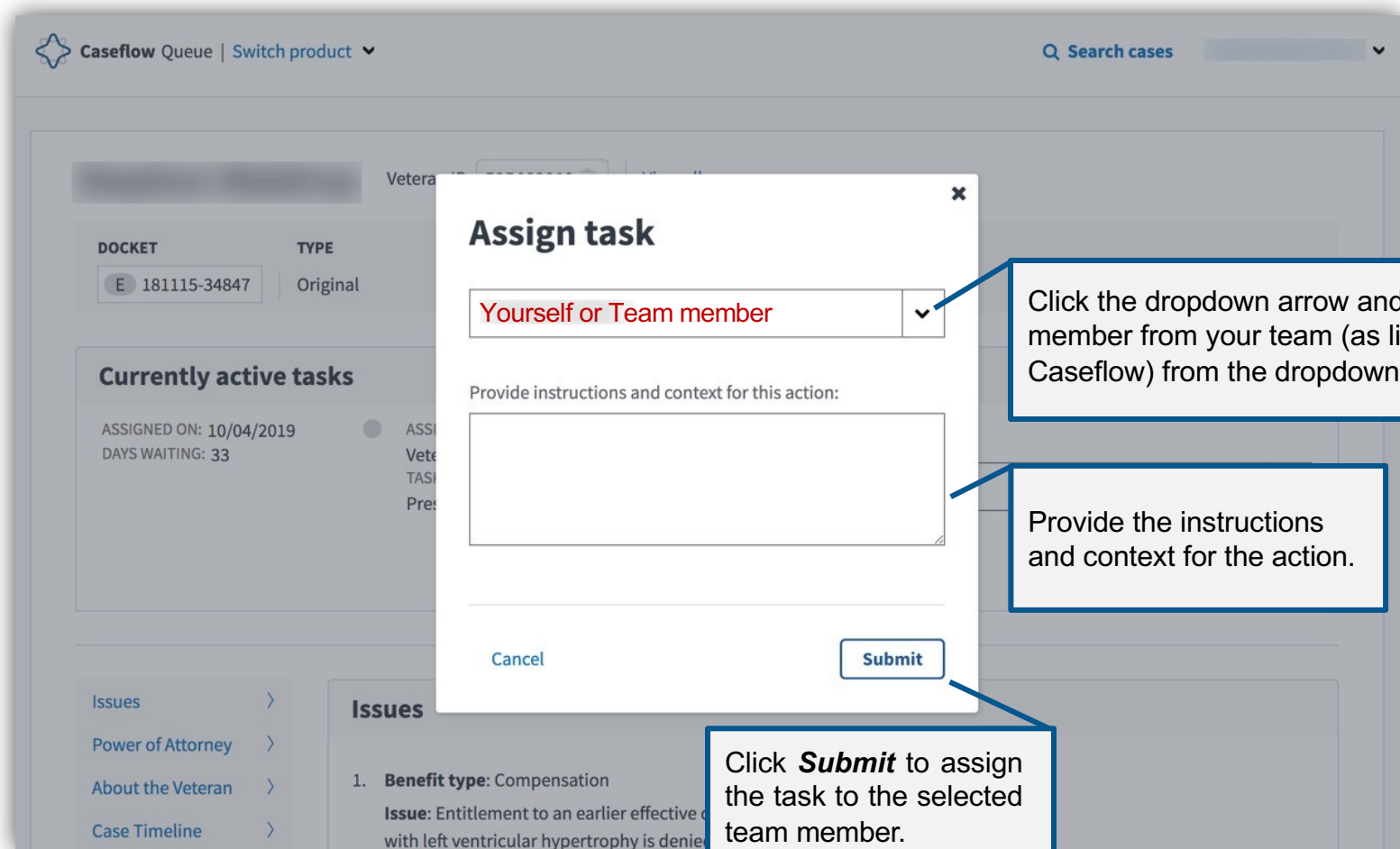
In **Team Cases** view, **Days Waiting** are the number of days since this case was assigned to your organization.

Step 3: Select *Assign to person* from the **Actions** dropdown menu.



The screenshot shows the Caseflow interface. At the top, there is a header with the Caseflow logo, 'Caseflow Queue | Switch product', and a search bar labeled 'Search cases'. Below the header, there is a section for a specific case with a blurred name, a 'Veteran ID' field, and a 'View all cases' link. The case details include a 'DOCKET' field with the value 'E 181115-34847' and a 'TYPE' field with the value 'Original'. The main section is titled 'Currently active tasks' and contains a task card. The task card shows 'ASSIGNED ON: 10/04/2019' and 'DAYS WAITING: 33'. To the right of the task card, there is a radio button and the text 'ASSIGNED TO: Disabled American Veterans' and 'TASK: Prepare Informal Hearing Presentation'. Below the task card, there is an 'Actions' dropdown menu with the following options: 'Select an action...', 'Assign to person', 'Mark task complete', and 'Cancel task'. The 'Assign to person' option is highlighted in dark grey. A blue callout box points to this option with the text: 'Click *Assign to person* from the **Actions** dropdown menu to assign the case to a team member.'

Step 4: Select team member, provide instructions, and click **Submit** to assign the task.



The screenshot shows the Caseflow interface with a modal dialog titled "Assign task" open. The dialog has a dropdown menu at the top with the text "Yourself or Team member" and a downward arrow. Below this is a text area with the label "Provide instructions and context for this action:". At the bottom of the dialog are two buttons: "Cancel" and "Submit".

Callout 1 (pointing to the dropdown arrow): Click the dropdown arrow and select a member from your team (as listed in Caseflow) from the dropdown menu.

Callout 2 (pointing to the text area): Provide the instructions and context for the action.

Callout 3 (pointing to the Submit button): Click **Submit** to assign the task to the selected team member.

Step 5: Once the **Assign task** request has been submitted, you will be returned to the **Your cases** page and see a success message.

Caseflow Queue | [Switch product](#) ▼
Q Search cases

Switch views ▼

✔
Task assigned to [redacted]

Your cases

Assigned (1)

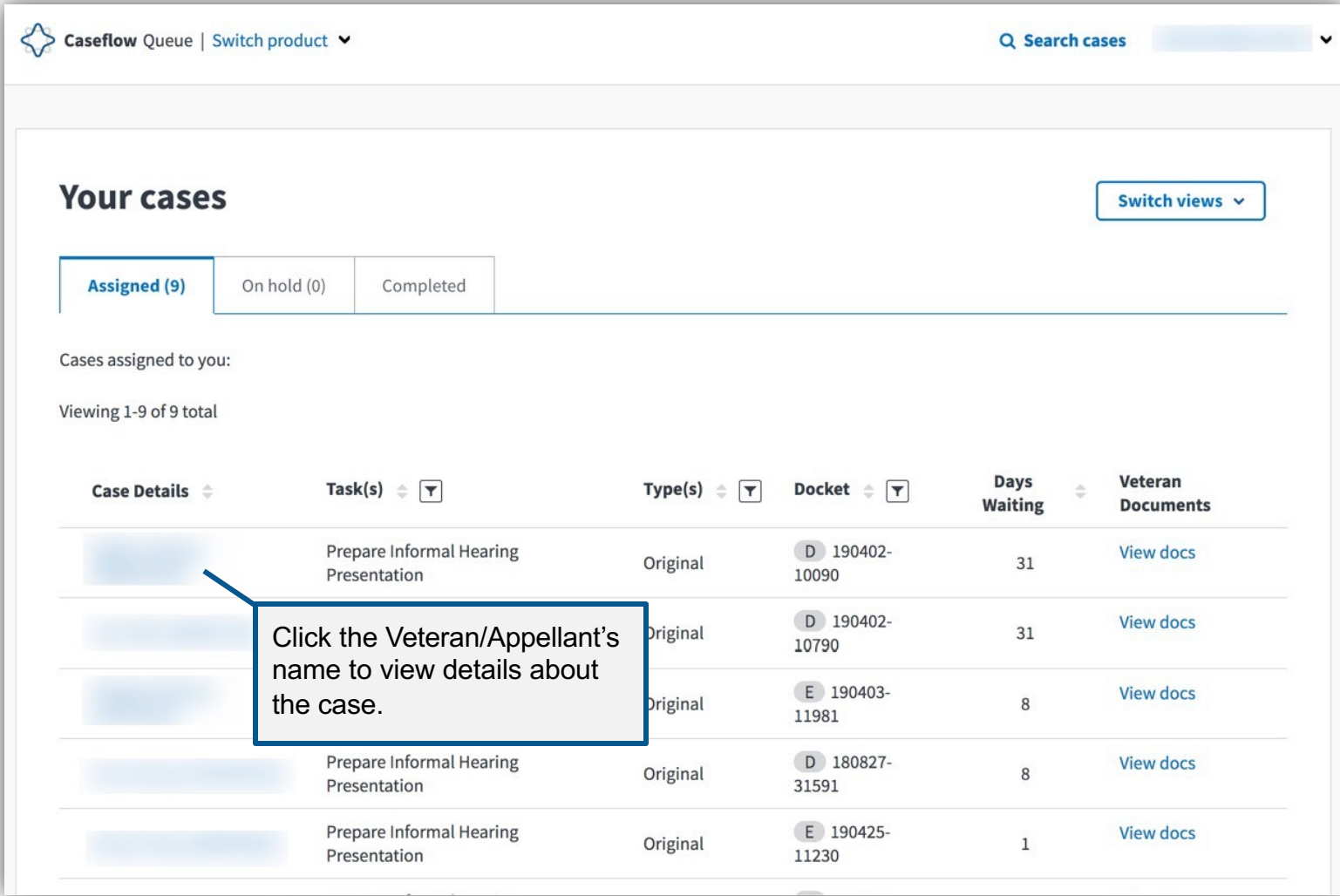
On hold (0)

Completed

Case Details ▾	Task(s) ▾ ▼	Type(s) ▾ ▼	Docket ▾ ▼	Days Waiting ▾	Veteran Documents
[redacted]	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
[redacted]	Prepare Informal Hearing Presentation	Original	D 190402-10790	31	View docs
[redacted]	Prepare Informal Hearing Presentation	Original	E 190403-11981	8	View docs
[redacted]	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
[redacted]	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Putting a Task on Hold

Step 1: Click on the Veteran/Appellant's name to view the **Case Details** page.



Caseflow Queue | Switch product Q Search cases

Your cases Switch views

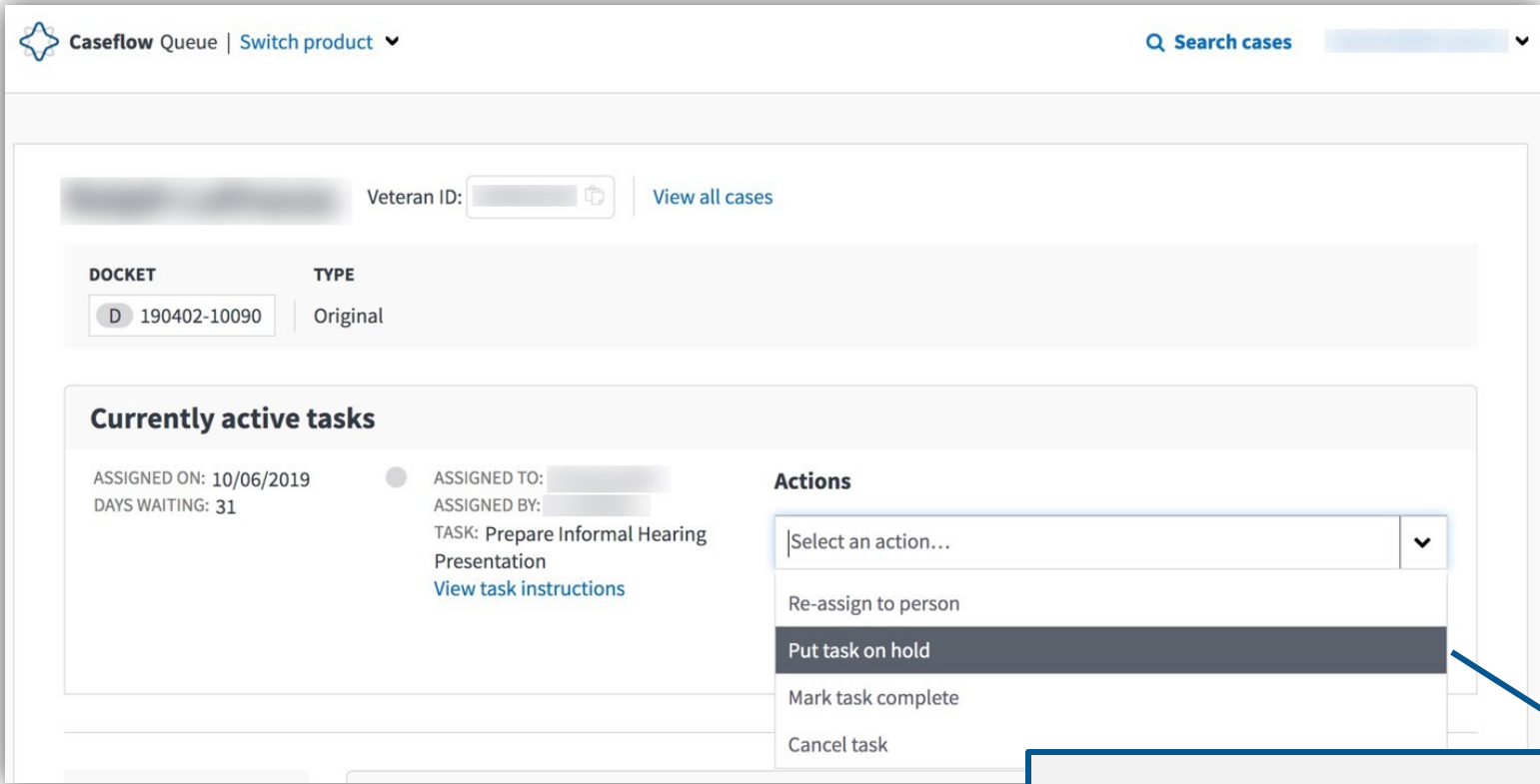
Assigned (9) | On hold (0) | Completed

Cases assigned to you:
Viewing 1-9 of 9 total

Case Details	Task(s)	Type(s)	Docket	Days Waiting	Veteran Documents
[Redacted Name]	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
[Redacted Name]		Original	D 190402-10790	31	View docs
[Redacted Name]		Original	E 190403-11981	8	View docs
[Redacted Name]	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
[Redacted Name]	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Click the Veteran/Appellant's name to view details about the case.

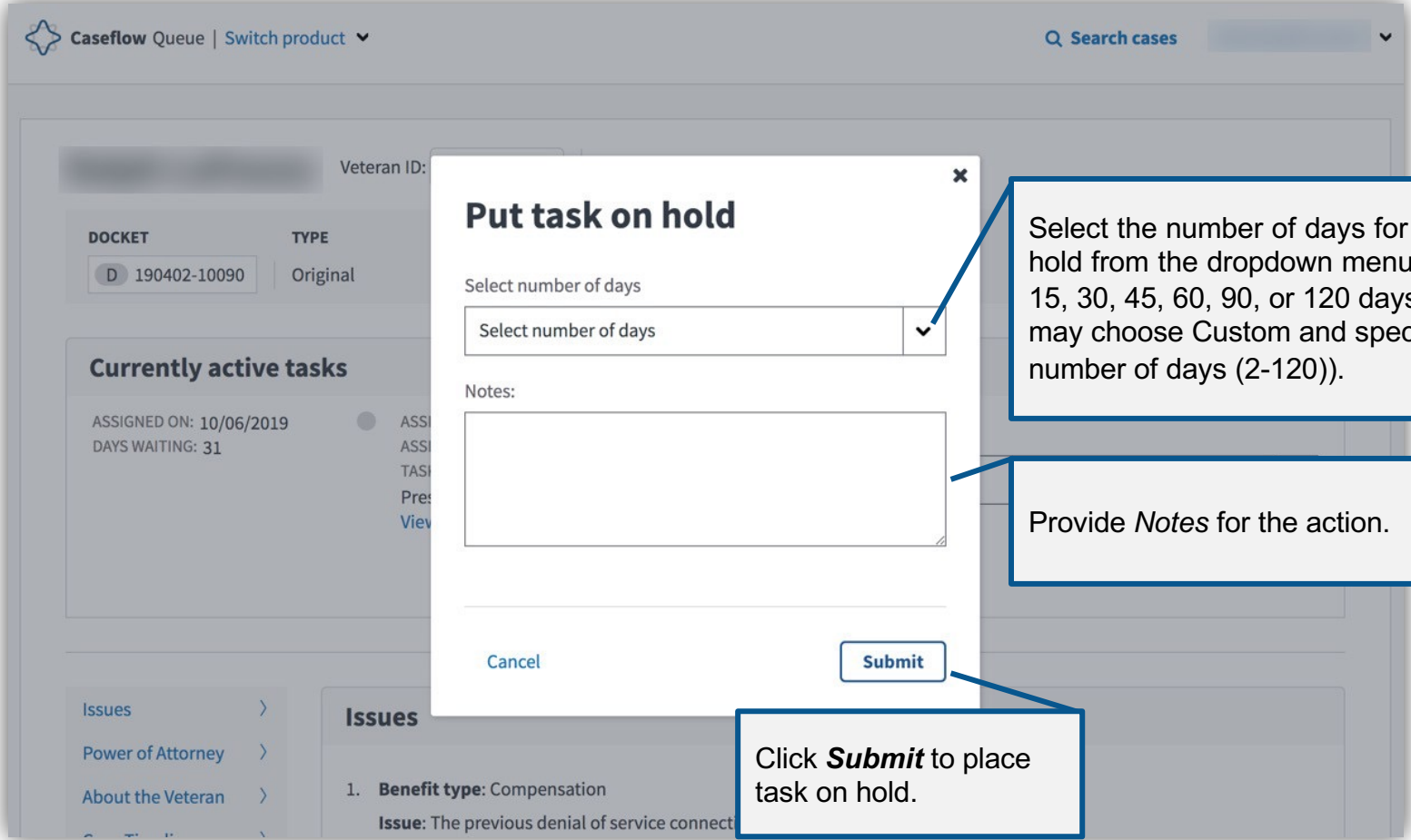
Step 2: Select *Put task on hold* from the **Actions** dropdown menu.



The screenshot shows the Caseflow interface. At the top left, there is a Caseflow logo and the text "Caseflow Queue | Switch product". At the top right, there is a search bar with the text "Search cases". Below this, there is a section for "Veteran ID:" with a search input field and a "View all cases" link. Underneath, there are two tabs: "DOCKET" and "TYPE". The "DOCKET" tab is selected, showing "D 190402-10090". The "TYPE" tab shows "Original". Below this, there is a section titled "Currently active tasks". The first task card shows "ASSIGNED ON: 10/06/2019" and "DAYS WAITING: 31". To the right of this, there is a section for "ASSIGNED TO:" and "ASSIGNED BY:" with redacted names. Below this, the task description is "TASK: Prepare Informal Hearing Presentation" with a link "View task instructions". To the right of the task card, there is an "Actions" dropdown menu. The dropdown menu is open, showing a list of actions: "Select an action...", "Re-assign to person", "Put task on hold", "Mark task complete", and "Cancel task". The "Put task on hold" option is highlighted in dark grey.

Select *Put task on hold* from the **Actions** dropdown menu to continue.

Step 3: Select the number of days for the hold, provide Notes for the action, and click **Submit** on the **Put task on hold** confirmation screen.



The screenshot shows the 'Put task on hold' modal form overlaid on a Caseflow interface. The modal has a title bar with a close button (X). Below the title, there is a section for 'Select number of days' with a dropdown menu. Below that is a 'Notes:' section with a text area. At the bottom of the modal are 'Cancel' and 'Submit' buttons. Three callout boxes with blue borders and arrows point to the dropdown menu, the notes text area, and the 'Submit' button.

Put task on hold

Select number of days

Select number of days

Notes:


Cancel Submit

Select the number of days for the hold from the dropdown menu (i.e. 15, 30, 45, 60, 90, or 120 days or you may choose Custom and specify the number of days (2-120)).

Provide *Notes* for the action.

Click **Submit** to place task on hold.

Step 4: Once the *Put task on hold* request has been submitted, you will see a success message.

 **[Redacted]'s case has been placed on hold for 120 days.**
 You can find this case in the on hold tab of your queue

Veteran ID: [View all cases](#)

DOCKET	TYPE
E 191106-4	Original

Currently active tasks

ASSIGNED ON: 10/06/2019
DAYS WAITING: 31

● ASSIGNED TO:
 ASSIGNED BY:
 TASK: Prepare Informal Hearing Presentation
[View task instructions](#)

Actions

Select an action...
▼

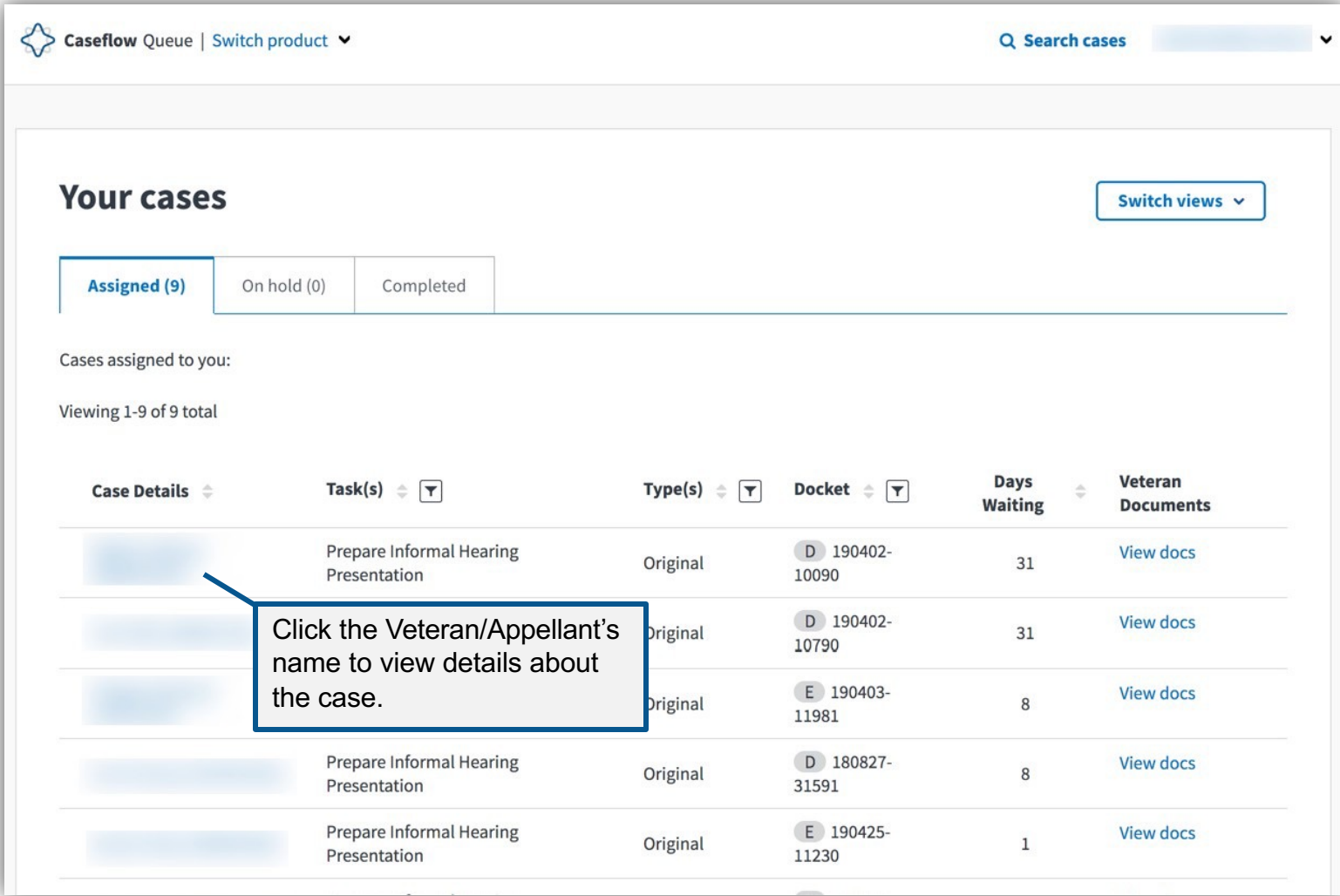
- [Issues](#) >
- [Power of Attorney](#) >
- [About the Veteran](#) >
- [Case Timeline](#) >

Issues

1. **Benefit type:** Compensation
Issue: The previous denial of service connection for asbestosis is confirmed and continued.
Diagnostic code: 6833

Marking Task Complete

Step 1: Click on the Veteran/Appellant's name to view the **Case Details** page.



Caseflow Queue | Switch product Q Search cases

Your cases Switch views

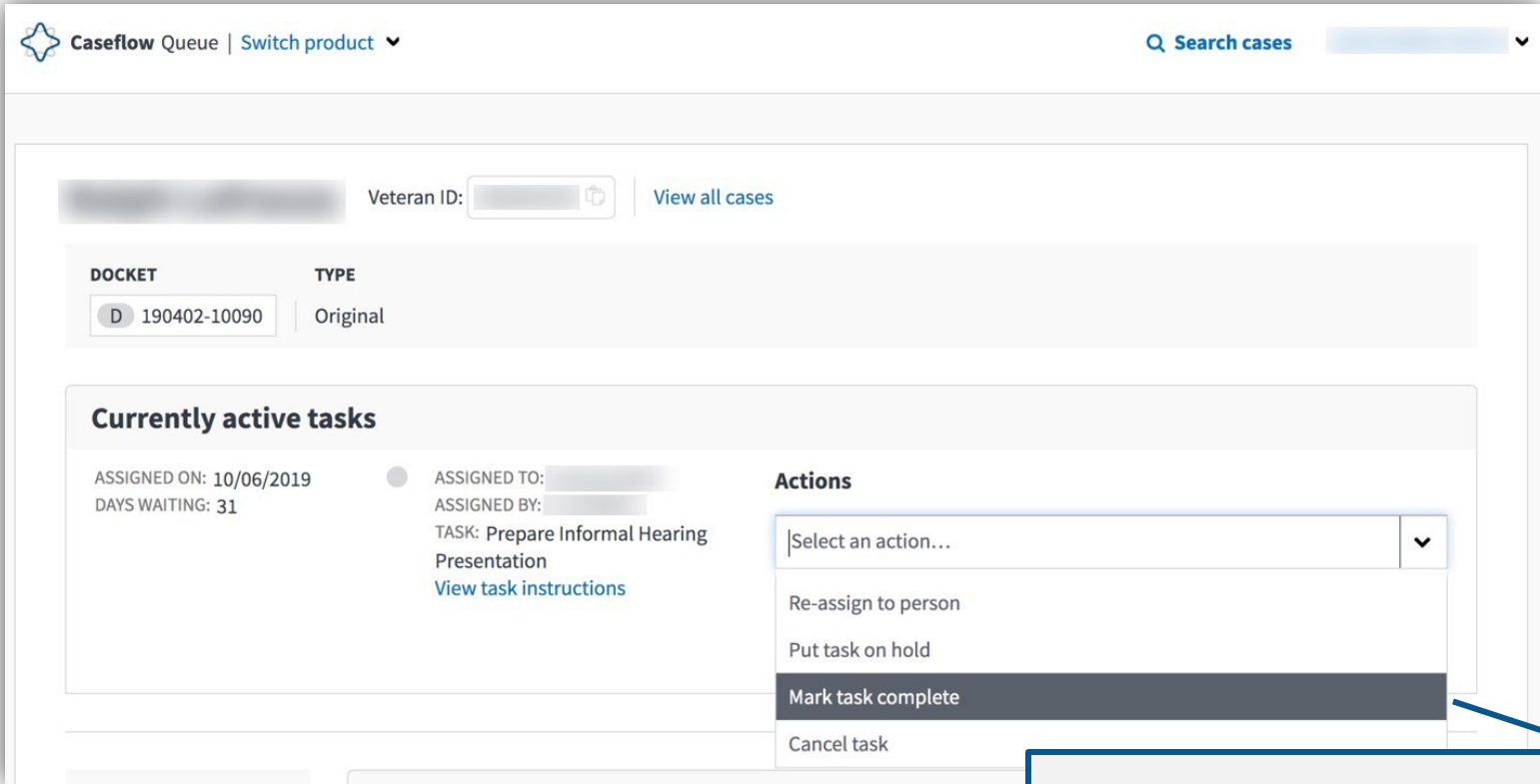
Assigned (9) | On hold (0) | Completed

Cases assigned to you:
Viewing 1-9 of 9 total

Case Details	Task(s)	Type(s)	Docket	Days Waiting	Veteran Documents
	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
		Original	D 190402-10790	31	View docs
		Original	E 190403-11981	8	View docs
	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Click the Veteran/Appellant's name to view details about the case.

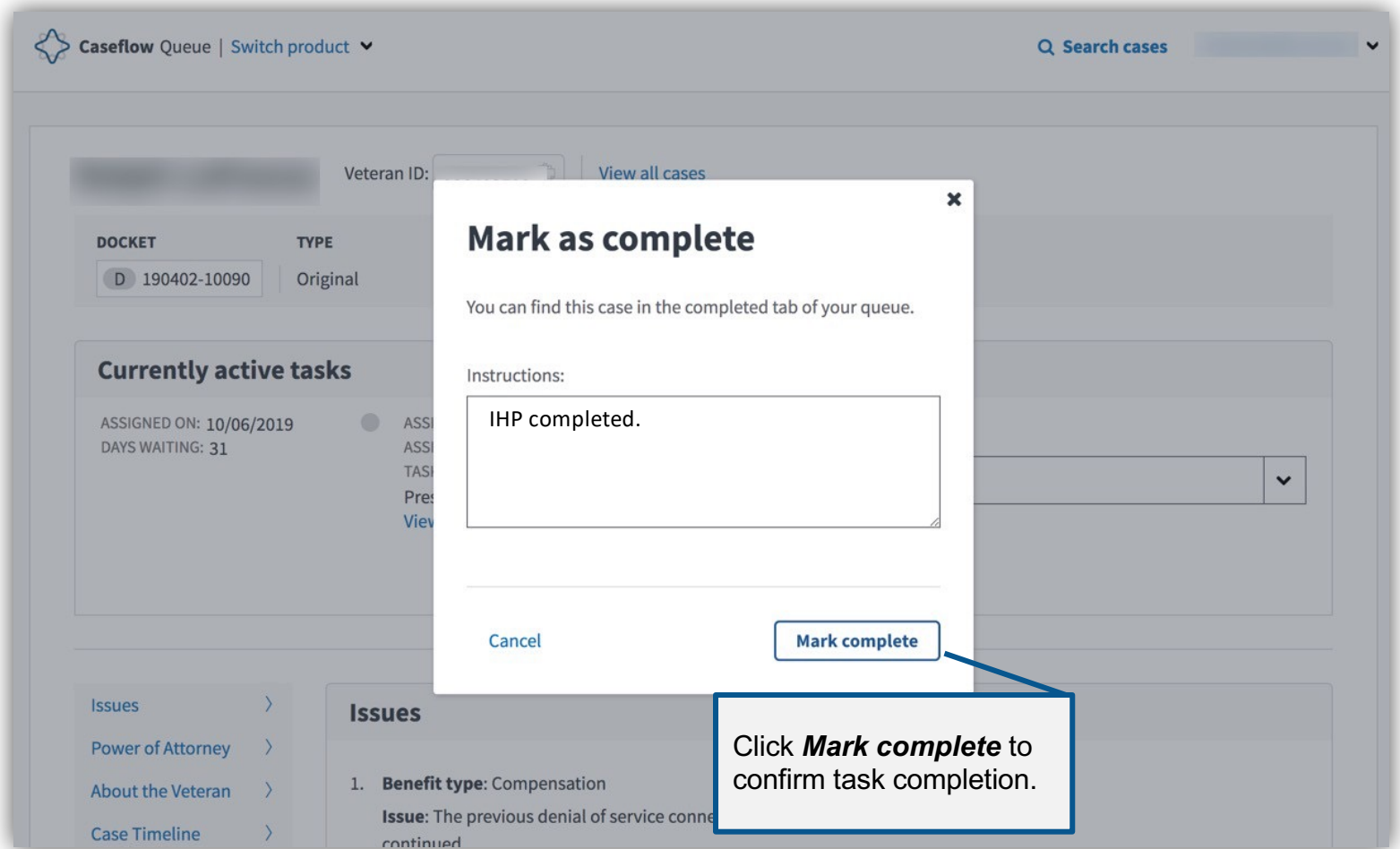
Step 2: Select **Mark task complete** from the **Actions** dropdown menu.



The screenshot shows the Caseflow interface. At the top left is the Caseflow logo and 'Queue | Switch product'. At the top right is a search bar labeled 'Search cases'. Below this is a header area with a blurred case ID, 'Veteran ID: [blurred]', and a 'View all cases' link. The main content area shows a task card for 'DOCKET D 190402-10090' of type 'Original'. Under the heading 'Currently active tasks', the task details are: 'ASSIGNED ON: 10/06/2019', 'DAYS WAITING: 31', 'ASSIGNED TO: [blurred]', 'ASSIGNED BY: [blurred]', and 'TASK: Prepare Informal Hearing Presentation'. There is a link for 'View task instructions'. An 'Actions' dropdown menu is open, showing options: 'Select an action...', 'Re-assign to person', 'Put task on hold', 'Mark task complete' (highlighted), and 'Cancel task'.

Click **Mark task complete** from the **Actions** dropdown menu to continue.

Step 3: Add *Instructions* and click **Mark complete** on the **Mark as complete** confirmation screen.



The screenshot shows the Caseflow interface with a modal dialog titled "Mark as complete". The modal contains the following text:

You can find this case in the completed tab of your queue.

Instructions:


IHP completed.

Buttons: Cancel, Mark complete

Callout text: Click **Mark complete** to confirm task completion.

Step 4: Once the *Mark complete* request has been submitted, you will be returned to the **Your cases** page and see a success message.

Caseflow Queue | [Switch product](#) ▼
Q Search cases



██████████'s case has been marked complete
If you've made a mistake, please email ██████████ to manage any changes.

Switch views ▼

Your cases

Assigned (0)

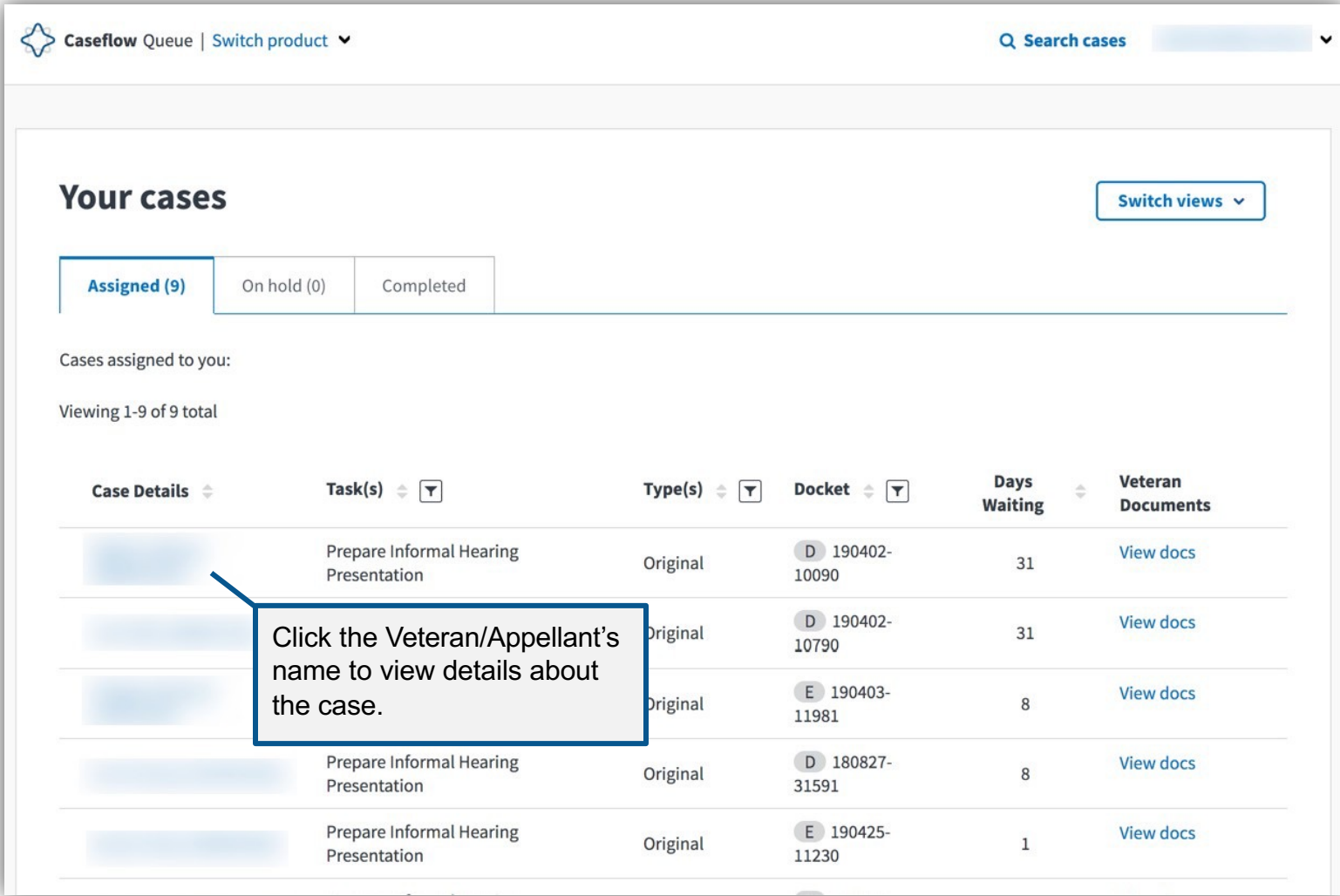
On hold (0)

Completed

Case Details ▾	Task(s) ▾ ⌵	Type(s) ▾ ⌵	Docket ▾ ⌵	Days Waiting ▾	Veteran Documents
██████████	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
██████████	Prepare Informal Hearing Presentation	Original	D 190402-10790	31	View docs
██████████	Prepare Informal Hearing Presentation	Original	E 190403-11981	8	View docs
██████████	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
██████████	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Cancelling a Task

Step 1: Select the Veteran/Appellant's name to view the **Case Details** page.



Caseflow Queue | Switch product Q Search cases

Your cases Switch views

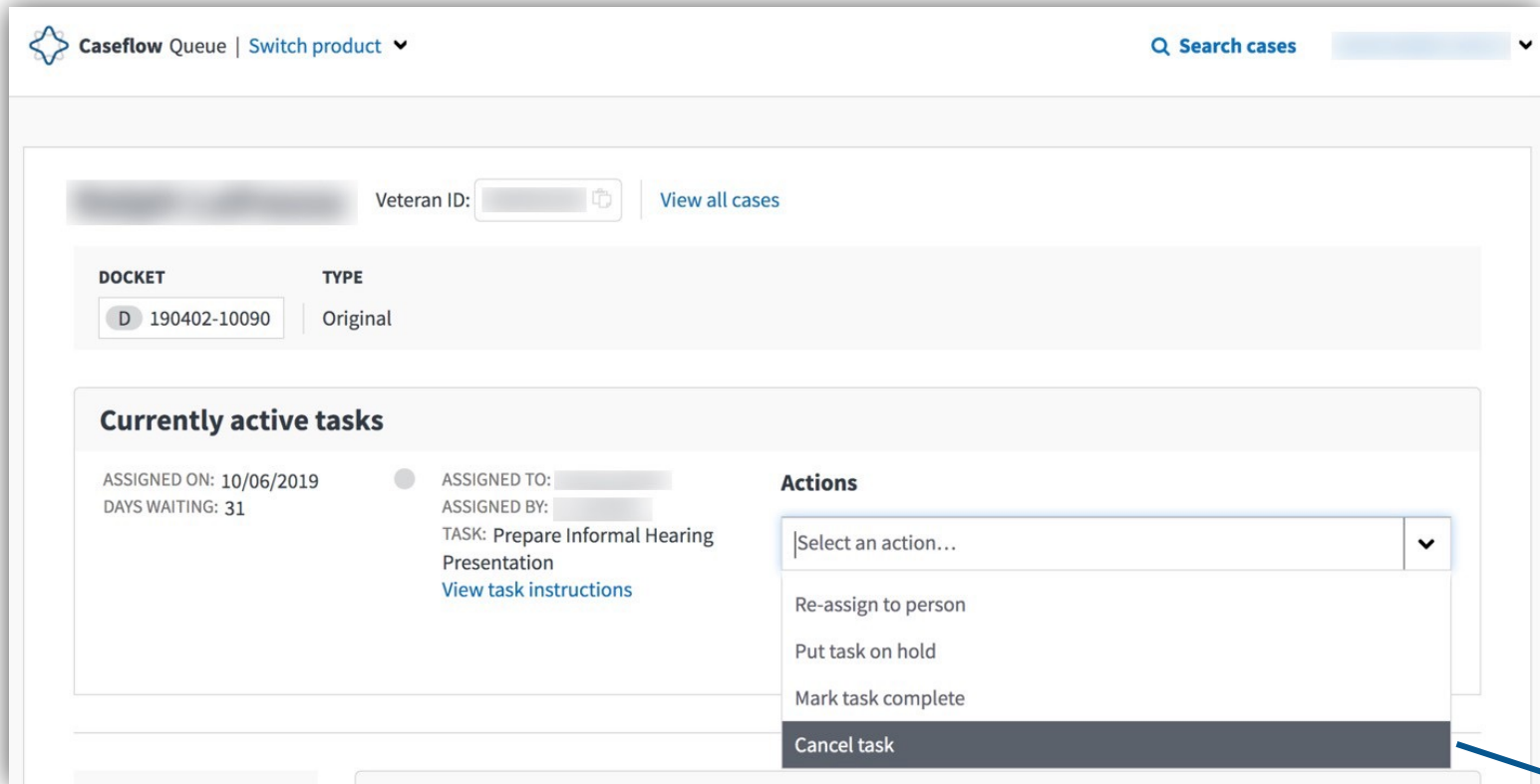
Assigned (9) | On hold (0) | Completed

Cases assigned to you:
Viewing 1-9 of 9 total

Case Details	Task(s)	Type(s)	Docket	Days Waiting	Veteran Documents
[Redacted Name]	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
[Redacted Name]		Original	D 190402-10790	31	View docs
[Redacted Name]		Original	E 190403-11981	8	View docs
[Redacted Name]	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
[Redacted Name]	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Click the Veteran/Appellant's name to view details about the case.

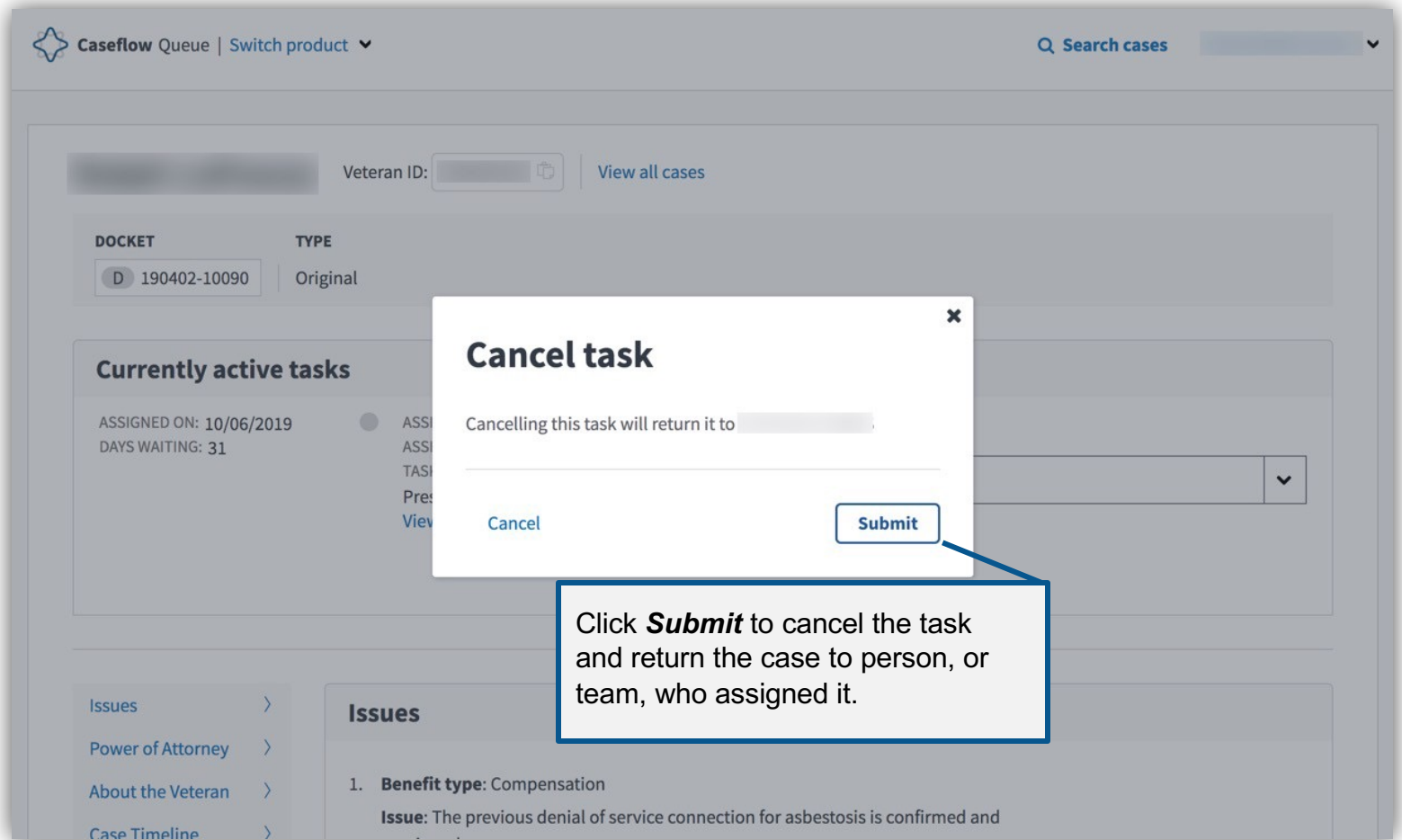
Step 2: Select **Cancel task** from the **Actions** dropdown menu.



The screenshot shows the Caseflow interface. At the top, there is a header with the Caseflow logo, "Caseflow Queue | Switch product", and a search bar labeled "Search cases". Below the header, there is a section for "Veteran ID" with a search box and a "View all cases" link. The main content area is titled "Currently active tasks" and contains a task card. The task card displays "ASSIGNED ON: 10/06/2019" and "DAYS WAITING: 31". It also shows "ASSIGNED TO:" and "ASSIGNED BY:" with redacted names, and "TASK: Prepare Informal Hearing Presentation" with a "View task instructions" link. An "Actions" dropdown menu is open, showing options: "Select an action...", "Re-assign to person", "Put task on hold", "Mark task complete", and "Cancel task". The "Cancel task" option is highlighted in dark grey.

Click **Cancel task** from the **Actions** dropdown menu to cancel a task for a case.


Step 3: Click **Submit** to cancel the task and return the case to the person, or team, who assigned the case to you.



The screenshot shows the Caseflow Queue interface. At the top, there is a search bar with the text "Search cases" and a dropdown arrow. Below the search bar, there is a "Veteran ID:" field with a search icon and a "View all cases" link. The main content area is divided into two columns: "DOCKET" and "TYPE". The "DOCKET" column shows a task with ID "D 190402-10090". The "TYPE" column shows "Original". Below this, there is a section titled "Currently active tasks" with the text "ASSIGNED ON: 10/06/2019" and "DAYS WAITING: 31". A modal dialog box titled "Cancel task" is overlaid on the task card. The dialog contains the text "Cancelling this task will return it to" followed by a dropdown menu. At the bottom of the dialog are two buttons: "Cancel" and "Submit". A callout box points to the "Submit" button with the text: "Click **Submit** to cancel the task and return the case to person, or team, who assigned it." The background interface is dimmed.

Step 4: Once the **Cancel task** request has been submitted, you will be returned to the **Your cases** page and see a success message.

Caseflow Queue | [Switch product](#) ▼
Q Search cases



Task for [REDACTED]'s case has been cancelled
If you've made a mistake, please email [REDACTED] user to manage any changes.

Switch views ▼

Your cases

Assigned (0)

On hold (0)

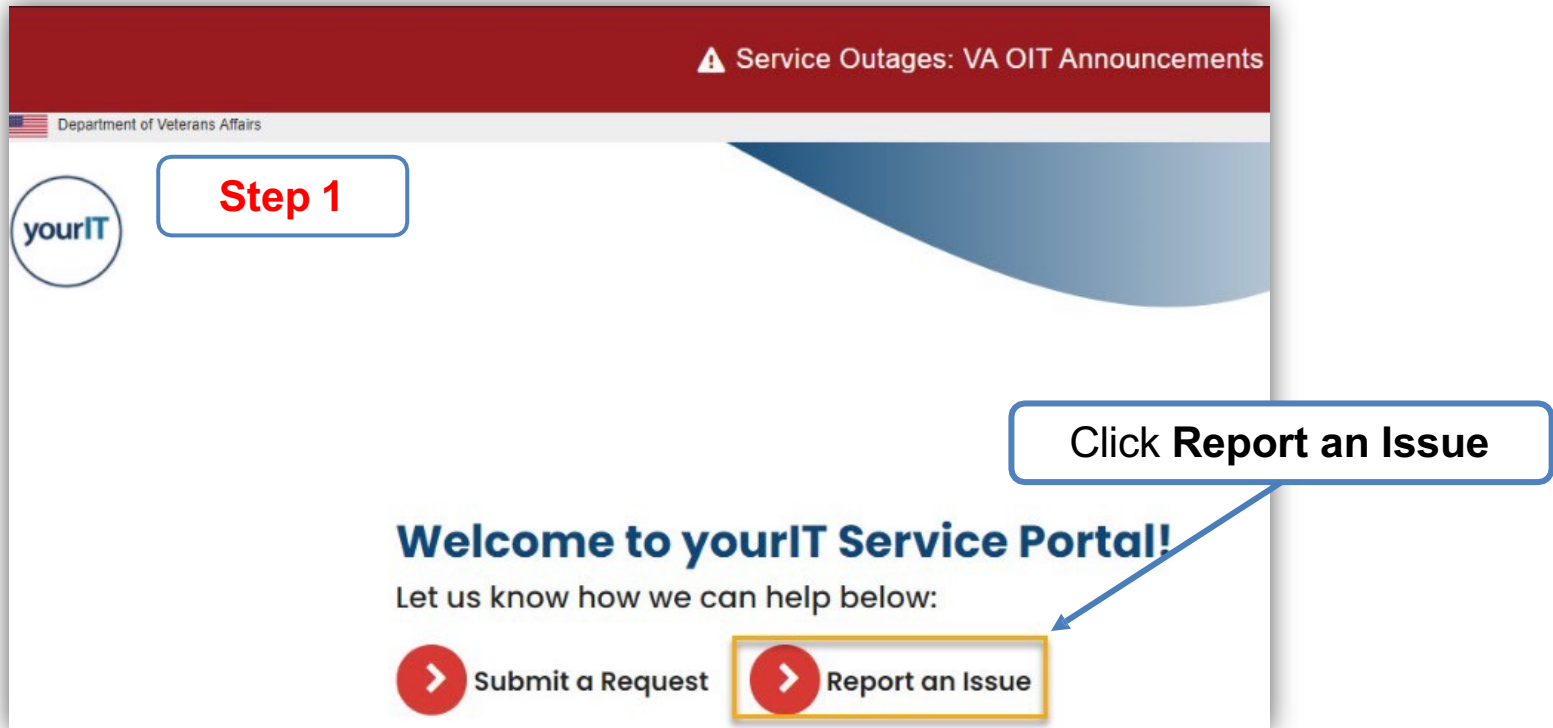
Completed

Case Details ▾	Task(s) ▾ ▼	Type(s) ▾ ▼	Docket ▾ ▼	Days Waiting ▾	Veteran Documents
[REDACTED]	Prepare Informal Hearing Presentation	Original	D 190402-10090	31	View docs
[REDACTED]	Prepare Informal Hearing Presentation	Original	D 190402-10790	31	View docs
[REDACTED]	Prepare Informal Hearing Presentation	Original	E 190403-11981	8	View docs
[REDACTED]	Prepare Informal Hearing Presentation	Original	D 180827-31591	8	View docs
[REDACTED]	Prepare Informal Hearing Presentation	Original	E 190425-11230	1	View docs

Technical Support

Experiencing Technical Issues?

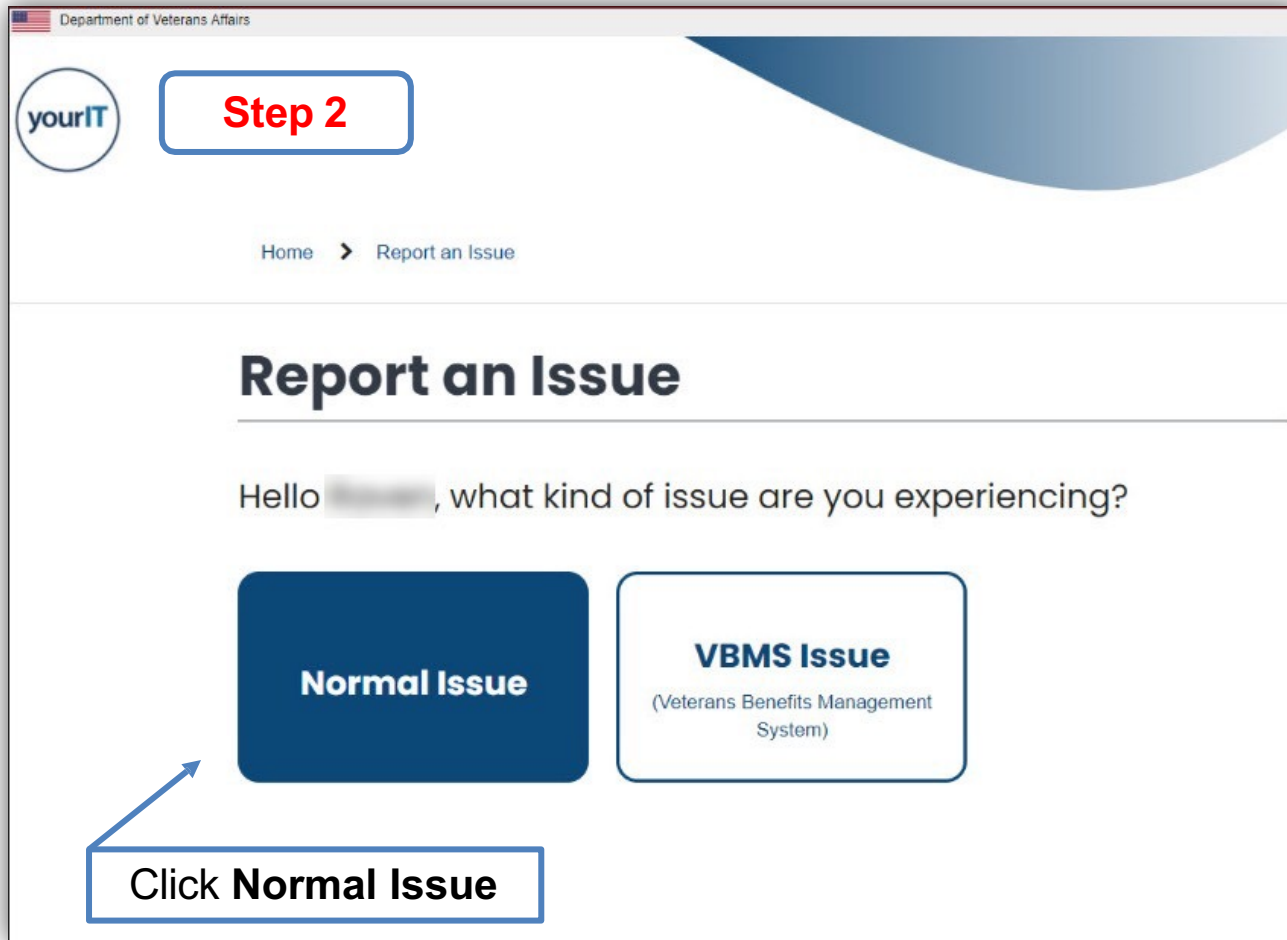
Open a support ticket via YourIT (<https://yourit.va.gov/va>)




The screenshot shows the top of the yourIT Service Portal. At the top right, there is a red banner with a warning icon and the text "Service Outages: VA OIT Announcements". Below this, the "Department of Veterans Affairs" logo is visible. On the left, the "yourIT" logo is shown. A red box labeled "Step 1" is positioned above the main content area. The main content area features the heading "Welcome to yourIT Service Portal!" followed by the text "Let us know how we can help below:". Below this text are two buttons: "Submit a Request" and "Report an Issue". The "Report an Issue" button is highlighted with a yellow border. A blue callout box with the text "Click Report an Issue" has an arrow pointing to the "Report an Issue" button.

NOTE: Caseflow Technical Support does NOT issue or manage access to the Caseflow product. This is handled by your local CSEM/ISO team. Please do not submit access related tickets. Contact your direct management team regarding access guidance.

Experiencing Technical Issues?



Department of Veterans Affairs

 **Step 2**

Home > Report an Issue

Report an Issue

Hello [redacted], what kind of issue are you experiencing?

Normal Issue

VBMS Issue
(Veterans Benefits Management System)

Click **Normal Issue**

Experiencing Technical Issues?

Step 3

Create Incident

Create an incident record to report and ask for assistance with an issue you are having.

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

We cannot process password resets initiated from this item or any item from the portal. You can access Self-Service for a 1 Day PIV Exemption at the Self-Service page: access.va.gov Or you may contact the ESD at (855) 673-4357 for ALL password resets.

USER INFORMATION

*Affected End User

If you are entering this request on behalf of someone else, enter that person's name in this field.

*Affected End User Phone Number

Please enter the phone number using 10 or 11 digits.

Affected End User Phone Extension

Affected End User Email Address

Affected End User Location

VA Central Office 913 Vermont Ave

*Affected End User Building Number

*Affected End User Room Number

*Preferred Contact Method

Email

*Best Follow-up Phone Number

Please enter your best available contact days and times

Mon-Fri, 8:00 AM - 4:30 PM EST

INCIDENT DETAILS

*Urgency

3 - Medium - Work around is available

*Category

Please choose the category that most closely identifies your incident (Facility, Hardware, Security, Service, or Software).

Web Applications

*Subcategory

- None -

Complete all required fields.

Note:
Category selection:
Web Application
Sub-Category
selection: Caseflow

Summary of Changes

Summary of Changes

Date	Summary of Changes	Affected Pages
November 2019	Initial distribution.	
August 2021	Updated Technical Support procedures	33-38
November 2021	Added Table of Content	2-40
June 2022	Added VSO Virtual Opt-in content	2, 14-19

Select home icon to return to Table of Contents

