Frequently Asked Questions

Q: Will eFolder Modernization mean users lose functionality in VBMS?
A: No. There is no lost functionality.

Q: How do users identify what documents are searchable in Smart Search?
A: The document library includes a new 'text searchable' column. This column will generate one of two searchable indicators for each document. These indicators are 'Searchable' and 'Not Searchable.'

Q: Does Smart Search query only typed documents?
A: No. Smart Search reviews both type and handwritten documents.

Q: How do users complete a Smart Search query?
A: Smart Search queries are completed using the Text Search panel, found on the left sidebar of the document library.

Q: How do users navigate to the Smart Search results?
A: Smart Search findings will populate in the document library. Users will first select the document they wish to view. After selecting the document, VBMS will open a separate web page. Users will see their selected document along with Smart Search results on the left sidebar.

For more information about eFolder Modernization or Smart Search, please visit The Office of Automated Benefits Delivery Intranet Site

ABD
Automated Benefits Delivery
VBA's Technology People

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eFolder Modernization and Smart Search

A quick reference guide for Veterans Service Officers (VSO)

VA | U.S. Department of Veterans Affairs

In Fiscal Year 2023, Third Quarter, VSO VBMS users will see a modernized eFolder, also known as Claims Evidence User Interface (UI).

This modernization is an updated version of the current VBMS eFolder. This update does not remove any current existing functionality.

The new Claims Evidence UI supports upgraded search functionality called **Smart Search.**

Smart Search is enhanced VBMS functionality which allows users the ability to search Veteran eFolders, including all repositories in VBMS, without having to open them individually.

This search functionality affords users increased efficiency and will result in a significant time savings.

Smart Search Benefits

Search Veteran eFolders and all document types (Handwritten or Typed) within seconds

View source document information and reliability score of identified records

Perform other VBMS actions while searching

Modernization Benefits

VSOs will have a modernized eFolder interface with no lost legacy functionality

The modernized eFolder will better support the current claims processing demand

VSOs will not need to transition between two systems

eFolder modernization supports VBMS Smart Search functionality

The Modernized eFolder At a Glance