TDVS Fact Sheet
VetraSpec Release 23.1
August 1, 2023

1 Big Thing: You Need to Clear Your Cache

All VetraSpec Users will need to clear their cache on August 2, 2023, following the successful deployment of VetraSpec Release 23.1. Step-by-step instructions for several browsers are included in this fact sheet.

Key Updates

1. SSN Now Optional

DO NOT leave the SSN field empty when establishing a VetraSpec profile. It will result in duplicate records and prevent electronic submission of claims.

Recommendation: Continue to use the "General Contact Log" for Veterans and clients that do not wish to provide a social security number or establish a record.
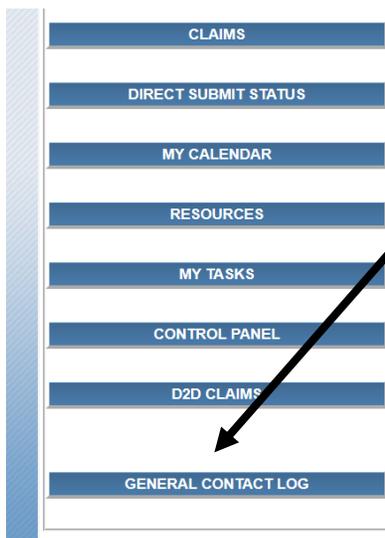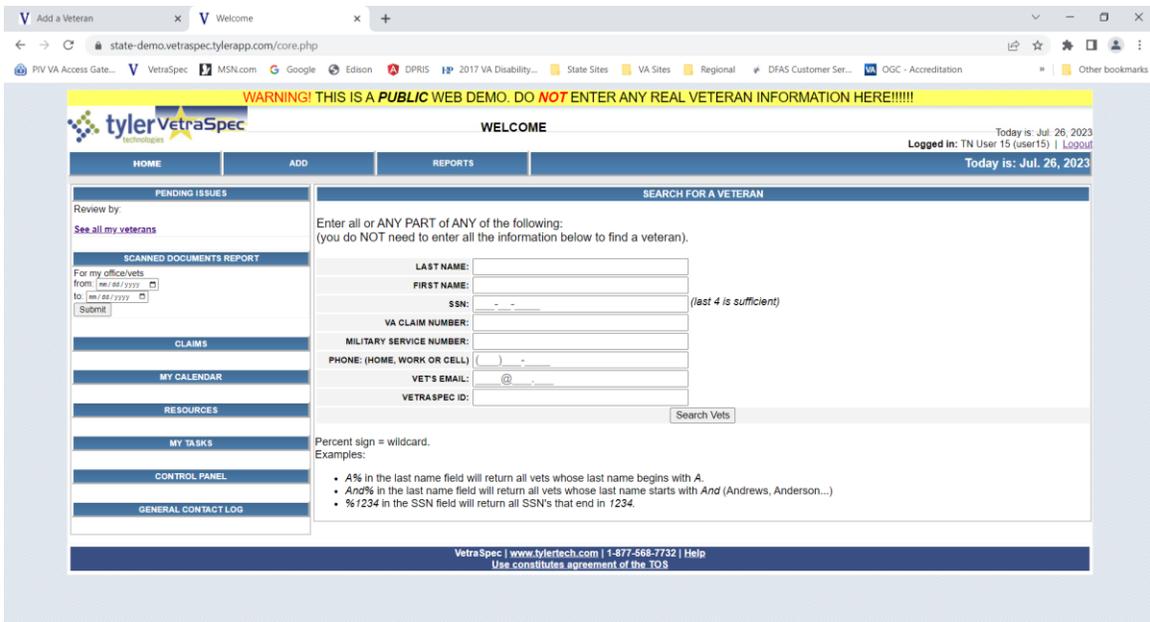

Here's some background: In May 2020, VetraSpec added a General Communication Log feature for Tennessee VetraSpec users. VetraSpec created this feature because they were aware that several customers used a fake veteran record to log general office communications. Since this was not ideal, they created a General Contact Log.

- You may use this to log all communications in your office **not** associated with a veteran record.
- The entries will **NOT** be associated with a veteran, even if you enter the vet's name. If you need to enter a communication for a specific vet, please continue to go into that vet's record and use the Communication tab.
- You may use the General Contact Log whether or not you are in a vet's record.
- If you are in a vet's record and get a phone call, simply click the General Contact Log tab at the top right of the screen, enter your contact entry, submit it, and continue working in the vet's record. You may also open this tab in a new form/window and leave it up for the day.
- You will find links to this new feature on the lower left of the Home/Search screen and in the tab bar, to the left of "My Tasks" if you are in a vet's record.
- For reporting purposes, on the Reports tab, in the Communication column, you will find a link to a report called "General Contact Log".

2. <u>New Look Welcome Screen</u>

Email and Military Service Number have been added as search fields. This gives the Welcome screen a new look and feel, but functionality is the same.

3. <u>Improved Usage of "See All My Veterans"</u>

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VetraSpec included a Tennessee VetraSpec Work Group recommendation and improved search/usage capabilities for "See All My Veterans."

Background: TDVS has established a VetraSpec Work Group to assess and recommend improvements to VetraSpec and its utilization to support consistent operations. In December 2022, the group provided VetraSpec with recommendations for system improvements, which included the improved search/usage capabilities in "See All My Veterans" that was included in this release.

1 2 3 4 5 6 ... 13 Next Page →

VetraSpec | www.tylertech.com | 1-877-568-7732 | Help
Use constitutes agreement of the TOS

What Happens Next

All users will learn more about the enhancements over the coming days as they use the system. There will be screens that look different, functionality that might work – or not work -- in an unexpected way, and opportunities to use release upgrades to improve customer service.
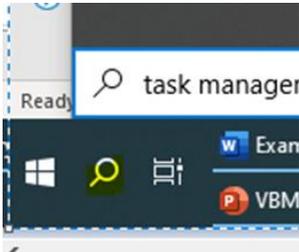
Contact your Regional Director to offer feedback, so we can engage Tyler Technologies in a unified way to ensure the VetraSpec claims management system continues to meet the needs of Tennessee's advocates.

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How To Clear the Cache

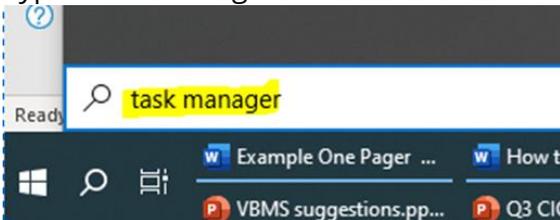**How to Clear Cache in Google Chrome**
1. Close all Google Chrome windows
2. Click the "Search" icon *(the magnifying glass)* at the bottom left of your screen
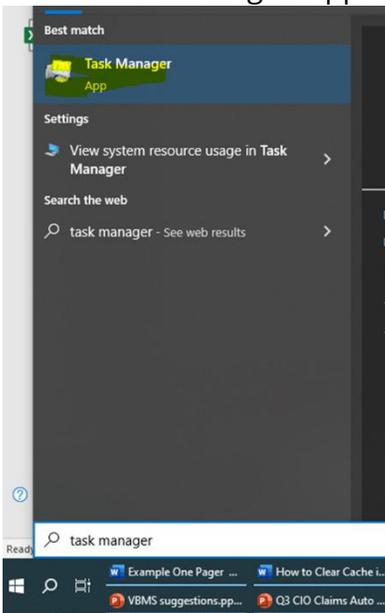
Note: Some computers only have a Search box that says "Type here to search"

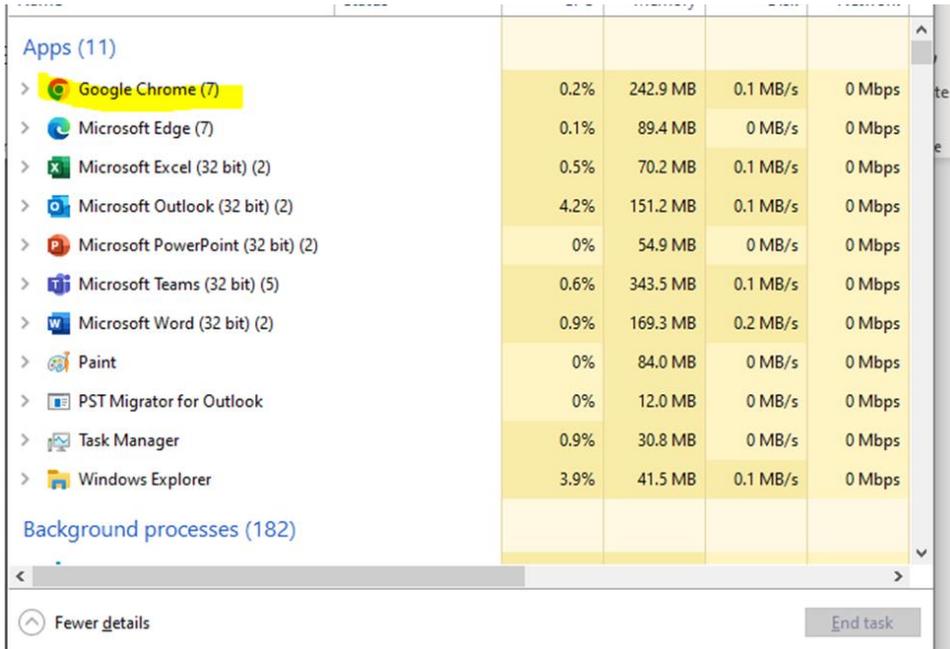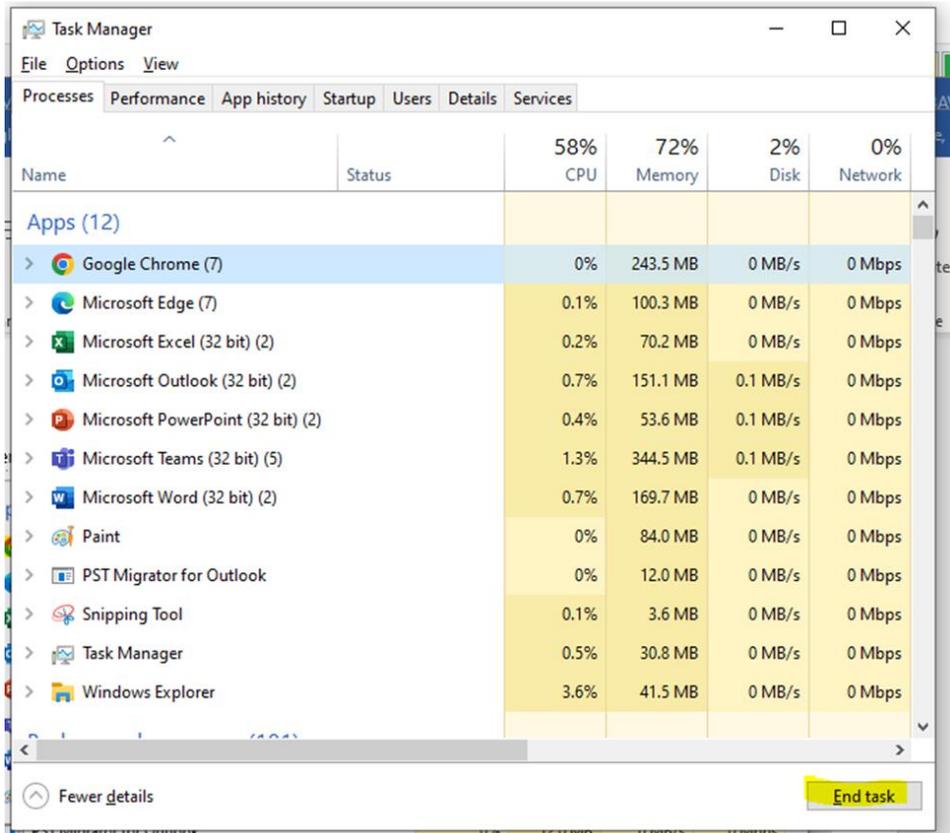3. Type "Task Manager" in the search box

4. Select "Task Manager" app from the list

5. If there are any Google Chrome items on the list, select them

4

Apps (11)

Name		CPU	Memory	Disk	Network	
>	Google Chrome (7)	0.2%	242.9 MB	0.1 MB/s	0 Mbps	te
>	Microsoft Edge (7)	0.1%	89.4 MB	0 MB/s	0 Mbps	e
>	Microsoft Excel (32 bit) (2)	0.5%	70.2 MB	0.1 MB/s	0 Mbps	
>	Microsoft Outlook (32 bit) (2)	4.2%	151.2 MB	0.1 MB/s	0 Mbps	
>	Microsoft PowerPoint (32 bit) (2)	0%	54.9 MB	0 MB/s	0 Mbps	
>	Microsoft Teams (32 bit) (5)	0.6%	343.5 MB	0.1 MB/s	0 Mbps	
>	Microsoft Word (32 bit) (2)	0.9%	169.3 MB	0.2 MB/s	0 Mbps	
>	Paint	0%	84.0 MB	0 MB/s	0 Mbps	
>	PST Migrator for Outlook	0%	12.0 MB	0 MB/s	0 Mbps	
>	Task Manager	0.9%	30.8 MB	0 MB/s	0 Mbps	
>	Windows Explorer	3.9%	41.5 MB	0.1 MB/s	0 Mbps	

Background processes (182)

Fewer details   End task

6. Click "End Task" at the bottom of the screen

Task Manager — □ ×

File   Options   View

Processes   Performance   App history   Startup   Users   Details   Services

Name	Status	58% CPU	72% Memory	2% Disk	0% Network	
Apps (12)						
> Google Chrome (7)		0%	243.5 MB	0 MB/s	0 Mbps	te
> Microsoft Edge (7)		0.1%	100.3 MB	0 MB/s	0 Mbps	e
> Microsoft Excel (32 bit) (2)		0.2%	70.2 MB	0 MB/s	0 Mbps	
> Microsoft Outlook (32 bit) (2)		0.7%	151.1 MB	0.1 MB/s	0 Mbps	
> Microsoft PowerPoint (32 bit) (2)		0.4%	53.6 MB	0.1 MB/s	0 Mbps	
> Microsoft Teams (32 bit) (5)		1.3%	344.5 MB	0.1 MB/s	0 Mbps	
> Microsoft Word (32 bit) (2)		0.7%	169.7 MB	0 MB/s	0 Mbps	
> Paint		0%	84.0 MB	0 MB/s	0 Mbps	
> PST Migrator for Outlook		0%	12.0 MB	0 MB/s	0 Mbps	
> Snipping Tool		0.1%	3.6 MB	0 MB/s	0 Mbps	
> Task Manager		0.5%	30.8 MB	0 MB/s	0 Mbps	
> Windows Explorer		3.6%	41.5 MB	0 MB/s	0 Mbps	

Fewer details   End task

7. Open a new Google Chrome browser window
8. Select the 3 dots in the top right corner of the toolbar

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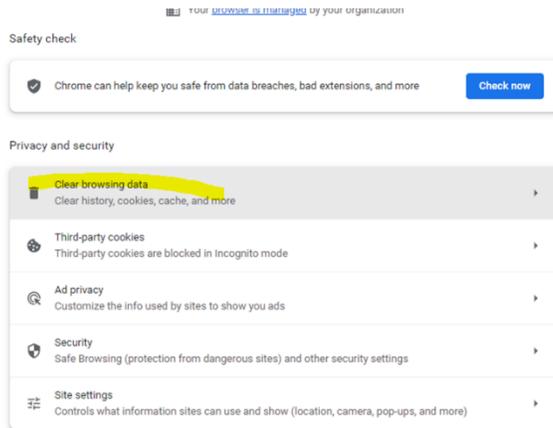
9. Click "Settings" *(see yellow highlight)*
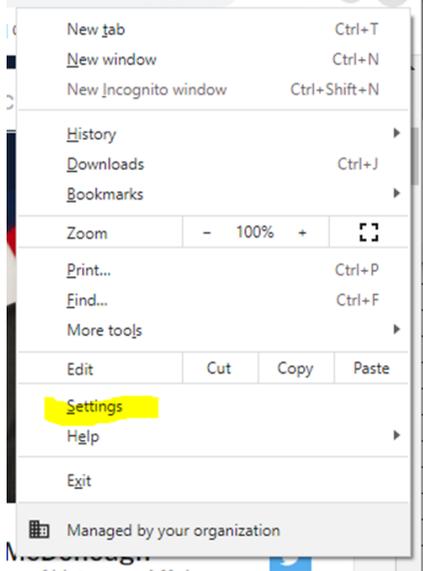
10. Click "Privacy and Security"
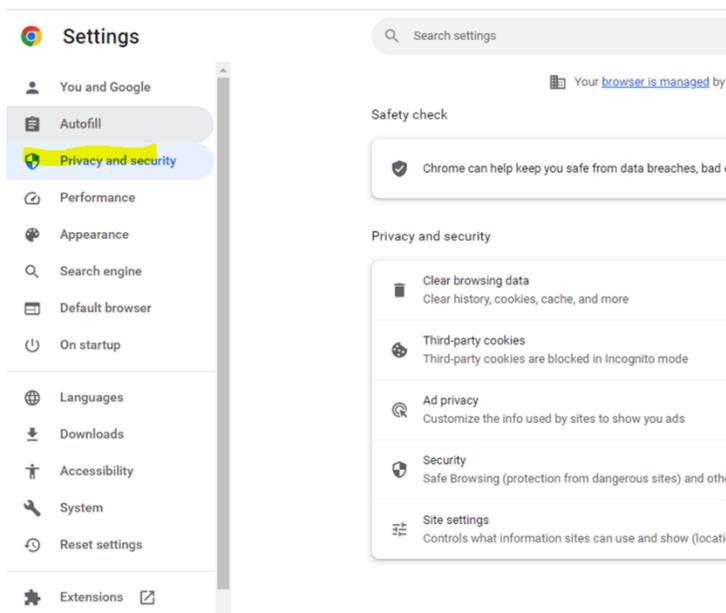
11. Click "Clear Browsing data"

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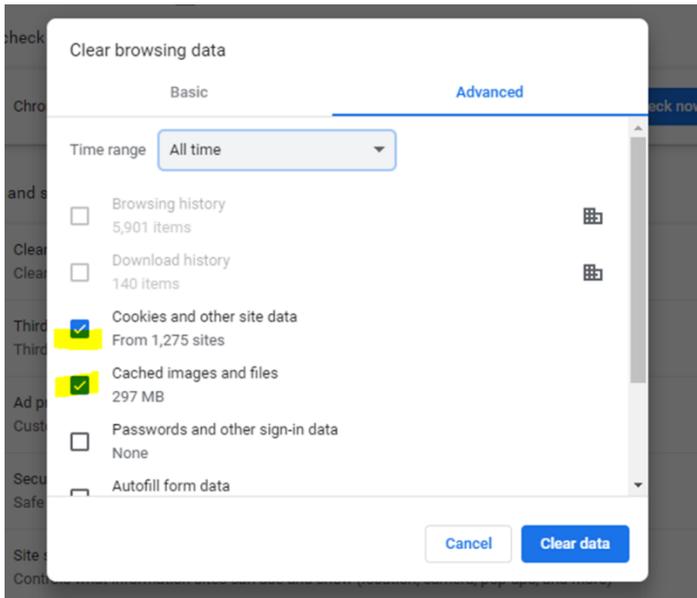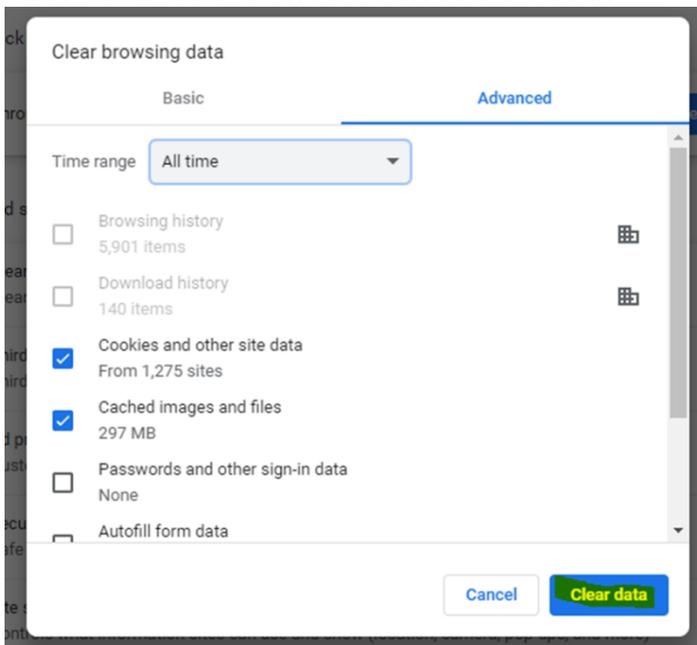
12. Change the "Time Range" drop down to "All Time"
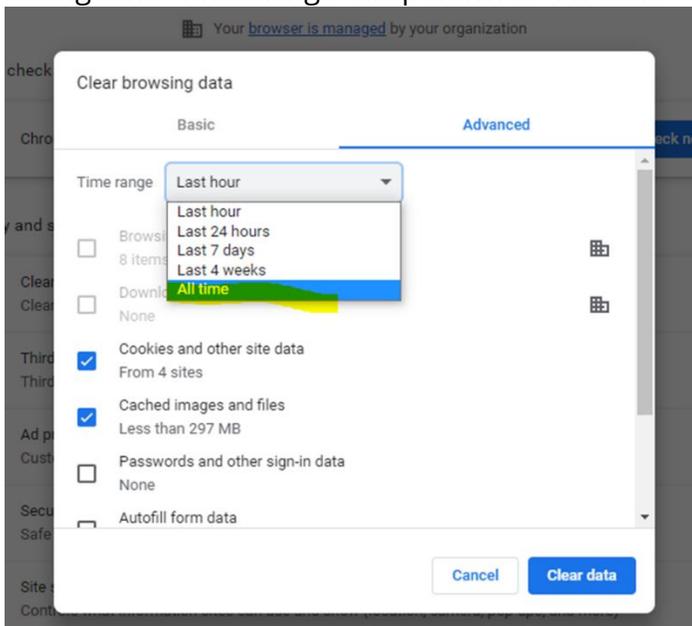
13. Make sure "Cookies and other site data" and "Cached images and files" are checked

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14. Click "Clear data" at the bottom of the screen

15. Close the Google Chrome window
16. Open VetraSpec as you normally would

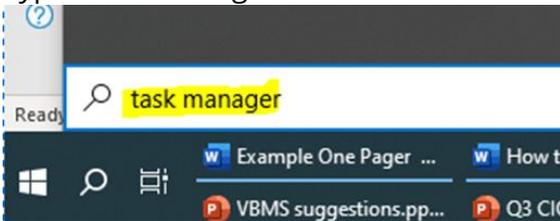*TDVS Fact Sheets Can Be Found on the VSO Tools Portion of TDVS's Website*

How to Clear Cache in Microsoft Edge
1. Close all Microsoft Edge windows
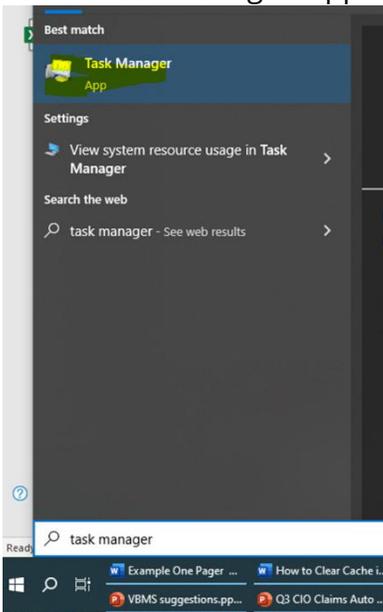2. Click the "Search" icon *(the magnifying glass)* at the bottom left of your screen

Note: Some computers only have a Search box that says "Type here to search"
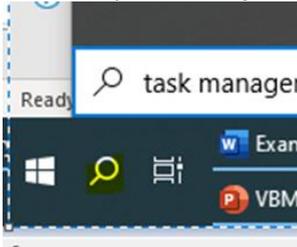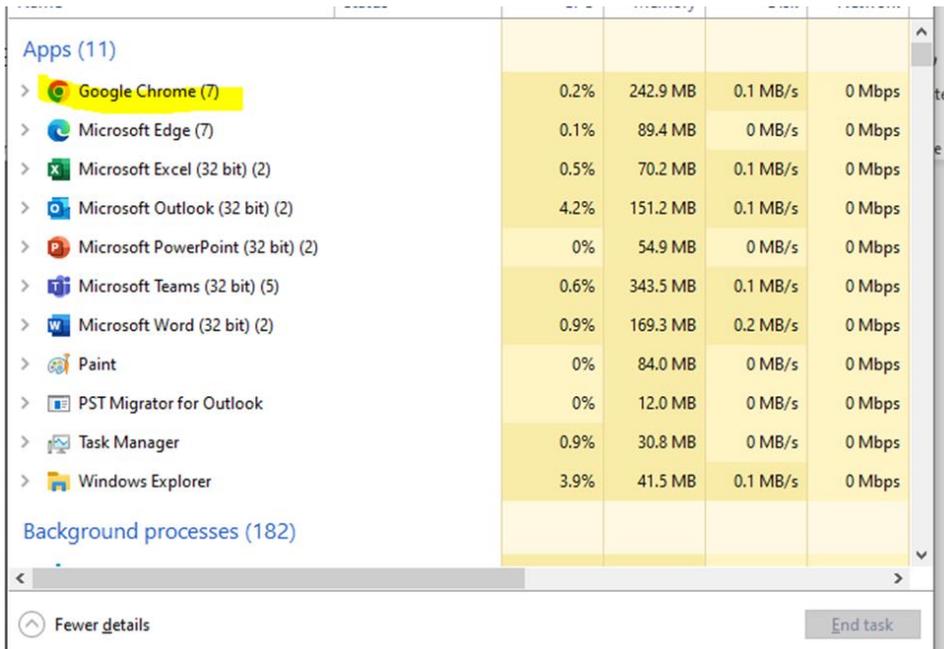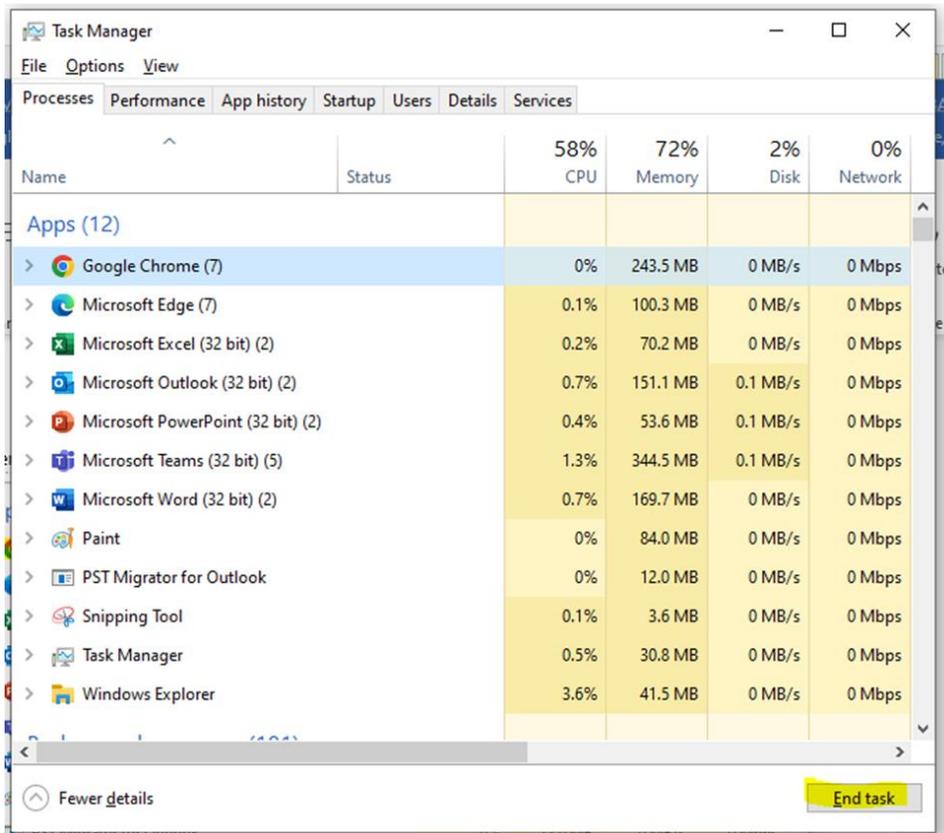

3. Type "Task Manager" in the search box

4. Select "Task Manager" app from the list

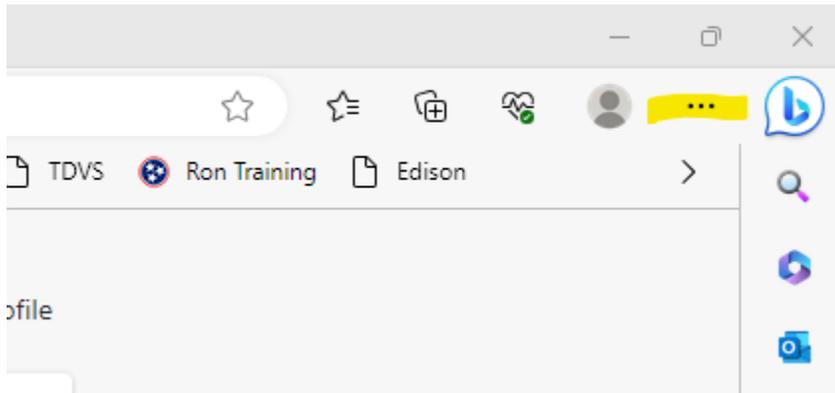5. If there are any Google Chrome items on the list, select them

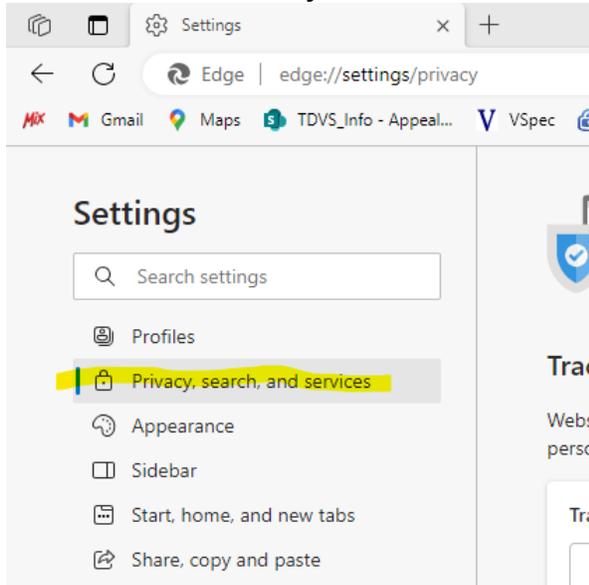6. *Click "End Task" at the bottom of the screen*

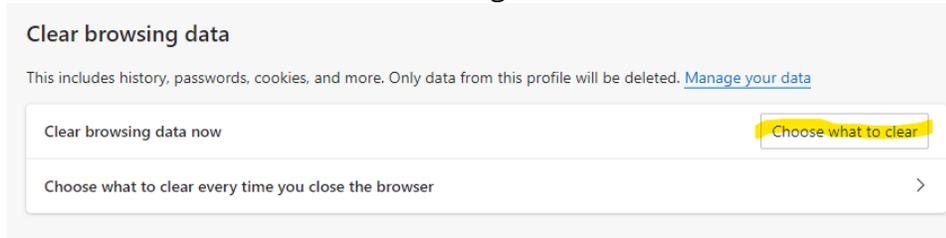

7. Open a new Microsoft Edge browser window
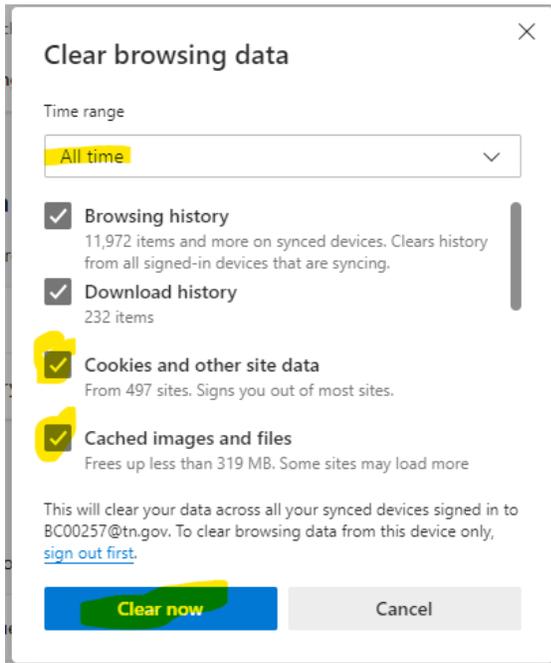8. Click on the 3 dots at the upper right corner of the screen

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9. Click on "Privacy, search, and services"

10. Scroll down to Clear browsing data, click on "Choose what to clear"

11. Ensure the "Time range" is set to "All time" from the drop-down menu
Ensure "Cookies and other site data" and "Cached images and files" is checked
Then click "Clear now" at the bottom of the box

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12. Close the Microsoft Edge window
13. Open VetraSpec as you normally would

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