

## Enhancement – Close a VS1

This will help clean up old VS1 that are no longer in use and track why the cases were closed. Make sure all VS21A's and any future benefits have been removed. You can still see the case, but nothing can be submitted or changed once closed. It can be re-opened when requested.

Bring up the VS1 you would like to close.

Look on the right-hand side, you will see Close VS1 (blue arrow)

The screenshot shows a web application interface for managing VS1 cases. The main content area displays case details for Case # 5830, including status (Saved), application date (6/12/2021), city (ZTown (test)), and applicant information (Fuels, Jane). A sidebar on the right contains a list of actions, with 'Close VS1' highlighted by a blue arrow.

Once you click on Close VS1, a box will come up to select a reason why.

Close Date: 6/14/2022

Close Reason\*:

- Passed Away
- Moved out of state
- Found employment
- Moved to a nursing home
- Other
- < None >

If you click on Other, a box will come up for Other Reason.

Close Date: 6/14/2022

Close Reason\*: Other

Other Reason\*:

You can NOT click on NONE, close reason is a must.

User Interaction

**Close Reason** (Close Reason): This field is required.

Close Date: 6/14/2022

Close Reason\*:

To Re-open the case.

Click on My Closed VS1 Applications (VSO)

OnBase

WorkView

(6) My Closed VS1 Applications (VSO)

| CASE # | STATUS | APPLICATION DATE | CITY         | APPLICANT FULL NAME | VETERAN FULL NAME | CLOSE DATE | CLOSE REASON     | OTHER REASON FOR CLOSE |
|--------|--------|------------------|--------------|---------------------|-------------------|------------|------------------|------------------------|
| 1111   | Closed | 5/17/2021        | ZTown (test) | Tanker, Tommy       | Tanker, Tommy     | 6/2/2022   | Found employment |                        |
| 424863 | Closed | 5/21/2020        | ZTown (test) | Jones, Alice M      | Jones, Fred M     | 5/15/2022  | Other            | Never came back        |
| 5826   | Closed | 6/12/2021        | ZTown (test) | Fuel, Toney         | Fuel, Toney       | 5/15/2022  | Passed Away      |                        |
| 5830   | Closed | 6/12/2021        | ZTown (test) | Fuels, Jane         | Fuels, Andy       | 6/14/2022  | Passed Away      |                        |
| 5831   | Closed | 6/12/2021        | ZTown (test) | Fuels, Andy         | Fuels, Andy       | 5/15/2022  | Passed Away      |                        |
| 5850   | Closed | 5/20/2022        | ZTown (test) | May, Lee            | May, Lee          | 6/13/2022  | Passed Away      |                        |

Double click the case you want to re-open. Look on the right-hand side click on Request Reopen (blue arrow)

Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy

Created By: EVANVSO  
5/17/2021 10:55:56 AM

**Case Maintenance**

Case # 1111 Status Closed Application Date 5/17/2021

City ZTown (test) VSO evan VSO

| Refund Status | Refund Amount | Refund Balance |
|---------------|---------------|----------------|
| None          | \$0.00        | \$0.00         |

Close Date 6/2/2022 Closed By Evan VSO Close Reason Found employment

**Applicant Info**

Full Name Tanker, Tommy

Date of Birth 9/5/1962 SSN 123-85-4545 Relationship To Veteran Applicant

Gender Male US Citizen Yes Spoken Language

**Request Reopen** (blue arrow)

This box will come up to explain the reason, then click on submit.

| Reopen Request   |                  |                 |         |
|--|------------------|-----------------|---------|
| Case #   | Application Date |                 |         |
| 1111   | 5/17/2021        |                 |         |
| Applicant  | Veteran          |                 |         |
| Tanker, Tommy  | Tanker, Tommy    |                 |         |
| City   | VSO              |                 |         |
| ZTown (test)   | evan VSO         |                 |         |
| Request Date   | Requested By     | Requestor Phone | Status  |
| 6/14/2022  | Evan VSO         | 0               | Pending |
| Please explain the reason below and click the submit button. |                  |                 |         |
| Request Reason*  |                  |                 |         |
|  |                  |                 |         |



DVS will get the request and respond with approved or denied. You will receive an email when it was approval or denial.

## Approval email

From: [noreply@hylandcloud.com](mailto:noreply@hylandcloud.com) <[noreply@hylandcloud.com](mailto:noreply@hylandcloud.com)>  
Sent: Tuesday, June 14, 2022 5:47 PM  
To: Makrinikolas, Evan (VET) <[evan.makrinikolas@mass.gov](mailto:evan.makrinikolas@mass.gov)>; [pholubek@kmb.konicaminolta.us](mailto:pholubek@kmb.konicaminolta.us)  
Subject: \*\*TEST UT1\*\* VS-1 Reopen Request APPROVED - Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Your Request to reopen VS-1 Application for Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy has been APPROVED.

Massachusetts Department of Veterans Services  
600 Washington Street, 7th Floor  
Boston, MA 02111

Requestor: [evan.makrinikolas@state.ma.us](mailto:evan.makrinikolas@state.ma.us)

Note: This email was sent from the test environment UT1

## Denial email

From: [noreply@hylandcloud.com](mailto:noreply@hylandcloud.com) <[noreply@hylandcloud.com](mailto:noreply@hylandcloud.com)>  
Sent: Tuesday, June 14, 2022 5:51 PM  
To: [pholubek@kmb.konicaminolta.us](mailto:pholubek@kmb.konicaminolta.us); Makrinikolas, Evan (VET) <[evan.makrinikolas@mass.gov](mailto:evan.makrinikolas@mass.gov)>  
Subject: \*\*TEST UT1\*\* Reopen Request DENIED - VS-1 Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Your Request to reopen VS-1 Application Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy has been DENIED for the following reason:

Did not move back

Massachusetts Department of Veterans Services  
600 Washington Street, 7th Floor  
Boston, MA 02111

Requestor: [evan.makrinikolas@state.ma.us](mailto:evan.makrinikolas@state.ma.us)

Note: This email was sent from the test environment UT1

Once approved the case will appear back in your VS1 list.