



Department and Chapter Service Officer
Interactive Training, Resource, Advocacy, and Knowledge (iTRAK)
User Reference Manual

Department and Chapter Service Officer – iTRAK User Reference Manual

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Getting Started with iTRAK – Clear History, Cookies, and Cache

Due to numerous updates and changes made to iTRAK, both Chrome and Edge will need to have their history, cookies, and cache cleared. Temporary files can sometimes conflict with the updated website, leading to problems with the site's functionality, like incorrect loading or formatting. Please follow the below instruction, or conduct a search in your browser on how to do. *This will prevent older information saved from over righting new.*

Chrome

To clear browsing data (history, cookies, and cache) in Google Chrome, open Chrome, click the three dots (More) in the top right corner, select "More tools" then "Clear browsing data". Choose the time range (e.g., All time) and select the items to delete (cookies, cached images, etc.). Finally, click "Clear data".

Here's a more detailed breakdown:

- ✓ Open Chrome: Launch the Google Chrome browser on your computer.
- ✓ Access Settings: Click the three dots (More) located in the upper right corner of the Chrome window.
- ✓ Select Privacy and Security: Located on left side.
- ✓ Select Delete Browsing Data: Located in center of screen.
- ✓ Select Advanced, adjust Time Range to "All Time".
- ✓ Delete Data: Click the "Delete data" button to initiate the deletion process.

Edge

To clear your history, cookies, and cache in Microsoft Edge, navigate to Settings; Privacy, search, and services; Clear browsing data. Select "Choose what to clear," choose "all time" for "Time Range", and click "Clear now."

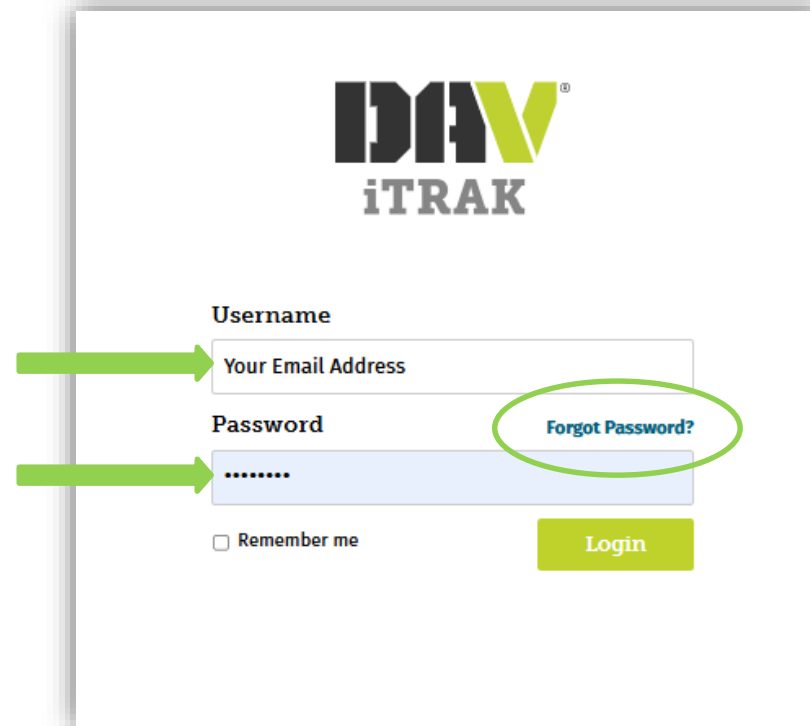
Here's a more detailed breakdown:

- ✓ Open Edge and navigate to Settings: Click the three dots in the upper right corner (Settings and more) and select "Settings."
- ✓ Go to Privacy, search, and services: In the left-hand menu, click on "Privacy, search, and services."
- ✓ Select Clear browsing data: Under "Clear browsing data," click "Choose what to clear."
- ✓ Select "all time" for time range.
- ✓ Choose what to clear: Check the boxes next to the items you want to clear: Browsing history, Download history, Cookies and other site data, and Cached images and files.
- ✓ Select "Clear Now": This will confirm and clear the selected data.

Getting Started with iTRAK – Sign-in to iTRAK, and Resetting Password

We are excited to welcome you to our iTRAK platform. This training platform is designed for Department and Chapter Service Officers for training, providing a concise and valuable source of information concerning benefits available to veterans, their dependents and survivors. To discover the exciting features waiting for you, please begin by logging in to your account with the below information. Upon logging in, please be sure to update your password.

- ✓ To gain access, go to www.davitrak.org/login, and begin by filling in the “Username”, which is your email address.
- ✓ The password is either “Pass@123”, or your membership number or member ID.
- ✓ **If unable to log in with the above password info, select “Forgot Password” and request a reset.** Upon completing, a link will be sent to your email account to reset your password.
- ✓ If still unable to log in, please contact your local national service office.

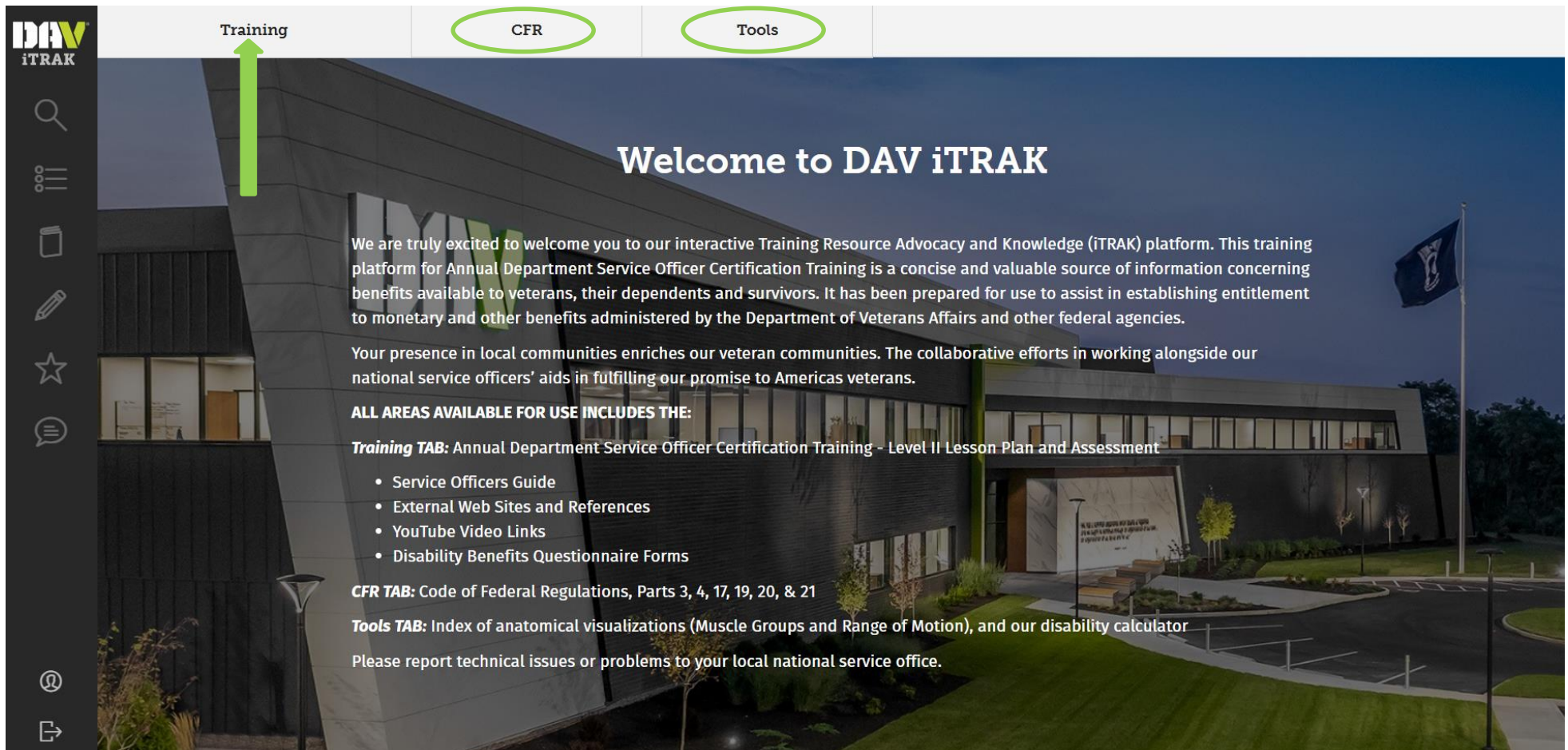


The image shows the iTRAK login interface. At the top is the DAV iTRAK logo. Below it are two input fields: 'Username' and 'Password'. The 'Username' field contains the placeholder text 'Your Email Address'. The 'Password' field contains a series of dots. To the right of the password field is a link that says 'Forgot Password?'. Below the password field is a checkbox labeled 'Remember me' and a green 'Login' button. Two green arrows point to the 'Username' and 'Password' fields. A green oval highlights the 'Forgot Password?' link.

Global Navigation, Top Menu

Upon gaining access, the below will be shown. The “Training”, “CFR”, and “Tools” tabs are dedicated sections that provides information about DAV training and development material, and various benefit resources. Please note, the “Tools” tab is only viewable for Level II participants and certifications.

✓ Begin by clicking on the “Training” tab icon as seen below.



Global Navigation, Top Menu – Training Tab

Upon clicking on the “Training” tab, the below will be shown.

- ✓ To begin Level I or II certification training, under “Lesson Library”, select the applicable lesson. In this case, the applicable lesson is “Department and Chapter Service Officer Certification Training – Level II”
- ✓ Additionally, the “Service Officer Guide” is also available for preview or download. If selecting preview, a smaller screen will be shown for reviewing in real-time, which the page may need to be zoomed in on to use proficiently.

The screenshot displays the Training Dashboard. At the top left, a 'Training' tab is circled in green. The top navigation bar includes 'CFR' and 'Tools' tabs. The main heading is 'Training Dashboard', with a 'Viewing:' dropdown set to 'Training Dashboard'. Below this is a 'RESOURCES' section containing a 'Certificate Status: Not Found' message and a 'Service Officer Guide' link, which is circled in green. To the right of the guide link are 'Preview' and 'Download' buttons, both circled in green. The 'LESSON LIBRARY' section follows, with a sub-heading 'Level I and II Training'. A green arrow points to the 'Department and Chapter Service Officer Certification Training - Level II' entry, which has a 'Take Exam' button next to it.

Training

CFR Tools

Training Dashboard

Viewing: Training Dashboard

RESOURCES

Certificate Status: Not Found

Service Officer Guide

Preview Download

LESSON LIBRARY

Level I and II Training

Department and Chapter Service Officer Certification Training - Level II

Take Exam

Global Navigation, Top Menu – Training Tab, Accessing the Training Lesson

Upon selecting “Department and Chapter Service Officer Certification Training – Level II” on the “Training” tab under “Lesson Library”, the lesson will be opened and the following left screen shown.

- ✓ Select “Get Started” to begin training. After, the below right screen will be shown.
- ✓ Review all information within each page, and when ready to go to the next page, select “Next”.
- ✓ Ensure all information is reviewed within each page of the training lesson, until completed.

The screenshot displays the iTRAK training interface. On the left, a sidebar features a large image of a diverse group of people. A blue button labeled "Get Started" is positioned over the image, with a green arrow pointing upwards towards it. The main content area has a header with the title "Department and Chapter Service Officer Certification Training - Level II" and a search icon. Below the header, there are three tabs: "Training", "CFR", and "Tools". The "Training" tab is active, showing a green banner with silhouettes of people's legs. Below the banner, the section "Lesson Goals, Materials and Resources" is highlighted with a green oval. This section contains a paragraph stating the purpose of the training and a bulleted list of topics. At the bottom right, there is a "Next >" button with a green arrow pointing downwards towards it. The page number "Page 1 of 45" is visible in the bottom right corner.

iTRAK / Level I and II Training / Department and Chapter Service Officer Certification Training - Level II

Department and Chapter Service Officer Certification Training - Level II

Department and Chapter Service Officer Certification Training - Level II

[Get Started](#)

Training CFR Tools

Lesson Goals, Materials and Resources

This training lesson is intended to provide information on several key topics and areas. The lesson goals include gaining knowledge and understanding in the following topics to apply in client communications:

- DAV history and programs, service officer responsibilities.
- Veterans Affairs benefits, the preparation and processes of claims and appeals.
- Client interview techniques including suicide prevention and those suffering from military sexual trauma.
- Effective dates, protected and pre-stabilization ratings, the combined ratings table, and essentials of evaluative rating.

Portions of the VA schedule for Rating Disabilities (VASRD) on some of the more commonly filed claims to how they are processed. This information will aid to provide a better understanding and

Page 1 of 45 [Next >](#)

Global Navigation, Top Menu – Training Tab, Take Exam

Upon reviewing all information within the training lesson, it is time to take the exam.

- ✓ Select the “Training” tab, and the following page will be shown.
- ✓ Select “Take Exam” under “Lesson Library” and next to “Department and Chapter Service Officer Certification Training”.

Training

CFR Tools

Training Dashboard

Viewing: Training Dashboard ▼

RESOURCES

Certificate Status: Not Found

Service Officer Guide [Preview](#) [Download](#)

LESSON LIBRARY

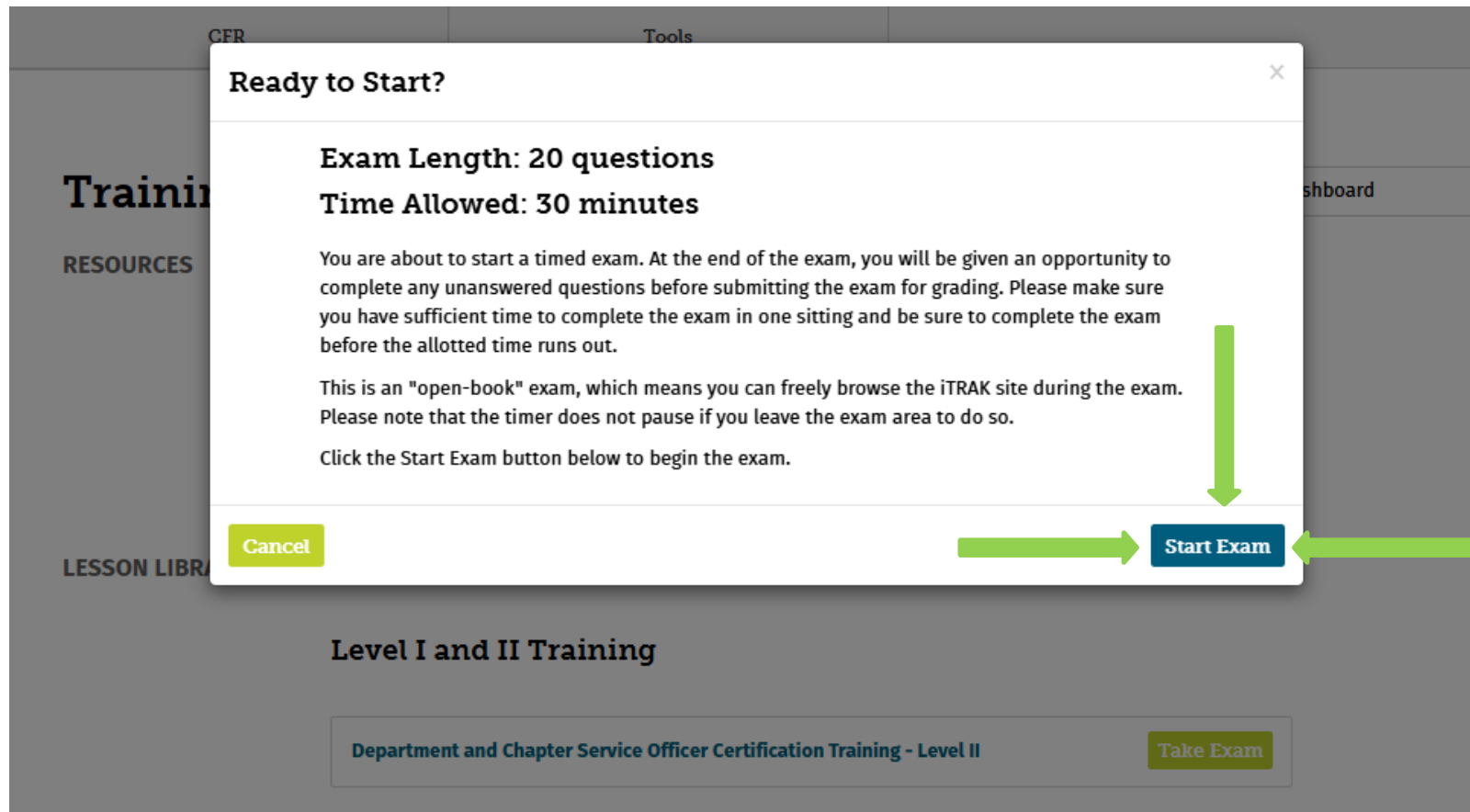
Level I and II Training

Department and Chapter Service Officer Certification Training - Level II [Take Exam](#)

Global Navigation, Top Menu – Training Tab, Take Exam (Continued)

Upon selecting “Take Exam”, the following left screen will pop up.

- ✓ Select the “Start Exam”, and the following right page will be shown.
- ✓ Select “Take Exam” under “Lesson Library” and next to “Department and Chapter Service Officer Certification Training”.
 - Please note, there will be 30 minutes to complete 20 multiple choice questions. The quiz is “open-book”. While testing, all search functions, the lesson plan, and other resources are available for use.



Global Navigation, Top Menu – Training Tab, Take Exam (Continued)

Upon selecting “Take Exam”, and answering all questions, then submitting, the service officers score will be shown as seen below.

- ✓ Please note, the system will show which questions were missed and where to find the answers.
- ✓ To learn more information about questions and answers provided, select “See All”.
- ✓ When finished, select the “Training” tab.

Training ← CFR Tools

Workbook Exam Results

iTRAK / Level I and II Training / Workbook Exam Result

Missed Questions [See All](#)

Your Score

100%

20 of 20 questions

Global Navigation, Top Menu – Training Tab, Training Acknowledgment

Upon successfully completing the exam, select the “Training” tab to access the “Training Dashboard”.

- ✓ To review the score, select “Score” under the “Lesson Library”.
- ✓ At this time, to finalize the certification the training acknowledgement must be agreed to. This confirms the service officers understanding of the instruction, including ethical and legal responsibilities.
- ✓ Select “Training Acknowledgement” under “Resources”, then the following right page pop up will be shown.
- ✓ Select “I Agree”, which provides electronic confirmation of the training acknowledgement.

The image shows a screenshot of a web application interface. At the top, there is a navigation bar with tabs: Training, CFR, and Tools. The Training tab is selected, indicated by a green arrow pointing to it. Below the navigation bar, the main content area is titled "Training Dashboard". Under the "RESOURCES" section, there is a "Certificate Status: Valid until 2026-12-10" and a "Training Acknowledgement" button. Below this, there is a "Service Officer Guide" with "Preview" and "Download" buttons. Under the "LESSON LIBRARY" section, there is a "Level I and II Training" section with a "Department and Chapter Service Officer Certification Training - Level II" item. A green arrow points to the "Score" button next to this item. A "Training Acknowledgement" pop-up window is overlaid on the right side of the screen. It contains a statement: "I have completed the DSO/CSO certification training and hereby acknowledge receipt and understanding of the instruction provided, to include my legal and ethical responsibilities as a DSO/CSO." followed by a list of responsibilities. At the bottom of the pop-up, there are "Cancel" and "I Agree" buttons. A green arrow points to the "I Agree" button.

Training ←

CFR Tools

Viewing: Training Dashboard

Training Dashboard

RESOURCES

Certificate Status: Valid until 2026-12-10

Training Acknowledgement

Service Officer Guide

Preview Download

LESSON LIBRARY

Level I and II Training

Department and Chapter Service Officer Certification Training - Level II

Score

Training Acknowledgement

I have completed the DSO/CSO certification training and hereby acknowledge receipt and understanding of the instruction provided, to include my legal and ethical responsibilities as a DSO/CSO.

These responsibilities include (but are not limited to):

- Immediately processing all client related information (i.e., correspondence, forms, etc.) through the DAV Case Management System;
- Agree to distribute DAV's Statement of Policy for Representation to all clientele electing DAV representation;
- May not retain any documentation or claims related correspondence within their offices or work spaces, which includes electronic files;
- May not be accredited as an attorney or claims agent for representation before the Department of Veterans Affairs;
- May not use personal email addresses for any claims related activities;
- Providing careful, confidential and consistent assistance to claimants;
- And, not accepting gifts, monies or favors for providing any services as a DSO or CSO.

Cancel I Agree

Department and Chapter Service Officer Certification Training - Level II

Score

Global Navigation, Top Menu – Training Tab, Completion Certificate

Upon successfully completing the exam, and electronically agreeing to the training acknowledgment, the following screen will be shown.

- ✓ Under “Resources” of the “Training Dashboard”, the expiration date of certification will be shown. For example, the page shown below shows an expiration date of December 10, 2026.
- ✓ To download the completion certificate along with a wallet sized card, select “Download”.
 - Please note, if the certificate doesn’t popup after selecting, the automatic download pop-up blocker must be disabled.

Training

CFR

Tools

Training Dashboard

Viewing:

Training Dashboard

RESOURCES

Certificate Status: Valid until 2026-12-10

Download

Service Officer Guide

Preview

Download

LESSON LIBRARY

Level I and II Training

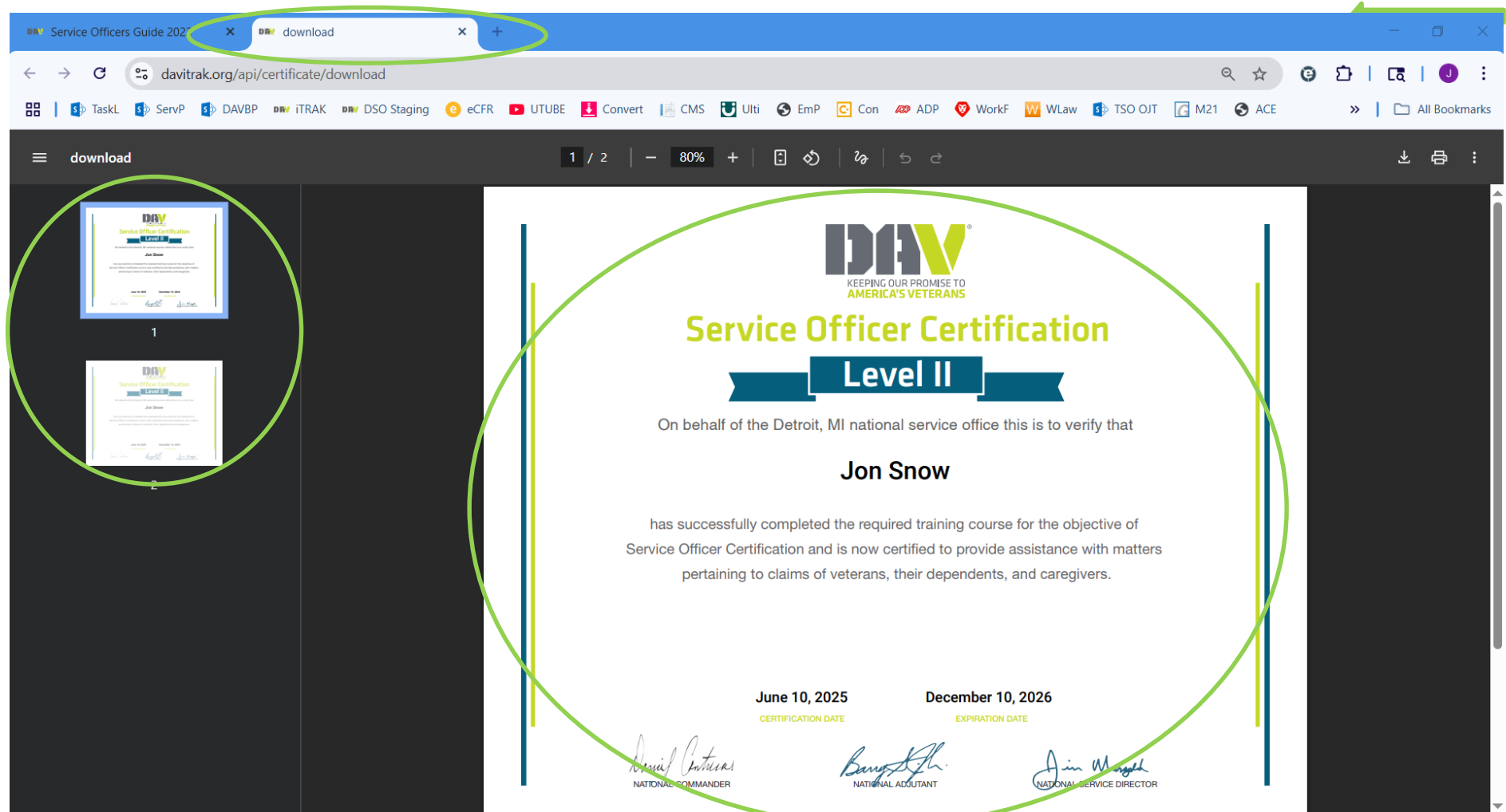
Department and Chapter Service Officer Certification Training - Level II

Score

Global Navigation, Top Menu – Training Tab, Completion Certificate (Continued)

Upon selecting “Download”, a new browser tab will pop up with the completion certificate and wallet sized card.

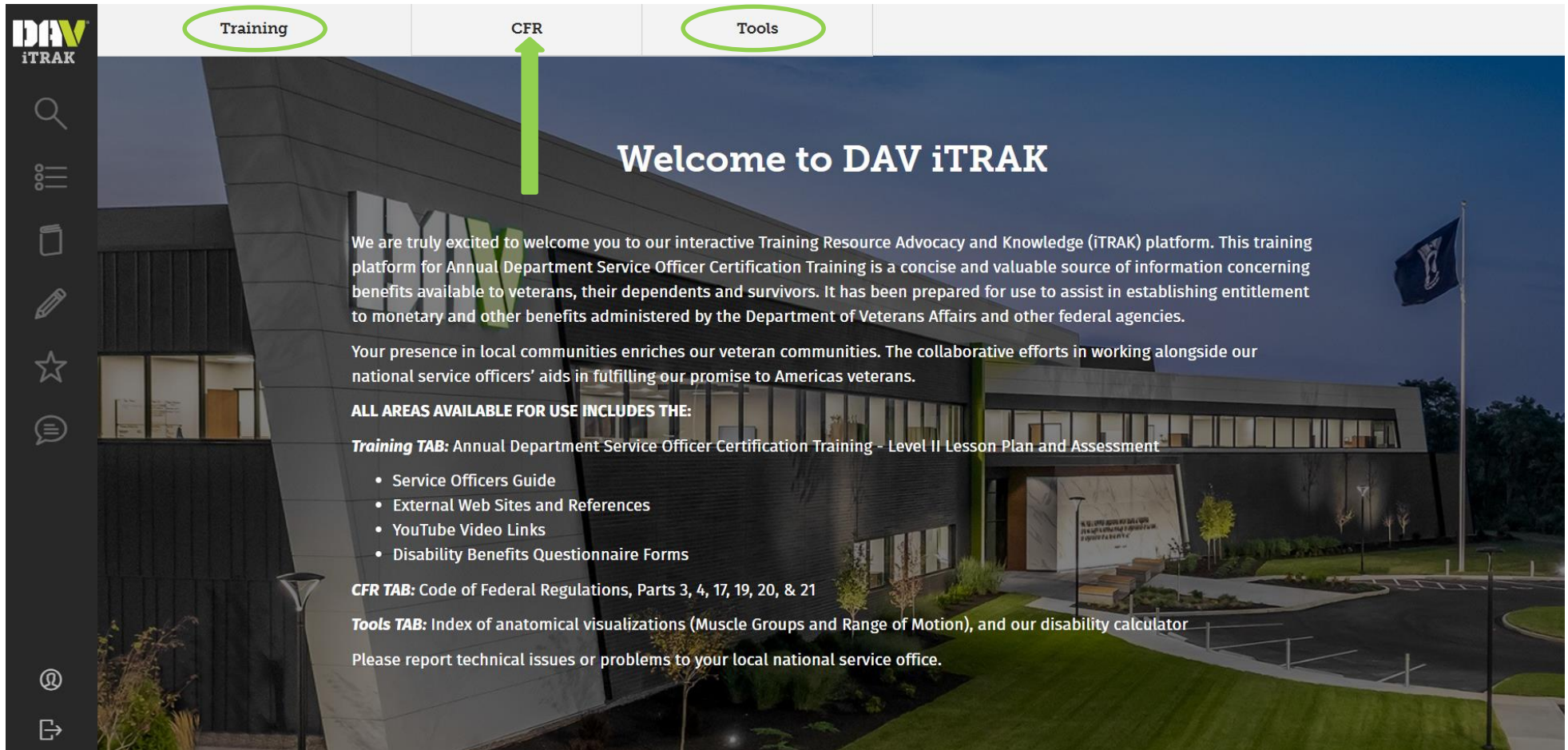
✓ **Congratulations** for successfully completing training, and receiving certification!!



Global Navigation, Top Menu, Code of Federal Regulations

Upon gaining access, the below will be shown. The “Training”, “CFR”, and “Tools” tabs are dedicated sections that provides information about DAV training and development material, and various benefit resources. Please note, the “Tools” tab is only viewable for Level II participants and certifications.

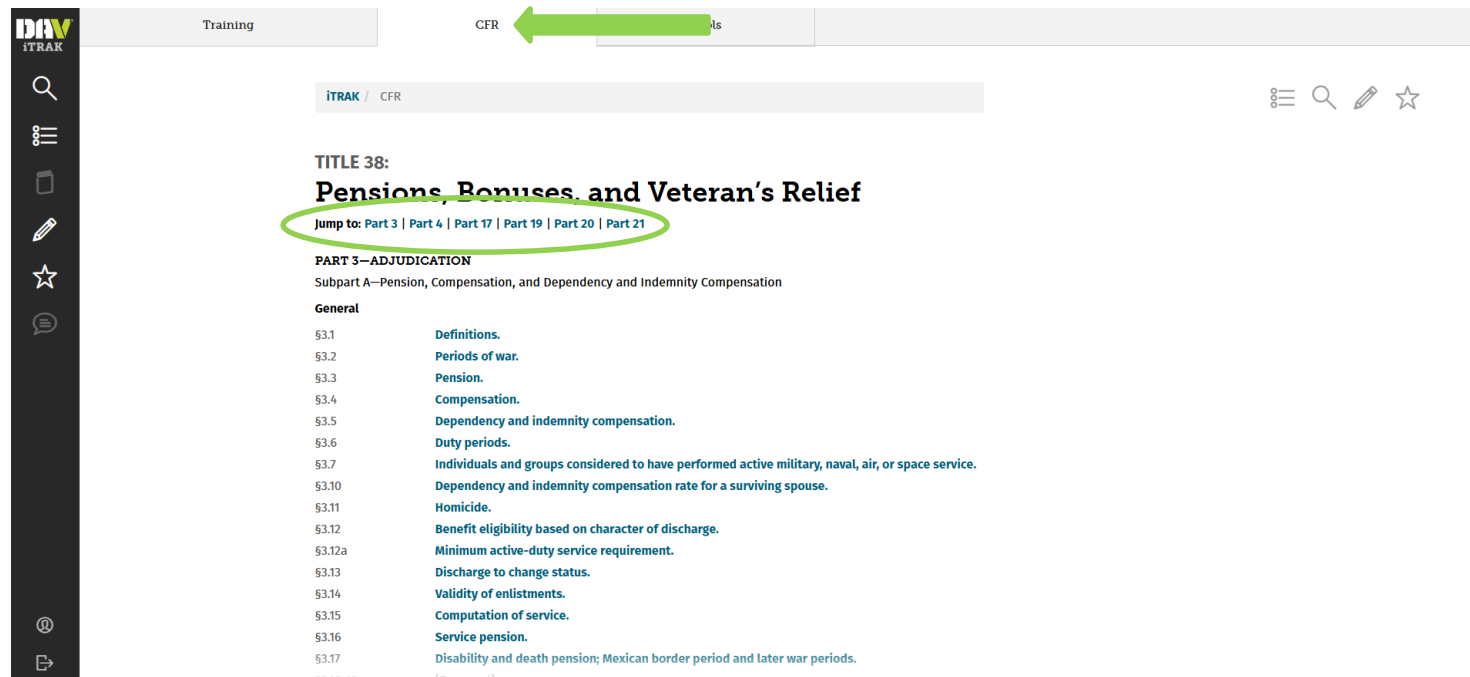
✓ Begin by clicking on the “CFR” tab icon as seen below.



Global Navigation, Top Menu, Code of Federal Regulations (Continued)

Upon selecting the “CFR” tab, the below will be shown. The “Training”, “CFR”, and “Tools” tabs are dedicated sections that provides information about DAV training and development material, and various benefit resources. Please note, the “Tools” tab is only viewable for Level II participants and certifications.

- ✓ Begin by clicking on the “CFR” tab icon as seen below. The CFR is broken down into six Parts, which can be jumped to by selecting one. The six parts include the following.
 - Part 3 – Adjudication
 - Part 4 – Schedule for Rating Disabilities
 - Part 17 – Medical
 - Part 19 – Board of Veterans’ Appeals: Appeals Regulations
 - Part 20 – Board of Veterans’ Appeals: Rules of Practice
 - Part 21 – Veteran Readiness and Employment and Education
- ✓ The CFR is updated as soon as a regulation is changed or updated.



Global Navigation, Top Menu, Code of Federal Regulations (Continued)

Additionally, within the “CFR” tab, key words with names of regulations can be searched for.

- ✓ Select the “Magnify Glass” on the top right of the screen, and enter a word to search for.
- ✓ Upon typing in a word, a total count of matches found will be shown and the searched word will be highlighted.
- ✓ Select the hyperlink “Definitions” or any other word searched for.

The screenshot displays the iTRAK website interface. At the top, there are tabs for 'Training', 'CFR', and 'Tools'. The 'CFR' tab is active. On the left side, there is a vertical sidebar with various icons, including a magnifying glass. In the top right corner, there is a search bar with the text 'definitions' entered. Below the search bar, it says '45 matches found'. A green arrow points from the search bar to the 'definitions' link in the search results. Another green arrow points from the 'Definitions' link in the search results to the 'Definitions' link in the table of contents on the left. The table of contents lists various sections, including 'Definitions', 'Periods of service', 'Pension', 'Compensation', 'Dependency and indemnity compensation', 'Duty periods', 'Individuals and groups considered to have performed active military, naval, air, or space service', 'Dependency and indemnity compensation rate for a surviving spouse', 'Homicide', 'Benefit eligibility based on character of discharge', 'Minimum active-duty service requirement', 'Discharge to change status', 'Validity of enlistments', 'Computation of service', 'Service pension', 'Disability and death pension; Mexican border period and later war periods', '[Reserved]', 'Surviving spouse's benefit for month of veteran's death', 'Monetary rates', 'DIC benefits for survivors of certain veterans rated totally disabled at time of death', 'Improved pension rates—Veterans and surviving spouses', 'Improved pension rates—Surviving children', 'Parent's dependency and indemnity compensation (DIC)—Method of payment computation', 'Section 306 and old-law pension annual income limitations', 'Automatic adjustment of benefit rates', and 'Automatic adjustment of section 306 and old-law pension income limitations'.

Global Navigation, Top Menu, Code of Federal Regulations (Continued)

Upon selecting the hyperlink “Definitions” or any other word searched for, the following screen providing the specific regulation will be shown.

✓ A search can be conducted once more using the “Magnify Glass”.

DAV ITRAK

Training CFR Tools

ITRAK / CFR / 38 CFR § 3.1

§ 3.1
Definitions.

(a) **Armed Forces** means the United States Army, Navy, Marine Corps, Air Force, Space Force, and Coast Guard, including their Reserve components.

(b) **Reserve component** means the Army, Naval, Marine Corps, Air Force, Space Force, and Coast Guard Reserves and the National and Air National Guard of the United States.

(c) **Reserves** means members of a Reserve component of one of the **Armed Forces**.

(d) **Veteran** means a person who served in the active military, naval, air, or space service and who was discharged or released under conditions other than dishonorable.

(1) For compensation and dependency and indemnity compensation the term **veteran** includes a person who died in active service and whose death was not due to willful misconduct.

(2) For death pension the term **veteran** includes a person who died in active service under conditions which preclude payment of service-connected death benefits, provided such person had completed at least 2 years honorable military, naval air, or space service, as certified by the Secretary concerned. (See §§ 3.3(b)(3)(i) and 3.3(b)(4)(i))

(Authority: 38 U.S.C. 501)

(e) **Veteran of any war** means any veteran who served in the active military, naval air, or space service during a period of war as set forth in § 3.2.

(f) **Period of war** means the periods described in § 3.2.

(g) **Secretary concerned** means:

(1) The Secretary of the Army, with respect to matters concerning the Army;

(2) The Secretary of the Navy, with respect to matters concerning the Navy or the Marine Corps;

(3) The Secretary of the Air Force, with respect to matters concerning the Air Force or the Space Force;

(4) The Secretary of Homeland Security, with respect to matters concerning the Coast Guard;

(5) The Secretary of Health and Human Services, with respect to matters concerning the Public Health Service; and

(6) The Secretary of Commerce, with respect to matters concerning the Coast and Geodetic Survey, the Environmental Science Services Administration, and the National Oceanic and Atmospheric Administration.

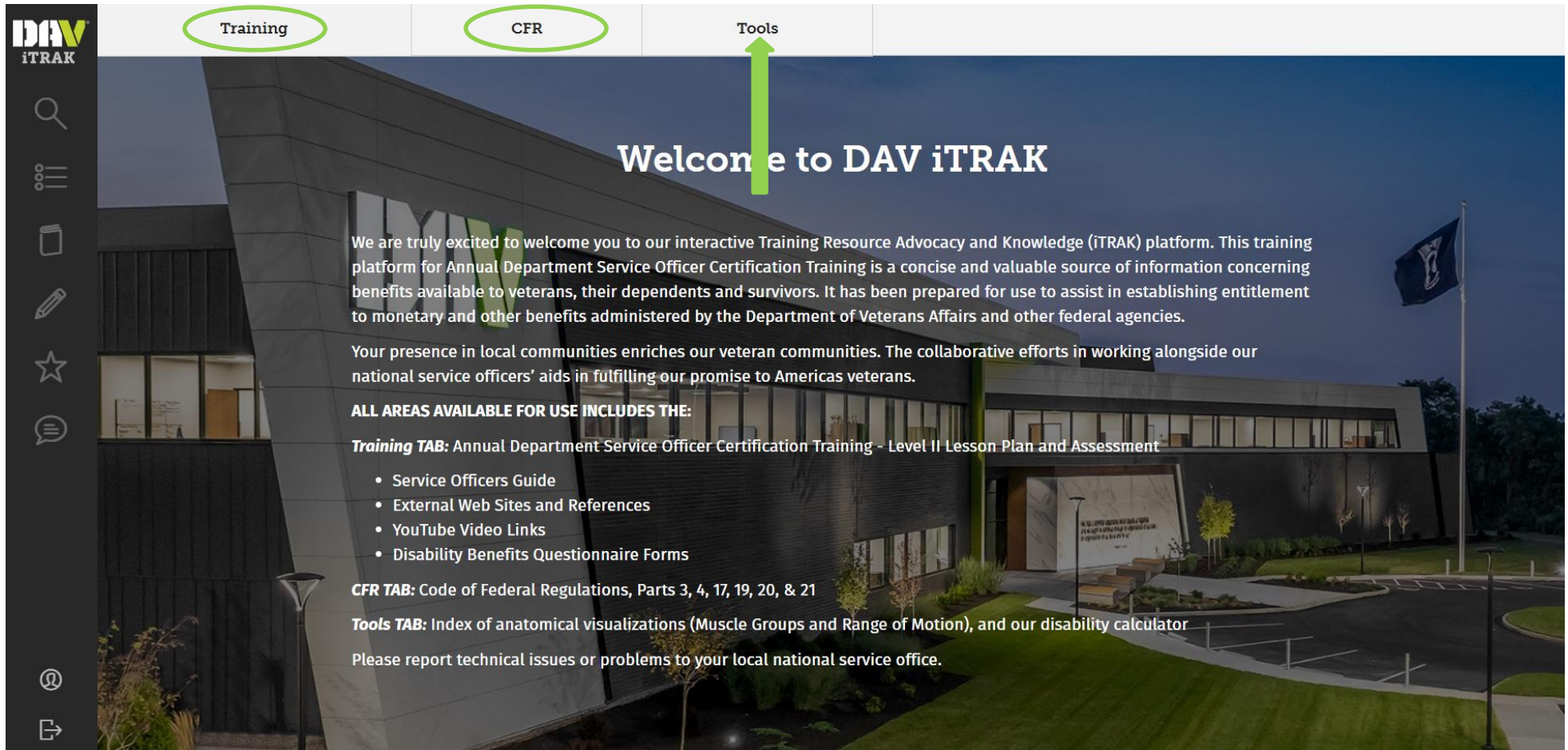
(h) Discharge or release includes retirement from the active military, naval, air, or space service.

Global Navigation, Top Menu, Tools Tab (Only Level II Access)

Upon gaining access, the below will be shown. The “Training”, “CFR”, and “Tools” tabs are dedicated sections that provides information about DAV training and development material, and various benefit resources.

Please note, the “Tools” tab is only viewable for Level II participants and certifications.

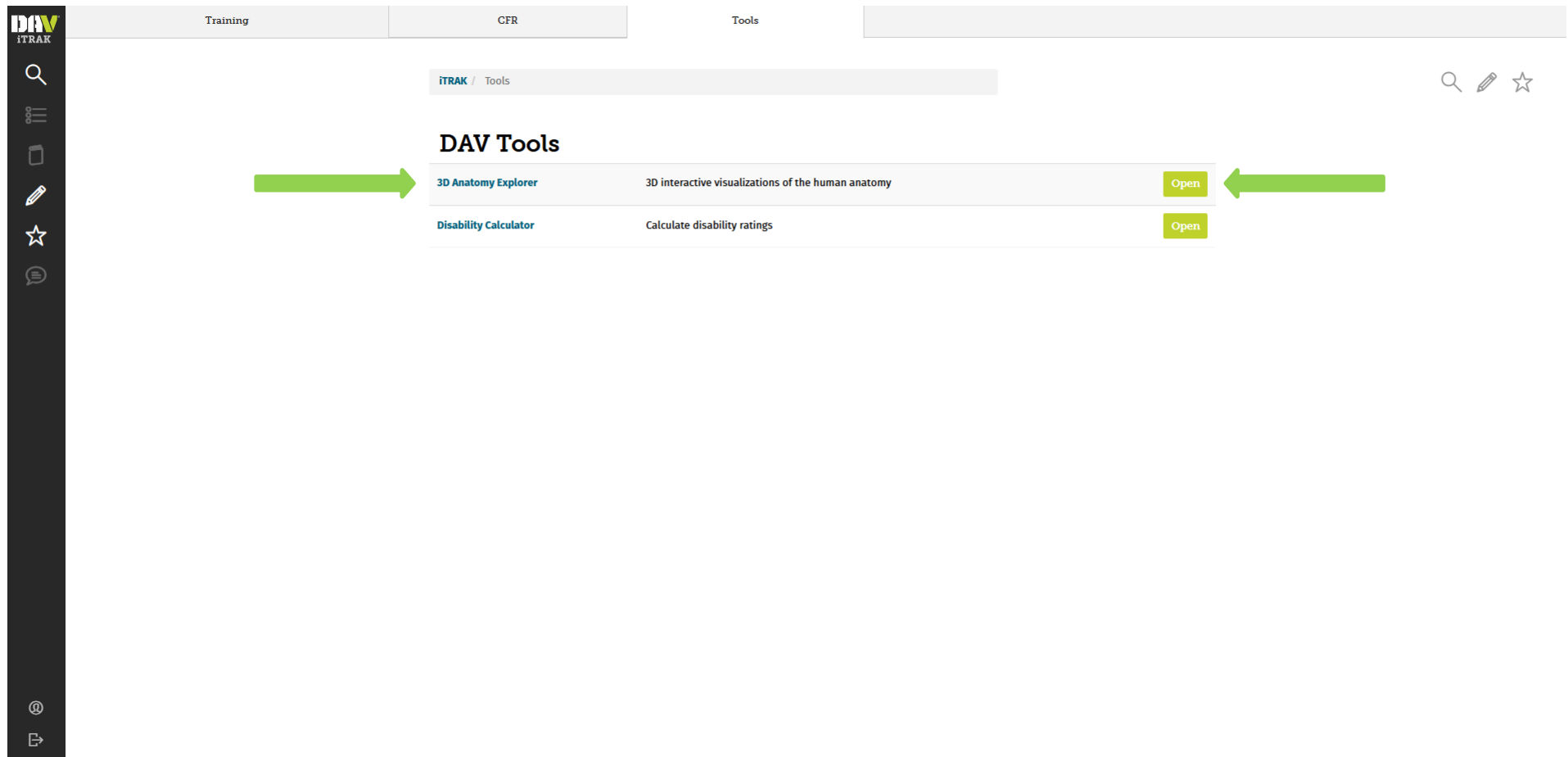
✓ Click on the “Tools” tab icon as seen below.



Global Navigation, Top Menu, Tools Tab, 3D Anatomy Explorer (Only Level II Access) (Continued)

Upon clicking on the “Tools” tab, the below screen will be shown, which includes a “3D Anatomy Explorer” and “Disability Calculator”.

- ✓ Select the “3D Anatomy Explorer” icon or “Open” as seen below.

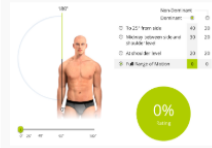


Global Navigation, Top Menu, Tools Tab, 3D Anatomy Explorer (Only Level II Access) (Continued)

Upon clicking “3D Anatomy Explorer” icon or “Open”, the below screen will be shown.

- ✓ There are 26 Anatomy Interactives, which are 3D interactive visualizations of the human anatomy. Each cover a different set of diagnostic codes and provides a visual understanding of how they relate to the VA Schedule for Rating Disabilities.
- ✓ Select “Filter by Category”, and upon doing, the following three options will be provided to select from.
 - Range of Motion
 - Muscle Groups
 - Body Systems
- ✓ Select “Quick Search”, and type the word “limitation” or if wishing to search for a specific word, such as shoulder, joint, neck, etc.
- ✓ For this example, click on “Limitation of Motion of Arm”.

The screenshot displays the iTRAK 3D Anatomy Explorer interface. The top navigation bar includes 'Training', 'CFR', and 'Tools'. The left sidebar contains icons for search, menu, document, edit, star, and chat. The main content area shows '3D Anatomy Interactives' with a search bar containing 'limitation' and a 'Filter by Category' button. Below this is a table of interactives.

Interactive	Category	Diagnostic Code(s)
 Limitation of Motion of Arm	Range of Motion	5201
 Limitation of Flexion of Forearm	Range of Motion	5206

Global Navigation, Top Menu, Tools Tab, 3D Anatomy Explorer (Only Level II Access) (Continued)

Upon clicking “Limitation of Motion of Arm”, the below screen will be shown.

- ✓ In this example, a visualization is provided pursuant to 38 C.F.R. § 4.71a Schedule of ratings—musculoskeletal system, with limitation of motion at shoulder level for a dominant arm, is warranted to a 20 percent evaluation.
- ✓ Different selections may also be made to obtain unique visualizations.

The screenshot displays the iTRAK 3D Anatomy Explorer interface. The top navigation bar includes 'Training', 'CFR', and 'Tools'. The breadcrumb trail shows 'iTRAK / Tools / 3D Anatomy / Limitation of Motion of Arm'. The main area features a 3D model of a male torso with the right arm extended horizontally at 90 degrees. A green circle highlights the arm and the rating table. The rating table has columns for 'Non-Dominant' and 'Dominant' ratings. The 'At shoulder level' option is selected, resulting in a 20% rating for both sides. A green arrow points to the '20' in the 'Dominant' column. Below the table, a green circle displays '20% Rating'. A horizontal slider at the bottom indicates the range of motion from 0° to 180°, with a yellow dot at 90°.

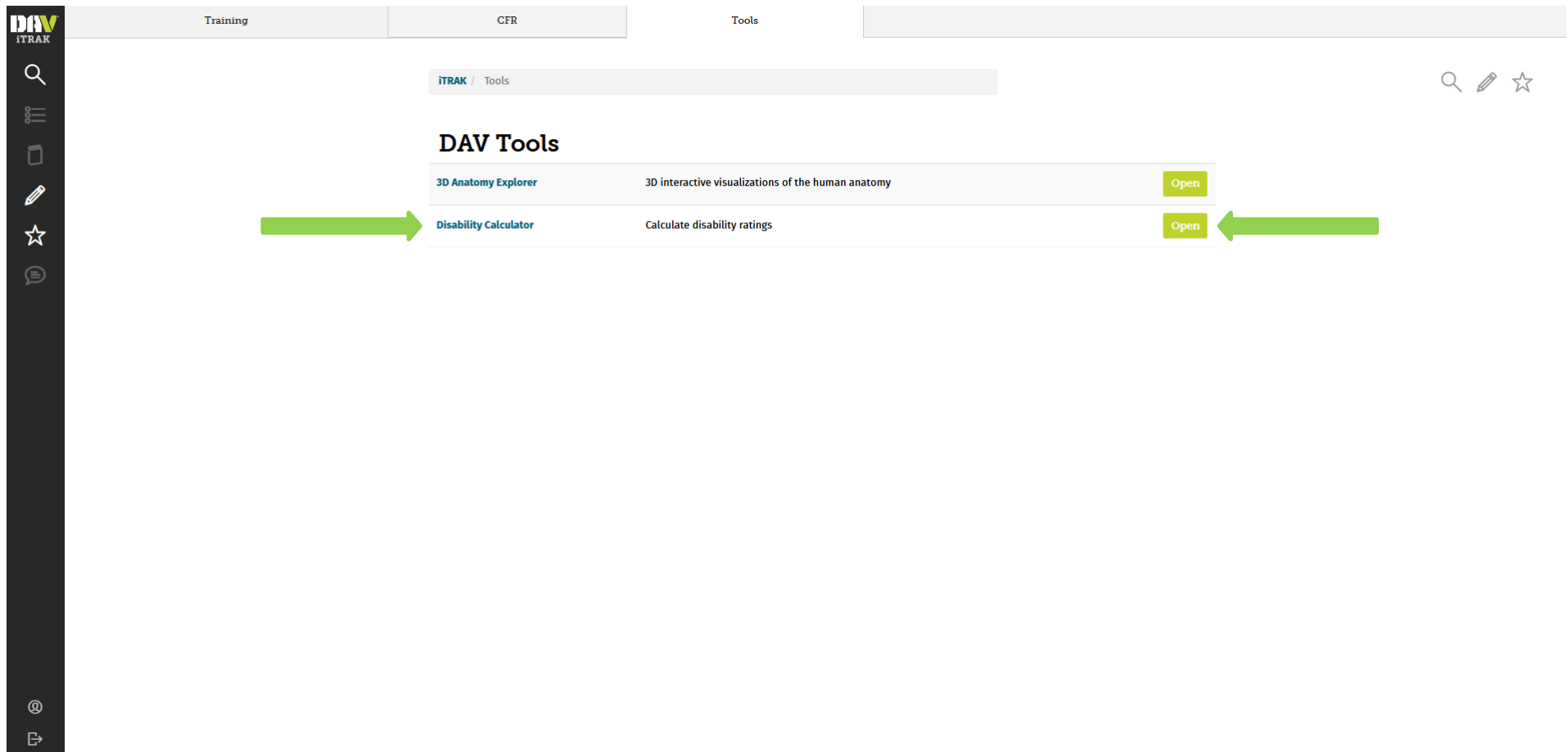
	Non-Dominant	Dominant
☐ To 25° from side	40	30
☐ Midway between side and shoulder level	30	20
☒ At shoulder level	20	20
☐ Full Range of Motion	0	0

20% Rating

Global Navigation, Top Menu, Tools Tab, Disability Calculator (Only Level II Access)

Upon clicking on the “Tools” tab, the below screen will be shown, which includes a “3D Anatomy Explorer” and “Disability Calculator”.

- ✓ Select the “Disability Calculator” icon or “Open” as seen below.



Global Navigation, Top Menu, Tools Tab, Disability Calculator (Only Level II Access) (Continued)

Upon clicking “Disability Calculator” icon or “Open”, the below screen will be shown. Please note, the calculations used in this example are based on the 2025 rates.

- ✓ In this example, two 50 percent ratings for both the right and left leg were selected, along with one dependent child, being married, and one SMC “k”. Upon adding disability ratings, they will show in the “Add Disabilities” portion and provide a combined evaluation.
- ✓ As seen the compensation rate is provided, the monthly or annual amount are also shown.
- ✓ Select “View Calculations”. This tool may aid in explaining to clients how calculations are made pursuant to 38 C.F.R. § 4.25 Combined Ratings Table and § 4.26 Bilateral Factor.

Global Navigation, Top Menu, Tools Tab, Disability Calculator (Only Level II Access) (Continued)

Upon clicking “View Calculations”, the below pop up screen will be shown.

- ✓ The bilateral disability and percentage calculations are broken down.
- ✓ This can be copy and pasted into a word document, if needed.

The screenshot displays the iTRAK web application interface. The top navigation bar includes 'Training', 'CFR', and 'Tools'. The 'Tools' tab is active, showing the 'Disability Calculator' page. The calculator interface includes a sidebar with a search icon, a list of icons, and a grid of percentage buttons (10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90%, 100%). Below the grid are dropdown menus for 'Dependent children under the age of 18' (set to 1) and 'Dependent children between 18 and 23' (set to NONE). A 'MARRIED' button is also visible. A disclaimer at the bottom states: 'Disclaimer- Please note that this calculation tool is to be used for calculations, ratings, and monetary amounts. Please e...'. A pop-up window titled 'Bilateral Disability Percentage Calculations' is overlaid on the calculator. It contains two tables: 'Bilateral Disability Percentage Calculations' and 'Disability Percentage Calculations'. The first table has columns 'Item', 'Calculation', and 'Notes'. The second table also has columns 'Item', 'Calculation', and 'Notes'. A green circle highlights the pop-up window.

Bilateral Disability Percentage Calculations

Item	Calculation	Notes
0.5% BILATERAL	50.00% = (newMultiArray[i].percent*100)% (X) 50.00%	Total Disability (%) + Current Disability(%) = Item Disability(%) multiplied (X) by Current Ability(%) (All rounded)
0.75% BILATERAL	75.00% = (newMultiArray[i].percent*100)% (X) 25.00%	Total Disability (%) + Current Disability(%) = Item Disability(%) multiplied (X) by Current Ability(%) (All rounded)
7.50% Bilateral Factor	75% X 10%	10% of all calculated bilateral conditions
82% Bilateral Rating	75% + 7.50%	New rating from all bilateral calculations (Rounded)

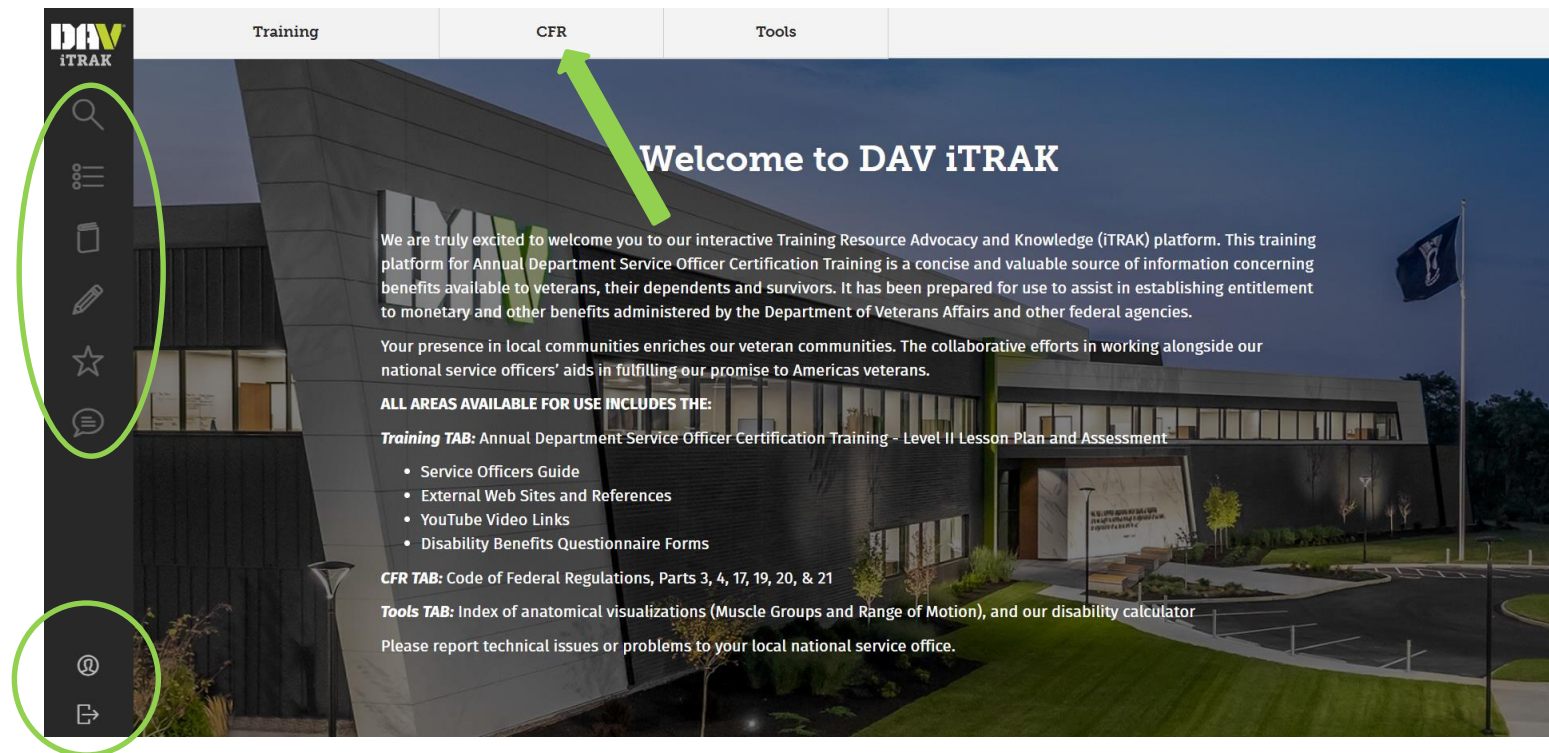
Disability Percentage Calculations

Item	Calculation	Notes
82.00% Bilateral	82.00% = 82% (X) 100.00%	Total Disability (%) + Current Disability(%) = Item Disability(%) multiplied (X) by Current Ability(%) (All rounded)

Global Navigation, Side Menu

Upon gaining access, the below will be shown. The side menu are dedicated features that allows to easily find information amongst tabs, and much more.

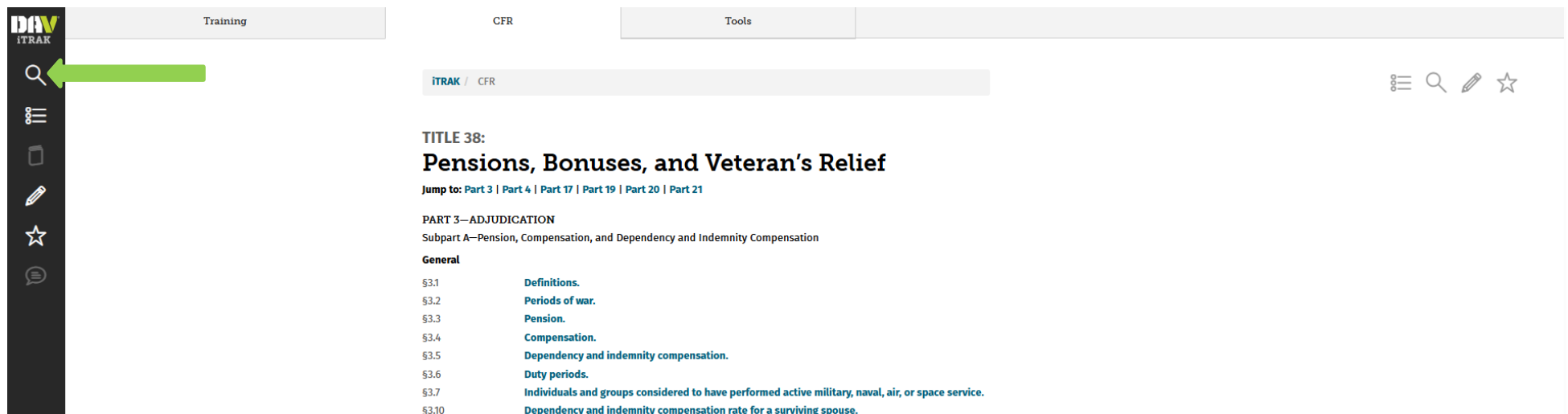
- ✓ The side menu includes the following features.
 - Search Tool, or the magnify glass
 - Table of Contents
 - Making Notes
 - Saving Favorites for Book Marking
 - Updating User Profile
 - Log Out
- ✓ Begin by clicking on the “CFR” tab icon as seen below.



Global Navigation, Side Menu, Search Function

Upon clicking on the “CFR” tab icon, the below will be shown. A few of the side menu options will be accessible.

- ✓ Select the “Search” or magnify glass option.



The screenshot displays the iTRAK web application interface. On the left is a dark vertical sidebar with the iTRAK logo at the top and several icons below: a magnifying glass (search), a hamburger menu, a document icon, a pencil icon, a star icon, and a speech bubble icon. A green arrow points to the magnifying glass icon. The main content area has a light gray header with three tabs: "Training", "CFR", and "Tools". The "CFR" tab is selected. Below the header, a breadcrumb trail shows "iTRAK / CFR". In the top right corner of the main area, there are icons for a list, search, edit, and star. The main content displays "TITLE 38: Pensions, Bonuses, and Veteran's Relief" with a link to "Jump to: Part 3 | Part 4 | Part 17 | Part 19 | Part 20 | Part 21". Below this is "PART 3—ADJUDICATION" and "Subpart A—Pension, Compensation, and Dependency and Indemnity Compensation". A section titled "General" lists several items:

- \$3.1 Definitions.
- \$3.2 Periods of war.
- \$3.3 Pension.
- \$3.4 Compensation.
- \$3.5 Dependency and indemnity compensation.
- \$3.6 Duty periods.
- \$3.7 Individuals and groups considered to have performed active military, naval, air, or space service.
- \$3.10 Dependency and indemnity compensation rate for a surviving spouse.

Global Navigation, Side Menu, Search Function (Continued)

Upon clicking on the “Search” or magnify glass option, the below will be shown.

- ✓ There are several different ways to conduct a search, including the “Training” and “CFR” tabs. Each tab selected provides a list of different search features. For CFR, a search can be conducted by the following.
 - ✓ DC, or Diagnostic Code
 - ✓ CFR, or Code of Federal Regulations
 - ✓ Search, for searching amongst all options
- ✓ For this example, type into the search area “Painful Motion”. The system will automatically share results with the most likely search results being shown first. iTRAK shows there were 52 results found.
- ✓ Upon selecting, “4.59 Painful Motion”, it will take the user to that specific section or regulation of where the term was found.

The screenshot displays the iTRAK search interface. At the top, a search bar contains the text "painful motion". To the right of the search bar are two buttons: "Search by DC" and "Search by CFR", both highlighted with green circles. Below the search bar is a navigation bar with three tabs: "Training", "CFR", and "Tools". The "Training" tab is highlighted with a green circle. Below the navigation bar, the search results are displayed. The title "Search results for: painful motion" is highlighted with a green circle. Below the title, it says "Showing 1 to 20 of 52 results. Query executed in 52 ms." The first result is "4.59 Painful motion." which is highlighted with a green circle. A green arrow points to the "4.59 Painful motion." result. The result text is: "§ 4.59Painful motion. With any form of arthritis, painful motion is an important factor of... recognize painful motion with joint or periarticular pathology as productive of disability. It is the... intention to recognize actually painful, unstable, or malaligned joints, due to healed injury, as... involved should be tested for pain on both active and passive motion, in weight-bearing and nonweight". Below this are other results: "4.67 Pelvic bones.", "4.71a Schedule of ratings musculoskeletal system.", "4.71 Measurement of ankylosis and joint motion.", and "20.1002 Rule 1002. Filing and disposition of motion for reconsideration.".

Global Navigation, Side Menu, Table of Contents

Upon gaining access, click on the “Training” tab, then select the training lesson, and the below screen will be shown. In the side menu, several features will be shown.

- ✓ Select the “3 dots with rows of lines”, and each page within the lesson will be shown.
- ✓ Simply select one of the pages wanting to view, and the page will be shown.
 - Please note, this can also be completed when reviewing the “CFR” tab.

The screenshot displays the iTRAK training interface. On the left, a dark sidebar contains a search icon, a menu icon (three horizontal lines), and a green arrow pointing upwards. The main content area is titled "Table of Contents" and lists the following items:

- Department and Chapter Service Officer Certification Training - Level I
 - Introduction
 - p. 1 Lesson Goals, Materials, and Resources
 - p. 2 Welcome Messages
 - p. 3 DAV Mission Statement and Purpose
 - p. 4 DAV Service Officers and their Responsibilities
 - p. 5 Terms and Limitations of Certification Reminders
 - p. 6 DAV Program - Information Seminar and Disaster Relief Programs
- Department and Chapter Service Officer Certification Training - Level II

On the right, the "Training" tab is selected, and the "CFR" sub-tab is highlighted with a green circle. The main content area shows the title "Department and Chapter Service Officer Certification Training - Level I" and a "Get Started" button. Below the title, there is a large image of a group of people and a smaller image of a man. The text "SUPPORTING VICTORIES FOR VETERANS" is prominently displayed in large, bold, dark letters. The iTRAK logo is visible in the bottom right corner.

Global Navigation, Side Menu, Making Notes

When in a training lesson or the CFR, digital notes can be saved on information being reviewed.

- ✓ As seen below, simply select the “Pencil” in the top right corner of the lesson or CFR page.
- ✓ Type the notes pertaining the information to be kept.
- ✓ At any time within either the “Training” or “CFR” tabs in iTRAK, click the “Pencil” on the side menu, and the notes will be seen. If wishing to go to the page where the note was created, simply click on the saved note.
- ✓ To delete the note, click on the “X-Remove Note” of the note in the side menu.

The screenshot displays the iTRAK interface. On the left is a dark sidebar with a 'Notes' section at the top, which is circled in green. Below it are icons for search, menu, document, pencil, star, and chat. A green arrow points to the pencil icon. The main content area has a header with 'Training' and 'CFR' tabs. Below the header is a banner for 'Department and Chapter Service Officer Certification Training - Level I'. A breadcrumb trail shows 'iTRAK / Level I and II Training / Department and Chapter Service Officer Certification Training - Level I'. The main title is 'DAV Service Officers and their Responsibilities'. A map of the United States shows locations of service offices, with a legend indicating 'National service offices' (blue stars) and 'Transition service offices' (yellow stars). A text box on the right contains the text: 'National Service Officers act as attorney-in-fact, and represent claimants in the preparation, presentation and prosecution of claims for veterans benefits.' A green arrow points to the pencil icon in the top right corner of the main content area. At the bottom, there is a footer with 'Page 4 of 29' and a 'Next' button.

Notes

Department and Chapter Service Officer Certification Training - Level I, Page 4

National Service Officers act as attorney-in-fact, and represent claimants in the preparation, presentation and prosecution of claims for veterans benefits.

Training CFR

Department and Chapter Service Officer Certification Training - Level I

iTRAK / Level I and II Training / Department and Chapter Service Officer Certification Training - Level I

DAV Service Officers and their Responsibilities

National Service Officers act as attorney-in-fact, and represent claimants in the preparation, presentation and prosecution of claims for veterans benefits.

★ National service offices
★ Transition service offices

National Service Officers (NSOs) are accredited representatives of the Department of Veterans Affairs. NSOs act as attorneys-in-fact for veterans and their families in the pursuit of compensation, pension and other benefits before the VA and other government entities. NSOs have a detailed knowledge of the law pertaining to veterans benefits and a sufficient understanding of medical terminology, anatomy and physiology. NSOs represent claimants in the

Page 4 of 29 Next

Global Navigation, Side Menu, Favorites for Book Marking

When in a training lesson or the CFR, a book mark can be saved to a favorites list to review later or for easy access.

- ✓ As seen below, simply select the “Star” in the top right corner of the lesson or CFR page.
- ✓ At any time within either the “Training” or “CFR” tabs in iTRAK, click the “Star” on the side menu, and the page will be seen. If wishing to go to the page where the book mark was created, simply click on.
- ✓ To unbook mark, click on the “Star” in the top right of the page it was created.

The screenshot displays the iTRAK interface. On the left is a dark sidebar with a 'Favorites' section containing a single item: 'Department and Chapter Service Officer Certification Training - Level I, Page 27' with the subtitle 'Interview Techniques - Military Sexual Trauma'. A green arrow points to the star icon in the sidebar. The main content area has a header with 'Training' and 'CFR' tabs. Below the header is a banner for 'Department and Chapter Service Officer Certification Training - Level I'. The main content area shows the title 'Interview Techniques - Military Sexual Trauma' and a large image of three people in military uniforms. Below the image is text about the interview process for claims and an example of how to ask a veteran about MST. A green arrow points to the star icon in the top right corner of the main content area.

DAV iTRAK

Training CFR

Department and Chapter Service Officer Certification Training - Level I

Interview Techniques - Military Sexual Trauma

Interview Techniques - Military Sexual Trauma

The interview process for claims can be particularly difficult for veterans who have experienced MST. During your interview, it's important to maintain eye contact and be mindful of your tone of voice, pace, and body language. If you aren't comfortable asking about MST, the veteran won't likely feel comfortable talking about it.

An example of how to ask a veteran about MST: "In order for me to be as helpful as possible, it's important for me to know what kinds of experiences are related to your claim. Many veterans have experienced uninvited or unwanted sexual attention while in the military, such as touching, cornering, pressure, and inappropriate comments. Are any experiences like this related to your claim?"

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Global Navigation, Side Menu, Update User Profile

Upon accessing iTRAK, click on the “silhouette” on the lower left of the screen, then the following will be shown. Edits can be made to the following.

- ✓ Email: Although an email may be updated, the username will always remain the same.
- ✓ Office Location: In the event of relocating, an office location can be selected of the new location.
- ✓ First and Last Name
- ✓ Change and Confirm Password: The password must be updated upon initial log in.
- ✓ Profile Photo: Simply select, then add a photo by clicking on from the window pop-up.

Update Profile

Username: usernameitrak@gmail.com

Email: usernameitrak@gmail.com Office Location: MI - Detroit

First Name: Jon Last Name: Snow

Change Password: Confirm Password:

Profile Picture: Choose File

Save