



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."

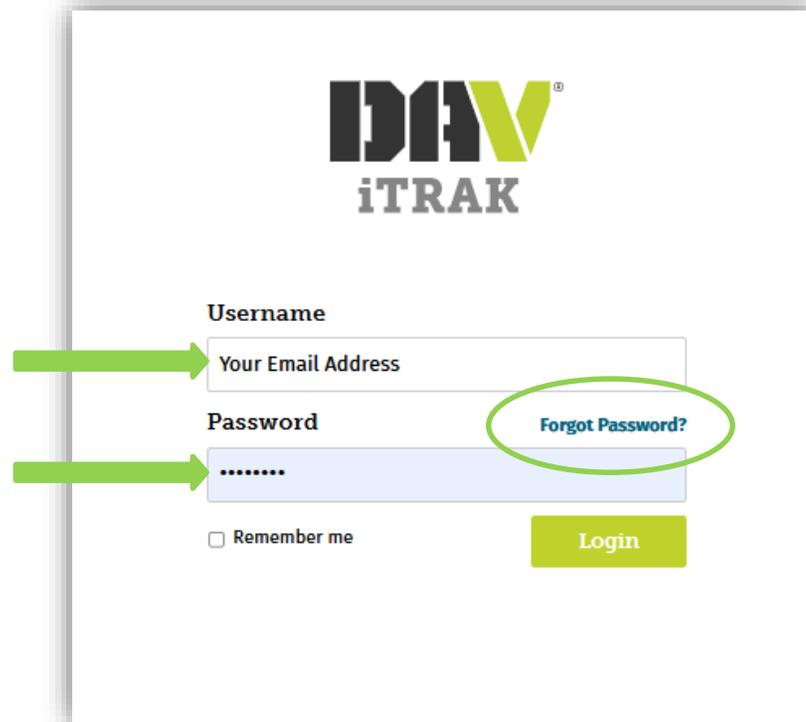
Here's a more detailed breakdown:

- ✓ 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 screenshot shows the iTRAK login interface. At the top center is the logo for DAV iTRAK, with "DAV" in a stylized font and "iTRAK" below it. Below the logo 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 blue link labeled "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.

DAV iTRAK

Training CFR Tools

Welcome to DAV iTRAK

We are truly excited to welcome you to our interactive Training Resource Advocacy and Knowledge (iTRAK) platform. This training platform for Annual Department Service Officer Certification Training is a concise and valuable source of information concerning benefits available to veterans, their dependents and survivors. It has been prepared for use to assist in establishing entitlement to monetary and other benefits administered by the Department of Veterans Affairs and other federal agencies.

Your presence in local communities enriches our veteran communities. The collaborative efforts in working alongside our national service officers' aids in fulfilling our promise to Americas veterans.

ALL AREAS AVAILABLE FOR USE INCLUDES THE:

Training TAB: Annual Department Service Officer Certification Training - Level II Lesson Plan and Assessment

- Service Officers Guide
- External Web Sites and References
- YouTube Video Links
- Disability Benefits Questionnaire Forms

CFR TAB: Code of Federal Regulations, Parts 3, 4, 17, 19, 20, & 21

Tools TAB: Index of anatomical visualizations (Muscle Groups and Range of Motion), and our disability calculator

Please report technical issues or problems to your local national service office.

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.



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. At the top, a navigation bar includes the iTRAK logo, 'Level I and II Training', and the course title 'Department and Chapter Service Officer Certification Training - Level II'. A search, edit, and star icon is visible in the top right. The main content area features a large image of a diverse group of people, with a blue 'Get Started' button overlaid. A green arrow points from the 'Get Started' button to the right-hand side of the interface, which shows the 'Training' tab selected in a top menu. Below the menu is a green banner with silhouettes of legs. The 'Lesson Goals, Materials and Resources' section is circled in green and contains the following text: '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 communication:' followed by a bulleted list: '• 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.', and '• Effective dates, protected and pre-stabilization ratings, the combined ratings table, and essentials of evaluative rating.' At the bottom right, the page number 'Page 1 of 45' and a 'Next >' button are visible. A green arrow points down from the 'Next >' button.

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

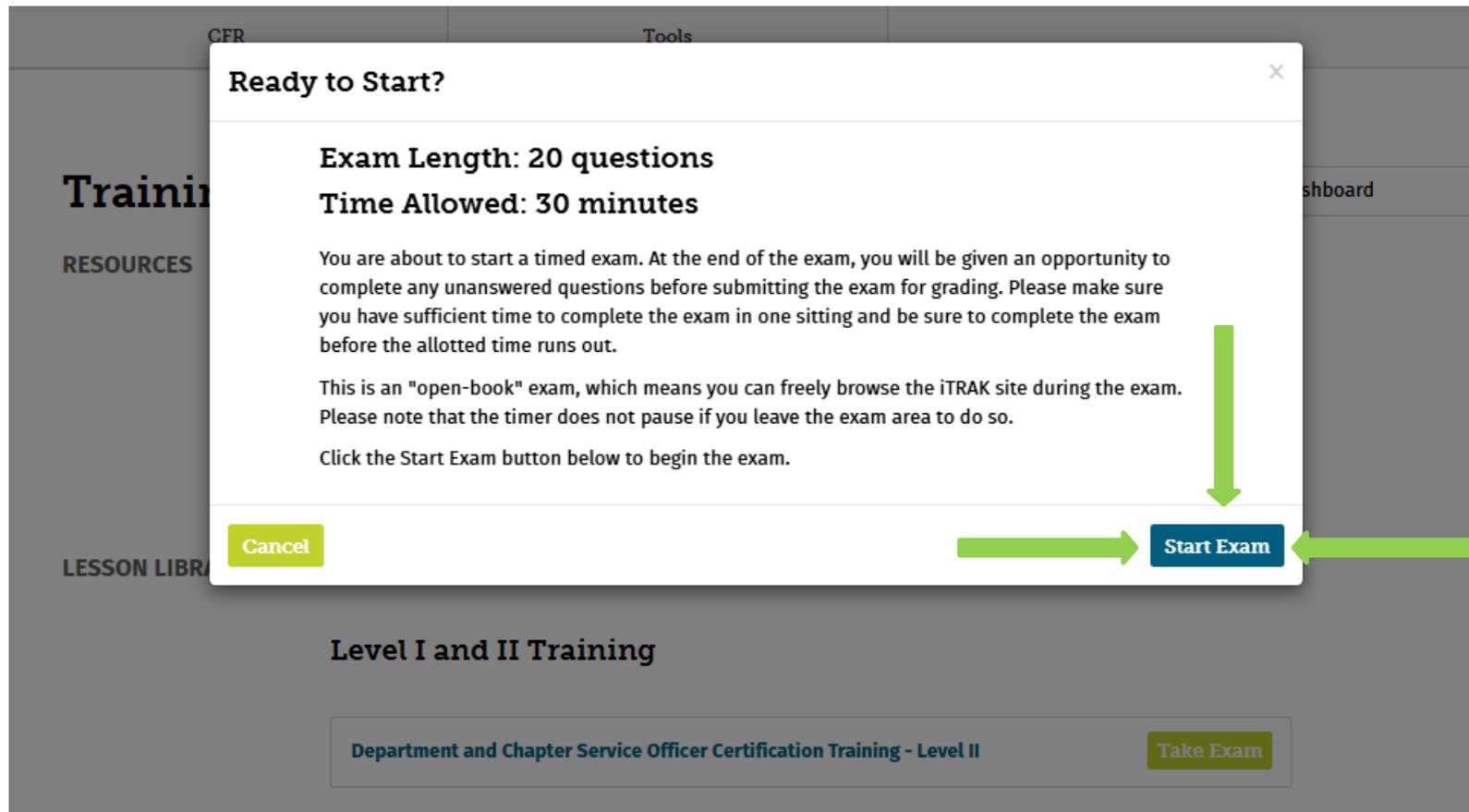
Level I and II Training

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 for "Training", "CFR", and "Tools". The "Training" tab is selected, indicated by a green arrow pointing to it. Below the navigation bar, the "Training Dashboard" is displayed. It features a "Viewing:" dropdown menu set to "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 "Score" button is circled in green. A "Training Acknowledgement" pop-up window is overlaid on the right side of the dashboard. The pop-up contains the following text: "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):" followed by a bulleted 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. The background of the dashboard is dimmed.

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.

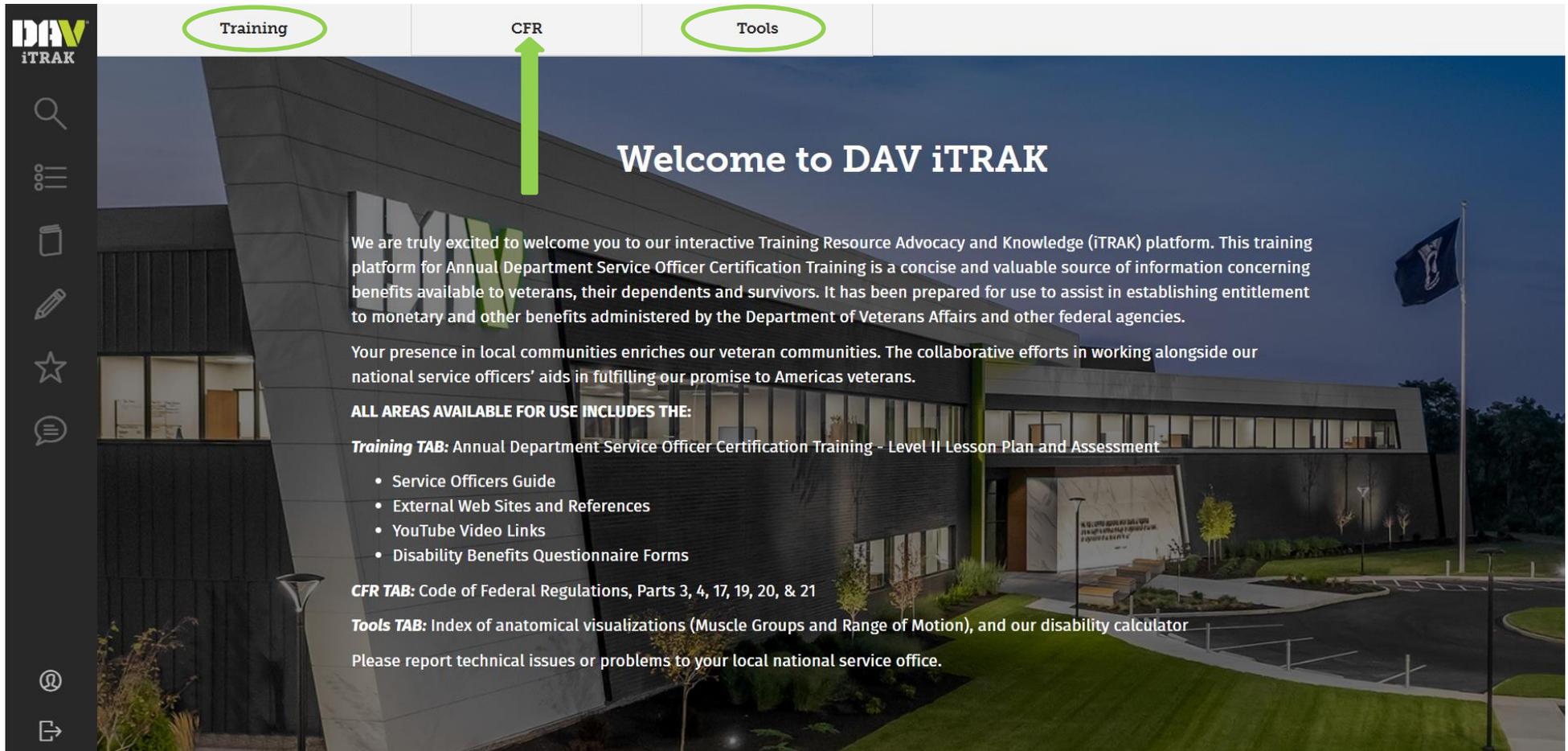
✓ **Congratulations** for successfully completing training, and receiving certification!!

The screenshot shows a web browser window with two tabs. The active tab is titled "download" and shows the URL "davitrak.org/api/certificate/download". The browser's address bar and toolbar are visible. Below the browser, a PDF viewer displays a certificate titled "Service Officer Certification Level II" for Jon Snow. The certificate is framed by a green circle. The certificate text includes the DAV logo, the name "Jon Snow", the certification date "June 10, 2025", and the expiration date "December 10, 2026". The certificate is signed by Daniel Contreras (National Commander), Bang Zhi (National Adjutant), and Jim Waggel (National Service Director). A smaller thumbnail of the certificate is visible in the left sidebar of the PDF viewer.

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.



DAV
iTRAK

Training CFR Tools

Welcome to DAV iTRAK

We are truly excited to welcome you to our interactive Training Resource Advocacy and Knowledge (iTRAK) platform. This training platform for Annual Department Service Officer Certification Training is a concise and valuable source of information concerning benefits available to veterans, their dependents and survivors. It has been prepared for use to assist in establishing entitlement to monetary and other benefits administered by the Department of Veterans Affairs and other federal agencies.

Your presence in local communities enriches our veteran communities. The collaborative efforts in working alongside our national service officers' aids in fulfilling our promise to Americas veterans.

ALL AREAS AVAILABLE FOR USE INCLUDES THE:

Training TAB: Annual Department Service Officer Certification Training - Level II Lesson Plan and Assessment

- Service Officers Guide
- External Web Sites and References
- YouTube Video Links
- Disability Benefits Questionnaire Forms

CFR TAB: Code of Federal Regulations, Parts 3, 4, 17, 19, 20, & 21

Tools TAB: Index of anatomical visualizations (Muscle Groups and Range of Motion), and our disability calculator

Please report technical issues or problems to your local national service office.

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.

The screenshot shows the ITRAK website interface. At the top, there is a navigation bar with tabs for "Training", "CFR", and "Tools". A green arrow points to the "CFR" tab. Below the navigation bar, the main content area displays "TITLE 38: Pensions, Bonuses, and Veteran's Relief". A green circle highlights the "Jump to: Part 3 | Part 4 | Part 17 | Part 19 | Part 20 | Part 21" link. Below this, the "PART 3—ADJUDICATION" section is visible, including "Subpart A—Pension, Compensation, and Dependency and Indemnity Compensation" and a list of sections under "General" such as "Definitions", "Periods of war", "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", and "Disability and death pension; Mexican border period and later war periods".

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 navigation 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, a search bar is visible with the text "definitions" entered. Below the search bar, it indicates "45 matches found". A green arrow points from the search bar to the "Definitions" link in the list of results. The main content area shows the following structure:

- TITLE 38:**
 - Pensions, Bonuses, and Veteran's Relief**
 - Jump to: [Part 3](#) | [Part 4](#) | [Part 17](#) | [Part 19](#) | [Part 20](#) | [Part 21](#)
 - PART 3—ADJUDICATION**
 - Subpart A—Pension, Compensation, and Dependency and Indemnity Compensation
 - General**
 - §3.1 **Definitions.**
 - §3.2 Periods of service.
 - §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.
 - §3.11 Homicide.
 - §3.12 Benefit eligibility based on character of discharge.
 - §3.12a Minimum active-duty service requirement.
 - §3.13 Discharge to change status.
 - §3.14 Validity of enlistments.
 - §3.15 Computation of service.
 - §3.16 Service pension.
 - §3.17 Disability and death pension; Mexican border period and later war periods.
 - §3.18-19 [Reserved]
 - §3.20 Surviving spouse's benefit for month of veteran's death.
 - §3.21 Monetary rates.
 - §3.22 DIC benefits for survivors of certain veterans rated totally disabled at time of death.
 - §3.23 Improved pension rates—Veterans and surviving spouses.
 - §3.24 Improved pension rates—Surviving children.
 - §3.25 Parent's dependency and indemnity compensation (DIC)—Method of payment computation.
 - §3.26 Section 306 and old-law pension annual income limitations.
 - §3.27 Automatic adjustment of benefit rates.
 - §3.28 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.

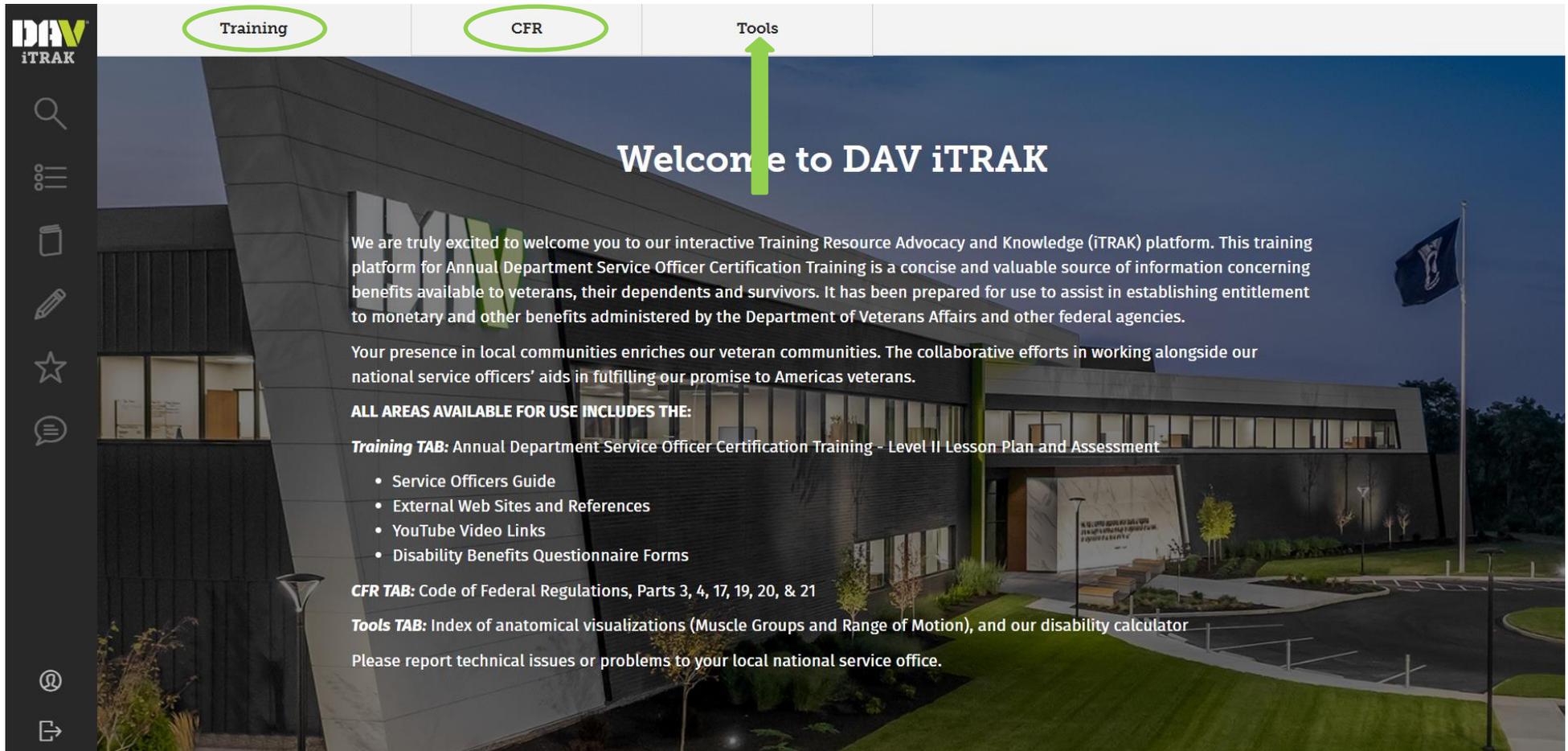
(h) Discharge or release includes retirement from the active military, naval, air, or space service.

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.



The screenshot shows the DAV iTRAK website interface. At the top, there is a navigation menu with three tabs: "Training", "CFR", and "Tools". The "Tools" tab is highlighted with a green arrow. Below the navigation menu, the main content area features a large image of a modern building at night. Overlaid on the image is the text "Welcome to DAV iTRAK". Below this, there is a paragraph of introductory text, followed by a paragraph about the platform's purpose. A section titled "ALL AREAS AVAILABLE FOR USE INCLUDES THE:" lists three tabs: "Training TAB", "CFR TAB", and "Tools TAB". The "Tools TAB" is described as an index of anatomical visualizations and a disability calculator. At the bottom, there is a note about reporting technical issues.

Training **CFR** **Tools**

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Tools TAB: Index of anatomical visualizations (Muscle Groups and Range of Motion), and our disability calculator

Please report technical issues or problems to your local national service office.

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.

The screenshot displays the DAV Tools interface. At the top, there is a navigation bar with tabs for "Training", "CFR", and "Tools". Below this, a breadcrumb trail shows "ITRAK / Tools". The main content area is titled "DAV Tools" and contains two tool entries:

Tool Name	Description	Action
3D Anatomy Explorer	3D interactive visualizations of the human anatomy	Open
Disability Calculator	Calculate disability ratings	Open

Two green arrows point to the "3D Anatomy Explorer" entry and its corresponding "Open" button.

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 main content area shows a search for 'limitation' and a 'Filter by Category' dropdown. A table lists two results: 'Limitation of Motion of Arm' and 'Limitation of Flexion of Forearm', both categorized as 'Range of Motion' with diagnostic code(s) 5201 and 5206 respectively. The '3D Anatomy Interactives' header is circled in green, and green arrows point to the search input, the filter dropdown, and the first table entry.

Interactive	Category	Diagnostic Code(s)
	Range of Motion	5201
	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.

	Non-Dominant	Dominant
<input type="radio"/> To 25° from side	40	30
<input type="radio"/> Midway between side and shoulder level	30	20
<input checked="" type="radio"/> At shoulder level	20	20
<input type="radio"/> 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.

The screenshot displays the DAV iTRAK interface. At the top, there is a navigation bar with tabs for 'Training', 'CFR', and 'Tools'. The 'Tools' tab is currently selected. Below the navigation bar, the breadcrumb path 'iTRAK / Tools' is visible. The main content area is titled 'DAV Tools' and contains two tool entries:

Tool Name	Description	Action
3D Anatomy Explorer	3D interactive visualizations of the human anatomy	Open
Disability Calculator	Calculate disability ratings	Open

Two green arrows are overlaid on the image: one points to the 'Disability Calculator' text in the second row, and the other points to the 'Open' button in the same row.

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.

The screenshot displays the "Disability Calculator" interface. The top navigation bar includes "Training", "CFR", and "Tools". The main content area is titled "DISABILITY CALCULATOR" and is divided into two steps:

- STEP 1 - ADD DISABILITIES:** A grid of percentage buttons (10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90%, 100%) is shown. Two 50% ratings are selected for "50% Left Leg" and "50% Right Leg".
- STEP 2 - ADD ADDITIONAL FACTORS:** A series of dropdown menus are used to input additional factors: 1 dependent child under the age of 18, NONE for dependent children between 18 and 23, MARRIED for marital status, NONE for number of dependent parents, and 1 for number of SMC(k) awards.

On the right side, a summary panel displays the results:

- 80%** Combined Disability
- 82% Disability Rating (A 7.50 bilateral factor has been applied)
- Compensation: **\$29,723.40** (Monthly/Annually)
- VIEW CALCULATIONS** button

A green arrow points to the "VIEW CALCULATIONS" button. A disclaimer at the bottom states: "Disclaimer: This calculator is intended to be used as an estimated evaluation and for informational purposes only. Many factors are considered with Veteran Affairs calculations, ratings, and monetary awards. For additional questions or assistance with VA benefits, this calculator uses 2025 rates."

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 Disability Calculator interface. The main window shows a grid of percentage buttons (10% to 100%) and a 'STEP 2 - AD' section with dropdown menus for dependent children and marital status. A pop-up window titled 'Bilateral Disability Percentage Calculations' is overlaid, showing a table of calculations and notes. The table is divided into two sections: 'Bilateral Disability Percentage Calculations' and 'Disability Percentage Calculations'.

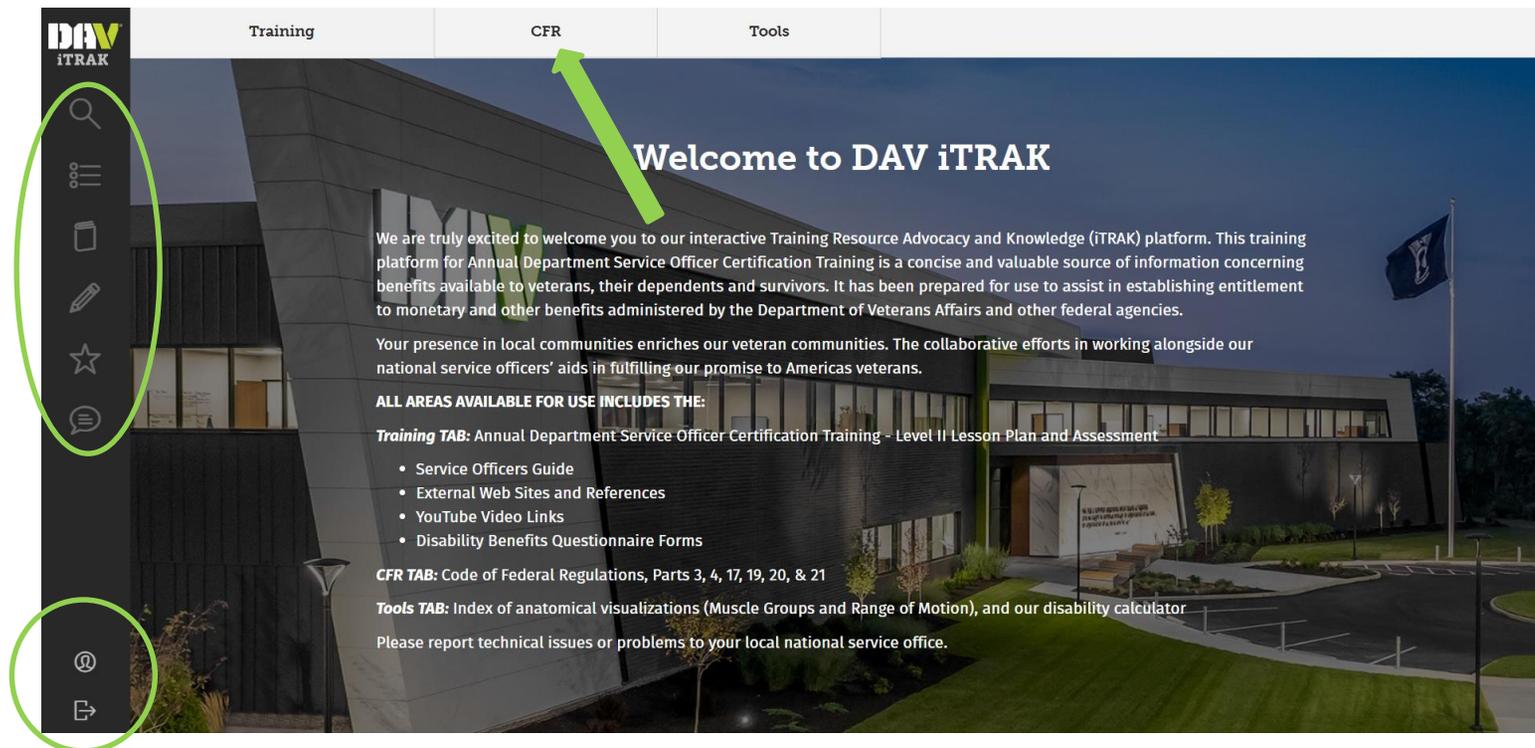
Item	Calculation	Notes
0.5% BILATERAL	$50.00\% = (\text{newMultiArray}[i].\text{percent} * 100)\% (X) 50.00\%$	Total Disability (%) + Current Disability(%) = Item Disability(%) multiplied (X) by Current Ability(%) (All rounded)
0.75% BILATERAL	$75.00\% = (\text{newMultiArray}[i].\text{percent} * 100)\%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

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.

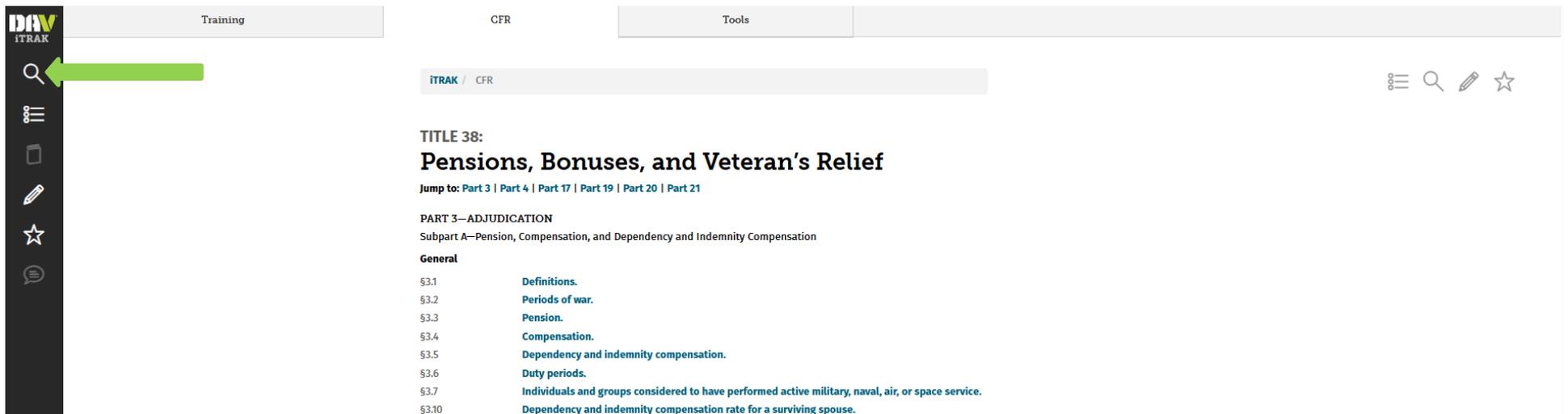
- ✓ The side menu includes the following features.
 - Search Tool, or the magnify glass
 - Table of Contents
 - Making Notes
 - Saving Favorites for Book Marking
 - Updating User Profile
 - Log Out
- ✓ Begin by clicking on the “CFR” tab icon as seen below.



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 interface. On the left, a dark vertical sidebar contains several icons: a magnifying glass (search), a hamburger menu, a mobile device icon, a pencil (edit), a star (favorites), and a speech bubble (comments). A green arrow points to the magnifying glass icon. The main content area features a header with tabs for 'Training', 'CFR', and 'Tools'. Below the header, a breadcrumb trail reads 'iTRAK / CFR'. The main heading is 'TITLE 38: Pensions, Bonuses, and Veteran's Relief'. Below this, there are links for 'Jump to: Part 3 | Part 4 | Part 17 | Part 19 | Part 20 | Part 21'. The content is organized into sections: 'PART 3—ADJUDICATION', 'Subpart A—Pension, Compensation, and Dependency and Indemnity Compensation', and 'General'. Under 'General', there is a list of sections: §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, and §3.10 Dependency and indemnity compensation rate for a surviving spouse. In the top right corner of the main content area, there are icons for a hamburger menu, a magnifying glass, a pencil, and a star.

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 left is the iTRAK logo. A search bar contains the text "painful motion" with a magnifying glass icon to its right. Below the search bar are three tabs: "Training", "CFR", and "Tools". The "CFR" tab is selected and circled in green. To the right of the tabs are two search filters: "Search by DC" and "Search by CFR", both circled in green. Below the tabs, the search results are displayed under the heading "Search results for: painful motion". A sub-heading indicates "Showing 1 to 20 of 52 results. Query executed in 52 ms." The first result is "4.59 Painful motion.", which is circled in green. A green arrow points to this result. Below it 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." The interface also includes a sidebar on the left with icons for search, home, and other functions, and a "Close Search" button in the top right corner.

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 image displays a screenshot of the iTRAK web application interface. On the left, a dark grey sidebar contains a search icon, a menu icon (three horizontal lines), and a green arrow pointing upwards. The main content area is divided into two sections. The top section, titled "Table of Contents", lists the following items: "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", and "p.6 DAV Program - Information Seminar and Disaster Relief Programs". The bottom section, titled "Department and Chapter Service Officer Certification Training - Level II", features a large green banner with the text "SUPPORTING VICTORIES FOR VETERANS" and the iTRAK logo. The banner also includes a "Get Started" button and a photo of a man. The top navigation bar shows "Training" and "CFR" tabs, with "CFR" highlighted by a green circle. The main content area also features a search icon, a pencil icon, and a star icon.

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 navigation icons: a magnifying glass, a list icon, a document icon, a pencil icon (highlighted with a green arrow), a star icon, and a speech bubble icon. At the top of the sidebar, the word "Notes" is visible, and a note titled "Department and Chapter Service Officer Certification Training - Level I, Page 4" is shown with its content: "National Service Officers act as attorney-in-fact, and represent claimants in the preparation, presentation and prosecution of claims for veterans benefits." This note is circled in green. The main content area has a header "Department and Chapter Service Officer Certification Training - Level I" and a breadcrumb trail "iTRAK / Level I and II Training / Department and Chapter Service Officer Certification Training - Level I". Below the header is the title "DAV Service Officers and their Responsibilities" and a map of the United States with markers for "National service offices" (blue stars) and "Transition service offices" (yellow stars). A text box on the right side of the map contains the same text as the note in the sidebar: "National Service Officers act as attorney-in-fact, and represent claimants in the preparation, presentation and prosecution of claims for veterans benefits." This text box is also highlighted with a green arrow. At the bottom of the page, there is a footer with "Page 4 of 29" and a "Next" button.

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 one item: 'Department and Chapter Service Officer Certification Training - Level I, Page 27' with the subtext 'Interview Techniques - Military Sexual Trauma'. A green oval highlights this item. Below the Favorites list is a green arrow pointing to a star icon in the sidebar. The main content area on the right has a header 'Department and Chapter Service Officer Certification Training - Level I' and a breadcrumb trail 'iTRAK / Level I and II Training / Department and Chapter Service Officer Certification Training - Level I'. A green arrow points to a star icon in the top right corner of the main content area. Below the breadcrumb is the title 'Interview Techniques - Military Sexual Trauma' and a photograph of three military personnel in uniform. Below the photo is a paragraph of text: '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.' Below that is another paragraph: '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?"' At the bottom right, there is a footer with 'Page 27 of 29' and a 'Next >' button.

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.

The screenshot shows the 'Update Profile' form in the iTRAK application. The form is titled 'Update Profile' and is located in the center of the screen. The form fields are as follows:

- Username: usernameitrak@gmail.com
- Email: usernameitrak@gmail.com
- Office Location: MI - Detroit
- First Name: Jon
- Last Name: Snow
- Change Password:
- Confirm Password: (empty)
- Profile Picture: (silhouette icon) Choose File
- Save: (blue button)

Green ovals highlight the Email, Office Location, First Name, Last Name, Change Password, and Confirm Password fields. Green arrows point to the 'Choose File' button and the 'Save' button.