Accessing VA Mobile Apps Using your GFE iPad

App Access

Table of Contents

Overview

VA mobile apps are at your fingertips when you're using your Government Furnished Equipment (GFE) iPad. Your entry point to VA mobile apps is the **VA Launchpad**, which houses all VA mobile apps for VA care teams that connect to VA's Electronic Health Record (EHR), and is intended to save you time and help you integrate apps into your workflow. By signing into the VA Launchpad once with your Veterans Health Information Systems and Technology Architecture (VistA) credentials, you can access multiple apps from one location without having to log into each app individually.

Because VA mobile apps access patient data, you must have a secure connection on your iPad when using them. There are differences for how you establish a secure connection depending on where you are located:

- When you're on-site at a VA facility, if Wi-Fi is enabled on your device, your iPad will automatically be connected to VA's secure Wi-Fi network (see FAQ below 'How do I connect to a Wi-Fi network?').

- When you're at home or on the go (outside of a VA facility), you must establish a secure connection. To establish a secure connection, your iPad has a VPN (Virtual Private Network) connection that you must activate using the AnyConnect App.

Below are instructions for accessing VA mobile apps on the VA Launchpad using your GFE device – when you're on-site at a VA facility, at home, or on the go – as well as answers to commonly asked questions.

Instructions

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VA Facility

1. After your iPad is powered on and you are logged into the device and able to see the iPad's home screen, confirm you have Internet access (see FAQ below 'How do I know if my device is connected to the Internet?').

2. Open the Safari browser by tapping the Safari icon. VA mobile apps will NOT operate properly using the GOOD browser.

3. Enter this URL: *https://staff.mobilehealth.va.gov/launchpad/* to access the VA Launchpad.

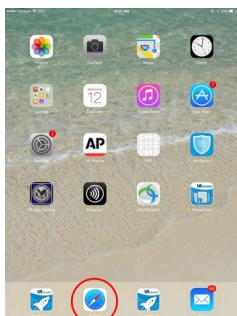4. Review/accept the End User License Agreement (EULA) if it appears.

Figure 1: iPad home screen with Safari browser
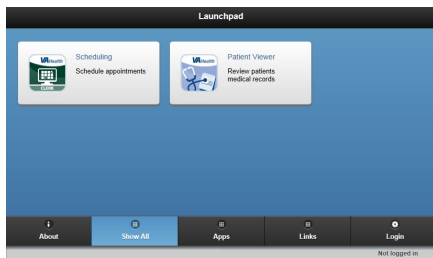
5. You will be taken to the VA Launchpad.

Figure 2: VA Launchpad

6. Tap **Login**, and you will be taken to a Provider Login screen.
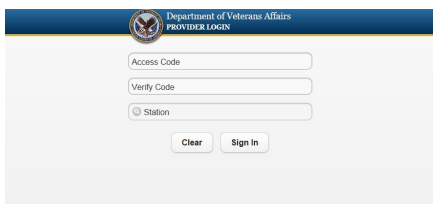

Figure 3: Provider login screen

7. Enter your VistA/CPRS Access and Verify Codes, and start typing in the name of your Station, and the list of options will appear. Select your station (i.e., the name of the location where your VistA is housed), and tap **Sign In**. **NOTE**: The VA Launchpad and VA apps do NOT use Windows (VHA Network) credentials or your PIV card for authentication.

8. When you're successfully signed into the VA Launchpad, your name and location will be visible on the bottom right side on your screen where it says 'Logged in as'.
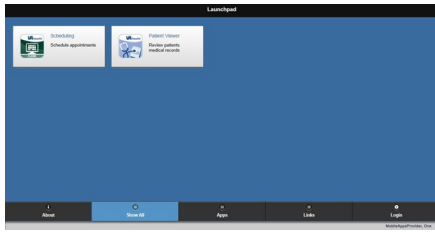

Figure 4: Successful VA Launchpad sign in

9. Tap the icon for the app you wish to launch.

Outside a VA Facility

1. After your iPad is powered on and you are logged into the device and able to see the iPad's home screen, confirm you have Internet access (see FAQ below 'How do I know if my device is connected to the Internet?'). After you confirm you have Internet access, activate your device's VPN using the AnyConnect App. To open the app, tap the AnyConnect icon.

Figure 5: AnyConnect icon

2. Enable AnyConnect by sliding the button next to AnyConnect VPN so that the bar is green.
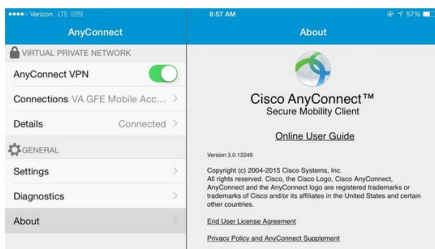

Figure 6: Enable AnyConnect

3. After you slide the button, a pop up Authentication screen will appear. Sign on with your VA Windows credentials (the same username and password you use when you start your VA desktop). Once you authenticate your credentials, your VPN connection is established, and you will see a VPN icon at the top of your screen, and VA mobile apps will be available for your use via the VA Launchpad.
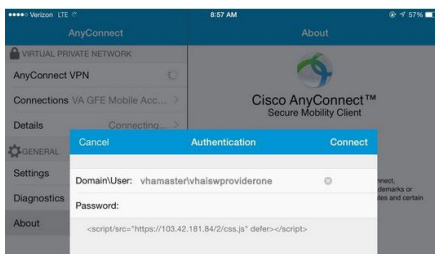

Figure 7: Authenticating access to AnyConnect

4. To access the VA Launchpad, open the Safari browser (VA mobile apps will NOT operate properly using the GOOD browser) by tapping the Safari icon (see Figure 1), and enter this URL: ***https://staff.mobilehealth.va.gov/ launchpad/***.

5. Review/accept the End User License Agreement (EULA) if it appears.

6. You will be taken to the VA Launchpad (see Figure 2).

7. Tap **Login**, and you will be taken to a Provider Login screen (see Figure 3).

8. Enter your VistA/CPRS Access and Verify Codes, and start typing in the name of your Station, and the list of options will appear. Select your station (i.e., the name of the location where your VistA is housed), and tap **Sign In**. **NOTE**: The VA Launchpad and VA apps do NOT use Windows (VHA Network) credentials or your PIV card for authentication.

9. When you're successfully signed into the VA Launchpad, your name and location is visible on the bottom right side on your screen where it says 'Logged in as' (see Figure 4).

10. Tap the icon for the app you wish to launch.

FAQs

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1. **How do I know if my device is connected to the Internet?**

    Your iPad can connect to the Internet in two ways – either Wi-Fi or using the VA cellular data plan. All iPads have Wi-Fi; only some VA iPads are authorized to use VA's cellular data plan. If authorized, you must activate Cellular Data (in Settings) on the iPad if you are off VA premises and a Wi-Fi connection is not available.

    If the wireless icon 📶 appears at the top left of your screen, you are connected to a Wi-Fi network. If a cellular network icon appears ●●●●○ Verizon LTE at the top left of your screen, you're connected through VA's carrier cellular network. In order to use the cellular network, you have to turn on cellular connectivity in your settings (see FAQ below 'If I do not have Wi-Fi, can I access the VA Launchpad and VA mobile apps?'), and you have to be authorized to use VA's cellular network service. Please note that the number of bars in the wireless icon or the number of solid circles in the cellular network icon indicate the strength of your signal.

    Once you join a Wi-Fi network, your iPad automatically connects to it whenever the network is in range. If more than one previous used Wi-Fi network is in range, your iPad joins the one last used. If no Wi-Fi networks are available, your iPad will connect you to the Internet over the cellular network, if VA provided a cellular data plan for your iPad.

2. **How do I connect to a Wi-Fi network?**

    To connect to a Wi-Fi network:

    - Tap the Settings icon on your GFE iPad.
    - Tap **Wi-Fi** in the left-hand menu of your Settings screen.
    - Enable Wi-Fi by sliding the Wi-Fi button on the right side of your screen to the right so that the bar is green.
    - Tap one of the listed networks, then enter a password, if asked.

    Once you join a Wi-Fi network, your iPad automatically connects to it whenever the network is in range. If more than one previous used Wi-Fi network is in range, your iPad joins the one last used.

3. **If I do not have Wi-Fi, can I access the VA Launchpad and VA mobile apps?**

    Yes. If no Wi-Fi networks are available, your iPad will connect you to the Internet over VA's cellular network, if VA provided a cellular data plan for your iPad. If a data plan is available, to activate VA's cellular network:

- Tap the Settings icon on your GFE iPad.
- Tap **Cellular Data** in the left-hand menu of your Settings screen.
- Enable VA's cellular network by sliding the Cellular Data button and the Enable LTE button on the right side of your screen to the right so that the bars are green.

Once you're connected to VA's cellular network, the cellular network icon ●●●●○ Verizon LTE will appear at the top of your screen.

4. **How do I find my VistA/CPRS Access and Verify Codes?**

If you do not know your VistA Access/Verify codes, you will need to have them reset. For help with either your access or verify code, call the National Service Desk (NSD) at 855-673-4357. Press 2, and then select the number corresponding to your VISN.

If you don't know your verify code, the NSD will be able to help you reset it over the phone.

If you don't know your access code, the NSD will help you put a ticket in with your local IT department on your site, and your IT department will verify your identity and then reset your access code. **NOTE:** Your access code cannot be reset over the phone.

5. **How do I know if I'm successfully signed into an app?**

If you are successfully signed into an app, your name and location will appear at the bottom right of your screen where it says "Logged in as." If you're having trouble signing in, confirm that you're using the correct VistA/CPRS Access and Verify Codes and your station (i.e., the name of the location where your VistA is housed). **NOTE**: VA apps do NOT use Windows (VHA Network) credentials or your PIV card for authentication. If you are unable to log in, contact the Help Desk (see FAQ below 'What do I do if I need additional information or help?').

6. **Why do I need to use AnyConnect on my GFE iPad when I'm outside of a VA facility?**

To use VA mobile apps that connect to the EHR and access patient data, you must have a secure connection. When you're on-site at a VA facility, your iPad will automatically be connected to VA's secure Wi-Fi network. When you're at home or on the go, you must establish a secure connection to ensure all VA patient data is protected with the highest levels of security. To establish a secure connection, your iPad has a VPN (Virtual Private Network) connection that you must activate using the AnyConnect App.

7. **Do I need to use the AnyConnect App when I am using my GFE iPad at a VA facility?**

No. When you're on-site at a VA facility, your iPad will automatically be connected to VA's secure Wi-Fi network. The VA Wi-Fi is a secure connection for accessing patient data inside the facility.

8. **What should I do if my GFE iPad does not have the AnyConnect App?**

When you receive your GFE iPad, the AnyConnect App should be pre-loaded on your device, and you should NOT need to download the AnyConnect App. If you do not have the AnyConnect App, contact the Help Desk (see FAQ below 'What do I do if I need additional information or help?').

9. **Can I use the Citrix Access Receiver App to access Citrix Access Gateway (CAG) and establish a secure connection on my GFE iPad?**

For the best mobile app experience, use the Safari browser. The VA Launchpad and VA mobile apps will run in Safari and require AnyConnect to create a VPN on your mobile device. For more information on use of Citrix Access Gateway, see the FAQ below 'Can I access the VA Launchpad on my personal desktop or laptop computer?'.

10. Can I use the browser in GOOD on my GFE iPad to open VA mobile apps?

No. VA mobile apps only work in Safari, Chrome, Internet Explorer 10+ and Firefox. When you're using your GFE iPad, use the Safari browser.

11. Can I use the apps housed on the VA Launchpad without accessing the VA Launchpad first?

Yes. The VA mobile apps – those that access the EHR and require VistA credentials to log in – can be accessed individually (e.g., via the **VA App Store**, App Catalog (pre-loaded on your GFE iPad) or if you are provided with a link to the app). If you want to add an app's icon to your iPad's home screen, follow these **directions**.

A benefit of the VA Launchpad is that it saves you time; by signing in once to the VA Launchpad, all VA apps that require your VistA credentials will be accessible from one place, and you can quickly switch between them without having to re-enter your credentials for each app.

12. Where can I find additional information and training materials about the VA Launchpad?

A User Manual for the VA Launchpad, as well as FAQs can be found on **https://mobile.va.gov/training/va-launchpad-providers**.

13. Can I access the VA Launchpad on my VA-issued desktop or laptop computer?

Yes. If you're on-site at a VA facility, you will automatically be connected to VA's secure Wi-Fi network, and you can access the VA Launchpad by visiting this **https://staff.mobilehealth.va.gov/launchpad/**. Note that you must have Internet Explorer 10 or higher to access the VA Launchpad.

14. Can I access the VA Launchpad on my personal desktop or laptop computer?

Yes. If you're at home or on the go, you can establish a secure connection using Citrix Access Gateway (CAG). Once logged into CAG, open the Internet Explorer Web browser (IE10 or higher), and visit **https://staff.mobilehealth.va.gov/launchpad/**.

15. What do I do if I need additional information or help?

If you need assistance, please contact the VA Provider Mobile Service Desk at 1-855-500-2025. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711. You may also visit the VA Mobile Service Desk for assistance at **help.vamobile.us**.