

# Annie App for Veterans

## At A Glance



### What Is Annie?

Annie is a VA messaging service that empowers Veterans to take an active role in their care. Messages you receive from Annie can include reminders to take your medication, tips for reducing stress, instructions to prepare for your health care appointments, and more. Annie can also send you broadcast messages from your VA medical center. Once you are registered for Annie and have chosen your Annie health subscriptions, you will receive automated text messages. Annie helps you take charge of your health, one text at a time.

Annie requires an online registration followed by the option to interact with Annie via text message, Annie online, or both. To use Annie, you must have ID.me, DS Logon Level 2 (Premium), or My HealtheVet Premium account credentials.

Annie is for self-care. It is not routinely monitored by your VA care team and cannot be used for urgent or emergency issues.

### Get Started

Veterans enrolled in VA health care can use Annie by following these steps:

1. Go to [veteran.mobile.va.gov/annie-vet](https://veteran.mobile.va.gov/annie-vet) using your internet browser.
2. Log in using your ID.me, DS Logon Level 2 (Premium), or My HealtheVet Premium account credentials.
3. Use the Wizard to register:
  - Read the Information and Disclosure Factsheet, check the consent box, and select **Next**.
  - Enter your mobile phone number and select your time zone, then select **Next**.
  - Select how you would like to communicate with Annie (text messaging, Annie online, or both) and select **Next**.
  - To receive Broadcast Messages, select your VA Medical Center and topics of interest, then select **Submit**.
4. You will receive a message from Annie confirming your registration.
5. To start receiving messages, sign up for the Annie health subscriptions you would like to use.

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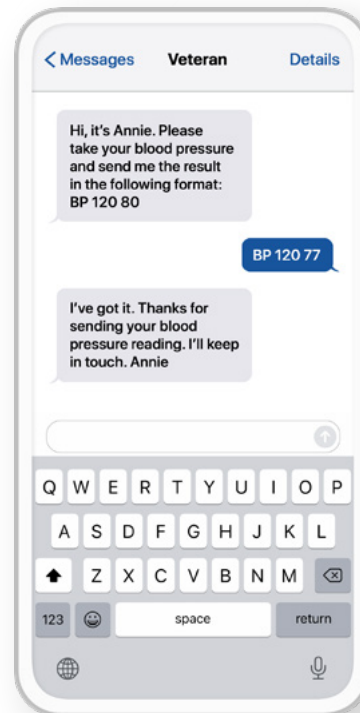
## My Messages

Use Annie messaging to help you manage your health and medical conditions. You can personalize your care by choosing which types of messages you would like to send and receive. Visit [mobile.va.gov/annie#subscription](https://mobile.va.gov/annie#subscription) to view a list of current Annie health subscriptions and instructions on how to subscribe to them.

You can also choose to receive broadcast messages from Annie, which include important information from your VA medical center. These will be sent depending on the topics of interest you chose during registration. To change your preferences, log in to Annie online and select **My Settings** at the top of the screen.

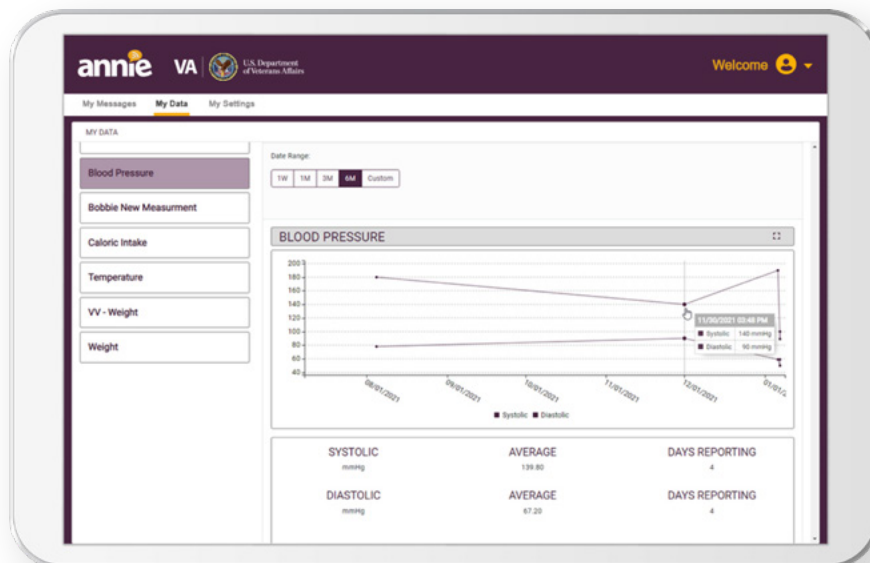
When you receive a message from Annie requesting a health reading, you must start your reply with a keyword or abbreviation related to the health subscription so Annie can understand your message. The Annie message will tell you what keyword or abbreviation to use depending on the health readings you are sending.

Annie messages can be sent directly to your phone via text message, or you can opt to only receive messages through Annie online. You can view your message history any time by logging in to the app and selecting **My Messages** at the top of the screen. Messages you have sent to and received from Annie will be displayed, including dates and times.



## My Data

Use Annie online to view reports of your health readings. Select **My Data** at the top of the screen, then select the type of health information you would like to see to view your readings. Reports are shown in chart form, which displays a graph of your readings, as well as in table form. You can modify the information shown in a report by adjusting the chart to include specific date ranges or periods of time.



## Help and Additional Information

For assistance with the Annie app, dial 1-877-470-5947 to contact the Health Resource Center Help Desk. More resources, such as a Slideshow and FAQs, can be found on [mobile.va.gov/app/annie-app-veterans](https://mobile.va.gov/app/annie-app-veterans).