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Important Reminder! Remote Access News for You and Your iPad

Veterans Health Administration sent this bulletin at 12/12/2016 12:33 PM EST



Mobile Devices, Apps and You

Have You Read This Important Remote Access News for You and Your iPad?

Please read this message in its entirety as it contains important information for all VA care teams using a VHA-issued iPad as part of the VA Mobile Health Provider Program (VA Mobile).

Remote Access Request for Care Teams Using VHA-Issued iPads

VA Mobile Program participants who require remote access (CITRIX Access Gateway aka "CAG" and/or VPN) for their VHA-issued iPads in order to provide clinical care to patients, should contact the VA Mobile Service Desk at remoteaccess@vamobile.us to request one or both of these remote access services.

To receive approval, requestors must confirm that the intended use of their iPad meets the Food and Drug Administration's (FDA's) medical care guidance that the device will be used for "the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of disease." (ref: bit.ly/VAMFDA)

Please note that the approval and activation process for your remote access may take up to 2 weeks while your request is processed and necessary actions are taken to activate.

iPad Returns

If your iPad has been lost, stolen, broken or you no longer use it for clinical care, or no longer need it, contact the VA Mobile service desk at returns@vamobile.us for return instructions.

Questions

If you have any questions about the use of your iPad for clinical care or other purposes, you may contact the VA Mobile Service Desk via:

- Web at <http://help.vamobile.us>
- Email at help@vamobile.us
- Phone at 844-4VA-MOBILE (844-482-6624)



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