Overview

The Mobile Blue Button mobile application (app) helps Veterans better manage their health care needs and communicate with their care teams. By using the Mobile Blue Button App, you can access, print, download and store information from your Department of Veterans Affairs (VA) Electronic Health Record (EHR). With your health care information in the palm of your hand, you can conveniently monitor your health, share data with your family or Caregivers and coordinate with your health care teams – whether or not they’re VA care team members.

The Mobile Blue Button App displays the significant clinical details from your EHR. Because the app is designed for a mobile device, it is the easiest way to access your EHR when you’re away from your computer. **NOTE:** You can see the same details that are displayed in the app - as well as additional information - if you click on the Blue Button on the My HealtheVet website if you have a My HealtheVet Premium account. There may be a delay (24 hours or less) in between data you see in My HealtheVet and data you see in the app.
Setting Up and Logging Into Your App

To use the Mobile Blue Button App you must be enrolled in VA health care and have ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account credentials. Mobile Blue Button accesses your VA Electronic Health Record (EHR) and therefore, for your security, requires ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account credentials. If you do not have a ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account, or you are not sure, visit mobile.va.gov/login-information for more information. NOTE: If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, you may have to provide your Right of Access as part of the log in process. The app will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen. Read the Request for Access to Your Health Information. If you would like to continue, tap Next. You will go to a Review screen. Read VA Form 10-5345a. If you agree, tap Verify to “sign” the form, and you will proceed into the app.

Information Covered in Your Report

Your EHR covers a broad range of information: Contact Information, Medical Diagnoses, Allergies, Medication List, Surgeries, Vitals, Medication History, Lab Results and Radiology Exams.
Narrowing Down the Information You Wish to View in Your Report

When you want to review your EHR, you don’t have to start from the first day you became a VA patient or view all of the available information at once. The Mobile Blue Button App allows you to choose a time frame and select specific sections of information so that you can narrow down the information you want to see.
Choosing the Time Frame You Wish to View

When you first log into the Mobile Blue Button App, the left side of the screen defaults to Time Span. Beneath the heading, you have two options: 1 Year or 2 Year. Tap on your choice to select the time frame. You can also choose your own date range by tapping the Select Dates button and then selecting dates from the Date Range (Up to 6 Years) pop-up window that appears. After you’ve selected a date range, tap Apply. The date range will appear as a new option in the Time Span window (left side of screen).
Choosing the Sections of Information You Wish to View

Choose the Time Span for the time frame of information you wish to view. A list of the categories of information will appear beneath the selected time frame. Tap the section(s) you wish to view. Details for the section(s) will appear in the My Mobile Blue Button Report in the MBB window (right side of screen). You can tap as many sections as you wish to see. To remove a section, tap the name of the section until it appears unmarked, and then the information will disappear from the My Mobile Blue Button Report in the MBB window (right side of screen).

Selecting All or None of the Sections of Information

If you want to see all the information in your EHR, you don't have to click on every section name. Instead, tap the All button until all the boxes next to the sections' names are marked. The All button will change to read None, and the details for all the sections will appear in the My Mobile Blue Button Report in the MBB window (right side of screen). Scroll through your report to read all the information. To clear all of the selected sections, tap the None button. The None button will change back to read All, and the details for all the sections will disappear in the My Mobile Blue Button Report in the MBB window.
Downloading, Saving and Printing Your My Mobile Blue Button Report

Make sure that the My Mobile Blue Button Report in the MBB window (right side of screen) covers the information you wish to view. Tap the PDF button in the upper right corner of the screen. A PDF (an electronic image of your report) will appear in a new tab in your browser. Download, save or print the report like you would other documents. **NOTE:** Downloading, saving or printing the report differs depending on your browser and device. Consult your browser or device information for help, or refer to the additional training materials for the Mobile Blue Button App.

Accessing the VA Launchpad

Tap the Launchpad button at the bottom of the screen.
Logging Out
Tap the **Logout** button at the bottom of the screen.

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**Help and Additional Information**

**Additional Training Materials for the Mobile Blue Button App**
More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on [mobile.va.gov/appstore](http://mobile.va.gov/appstore), and search for the app to access the resources.

**Help Desk Information**
If you need assistance with the Mobile Blue Button App, dial **1-877-470-5947** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

**ID.me Help**
If you have questions about your ID.me account, visit [www.id.me/about](http://www.id.me/about).

**DS Logon Help**
If you have questions about your DS Logon account, visit [mobile.va.gov/dslogon](http://mobile.va.gov/dslogon) or dial **1-800-983-0937** for assistance.

**My HealthVet Help**
If you have questions about your My HealthVet Account, visit [https://www.myhealth.va.gov/mhv-portal-web/user-login](https://www.myhealth.va.gov/mhv-portal-web/user-login) or dial **1-877-327-0022** for assistance.

**Mobile Blue Button Report Help**
If you have questions about the contents of your Mobile Blue Button Report, contact your VA care team.

**Emergencies**
If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA’s Facility Locator: [http://www.va.gov/directory/guide/home.asp?isflash=1](http://www.va.gov/directory/guide/home.asp?isflash=1). Note that you should never use this App in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.