# User Manual

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Overview

The Department of Veterans Affairs (VA) MobileKidney mobile application (app) allows Veterans to enter, view and track personal information related to kidney health so that they can monitor their own health and share data with their VA care team.

You can use the app to:

• Track your personal health information associated with kidney health, including blood pressure and pulse, weight and glucose.

• Create kidney tracker-specific notifications to remind yourself to log health information in the app.

• View notifications from your VA care team.

• Share your health information with your VA care team.

• Learn about kidney health and disease topics such as general kidney information, nutrition, laboratory, social work services, pharmacy and treatments.

This app is available for iOS, Android and Windows operating systems and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

This user manual provides an in-depth, step-by-step guide for using the MobileKidney App.
The Basics

Prerequisites
To use the MobileKidney App, you must have a DS Logon Level 2 (Premium) Account. If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit mobilehealth.va.gov/dslogon for more information.

Logging in
The first time you access the MobileKidney App, you will be asked to read and accept an End User License Agreement (“EULA”) > Read the EULA, and tap Accept > You will go to a Login screen, where you can use some of the menus and information within the app > Tap Login > Enter your DS Logon Level 2 (Premium) credentials > Tap Sign In > You will proceed into the MobileKidney App.

NOTE: You can access the MobileKidney App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from your VA Electronic Health Record (EHR). By signing into the VA Launchpad once with your DS Logon Level 2 (Premium) Account credentials, you can access multiple apps without signing into each app separately. If you are accessing the MobileKidney App through the VA Launchpad and have already signed into another app, you will not need to re-enter your credentials.

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 > You will proceed into the app.
Getting to know the screen

When you log into the MobileKidney App, you will see a welcome screen that shows you the app’s notifications and a summary of your blood pressure/pulse, weight and glucose readings. (NOTE: You will have to enter your health information in order for the app to track your progress.) There are also two menus to help you navigate the app:

- **App Options** (four-line icon in upper left corner) – Slide-out menu that allows you to access Home, Kidney Trackers, Notifications and Learn More.

- **User Menu** (four-line icon with silhouette in upper right corner) – Slide-out menu that allows you to access About, Help, Resources, VA Launchpad and Logout.
Learning about the app

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap About > A pop-up About box will appear > You will see background information about the app. To close the About box, tap OK.

Accessing help for the app

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap Help > A pop-up Help box will appear > You will see the Help Desk number to call for assistance, or you can:

- Tap the General Feedback to VA hyperlink, which will open a new browser tab where you can answer a survey and submit your comments about the app to VA.
- Tap the User Guide hyperlink, which will open up a new browser window where you can access additional instructions for using the app.

To close the Help box, tap OK.
Accessing additional health resources

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap Resources > A pop-up Resources box will appear that will show you a list of resources related to kidney health > At the top of the Resources box, you will see the number for the Veterans Crisis Line if you need immediate support > You can also tap one of the following categories of resources to access additional links:

- Kidney Disease Websites
- Diabetes Websites
- Kidney Info Resources
- Nutrition Resources
- Laboratory Resources
- Social Work Resources
- Pharmacy Resources
- Treatment Resources

Resources for each topic will expand beneath > Tap the hyperlinks to go to VA-recommended websites or resources, which will open in a new browser. To close the Resources pop-up box, tap OK.

Accessing the VA Launchpad

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap Launchpad.

Logging out

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap Logout.
Kidney Trackers

Enter and track information that will help you monitor your kidney health, such as weight or glucose, as well as any notes you would like to record.

Understanding the kidney tracking features

The app allows you to track your blood pressure and pulse, weight, glucose and any information you would like to record in a personal journal. To access the Kidney Trackers screen, tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap Kidney Trackers > You will go to your Kidney Trackers screen, which will be divided into two panes, and you will see a menu of four kidney tracking options on the left:

- Blood Pressure and Pulse – Track your systolic and diastolic measures, pulse, the position you were in when you took the measurement, the date and time and any notes.
- Weight – Track your weight in pounds (lbs), the date and time you took the measurement and any notes.
- Glucose – Track your glucose levels (mg/dl), whether you tested your glucose after a meal or fasting, the date and time you took the measurement and any notes.
- Kidney Journal – Create notes to help your care team focus on what is important to you, and record any questions you would like to address later with your care team.

When you tap on one of the menu options, the right side of the screen will change to the name of the topic, and you will be able to enter related information about your health and set up notifications to monitor your health. You can track the information over time, which you can view either as a table or a graph. You can also filter the information to expand or narrow the amount of data you would like to see.
Creating a kidney tracking entry

Tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap Kidney Trackers > The left side of the screen will turn into a menu > Tap Blood Pressure/Pulse, Weight, Glucose or Kidney Journal > The heading of the right side of the screen will show the topic you selected > To the right of the heading, tap the + icon > You will go to a screen where you can add the entry > The information you can enter will depend on the topic you selected, but you can record the full details by:

- Entering a date – Either (1) type in a date in the MM/DD/YYYY line, or (2) tap the calendar icon > On the pop-up calendar that appears, scroll to the date you would like to select > Tap Set.
- Entering a time – Either (1) type in the time in the HH:MM AM/PM line, or (2) tap the clock icon > On the pop-up clock that appears, scroll to select the hour and minute > Tap either AM or PM > Tap Set.
- Typing in the information.
- Tapping a drop-down menu, and tapping an option to select.
- Tapping a box to mark information for follow-up.
- Including a note – Type in any comments you would like to record (up to 250 characters).

Required information will have an * next to the heading. Tap Save to record your information or Cancel to close without saving.
Setting up and managing your notifications

The app allows you to set notifications to remind yourself to enter and track data related to your kidneys. When you go to the Blood Pressure/Pulse, Weight, Glucose or Kidney Journal screens, you will see Notifications with a bell icon next to it in the top right marked as either (On) or (Off) > Tap Notification > You will go to a Notification screen where you can set or change your notification preferences for the topic you are currently viewing:

- On or Off – Tap the circle next to On or Off. (NOTE: You can only access the subsequent options if your notifications are on).
- Start Date – Either (1) type in a date in the MM/DD/YYYY line, or (2) tap the calendar icon > On the pop-up calendar that appears, scroll to the date you would like to select > Tap Set.
- Notify Me – Tap the Select bar > A drop-down list will appear > Tap either Daily, Weekly or Monthly.
- Notification Time – Either (1) type in the time in the HH:MM AM/PM line, or (2) tap the clock icon > On the pop-up clock that appears, scroll to select the hour and minute > Tap either AM or PM > Tap Set. To add additional notification times, tap Add Time > The pop-up clock will appear and set the desired time > Tap Delete next to a Notification Time if you no longer want to be notified at that time.
- Notification Delivery – Tap the checkbox next to either In-App or Email.

Tap Save to record your preferences or Cancel to close without saving.
Viewing your kidney tracking information as a table or graph

Tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap Kidney Trackers > The left side of the screen will turn into a menu > Tap Blood Pressure/Pulse, Weight or Glucose > You will see information you have previously entered related to these categories outlined in a table. You can change to view your activity in a graph format by tapping the Graph button > The button will change to read Table, and your activity will appear in a line graph. The dots on the line graph represent each entry you have made, and you can tap the dots to see an overview of the entry. To return to viewing your fitness activity as a table, tap Table.

Filtering kidney tracking information

Whether you are viewing your information as a table or a graph, you can expand or narrow down the information included in the table or graph by using the filters. If the filter options are not currently visible, tap Filter to expand the options > Tap the calendar icons next to Start Date and End Date > On the pop-up calendars that appear, scroll to the dates you would like to select > Tap Set > (If you are filtering Glucose information, you can also tap the Tested drop-down menu, and tap either Fasting (8 Hours), After Meal or Unknown. If you are filtering Kidney Journal entries, you can also tap the checkbox next to Follow-Up Items Only.) > The list will adjust accordingly. To reset the list, tap Reset.
Notifications

Receive motivational messages from VA and/or notifications you have set for yourself related to the MobileKidney App's tracking feature.

Understanding and accessing notifications

When you log into the app, you will see a count of your unread notifications received within the last 30 days. To access your notifications, you can either (1) tap Notifications on the Home screen, or (2) tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap Notifications > Another slide-out menu will appear. Tap one of the three categories of notifications you would like to view:

- **All Notifications** – MobileKidney App Notices and VA Health Messages.
- **MobileKidney App Notices** – Reminder messages that are generated by the Health feature of the app.
- **VA Health Messages** – Short messages, instructions, encouragements, and educational items on topics such as appointments, health and wellness tips and suggestions to use other apps. (Receiving these messages is optional, and you can turn them off or on at any time.)

The title of the Notifications screen on the right will change to the type of notification you selected, and you will see a list of your notifications that you can filter by date and status. You can tap on a notification in the list to see the specific message.
Filtering your notifications

You can view or hide the filter options by tapping Filter. You can filter your notifications by:

- Date – Either (1) type in a date in the MM/DD/YYYY line, or (2) tap the calendar icons next to Start Date and End Date > On the pop-up calendars that appear, scroll to the date you would like to select > Tap Set.

- Source (only available for All Notifications) – Tap the bar under Source > Tap All Notifications, MobileKidney App Notices or VA Health Messages from the drop-down menu that appears.

- Status – Tap the circle next to Unread, Read or All.

Tap Filter. To remove the filters and see all notifications, tap Reset.

Managing your notifications settings

Tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap Notifications > Next to the Notifications heading that appears in the left pane, tap the gear icon > A pop-up Notifications Settings box will appear > Type in your email address > Tap the bar under Time Zone, and tap an option from the drop-down menu that appears > To choose whether you would like to receive messages to improve your health, tap the circle next to either Yes or No > Tap Save to record your settings or Cancel to close without saving.
Learn More

Access quick tips and information on ways to improve the condition of your kidneys.

Accessing and understanding the Learn More feature

To access the Learn More screen, tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap Learn More > Another slide-out menu will appear > Tap one of the six categories you would like to learn more about: Kidney Info, Nutrition, Laboratory, Social Work Services, Pharmacy or Treatment > The Learn More screen on the right will change to the title of the category, and you will see a list of topics related to the category > Tap a topic within the list > More information will expand beneath. Some topic’s information also contains hyperlinks, which you can tap and will open VA-recommended websites or resources in a new browser.
Help and Additional Information

Additional Training Materials for the MobileKidney App

A built-in user guide is available in the app by tapping the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap Help > A pop-up Help box will appear > Tap the User Guide hyperlink, which will open up a new browser window where you can access additional instructions for using the app. More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/appstore, and search for the app to access the resources.

Help Desk Information

If you need assistance with the MobileKidney 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. For clinical questions regarding your personal medical information, please contact your VA care team.

Emergencies

If you feel 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. 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.

DS Logon Help:

If you have questions about your DS Logon account, visit mobile.va.gov/dslogon or dial 1-800-983-0937 for assistance.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject matter experts who served in the MobileKidney App’s creation are: Dr. Brooks Robey, Dr. Devasmita Dev, Keving DeOrsey, Damien Sharp, et al.

Appendix #2: Glossary

App – an application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

DoD – Department of Defense

DS Logon (Department of Defense Self-Service Logon) – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password.

DS Logon Level 1 (Basic) Account: Provides limited access to website features

DS Logon Level 2 (Premium) Account: Offers the highest level of access to website features. (NOTE: You must have a DS Logon Level 2 (Premium) Account to use VA’s Mobile Apps.)

Electronic Health Record (EHR) – a digital record of a patient’s treatment plan and health care interactions with his or her providers

mg/dl – milligrams per deciliter

PDF – a file format that provides an electronic image of text and/or graphics that looks like a printed document and cannot be edited, but can be viewed, printed and electronically transmitted

VA – Department of Veterans Affairs

VA Mobile Health – an initiative that aims to improve Veterans’ health by providing technologies to expand care beyond the traditional office visit and that includes the creation of secure mobile Apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA care teams [More at: mobile.va.gov]