



VA Launchpad for Care Teams

User Manual



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

User Manual

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Overview

The Department of Veterans Affairs (VA) Launchpad is designed to house all mobile applications (apps) for VA care teams that connect to VA's Electronic Health Record (EHR). With the VA Launchpad, VA intends to save you – the VA care team member – time and help you better integrate available VA mobile apps into your workflow. The VA Launchpad serves as a convenient way to group secure VA mobile apps and websites so that by signing into the VA Launchpad once with your Veterans Health Information Systems and Technology Architecture (VistA) credentials, you can access multiple resources without having to log into each app or website individually.

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 *

The following User Manual provides an in-depth, step-by-step guide for using the VA Launchpad.

**Initially, VA's mobile apps for VA care team members will only be available on Government Furnished Equipment (GFE). As the apps are rolled out and additional security protocols are finalized, you will be able to access them on your personal mobile devices.*

The Basics

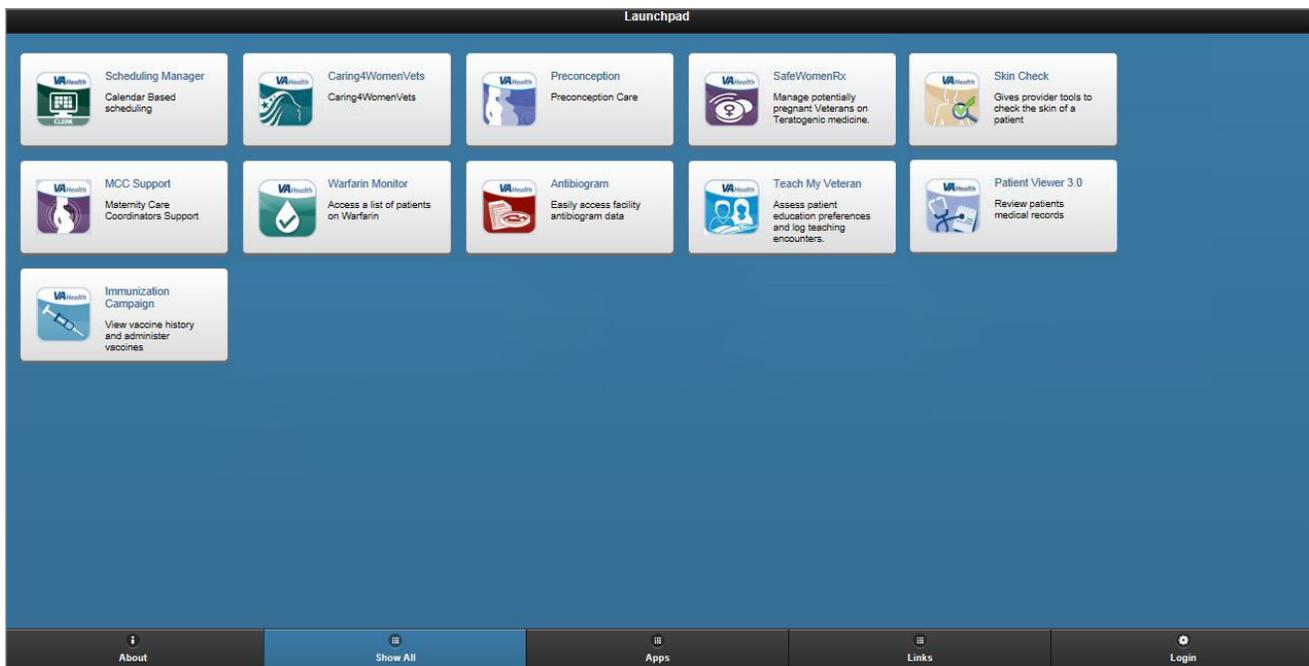
Prerequisites

To use the VA Launchpad, you must be a VA care team member with VistA credentials that allow you to access patient data (i.e., the same level of authority you have to access Computerized Patient Record System (CPRS) capabilities).

Getting to know the VA Launchpad

The VA Launchpad for VA Care Teams is a simple app that consists of a menu screen containing links to the secure apps that the VA Launchpad houses, as well as links to other secure VA websites and resources. To access the VA Launchpad, enter <https://staff.mobilehealth.va.gov/launchpad/>. If you want to add the VA Launchpad icon to your device's home screen, follow these *directions*.

The VA Launchpad Menu Screen



Navigating the menu screen

Once you have logged in with your VistA credentials, you are ready to access the main VA Launchpad menu screen. You have a choice of which information to view:

- About - Tap **About** to see a description of the VA Launchpad.
- Apps - Tap **Apps** to view just VA's mobile apps (such as Patient Viewer or Secure Messaging).
- Links - Tap **Links** to view secure VA sites.
- Show All - Tap **Show All** to view all available resources.

Logging in

There are two ways you can log into the VA Launchpad's resources using your VistA credentials. You can either (1) tap the **Login** button at the bottom of the VA Launchpad screen, or (2) tap the icon of the app you wish to use to be taken to the VistA Login screen. If you are using the VA Launchpad, you will only need to sign in once to access multiple apps. **NOTE:** Many apps will have a Return to Launchpad button that will take you back to the VA Launchpad menu screen.

When you log into the VA Launchpad, you will see a license agreement screen. Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice"), and tap **Accept** to use the VA Launchpad.

Accessing available apps

The VA Launchpad will provide you with a menu of VA's mobile apps and websites that connect to your patients' EHRs. By using these apps, you can access CPRS capabilities on the go, providing you with true mobility of patient data. The apps will enable you to easily access VA's health records, exchange secure messages with your patients and manage your schedule from the convenience of your mobile device. New apps will be added to the VA Launchpad as they become available from VA.

Help and Additional Information

Additional VA Launchpad Training Materials

FAQs and additional information about other VA apps available through the VA Launchpad may be found on mobile.va.gov/training.

Help Desk Information

If you need assistance with the VA Launchpad, dial **1-855-500-2025** 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. You may also visit the VA Mobile Service Desk for assistance at help.vamobile.us.

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>. Note that you should never use this app as the sole way of seeking help in an emergency situation.

If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

The VA Launchpad was part of a suite of apps field tested through the VA Mobile Health Provider Program; participants included clinicians at up to 18 VAMCs.

This VA Launchpad was developed by Agilex [www.agilex.com] and was tested in a pre-production environment to ensure optimal functionality. Remediation on the VA Launchpad was performed by LongView International Technology Solutions, Inc. [www.longview-inc.com].

Appendix #2: Glossary

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

CPRS – Computerized Patient Record System

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

My HealthVet – My HealthVet is VA’s online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health.

VAMC – VA Medical Center

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

VistA – Veterans Health Information Systems and Technology Architecture