



# Veteran Appointment Request

*User Manual*



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

# User Manual

---

## Table of Contents

<b>Overview .....</b>	<b>1</b>
<b>The Basics .....</b>	<b>2</b>
Prerequisites .....	2
Logging In .....	2
Getting to know the Home screen .....	3
Learning about the app .....	4
Submitting feedback about the app .....	4
Accessing the VA Launchpad .....	4
Logging out .....	4
<b>VA Medical Services Enrollment.....</b>	<b>5</b>
Enrolling in VA Medical Services .....	5
Locating VA facilities .....	5
<b>Schedule an Appointment.....</b>	<b>6</b>
Directly scheduling a new primary care appointment .....	7
Requesting a new appointment .....	8
Booking your appointment by phone .....	10
<b>View or Cancel Appointments .....</b>	<b>11</b>
Viewing your upcoming appointments .....	11
Canceling an appointment .....	12
<b>Request Updates and Notification Settings .....</b>	<b>13</b>
Viewing the status of requested appointments .....	13
Viewing the details of your appointment requests .....	14
Changing your settings .....	15
<b>Help and Additional Information.....</b>	<b>15</b>
Additional training materials for the Veteran Appointment Request App .....	15
Help Desk Information .....	15
DS Logon Help .....	15
Emergencies .....	15
<b>Appendices .....</b>	<b>16</b>
Appendix #1: Project References.....	16
Appendix #2: Glossary.....	16



# Overview

---

The Veteran Appointment Request (VAR) mobile application (app) allows Veterans who are in the Department of Veterans Affairs (VA) health care system to request and view primary care and mental health appointments at VA facilities where they already receive care. VA schedulers then book appointments based on a Veteran's request. The VAR App also allows Veterans who are members of a Patient Aligned Care Team (PACT) to schedule and cancel selected primary care appointments directly through the app.

**NOTE:** Unless the patient is able to book the appointment directly through the app, submitting a request does not mean an appointment has been booked until it has been confirmed by VA. Veterans should always dial 911 or call their local VA facility in the event of an emergency.

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 Veteran Appointment Request App.

# The Basics

---

## Prerequisites

To use the Veteran Appointment Request App, you must:

1. Be enrolled in VA health care.
2. Have a DS Logon Level 2 (Premium) Account – The Veteran Appointment Request App can access your VA Electronic Health Record (EHR) and therefore, for your security, requires 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 [mobile.va.gov/dslogon](https://mobile.va.gov/dslogon) for more information.

## Logging In

Access the Veteran Appointment Request App > Tap **Login** > Enter your DS Logon Level 2 (Premium) credentials. Tap **Sign In** > Read the End User License Agreement (“EULA”) and the Notice of Privacy Practices (“Notice”) > Tap **Accept** to proceed into the app > You will go to a Right of Access screen (**NOTE:** if you have provided your Right of Access for another VA app, you will proceed into the app) > Otherwise, read the **Request for Access to Your Health Information** > Tap **Next** > You will go to a Review screen > Read **VA Form 10-5345a** > Tap **Verify** to “sign” the form > You will proceed into the app.

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

## Getting to know the Home screen

When you log in to the Veteran Appointment Request App, you will see three main navigation sections of the app:

- VA Appointments Home screen – four tabs allowing you to navigate through the app’s scheduling functionality:
  - Schedule an Appointment
  - View or Cancel Appointments
  - Request Updates and Notification Settings
  - How to begin receiving VA Medical Services
- App Menu – a slide-out menu with a four-line icon in the upper left corner of the screen that lets you go to the screens for Home, Schedule an Appointment, View or Cancel Appointments and Request Updates & Notification Settings
- User Menu – a slide-out menu with a four-line icon and a silhouette in the upper right corner of the screen that lets you go to the screens for About, Feedback, Launchpad and Logout



## Learning about the app

Tap the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **About** > An About window will appear that provides an overview of the app's features, and a link to a User Guide > Tap the **OK** button at the bottom of the window or the **X** with a circle in the upper right corner to return to the VA Appointments Home screen.

## Submitting feedback about the app

Tap the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **Feedback** > Rate and add your comments about the app > Tap **Submit** to send your feedback. Tap **Cancel** or the **X** with a circle in the upper right corner to close the screen without saving.

**Feedback**

Please take a moment to give us your feedback. Your responses will be anonymous and help us to improve our service to you.

As related to your booked appointment, were you able to get an appointment as soon as you thought you needed it?

Never  
 Sometimes  
 Usually  
 Always  
 No appointments booked

How likely are you to recommend this application to someone else?

5

1 Not at all likely – 10 Extremely likely

Comments

Cancel Submit

Veteran Requests v2.0.0.1812 Logged in as MobileAppVeteran\_One

## Accessing the VA Launchpad

Tap the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **Launchpad**.

## Logging out

Tap the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **Logout**.

# VA Medical Services Enrollment

---

To use the Veteran Appointment Request App, you must already be a VA patient. If you are not already a VA patient, you will have to contact a VA medical facility near you to register for medical services.

## Enrolling in VA Medical Services

On the Home screen, tap **How to begin receiving VA Medical Services**. (**NOTE:** You can also reach this screen from the Schedule an Appointment screen). You will see an Enroll screen that provides you with a link to the VA Facility Locator that will help you find a VA Medical Facility near you, and instructions to contact the VA Medical Facility to begin registration for your medical services. To return to the Home screen from the Enroll screen, tap **OK** or tap the **X** with a circle in the upper right corner of your screen.

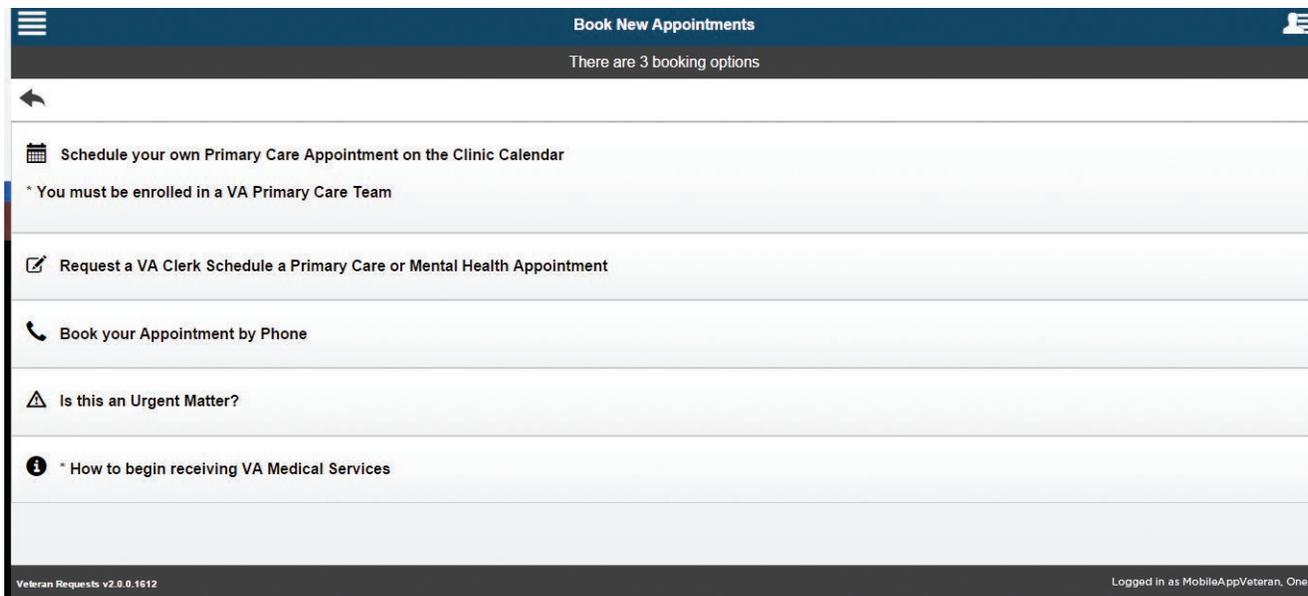
## Locating VA facilities

On the Enroll screen, tap the **VA Facility Locator** hyperlink which will open in a new screen outside of the VAR App > Follow the prompts to find the VA facility nearest you.

# Schedule an Appointment

With the Veteran Appointment Request App, you can tell VA where, when and why you need an appointment and how VA should contact you in order to schedule an appointment. You will also be able to directly schedule a primary care appointment in certain instances at facilities where you have a PACT. **NOTE:** Unless you are able to schedule the appointment directly through the app, requesting an appointment does not mean your appointment is scheduled until VA has confirmed your request. **You can only request appointments at facilities where you already receive care.** There are five options available from the Schedule an Appointment Home screen:

- Schedule your own Primary Care Appointment on the Clinic Calendar – Directly schedule selected primary care appointments through the app with facilities where you have a PACT.
- Request a VA Clerk Schedule a Primary Care or Mental Health Appointment – Provide appointment request information to VA so that a VA scheduler can schedule an appointment for you.
- Book your Appointment by Phone – Provide your contact information and availability so that a VA scheduler can contact you to schedule an appointment.
- Is this an Urgent Matter – The Veteran Appointment Request App is not meant to be used in the event of an emergency. For urgent matters related to scheduling or to request an appointment within the next 72 hours, please contact your local VA Facility or Veteran Crisis Line Number (1-800-273-8255, then press “1”). You can locate your nearest VA facility by tapping **Is this an Urgent Matter** then tapping the **View VA Facilities** hyperlink.
- How to begin receiving VA Medical Services – This will take you to the same Enroll screen accessible from the Home screen.

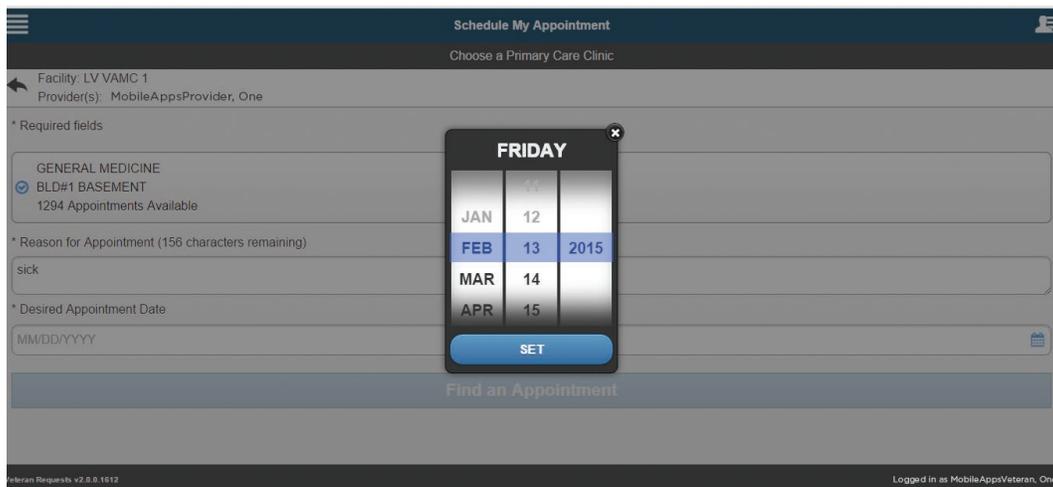
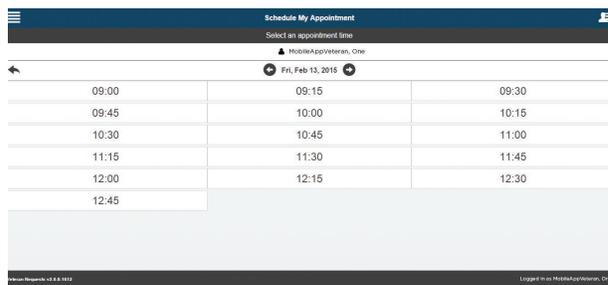
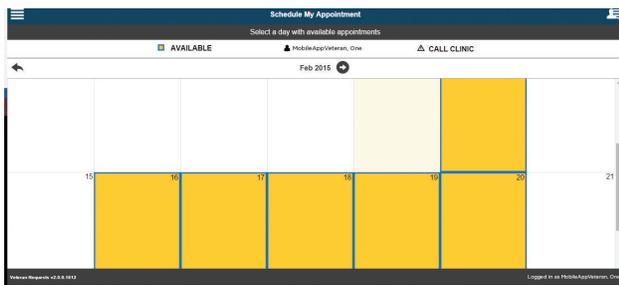


## Directly scheduling a new primary care appointment

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Schedule an Appointment** > You will go to the Book New Appointments screen, where you will see three options for booking an appointment. Tap **Schedule your own Primary Care Appointment on the Clinic Calendar** (NOTE: You can only directly schedule appointments at facilities where you have a PACT. To sign up for VA services, tap **How to begin receiving VA Medical Services** at the bottom of the screen. You will see an Enroll screen that provides you with a link to the VA Facility Locator that will help you find a VA Medical Facility near you, and instructions to contact the VA Medical Facility to begin registration for your medical services) > You will go to a screen that lists the facilities where you are a member of a PACT. Underneath each facility's name, you can tap **Show All Members in PACT** to see the names of the members of your PACT at that facility. Tap the facility where you would like to book your appointment (or tap the **Don't see what you expect?** button, and then tap **VA Facility Locator** to find a clinic near you) > Tap **Book Appointment** > Fill out information about your request based on the clinic you have selected:

- You will see a list of departments where appointments are available, along with the number of available appointments > Tap the department with which you would like to book an appointment.
- Reason for Appointment – In fewer than 160 characters, type why you are requesting an appointment.
- Desired Appointment Date – Tap the MM/DD/YYYY box > A pop-up window will appear for you to select a date > Scroll to your desired month, date and year > Tap **Set** to save your selection, or tap the **X** in the upper right to close the window.

The \* indicates required information. Tap **Find an Appointment** > You will see a calendar with days that have available appointments highlighted in yellow > Tap on a date that is convenient with your schedule > You will see tabs for the times available on the date you selected > Tap a time > You will go to an appointment verification screen that shows you the details of your appointment request > Tap **Book**. You will go to a Booking Confirmation screen confirming that your appointment is scheduled > Tap **OK** to return to the Home screen, or Tap **Email Reminder** to go to the email confirmation screen > If you tapped **Email Reminder**, enter your email address in the Required: email address text box > Enter your email address in the Required: Confirm email address text box > Tap **Email** to send a reminder to yourself (or **Cancel** to return to the Home screen without sending) > After you have sent the email, tap **OK** to return to the Home screen. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.



## Requesting a new appointment

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Schedule an Appointment** > You will go to the Book New Appointments screen where you will see three options for booking an appointment. (**NOTE:** You can only have one pending Primary Request and two pending Mental Health requests at a time; VA must process your requests before additional requests can be submitted.) Tap **Request a VA Clerk Schedule a Primary Care or Mental Health Appointment** > You will go to a screen instructing that if you have an urgent matter, you should call your local VA facility or the Veterans Crisis Line (1-800-273-8255, then press "1") > Tap **Continue** to proceed (you can tap the box next to Do not show again to bypass the disclaimer the next time you request an appointment) > Fill out the information about your request:

- Urgent Matter? – **NOTE:** For urgent matters related to scheduling or to request an appointment within the next 72 hours, please contact your local VA Facility or Veteran Crisis Line Number (1-800-273-8255, then press "1"). You can locate your nearest VA facility by tapping the hyperlink available in the Urgent Matter box.
- Facility – Type the facility's name, city and/or two-letter state > Facilities that match will appear in a drop-down menu > Tap the VA facility at which you would like to request an appointment.
- Type of Care – Tap the circle next to either Primary Care or Mental Health to indicate the type of care.
- Provider – Tap the **Select** button to see a drop-down list of providers at the facility you selected > Tap the name of the provider you want to see, or tap **The provider I want to see is not listed**. **NOTE:** You must enter the Facility and Type of Care before you select a Provider.
- Preference – Tap the circle next to **Book appointment with any available provider** or **Call before booking appointment**. **NOTE:** You must select a Provider before you select a Preference.
- Type of Visit – Tap the circle next to either Office Visit, Phone Call or Video Conference to indicate the type of visit.
- Purpose of Visit – Tap the **Select** button > A drop-down list of visit purposes will appear > Tap either **Routine follow-up, New issue, Medication concern** or **Other**.
- Appointment Dates/Times – Under 1st Choice, 2nd Choice and 3rd Choice, tap the box that says "Click to add" > A pop-up window will appear for you to select a date > Scroll to your desired month, date and year (or tap the **X** in the upper right corner to close the window) > Tap **Set** to save your selection > Tap either the **AM** or **PM** button next to the date.
- Message a Scheduling Clerk – You have the option of sending a message to a scheduler if you have a question (**NOTE:** You should receive a response back in about three days). Type your message in the box. You are limited to 100 characters per message and to four messages per request.
- Phone – Type in your phone number.
- Verify Phone – Type in your phone number again to confirm it.
- Best Times for VA to Call – Tap the box next to the time frames that are best to reach you: 9 AM-11 AM, 11 AM-1 PM, 1 PM-3 PM or 3 PM- 4 PM.

The \* indicates which information is necessary to provide. Tap **Review** > You will see a Verify Request screen that summarizes your appointment request details > If the information is correct, tap the **Submit** button. If you need to change some of the information, tap the **Edit** button, adjust the information as necessary, and then verify and tap **Submit**. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.

The screenshot shows the 'New Request' form with the following sections:

- \*Facility:** A text input field containing 'TEST LV VAMC'.
- \*Type of Care:** A radio button selection area with two options: 'Primary Care' (unselected) and 'Mental Health' (selected).
- \*Provider:** A dropdown menu showing 'The provider I want to see is not listed' with a downward arrow icon.
- \*Preference:** A radio button selection area with two options: 'Book appointment with any available provider' (selected) and 'Call before booking appointment' (unselected).
- \*Type of Visit:** A section header for the next field, which is currently empty.

At the bottom of the screen, there is a footer with the text 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsVeteran\_One' on the right.

## Booking your appointment by phone

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Schedule an Appointment** > You will go to the Book New Appointments screen, where you will see three options for booking an appointment. (**NOTE:** You can only have one pending Primary Request and two pending Mental Health requests at a time; VA must process your requests before additional requests can be submitted.) Tap **Book your Appointment by Phone** > You will go to a screen instructing that if you have an urgent matter, you should call your local VA facility or the Veterans Crisis Line (1-800-273-8255, then press "1") > Tap **Continue** to proceed (and you can tap the box next to Do not show again to bypass the disclaimer the next time you request an appointment) > Fill out the information about your request:

- Urgent Matter? – **NOTE:** For urgent matters related to scheduling or to request an appointment within the next 72 hours, please contact your local VA Facility or **Veteran Crisis Line Number (1-800-273-8255, then press "1")**. You can locate your nearest VA facility by tapping the hyperlink available in the Urgent Matter box.
- Facility – Type the facility's name, city and/or two-letter state > Facilities that match will appear in a drop-down menu > Tap the VA facility at which you would like to request an appointment.
- Type of Care – Tap the circle next to either Primary Care or Mental Health to indicate the type of care.
- Phone – Type in your phone number.
- Verify Phone – Type in your phone number again to confirm it.
- Best Times for VA to Call – Tap the box next to the time frames that are best to reach you: 9 AM-11 AM, 11 AM-1 PM, 1 PM-3 PM or 3 PM- 4 PM.

The \* indicates which information is necessary to provide. Tap **Review** > You will see a Verify Request screen that summarizes your request details > If the information is correct, tap the **Submit** button. If you need to change some of the information, tap the **Edit** button, adjust the information as necessary, and then verify and tap **Submit**. A VA scheduler will call you during the requested time window. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.

**New Request**

← Phone Request Details

**Warnings**

- ⚠ Primary Care Request Limit of one (1) reached.
- ⚠ Please cancel a pending request or wait for the VA to process one or more current requests in order to proceed with submitting a new request.

\* Required Fields

+ Urgent Matter?

\*Facility

\*Type of Care

Primary Care

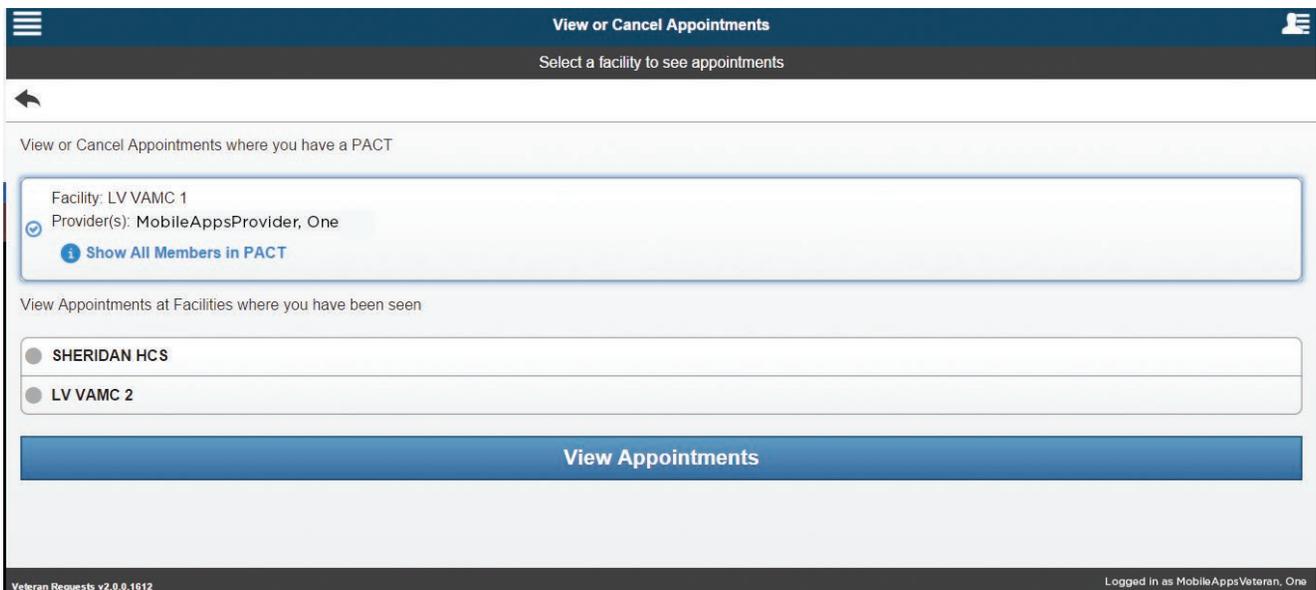
Veteran Requests v2.0.0.1612 Logged in as MobileAppsVeteran\_One

# View or Cancel Appointments

The Veteran Appointment Request App allows you to view all of your scheduled appointments at any time. You can also cancel any appointments you have scheduled yourself through the app.

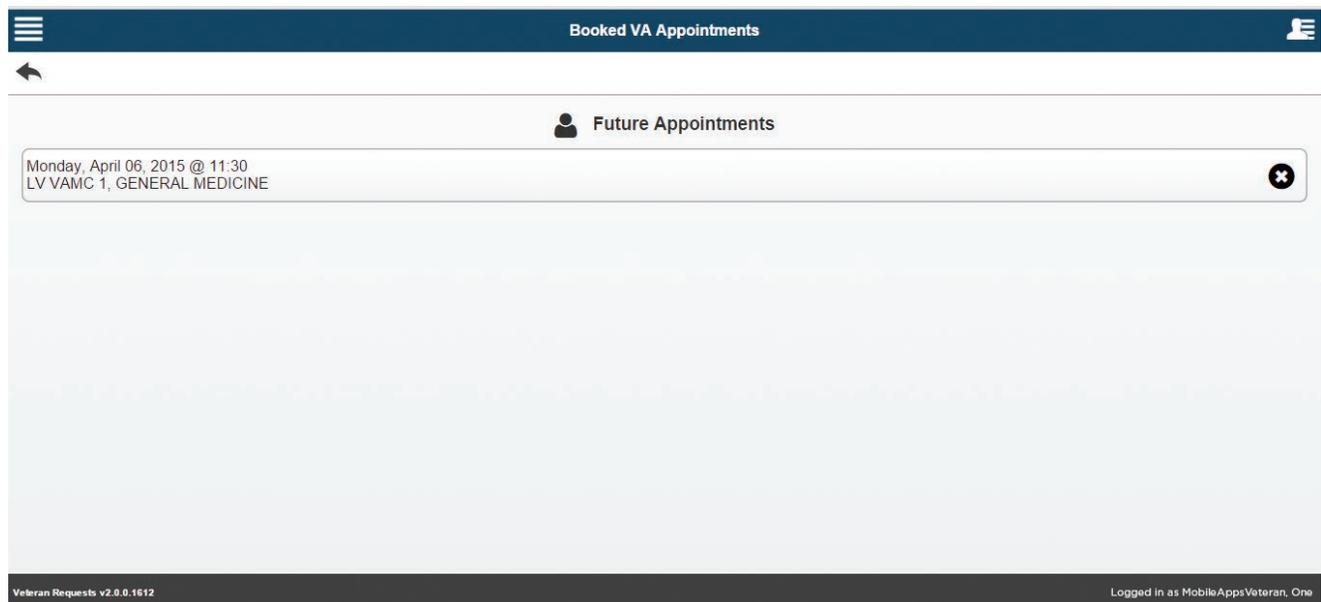
## Viewing your upcoming appointments

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **View or Cancel Appointments** > You will see a list of all VA facilities where you have received care > Tap the name of the facility where you would like to view or cancel an appointment > Tap **View Appointments** > You will see all of your future appointments scheduled at that facility. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.



## Canceling an appointment

If you are viewing your appointments at a facility where you have a PACT, tap the **X** next to the appointment you would like to cancel > Tap the **Select Reason** bar below Reason for Cancellation > Tap the answer that corresponds to your reason for cancelling the appointment from the drop-down menu that appears > Type in any notes about the cancellation in fewer than 160 characters > Tap **Cancel Appointment** (or tap the arrow icon in the upper left corner to return to the previous screen without canceling) > You will go to a Cancellation Confirmed screen > Tap **Email Cancellation** to send an email notice to yourself (or **OK** to return to finalize the cancellation and return to the Home screen without sending an email) > Enter your email address in the Required: email address text box > Enter your email address in the Required: Confirm email address text box > Tap **Email** to send a reminder to yourself (or **Cancel** to return to the Home screen without sending) > After you have sent the email, tap **OK** to return to the Home screen. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner. (**NOTES:** Mental health appointments and appointments at facilities where you do not have a PACT must be cancelled via phone; You can only cancel an appointment using the VAR App if you made the appointment with the app).



# Request Updates and Notification Settings

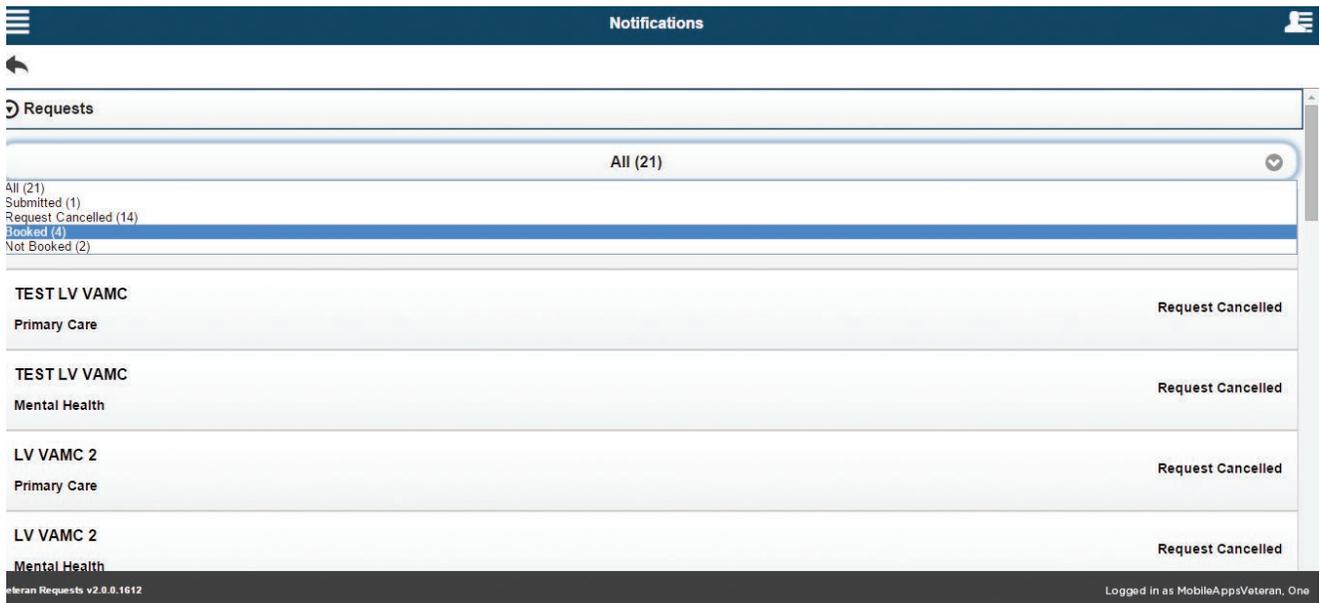
At any time, you can see the status of all appointment requests you have made through the Veteran Appointment Request App, and adjust how you receive notifications about the status of your requests.

## Viewing the status of requested appointments

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Request Updates & Notification Settings** > You will be taken to the Notifications Screen > Tap the arrow next to **Requests** to expand or hide the Requests Tab > Tap the drop-down menu at the top of the expanded Requests tab to choose whether you would like to see:

- All – every request, whether they are pending, booked, not booked or cancelled.
- Submitted – requests that are pending or waiting on a confirmation from VA.
- Request Cancelled – requests that were cancelled either by you or a scheduling clerk.
- Booked – appointments VA has been able to schedule based on your requests or that you have scheduled directly through the app.
- Not Booked – appointments VA was NOT able to schedule because there was no availability that matched your requests.

The list below will adjust based on the type of appointments you wanted to see. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.

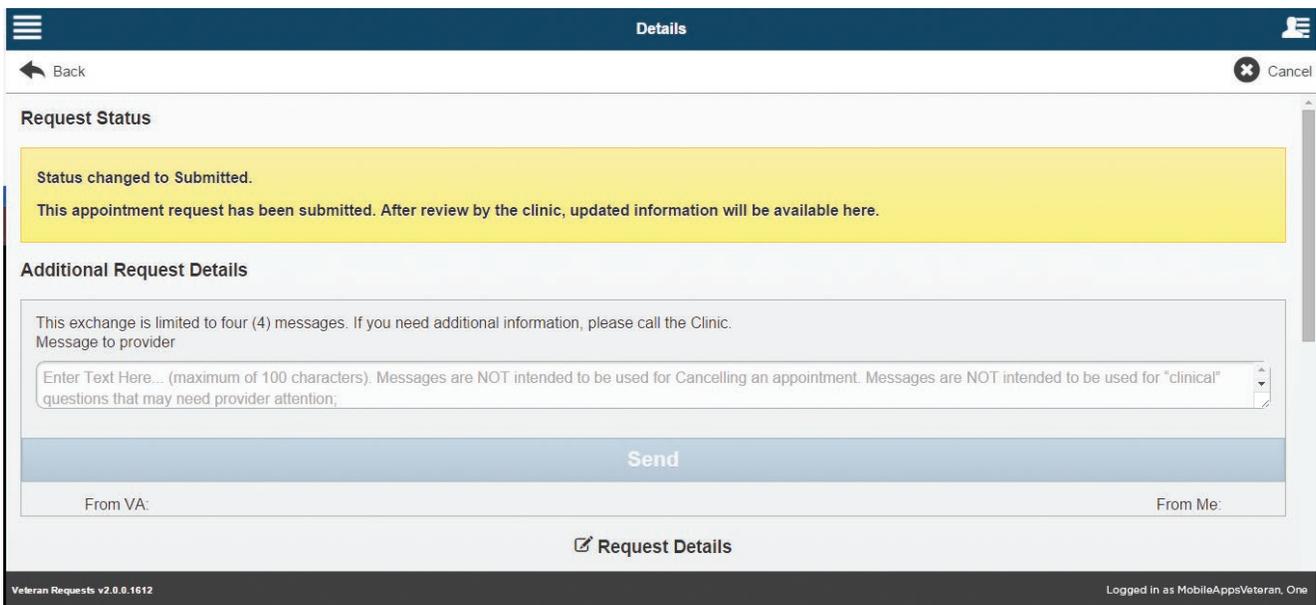


## Viewing the details of your appointment requests

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Request Updates & Notification Settings** > A list of appointment requests will be displayed for the selection made, either All Appointments, Submitted, Request Cancelled, Booked or Not Booked > Tap an appointment to see its details > You will go to a details screen that shows you:

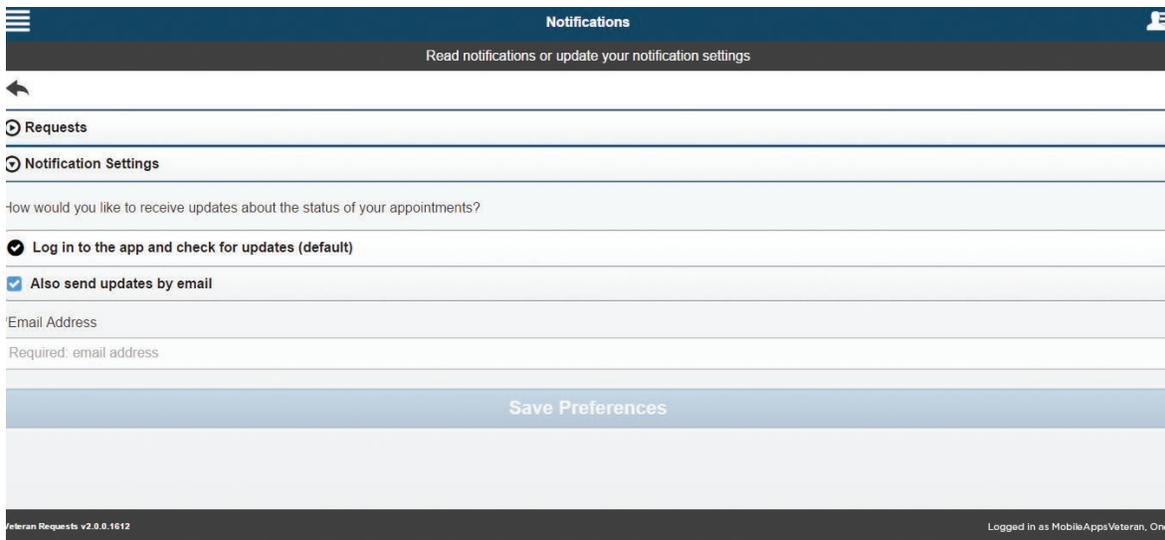
- Request Status – the status of the appointment and, if applicable, the VA facility, the provider and the appointment time. If you are viewing an appointment that has been booked, you can also tap **Appointments** to see a list of all of your upcoming appointments.
- Additional Request Details – the option to send a message to your VA facility. There is a limit of four messages, and only one message may be submitted at a time. The VA facility must respond to a message before additional messages may be submitted. Your messages will be dated and shown in alternating conversation bubbles between you and the VA facility. **NOTE:** If you send a message to your VA facility, you should receive a response back in about three business days.
- Request Details – a summary of the appointment details from the request you submitted.

To cancel the appointment request, tap the Cancel button in the upper right corner > Tap **Confirm** to cancel the appointment request officially. **NOTE:** This will only cancel your request, not the actual appointment. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.



## Changing your settings

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Request Updates & Notification Settings** > Your screen will default to showing your appointment requests > Tap the arrow next to Requests to hide the Requests information or scroll down > You will see your Notification Settings > Tap the arrow next to Notification Settings to expand or hide the Notification Settings tab > The box indicating you can check for updates by logging in to the app will automatically be checked; if you would also like to receive updates via email, check the box next to **Also send updates by email** > Enter your email address > Tap **Save Preferences**. You can return to the previous screen at any time in this process by tapping the arrow in the upper left corner.



# Help and Additional Information

## Additional training materials for the Veteran Appointment Request App

More resources, such as a Quick Start Guide, Slideshow and FAQs, are available at [mobile.va.gov/training](http://mobile.va.gov/training). You can also view the app's built-in User Guide by tapping the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **About** > An About window will appear that provides an overview of the app's features, and a link to a User Guide.

## Help Desk Information

If you need help with the Veteran Appointment Request App, dial **1-877-470-5947** to speak with a VA representative. For TTY assistance, dial **711**.

## 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.

## Emergencies

If you feel your information may have been compromised, contact your local VA facility to get 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:** You should never use this app in an emergency. If you encounter an emergency, call your local medical center or dial 911 immediately.

# Appendices

---

## Appendix #1: Project References

This app was developed in collaboration with FirstView/Agilex [[agilex.com](http://agilex.com)] according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality.

## 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

**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, including access to your VA Electronic Health Record.

**Patient Aligned Care Team (PACT)** – a PACT is each Veteran working together with health care professionals to plan for the whole-person care and life-long health and wellness [Learn more at: [va.gov/health/services/primarycare/pact/](http://va.gov/health/services/primarycare/pact/)]

**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](http://mobile.va.gov)]