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Mission Statement

To fulfill President Lincoln’s promise “To care for him who shall have borne the battle, and for his widow, and his orphan” by serving and honoring the men and women who are America’s Veterans.

Core Values (“I CARE”)

**Integrity:**
Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:**
Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:**
Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:**
Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:**
Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.
VA Mobile provides streamlined access and delivery of care and services to Veterans through mobile technologies. VA Mobile is revolutionizing how Veterans access resources and information – using mobile technologies to expand services and engage Veterans. Applications (apps) for Veterans, Caregivers and VA staff provide new and more convenient tools to better manage information, such as personal health information, mental health screenings, service locator Apps and others.
VA Mobile Program Logo

The importance of using VA Mobile's logo as specified by these guidelines cannot be overstated. By using the logo consistently, we can help ensure VA Mobile's brand is accurately and compellingly represented.

The **VA Mobile logo** complements the overarching VA brand and emphasizes VA Mobile's commitment to using technology to enhance access and delivery of health care and benefits. Use the VA Mobile logo for apps that encompass all of VA. However, if your app is exclusively for VHA, VBA, or NCA, use the logo for the associated department.

To access the VA Mobile logo and design template, please visit: http://mobilehealth.va.gov/content/va-mobile-branding-requirements-resources

**VA MOBILE LOGO FONT**

*Myriad Pro Bold Italic*

**VA MOBILE LOGO COLORS**

- 541 PC
- 7461 PC
The Department of Veterans Affairs views mobile apps as a natural expansion of offerings in providing Veterans, their families and Caregivers with the most advanced care. This style guide provides a starting point for the Veterans Health Administration (VHA), as well as the Veterans Benefits Administration (VBA) and the National Cemetery Administration (NCA) in creating mobile apps.

**VA MOBILE BRANCH LOGOS FONT**

*Myriad Pro Bold Italic*
**VA Mobile | Logo Usage**

**Required logo use**

- Electronic media, including app design, emails and websites
- Communications products, including posters, fact sheets, brochures and fliers
- Conference materials specific to VA Mobile
- PowerPoint presentations
- Videos

**Unacceptable logo use**

These examples to the left illustrate how the logos should *never* be treated, including distorting, skewing, blurring, altering or otherwise diminishing the brand. In no situation will any color, typographic or layout combination be allowed for the reproduction of the logos other than the approved set of specifications. These guidelines apply to all logos, including the VA Mobile logo and any other VA administration mobile logos.

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**DO NOT PLACE THE LOGO IN A SHAPE**

**DO NOT DISTORT PROPORTIONS**

**DO NOT ALTER TEXT**

**DO NOT BREAK APART**

**DO NOT CHANGE FONT**

**DO NOT GHOST OR CHANGE OPACITY**

**DO NOT BLUR**

**DO NOT CHANGE COLORS**

**DO NOT OVERLAY TEXT**

**Text Overlay**
VA Mobile's typography follows the same standards as VA's typography and should be simple and friendly. The two primary font families are Myriad Pro and Georgia.

Myriad Pro, a sans serif font that is modern, friendly and easy to read, is the preferred font. Myriad Pro should be used for all headings and subheadings, and can also be used for body text in small documents of five pages or fewer. However, large volumes of body text should be set mostly in Georgia, a highly versatile—and commonly available—serif font.

Because some Veterans may have vision problems, pay special attention to type size and contrast. Avoid setting body copy font size at less than 11 points. Use large headlines to clearly convey important information.

For Microsoft applications, such as Word and PowerPoint, use Myriad as it is universally available. You may not substitute another sans serif font for Myriad.

These fonts are to be used when creating VA Mobile app graphics such as chiclets and splash screens. When developing content for an app, Helvetica should be used as a standard web safe font.

These guidelines apply to all VA Mobile apps' materials, including any materials for VHA, VBA or NCA.

*This information is taken directly from the VA Communications Style Guide. Additional references for developers are available at the VA Mobile website.
The Primary Brand Colors to the left have been established to maintain a consistent VA brand identity. They reflect the colors used in the new VA signature, provide ample contrast on the page and engage the viewer with positivity and patriotism. Proper use of these colors is essential in any brand identity, setting the tone, dividing information and aiding recognition.

Because VA communications reach many different audiences for a variety of purposes, this Extended Palette is provided to evoke specific moods or distinguishing colors for different VA Mobile apps.

All colors may be used at 100% strength or as tints.
Best practices for designing an app graphic

The graphic on your app chiclet can help visually convey the purpose and function of your app. Consider the following when creating an app graphic:

- The graphic will not be able to explain the entire functionality of your app, but can represent the app’s content or the feeling you want users to experience.
- During the design process, consider the smallest size your graphic will appear to make sure it is easily visible at all sizes.
- Intricate logos and designs can be hard to view at reduced sizes. Simple is often better.
- Your graphic will be easiest to see if it is displayed against a contrasting color or tint, which can help the end user view it more clearly in any mobile context.
- After allocating space for the app header, no more than 50% of the colored background should be covered by the app graphic, as shown in the examples to your right.

These guidelines apply to all VA Mobile apps, including any apps for VHA, VBA or NCA.
Best practices for creating a name for an app

When placing the name of an app below the corresponding chiclet, create abbreviations that maintain the integrity of the app’s function while fitting within each operating system’s maximum character limit. When considering how to shorten the name of an app, it is important to think about how the abbreviated version can still retain the name’s meaning to the user when viewed as a shortened version.

For example, an app to help with stress management might be called “Veteran Stress Management Skills.” This name has too many characters to fit on the chiclet, but abbreviating it to “Stress Mgmt” will fit more easily and still retrain the main function of the app. (See the example to the right.)

The splash screen should allow for enough room to include the full name of the App so it will still be viewed.

These guidelines apply to all VA Mobile apps, including any Apps for VHA, VBA or NCA.
VA Health provides streamlined access and delivery of care and services to Veterans through mobile technologies. Therefore, VA Health is revolutionizing the way health care is provided—using mobile technologies to expand care beyond the traditional doctor’s office visit. Apps for Veterans, Caregivers and clinicians provide new and more convenient tools to better manage health information and foster communication between patients and their health care teams.

VA Health Brand

VA is the largest integrated health care system in the country, with more hospitals, patients and employees than any other health care system. It is a vast network grounded in a tradition of service, with a recent record of accomplishment in technology innovation.

The essence of VA Health’s brand positioning is convenience and the empowerment of Veterans, Caregivers and clinicians through tools they need to help Veterans lead healthier lives.

The brand is **caring, innovative** and **health-centric**. We are devoted to taking care of Veterans and their Caregivers, **empowering** them through VA Health and providing them with support every step of the way.
VA Health Logo

The importance of using VA Health’s logo as specified by these guidelines cannot be overstated. By using the logo consistently, we can help ensure VA Health’s brand is accurately and compellingly represented.

The **VA Health logo** symbolizes VA’s promise to define the standard for health care excellence in the United States. In addition, it symbolizes VA’s strategy to provide patient-centered and data-driven care to Veterans within VHA. The VA Health logo is used when talking exclusively about the VA Mobile Health program, which is part of VHA. This logo should be placed in the heading area of any VHA app chiclet.

To access the VA Health logo and design template, please visit: http://mobilehealth.va.gov/content/va-mobile-branding-requirements-resources

**VA HEALTH LOGO FONT**

*Myriad Pro Bold Italic*

**VA HEALTH LOGO COLORS**

<table>
<thead>
<tr>
<th>Color</th>
<th>Code</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>541 PC</td>
<td>541 PC</td>
<td>60%</td>
</tr>
</tbody>
</table>
The VHA palette is comprehensive, allowing for tailoring of palettes to specific needs, such as formal and academic, bright and cheerful, or somber and serious. Proper use of these colors is essential in any brand identity, setting the tone, dividing information and aiding recognition.

All colors may be used at 100% strength or as tints.
How to create an approved app chiclet

To gain approval of a VHA chiclet from VA, designers should adhere to the following design requirements. This follows the same guidelines as the VA Mobile app requirements with the added option of the VHA star background.

Using the following components, illustrated on this page, will help to ensure approval by VA:

- VA Health logo on white background header
- White header with curved bottom
- App name in Helvetica (to comply with each operating system’s maximum character limit, see page 11), abbreviated if necessary to meet character limit
- Include graphics that help convey the function of the app
- Use the VA color palette
- If appropriate, the VHA star background, displayed to the right, can be used as shown

Once your app icon is approved, here are the following file formats you will need to provide (as explained in the VA Health design template):

- 1024 x 1024 px (square icon for web use) in .ai or .eps and .png formats
- 1024 x 1024 px (rounded icon for print use) .ai or .eps format
- 180 x 180 px (square icon for web use) in .ai or .eps and .png formats

See appendix for more information on how to create splash pages for different mobile devices.

To access VA Health design template, please visit:
http://mobilehealth.va.gov/content/va-mobile-branding-requirements-resources

SAMPLE APP DESIGNS

VA Health logo (right aligned, visually centered from top to bottom in header)
White header with identical left-to-right sloping angle (when creating in Adobe Illustrator, this will be an angle of approximately 86°)
App graphic
Background color from VHA color palette
App border for rounded corner application, 5455 PC
App name in Helvetica (to comply with each operating system’s maximum character limit, see page 11)

Background option (as seen with VHA approved background)
How to create an approved app splash page

To gain approval of a VHA splash page from VA, designers should adhere to the following design requirements. This follows the same guidelines as the VA Mobile app requirements with the added option of the VHA star background.

Using the following components, illustrated on this page, will help to ensure approval by VA:

- VA Health logo on white background header
- VA logo as shown on white background footer
- White header and footer with curve
- App name in full as shown (Myriad Pro)
- Corresponding app graphic
- Use the VHA color palette
- If appropriate, the VHA star background, displayed to the right, can be used as shown

See appendix for more information on how to create splash pages for different mobile devices.

To access VA Health design template, please visit:
http://mobilehealth.va.gov/content/va-mobile-branding-requirements-resources
Our mission is to provide benefits and services to Veterans and their families in a responsive, timely and compassionate manner in recognition of their service to the Nation.

VA Benefits Logo

The importance of using our logo as specified by these guidelines cannot be overstated. Through consistent application, we can help ensure our brand is accurately and compellingly represented. This logo should be used in the heading area of any VBA app chiclet.

For further guidance on style requirements, refer to VBA’s style guide.

To access the VA Benefits logo and design template, please visit:
http://mobilehealth.va.gov/content/va-mobile-branding-requirements-resources

VA BENEFITS LOGO FONT
Myriad Pro Bold Italic

VA BENEFITS LOGO COLORS

541 PC 575 PC, 80%
Our mission is to honor Veterans and their families with final resting places in national shrines and with lasting tributes that commemorate their service and sacrifice to our Nation.

VA Memorial Logo

The importance of using our logo as specified by these guidelines cannot be overstated. Through consistent application, we can help ensure our brand is accurately and compellingly represented. This logo should be used in the heading area of any VA Memorial app chiclet.

For further guidance on style requirements, refer to VA's style guide: http://www.va.gov/opa/publications/

To access the VA Memorial logo and design template, please visit: http://mobilehealth.va.gov/content/va-mobile-branding-requirements-resources

VA MEMORIAL LOGO FONT

Myriad Pro Bold Italic

VA MEMORIAL LOGO COLORS

- 541 PC
- 7544 PC, 70%
**Apple Requirements**

See the following link from Apple’s “iOS Human Interface Guidelines, Custom Icon and Images Creation Guidelines” for Apple mobile devices:


**Android Requirements**

See the following link for design requirements for Android mobile devices:

http://developer.android.com/design/style/index.html

**Google Requirements**

See the following link for requirements in designing for Google Government Apps:

http://www.google.com/enterprise/apps/government/

**Blackberry Requirements**

See the following link for requirements in designing for Blackberry Apps:

docs.blackberry.com/en/developers/deliverables/17965/Icons_and_indicators_2_0_514453_11.jsp
Basic rules for style and usage for VA’s written communications:

References to Department of Veterans Affairs

- The full title is the “Department of Veterans Affairs” (no apostrophe).
- It should be used whenever a first reference to the department is made.
- The acronyms “VA” (not DVA) should be put in parentheses.
- Subsequent references can be to either “the department” or “VA.”
- When VA needs to be distinguished from a state’s Department of Veterans Affairs, the full title can be “U.S. Department of Veterans Affairs.”
- Do NOT use “the” before the acronyms when it is used as a noun. For example: “VA announced today that ....” If VA is used as an adjective, then “the” will be used in front of “VA.” For example: “The VA task force announced today that ....”

References to Operational Administrations

The full titles and acronyms of VA’s three major administrations are:

- Veterans Health Administration: VHA
- Veterans Benefits Administration: VBA
- National Cemetery Administration: NCA

The first text reference (not the title or subhead reference) should have the full title, with the abbreviation in parentheses. In subsequent references, the acronyms is used.
<table>
<thead>
<tr>
<th>Term</th>
<th>Style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran</td>
<td>Capitalized at ALL TIMES</td>
</tr>
<tr>
<td>Soldier, Seamen, Airmen, Reservists and Guardsmen</td>
<td>Capitalized</td>
</tr>
<tr>
<td>Servicemember</td>
<td>One word. Capitalized “S,” unless used in a jointly signed letter with DoD; then use “Service member,” two words, with “S” capitalized and “m” lowercase.</td>
</tr>
<tr>
<td>Central Office</td>
<td>Capitalized, as it is considered a proper noun</td>
</tr>
<tr>
<td>Program and Project</td>
<td>Capitalized only if used as part of a proper name</td>
</tr>
<tr>
<td>Governmentwide</td>
<td>One word. “G” is capitalized if referring to U.S. or foreign government; “g” is lowercase if referring to State government.</td>
</tr>
<tr>
<td>cosigners</td>
<td>One word, not capitalized, not hyphenated</td>
</tr>
<tr>
<td>co-workers</td>
<td>Not capitalized, hyphenated</td>
</tr>
<tr>
<td>health care</td>
<td>Two words, not capitalized, unless it is the proper name of a VA medical center. In addition, defer to the hospital’s official name, which may have “health care” as one word versus two words.</td>
</tr>
<tr>
<td>service-disabled</td>
<td>Two words, hyphenated</td>
</tr>
<tr>
<td>Veteran-owned</td>
<td>Two words, hyphenated, capitalized “V”</td>
</tr>
<tr>
<td>e-mail</td>
<td>All lowercase, hyphenated</td>
</tr>
<tr>
<td>home page</td>
<td>Two words, lowercase</td>
</tr>
<tr>
<td>online</td>
<td>One word, lowercase, not hyphenated</td>
</tr>
<tr>
<td>Webmaster</td>
<td>One word, capitalized “W”</td>
</tr>
<tr>
<td>Web page</td>
<td>Two words, capitalized “W”</td>
</tr>
<tr>
<td>Web site</td>
<td>Two words, capitalized “W”</td>
</tr>
<tr>
<td>Facebook</td>
<td>One word, capitalized “F”</td>
</tr>
<tr>
<td>YouTube</td>
<td>One word, capitalized “Y” and “T”</td>
</tr>
<tr>
<td>Flickr</td>
<td>Capitalized “F”</td>
</tr>
<tr>
<td>Twitter</td>
<td>Capitalized “T”</td>
</tr>
<tr>
<td>Caregiver</td>
<td>One word, capitalized “C”</td>
</tr>
</tbody>
</table>