



# Veteran Appointment Request

*User Manual*

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Connected Care

**August 2017**

# User Manual

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# Overview

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The Veteran Appointment Request (VAR) mobile application (app) allows Veterans who are in the Department of Veterans Affairs (VA) health care system to self-schedule and request primary care appointments. Depending on if the facility supports self-scheduling/appointment requests, Veterans may also use the app to schedule or request audiology, optometry or outpatient mental health appointments or request an express care appointment. Veterans can also view appointment details, track the status of requests, send messages about the requested appointments, get notifications about appointments, and cancel appointments.

**Additional types of appointments will be added in future versions of the app.**

**NOTE:** Submitting a request does not mean an appointment has been booked; VA schedulers review the requests and officially schedule appointments by clinic availability. Veterans should always dial 911 or call their local VA facility in case 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 8 and higher
3. Firefox 24 and higher
4. Google Chrome 47 and higher

This user manual provides an in-depth, step-by-step guide for using the Veteran Appointment Request App.

# The Basics

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## Prerequisites

To use the Veteran Appointment Request (VAR) App, you must:

1. Be enrolled in VA health care and be seen for care at a VA Medical Center (VAMC) or Community Based Outpatient Clinic (CBOC). If you would like to learn more about the enrollment process, visit [va.gov/healthbenefits/apply](http://va.gov/healthbenefits/apply) or call **1-877-222-VETS**. To find a facility near you, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp>.
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](http://mobile.va.gov/dslogon) for more information.
3. Be registered at a VA health care facility that supports self-scheduling and/or appointment requests for the type of appointment you are making. Eligibility requirements vary by VA facility (e.g., some sites might require you to be an established patient within a service line while others might be open to anyone enrolled at the facility. Other eligibility requirements include:
  - For Primary Care self-scheduling you must be aligned with a Patient Aligned Care Team (PACT). Your appointment will always be at your PACT clinic.
  - For Express Care requests you must be aligned with a PACT team. Appointments can be provided by any VA provider. The VA provider that hosts the video appointment will be chosen by the facility. To participate in Express Care appointments you must have an email account where the link to the virtual medical room can be sent and accessed to start the video appointment.
  - Not all types of appointments are available to be self-scheduled or requested to be scheduled. Each facility determines what type of care may be scheduled at its site and how (i.e., self-schedule or request) that type of care may be scheduled.

## Logging in

Access the VAR app > Read the End User License Agreement (“EULA”) and the Notice of Privacy Practices (“Notice”) > Tap **Accept** > Tap **Login** > Enter your DS Logon Level 2 (Premium) credentials > Tap **Sign In** > You will proceed into the app.

**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.

**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 into 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.

VA Appointments

## Welcome to *VA Appointments*

The VA Appointment Scheduling app allows patients to enter a request for an appointment and schedule select appointments.

**NOTE:** This app is not monitored by your VA doctors. If you need urgent care, please [Dial 911](#) or call the Veterans Crisis Hotline at [1-800-273-8255](#) and press 1.

For urgent matters related to an appointment within the next 72 hours, please call your facility. [View VA Facilities.](#)

CALL 911

Veterans Crisis Line

Login

VAHealth

VA Appointments - v4.0.0 Not logged in

## Getting to know the Home screen

When you log into the VAR App, you will see four main navigation sections of the app:

- Appointments/Requests – A list of appointments and requests, which allow you to track statuses easily or tap on each appointment/request for more details.
  - Appointments – Upcoming, confirmed appointments that you have booked through the app, or that a VA scheduler has booked for you. **NOTE:** This includes all appointments, not just those scheduled through the app.
  - Requests – Pending requests for primary care or mental health appointments that you have requested through the app, but that have not yet been booked by a VA scheduler.
- New Appointment/Request – Buttons at the top right and bottom right of your screen, which allow you to schedule or get help scheduling a primary care, mental health, audiology, optometry or express care appointment.
- User Menu (four-line icon with a silhouette) – A slide-out menu in the upper right corner of your screen that allows you to access About, Help, Feedback, Preferences, Launchpad and Logout.
- Notifications – A button under New Appointment/Request shows you notifications about scheduled and requested appointments.

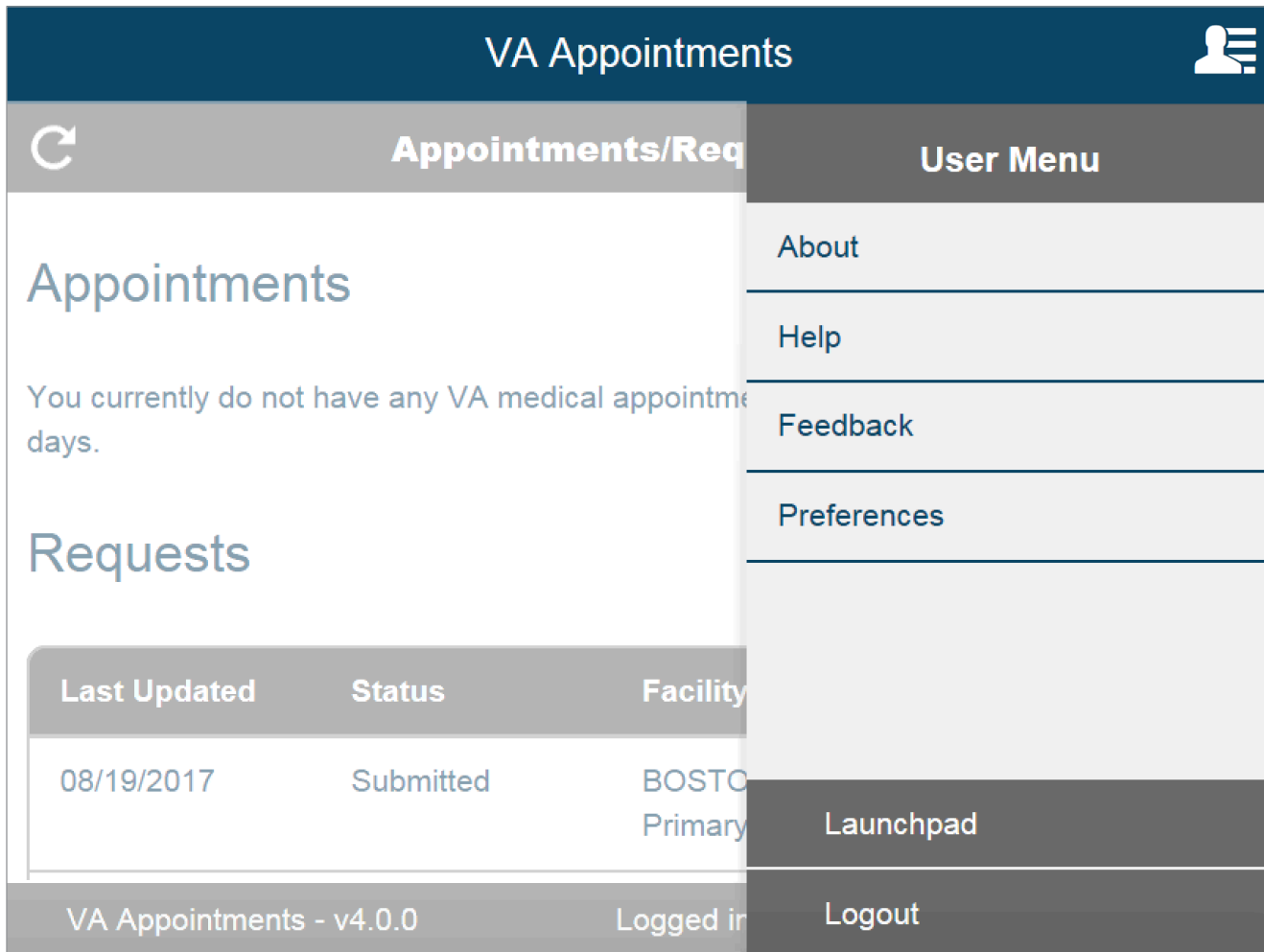
Tap the circular arrow going counter-clockwise in the upper left corner to refresh the home screen and view the most current appointment and request information.

The screenshot shows the 'VA Appointments' app interface. At the top, there is a dark blue header with the title 'VA Appointments' and a user profile icon. Below the header is a grey bar containing a circular refresh icon on the left, the text 'Appointments/Requests' in the center, and a 'New Appointment/Request' button on the right. The main content area has a white background with the heading 'Appointments' and a 'Notifications' button. A message states: 'You currently do not have any VA medical appointments scheduled in the next 120 days.' Below this is the 'Requests' section, which contains a table with two rows of data. Each row has a right-pointing chevron icon.

Last Updated	Status	Facility/Type of Care
08/19/2017	Submitted	BOSTON HCS VAMC Primary Care
08/18/2017	Submitted	BOSTON HCS VAMC Express Care

## 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** > A pop-up About box will appear that provides an overview of the app. To close the About box, tap **OK**.

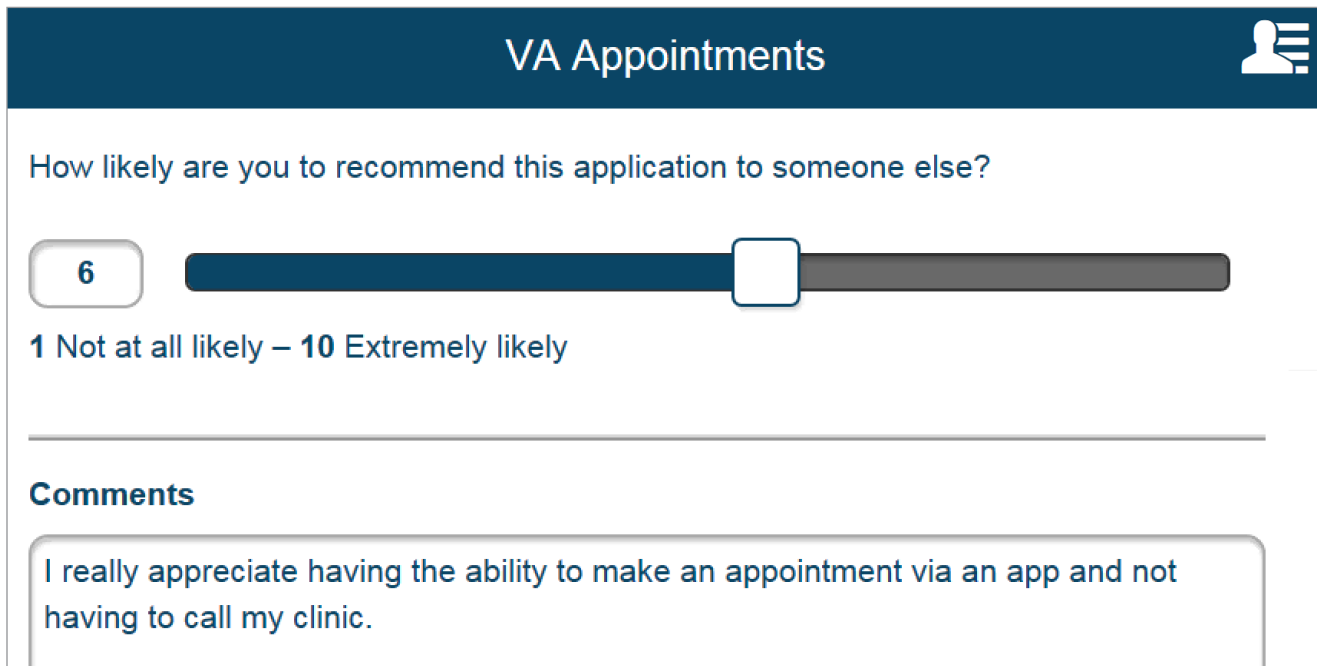


## Accessing help for the app

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 **Help** > A pop-up Help box will appear that provides information about the Help Desk, DS Logon and what to do in an emergency > Tap the hyperlink to access the VA Mobile App Store. Tap **VA's Facility Locator** to locate your local VA facility. To get detailed instructions for how to use the app, tap **User Guide** > A user guide will open in a new tab. To close the Help box, tap **OK**.

## 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** > Tap the circle next to the answer that best describes your wait time for a confirmed appointment > Slide the circle along the bar to indicate how likely you are to recommend the app > Type your comments into the box > Tap **Submit** > You will return to the Home screen. You can also hit the back arrow in the upper left corner to return to the appointments screen without submitting feedback.



VA Appointments

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

6

1 Not at all likely – 10 Extremely likely

**Comments**

I really appreciate having the ability to make an appointment via an app and not having to call my clinic.

## Updating email notification preferences

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 **Preferences** > A pop-up Preferences box will appear > Tap **Yes** or **No** to receive emails on updates regarding your appointments and requests. If you tapped Yes, tap the bar under Email, and type in your email address > Tap **Save** to save your settings, or tap **Cancel** to return to the Home screen without saving.

## 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** > You will go to the VA Launchpad and stay signed into the VAR App.

## 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** > You will go to the VA Launchpad and be logged out of the VAR App and the Launchpad.



# New Appointments/Requests

Self-schedule or request dates and times for audiology, primary care, optometry and outpatient mental health appointments and request an express care appointment. **NOTE:** Requesting an appointment does not mean your appointment is scheduled; a VA scheduler will review your request, check availability and officially book the appointment. Not all appointment types will be available to schedule or request for your location.

VA Appointments

Appointments/Requests **New Appointment/Request**

\* required field

**Facility:**  
BOSTON HCS VAMC

\* **Type of Care:**  
Primary Care

**Providers:**  
Provider, MobileApps  
[View Your Care Team \(PACT\)](#)

**If you don't see a Type of Care that matches your needs, contact your facility for assistance.**

\* **Scheduling Method:**

Schedule Myself  
 Submit a Request to VA Scheduler

This method is not available for the type of care you selected.

## Scheduling a primary care appointment yourself

First you must be a member of a PACT team to self-schedule a primary care appointment. Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the drop-down menu under Type of Care > Tap **Primary Care**, and you will see the name of your provider(s) and a link to view PACT Team Members > Tap **View Your Care Team (PACT)**, and a pop-up box showing your primary care providers and team list will appear > Tap **Close** to close the pop-up box > Tap the circle next to Schedule Myself under Scheduling Method > More information will populate below, and you will see your primary facility and care team based on your VA health records > Fill out the following details:

- Select Facility – The facility information will likely default to your primary care facility. If you are given the option to select a facility, tap the circle next to the facility where you would like to schedule an appointment.
- Select Clinic – Tap the circle next to the clinic where you would like to schedule an appointment. After you have selected a clinic, the following will populate:
- Reason for Appointment – Type the reason for the appointment in the text box (up to 150 characters).
- Preferred Date – Either (1) type in the date in MM/DD/YYYY format or (2) tap the calendar icon > A pop-up calendar will appear > Tap your preferred date on the calendar > Tap **Show Availability** > If there is no availability for your preferred date, you will see the closest available dates to the one you entered > To see all dates, tap **Show all Dates** > Based on the date you choose, a drop-down menu will appear with available times > Tap on your time of choice.

- Email Preferences – Tap the circle next to either Yes or No whether you would like to receive email updates notifying you of changes/updates made to your appointments and requests.
- Email – Type your email address into the bar. **NOTE:** Your email address may automatically populate if you have entered it before.

Tap **Schedule Appointment** > You will go to an Appointment Details screen that confirms your request has been submitted and provides an overview of the details. To add the appointment to your calendar, tap **Add to Calendar**, and an .ics file will download to open and add to your calendar. To return to the Home screen, tap **Appointments/Requests** in the upper left corner, and your appointment request will appear in the list on the Home screen.

The screenshot shows the 'VA Appointments' screen. At the top, there is a dark blue header with the text 'VA Appointments'. Below the header is a vertical list of time slots: 11:30, 12:00, 12:30 (highlighted in dark blue), 13:00, and 13:30. Below the time slots is a button labeled 'Show All Dates'. A confirmation message reads: 'You are scheduling an appointment for: Monday, 06/26/2017 12:30'. Below this is the 'Email Preferences' section, which includes the text 'Send me updates on my appointments and requests:' followed by two buttons: 'Yes' (highlighted) and 'No'. Below that is an email field with the text '\* Email:' and the email address 'MobileAppsVeteran.One@va.gov'. At the bottom of the screen are two buttons: 'Schedule Appointment' and 'Cancel'.

## Scheduling a primary care appointment with help

Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the drop-down menu under Type of Care > Tap **Primary Care** > Tap the circle next to Submit a Request to VA Scheduler > More information will populate below, and you will see your primary facility based on your VA health records > Fill out the following details:

- Purpose of Visit – Tap **Select** > Tap either **Routine/Follow-up, New Issue, Medical Concern** or **Other** (if Other, type in the reason under Other Purpose).
- Preferred Type of Visit – Tap the circle next to either Office Visit, Phone Call or Video Conference. **NOTE:** Video Conferences are not available in all VA clinics. If Video Conference appointments are not available, your request will be treated as a Phone Call request.
- Date/Time – Either (1) type in the date in MM/DD/YYYY format, or (2) tap the calendar icon > A pop-up calendar will appear > Tap your preferred date on the calendar > Tap the circle next to either AM or PM (You must enter in at least one date/time option, but can enter up to three choices).
- Phone/Verify Phone – Type in your preferred number of contact (these must match).

- Best Time for VA to Call – Tap to check the box next to Morning, Afternoon or Evening.
- Calls from VA – Tap the circle next to either Yes or No whether you would like VA to call you regarding the appointment request.
- Message – Type an optional message (up to 100 characters) to the VA Scheduling Clerk.
- Email Preferences – Tap the circle next to either Yes or No whether you would like to receive email updates notifying you of changes/updates made to your request. **NOTE:** Your email address may automatically populate if you have entered it before.
- Email – Type your email address into the bar.

Tap **Submit Request** > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details. When your appointment has been scheduled, to add the appointment to your calendar, tap **Add to Calendar**, and an .ics file will download. Open the file to add the appointment to your calendar.

To cancel the request, tap **Cancel Request**. To add an optional message to the VA Scheduler, type the message (up to 100 characters) into the box (you can send two messages total per request) > Tap **Send**. To return to the Home screen, tap **Appointments/Requests** in the upper left corner, and your appointment request will appear in the list on the Home screen. **NOTE:** You may only request to schedule one primary care appointment at a time.

The screenshot displays the 'Appointment Details' screen within the 'VA Appointments' app. At the top, there is a dark blue header with the text 'VA Appointments' and a user profile icon. Below this is a grey navigation bar with a back arrow, the text 'Appointments/Requests', the title 'Appointment Details', and an 'Add to Calendar' button with a calendar icon. The main content area is white and contains a 'Status: Scheduled' box. Below that is a larger box with appointment details: 'Appointment Date/Time: 06/29/2017 @ 10:30', 'Facility/Clinic: BOSTON HCS VAMC OPTOMETRY 179', and 'Reason for Visit: Testing'. A '\* required field' label is visible in the top right of this box.

## Scheduling an audiology, optometry or outpatient mental health appointment yourself

Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the drop-down menu under Type of Care > Tap **Audiology, Optometry** or **Outpatient Mental Health**, and note that not all appointment types will be available to schedule for your location > Tap the circle next to Schedule Myself under Scheduling Method > More information will populate below > Fill out the following details:

- Select Clinic – Tap the circle next to the clinic where you would like to schedule an appointment. After you have selected a clinic, the following will populate:
  - Reason for Appointment – Type the reason for the appointment in the text box (up to 150 characters).
  - Preferred Date – Either (1) type in the date in MM/DD/YYYY format, or (2) tap the calendar icon > A pop-up calendar will appear > Tap your preferred date on the calendar > Tap **Show Availability** > If there is no availability for your preferred date, you will see the closest available dates to the one you entered > To see all dates, tap **Show all Dates** > Based on the date you chose, a drop-down menu will appear with available times > Tap on your time of choice.

- Email Preferences – Tap the circle next to either Yes or No to indicate if you would like to receive email updates notifying you of changes/updates made to your appointments and requests.
- Email – Type your email address into the bar. **NOTE:** Your email address may automatically populate if you have entered it before.

Tap **Schedule Appointment** > You will go to an Appointment Details screen that confirms your request has been submitted and provides an overview of the details. To add the appointment to your calendar, tap **Add to Calendar**, and an .ics file will download to open and add to your calendar. To return to the Home screen, tap **Appointments/Requests** in the upper left corner, and your appointment request will appear in the list on the Home screen.

## Scheduling an audiology, optometry or outpatient mental health appointment with help

Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the drop-down menu under Type of Care > Tap **Audiology, Optometry** or **Outpatient Mental Health**, and note that not all appointment types will be available to request for your location > Tap the circle next to Submit a Request to a VA Scheduler under Scheduling Method > More information will populate below > Fill out the following details:

- Purpose of Visit – Tap Select > Tap either **Routine/Follow-up, New Issue, Medical Concern** or **Other** (if Other, type in the reason under Other Purpose).
- Type of Visit – Tap the circle next to either Office Visit, Phone Call or Video Conference. **NOTE:** Video Conferences are not available in all VA clinics. If Video Conference appointments are not available, your request will be treated as a Phone Call request.
- Date/Time – Either (1) type in the date in MM/DD/YYYY format or (2) tap the calendar icon > A pop-up calendar will appear > Tap your preferred date on the calendar > Tap either **Morning, Afternoon** or **Evening** (You must enter in at least one date/time option).
- Phone/Verify Phone – Type in your preferred number of contact (these must match).
- Best Time for VA to Call – Tap to check the box next to Morning, Afternoon or Evening.
- Calls from VA – Tap the circle next to either Yes or No whether you would like VA to call you regarding the appointment request.
- Message – Type an optional message (up to 100 characters) to the VA Scheduling Clerk.
- Email Preferences – Tap the circle next to either Yes or No whether you would like to receive email updates notifying you of changes/updates made to your request. **NOTE:** Your email address may automatically populate if you have entered it before.
- Email – Type your email address into the bar.

Tap **Submit Request** > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details. When your appointment has been scheduled, to add the appointment to your calendar, tap **Add to Calendar**, and an .ics file will download. Open the file to add the appointment to your calendar.

To cancel the request, tap **Cancel Request**. To add an optional message to the VA Scheduling Clerk, type the message (up to 100 characters) into the box (you can send two messages total per request) > Tap **Send**. To return to the Home screen, tap **Appointments/Requests** in the upper left corner, and your appointment request will appear in the list on the Home screen.

**NOTE:** You may only request to schedule two mental health appointments at a time.



## Scheduling an express care appointment with help

Express care allows you to request a video appointment. Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the drop-down menu under Type of Care > Tap **Express Care** > Tap the circle next to Submit a Request to a VA Scheduler under Scheduling Method > More information will populate below > Fill out the following details. **NOTE:** You cannot self-schedule an express care appointment.

- Reason for Visit – Tap the Reason for Visit drop-down menu > Tap the reason for requesting an appointment (if Other, type in the reason under Other Reason).
- Additional Information - This is an optional field. If desired, type in any additional information that needs to accompany the express care appointment request, up to a maximum of 250 characters.
- Email – Type your email address into the bar.

Tap **Submit Request** > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details. To cancel the request, tap **Cancel Request**.

Once your express care appointment has been scheduled, you will receive an email at the address you provided. The email will contain appointment details including a link to enter the virtual medical room via the **VA Video Connect App**. **NOTE:** You will not see the express care appointment in the Upcoming Appointments section of the VAR App.

# Requests and Confirmed Appointments

Easily review the details of your appointment requests and scheduled appointments.

The screenshot displays the 'Appointment Details' screen in the VA Appointments app. At the top, there is a dark blue header with 'VA Appointments' and a user profile icon. Below this is a grey navigation bar with a back arrow, 'Appointments/Requests', 'Appointment Details', and an 'Add to Calendar' button. The main content area is light grey and contains the following information:

- Appointment Date/Time:** 06/29/2017 @ 10:30
- Facility/Clinic:** BOSTON HCS VAMC OPTOMETRY 179
- Reason for Visit:** Testing
- I need to cancel this appointment:** A toggle switch is currently set to 'Yes'.
- \* Reason for Cancellation:** A dropdown menu is open, showing 'TRAVEL DIFFICULTY'.
- Cancel Appointment:** A button at the bottom left.

A red asterisk and the text '\* required field' are visible in the top right corner of the main content area.

## Reviewing booked appointments

On the Home screen, you will see a list of booked appointments, which shows you the date, time and location of the appointment. (If you had requested an appointment and it was booked by a scheduler, it will move from the Requests section and into the Appointments section as a booked appointment.) To view more details, tap the specific appointment you would like to view > You will go to an Appointment Details screen, which provides an overview of your appointment. When your appointment has been scheduled, to add the appointment to your calendar, tap **Add to Calendar**, and an .ics file will download. Open the file to add the appointment to your calendar.

If you would like to cancel the appointment, tap the circle next to Yes under “I need to cancel this appointment;” > A Reason for Cancellation bar will appear > Tap **Select** > Tap the reason from the drop-down menu > Tap **Cancel Appointment** > A pop-up Confirmation box will appear > Tap **Yes** > You will go to a screen that confirms your appointment has been canceled. To return to the Home screen, tap **Appointments/Requests** in the upper left corner.

**VA Appointments**

Appointments/Requests **Request Details**

**Status:** Submitted **Updated:** 06/23/2017 13:44

View status updates for this request under the "Requests" section of the Appointments and Requests page. Once scheduled, the resulting appointment will be displayed under the "Appointments" section of the same page.

**Request Details**

**Submitted:** 06/23/2017 @ 13:44 **Facility:** BOSTON HCS VAMC

**Type of Care:** Primary Care **Type of Visit:** Office Visit

**Preferred Appointment Date/Time**  
**1st Choice:** 06/29/2017 PM

**Phone:** (555) 555-0000 **Best Times for VA to Call:** Afternoon, Evening

**Preference:** Call before booking appointment **Purpose of Visit:** New Issue

Cancel Request

## Reviewing appointment requests

Below the booked appointments list on the Home screen, you will see a list of requested appointments, which shows you the date the request was last updated, the status of its booking and the location of the appointment request. (If you had requested an appointment and it was booked by a scheduler, it will move from the Requests section and into the Appointments section as a booked appointment.) To view more details, tap the specific appointment request you would like to view > You will go to a Request Details screen, which provides an overview of your request. If your appointment request is pending, you can also:

- Cancel the request – Tap **Cancel Request** > A pop-up Confirmation box will appear > Tap **Yes** to confirm the cancellation, or tap **No** to keep the request.
- Send a message – Type the message (up to 100 characters) into the box (you can send two messages total per request) > Tap **Send**.

If your appointment status is Canceled or Not Booked, you will see a summary of the request and your interaction with VA, but will not be able to message a scheduler. To return to the Home screen, tap **Appointments/Requests** 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, can be found on the VA App Store. Visit [mobile.va.gov/appstore](http://mobile.va.gov/appstore), and search for the app to access the resources. 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 **Help** > A pop-up Help window will appear. To get detailed instructions for how to use the app, tap **User Guide** > A user guide will open in a new tab. To close the Help box, tap **OK**.

## Help Desk Information

If you need assistance with the Veteran Appointment Request 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.

## 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>  
**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

The Veteran Appointment Request App was developed 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. **NOTE:** You must have a DS Logon Premium Account to use this app.

**PACT** – Patient Aligned Care Team

**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)]