VA *Mobile*

DS Logon Education App
User Manual

User Manual

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Overview

The Department of Veterans Affairs (VA) DS Logon Education App helps Veterans learn more about DS Logon accounts. With the app, you can link to resources to determine if you have a DS Logon account, create a Level 1 (Basic) DS Logon account, upgrade to a Level 2 (Premium) DS Logon account, reset usernames and passwords, and more.

DS Logon stands for Department of Defense Self-Service Logon, and is a secure logon ID created by the Department of Defense (DoD) to increase the level of security for users of various VA and DoD websites beyond simple usernames/passwords. In today's internet age, the security around Personally Identifiable Information (PII) and Personal Health Information (PHI) is critical, and DS Logon is meant to act as a strong and secure logon ID that is easy to use and maintain throughout VA and the DoD.

There are currently two types of DS Logon accounts. A DS Logon Level 1 (Basic) Account provides limited access to features on some websites. However, a DS Logon Level 2 (Premium) Account is required before you can view your personal data in VA and DoD systems.

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

1. Android – Chrome
2. Android – Firefox
3. iOS – Chrome
4. iOS – Safari
5. MAC OX X – Chrome
6. Mac OX X – Firefox

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7. Mac OX X – Safari

8. Windows – Chrome

9. Windows – Firefox

10. Windows – Internet Explorer

11. Windows – Opera

This User Manual provides an in-depth, step-by-step guide for using the DS Logon Education App.

The Basics

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Prerequisites

Anyone can access the informational resources about DS Logon accounts in the DS Logon Education App.

Accessing the app

You can access the DS Logon Education App either directly or through the VA Launchpad. When you first access the app, you will see an End User License Agreement (EULA) > Read the EULA, and tap **Accept** > You will go to the DS Logon Education Home screen. The next time you access the app, you will go directly to the Home screen.

Getting to know the screen

When you access the DS Logon Education App, you will arrive on the Home screen. Tap on the eight tabs across the top of the screen to navigate through the app:

- **Home** – Return to the Home screen at any time.
- **Information** – Get answers to commonly asked questions about DS Logon accounts.
- **Execution** – Link to resources to test your DS Logon account.
- **Resolution** – Troubleshoot DS Logon issues.
- **Contact Us** – Access the number for the Mobile Help Desk.
- **About** –Access application specific information.
- **Help** – Learn how to use the DS Logon Education App.
- **Launchpad** – Access the VA Launchpad (**NOTE:** You can access the DS Logon Education 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).

On the Home screen, you will also see the same Information, Execution and Resolution features that you can access from the eight tabs at the top of the screen.
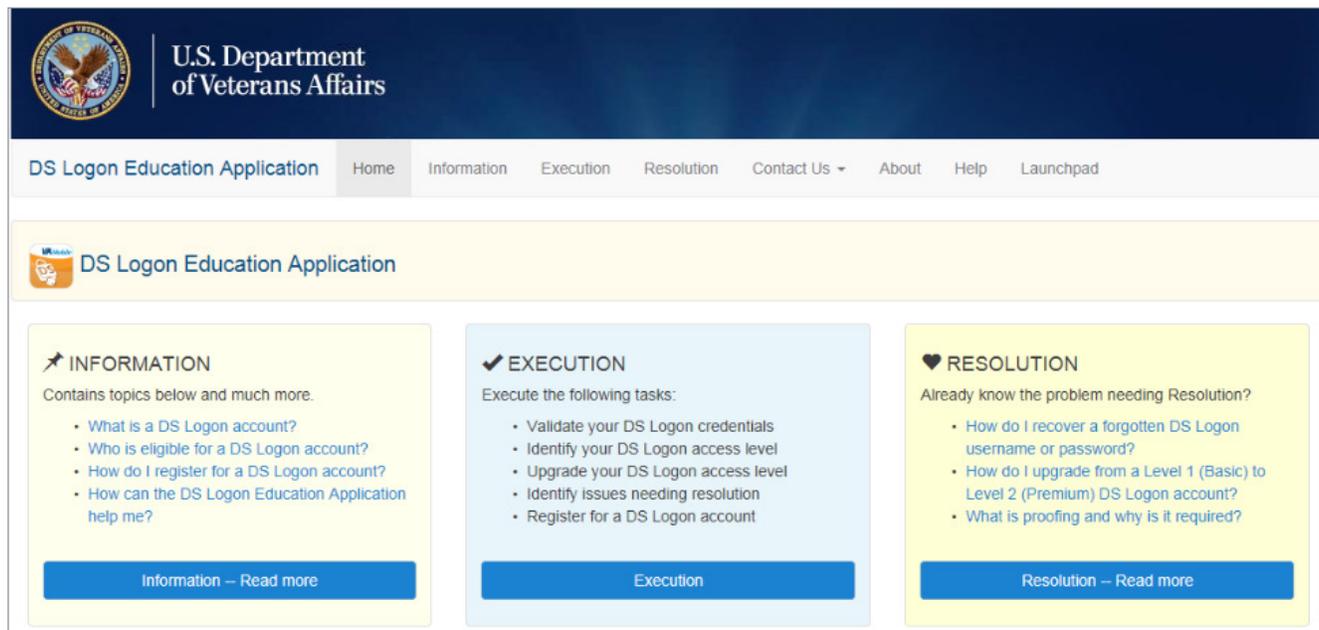
Contacting the Mobile Help Desk

At the top of the screen, tap **Contact Us** > A drop-down box will appear with the number for the Mobile Help Desk number that you can dial from your personal device. To collapse the box, tap **Contact Us** again.

Accessing built-in help about the app

At the top of the screen, tap **Help** > You will go to a Help screen, where you will see a list of frequently asked questions > Tap on the question to expand the answer below. To collapse the answer after you've finished reading it, tap the question again.
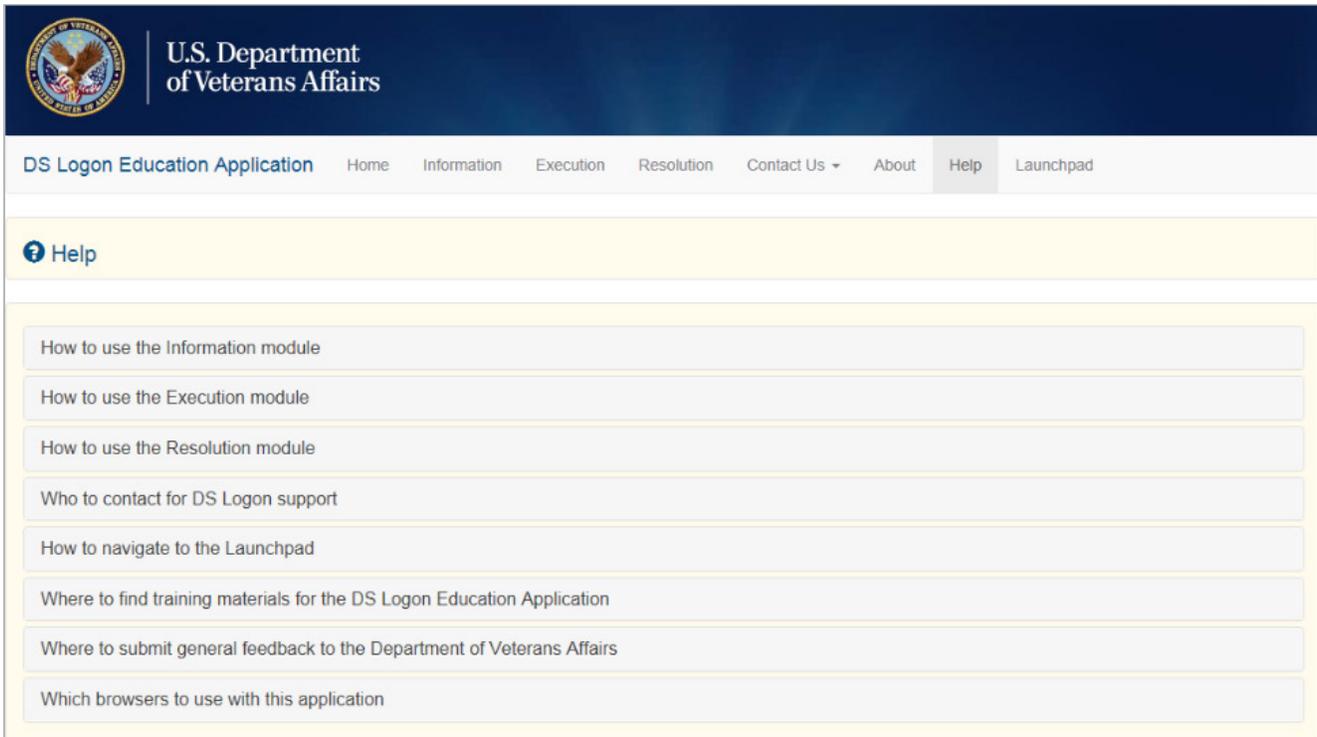
Accessing the VA Launchpad

At the top of the screen, tap Launchpad > A pop-up Exit to **Launchpad** box will appear > Tap **OK**. You will go to the VA Launchpad.

Information

Get answers to commonly asked questions about DS Logon accounts.

Accessing and using the information feature

There are two ways you can access the Information feature in the DS Logon Education App:

1. On the Home screen, go to the Information section > Tap **Information – Read more**.
2. Tap the **Information** tab at the top of the screen.

You will go to the Information screen, where you will see a list of commonly asked questions about DS Logon accounts that are broken down into two sections: basic information and additional information > Tap on the question to expand the answer below. To collapse the answer after you've finished reading it, tap the question again.

Execution

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Test your DS Logon account.
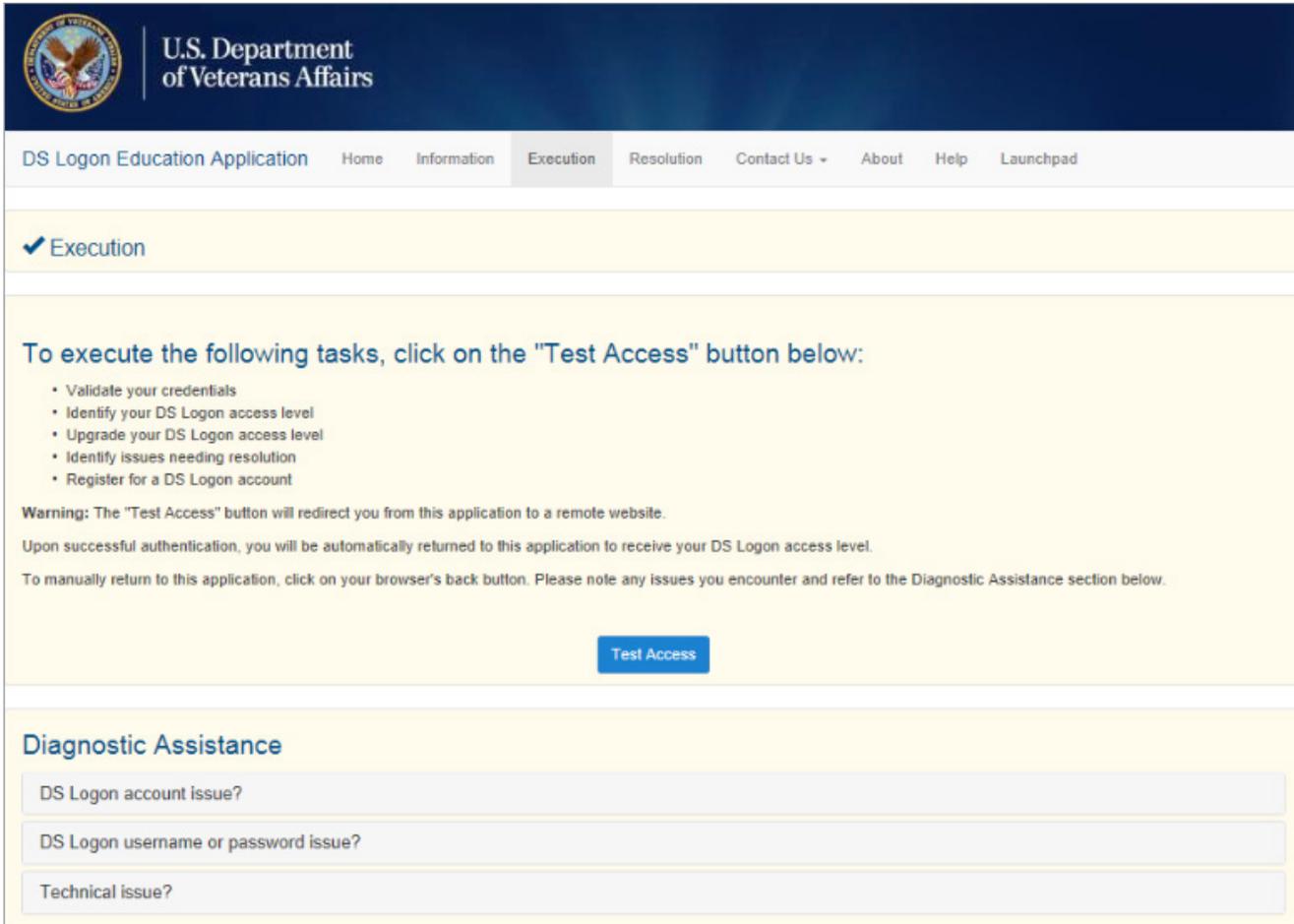
Accessing and using the execution feature

There are two ways you can access the Execution feature in the DS Logon Education App:

1. On the Home screen, go to the Execution section > Tap **Execution**.

2. Tap the **Execution** tab at the top of the screen.

You will go to the Execution screen, where you can:

- Test your DS Logon access – Tap **Test Access** > You will be directed to a website to validate your credentials, identify your DS Logon access level, upgrade the level, identify issues or register for a DS Logon account.

- Get diagnostic assistance – You will see a list of questions related to testing your account. Tap on the question to expand the answer below. To collapse the answer after you've finished reading it, tap the question again.

Resolution

Troubleshoot DS Logon issues by accessing guidance.
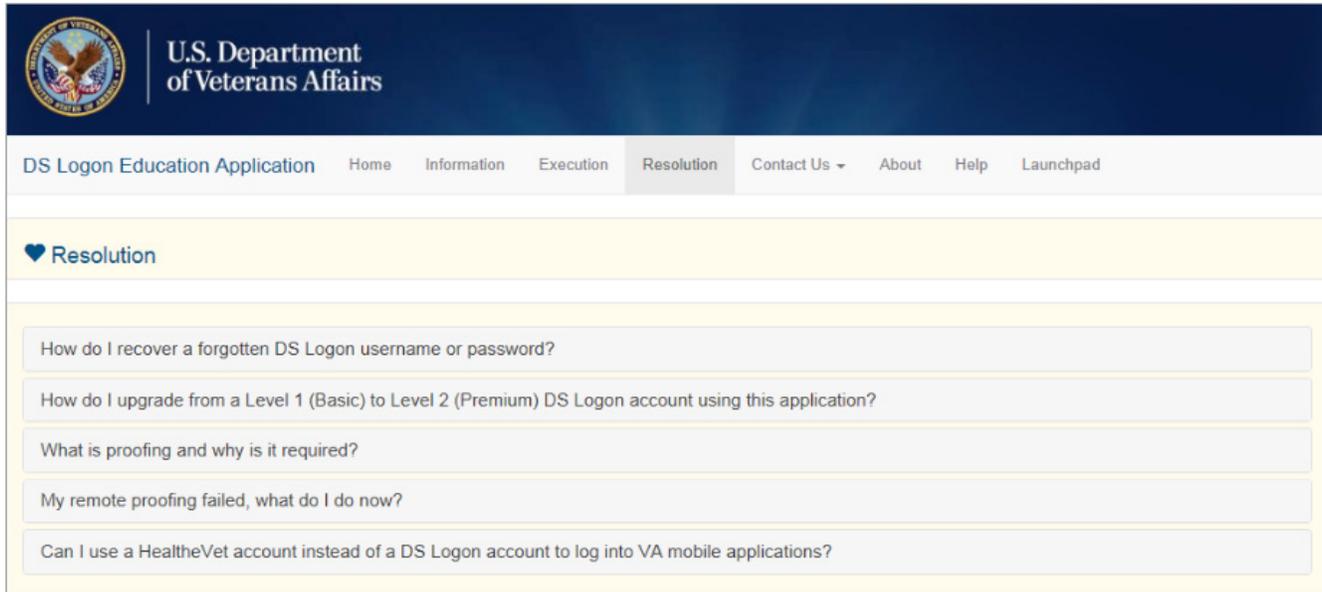
Accessing and using the resolution feature

There are two ways you can access the Resolution feature in the DS Logon Education App:

1. On the Home screen, go to the Resolution section > Tap **Resolution – Read more**.

2. Tap the **Resolution** tab at the top of the screen.

You will go to the Resolution screen, where you will see a list of commonly asked questions about DS Logon issues > Tap on the question to expand the answer below. To collapse the answer after you've finished reading it, tap the question again.

Help and Additional Information

Additional Training Materials for the DS Logon Education App
More resources, such as a Slideshow and FAQs, can be found on the VA App Store. Visit **mobile.va.gov/appstore**, and search for the app to access the resources.

Help Desk Information
If you need assistance with the DS Logon Education 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 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 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
The DS Logon Education App was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality.

Appendix #2: Glossary and Abbreviations
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.)

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 clinical teams [More at: mobile.va.gov]