



U.S. Department of Veterans Affairs

Veterans Health Administration Office of Connected Care

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# 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

- 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.

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# **The Basics**

### **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.

U.S. Departme of Veterans Af	ent fairs						
DS Logon Education Application	Home Information	Execution	Resolution	Contact Us -	About	Help	Launchpad
Help							
How to use the Information module							
How to use the Execution module							
How to use the Resolution module							
Who to contact for DS Logon support							
How to navigate to the Launchpad							
Where to find training materials for the DS Logon Education Application							
Where to submit general feedback to the Department of Veterans Affairs							
Which browsers to use with this app	lication						

## **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.

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# Information

Get answers to commonly asked questions about DS Logon accounts.

U.S. Department of Veterans Affairs						
DS Logon Education Application Home Information Execution Resolution Contact Us - About Help Launchpad						
▲ Information						
* Basic Information						
What is a DS Logon account?						
Who is eligible for a DS Logon account?						
How do I register for a DS Logon account?						
How can the DS Logon Education Application help me?						
★ Additional Information						
Which VA mobile applications require a DS Logon account?						
How do I upgrade from a Level 1 (Basic) to Level 2 (Premium) DS Logon account using this application?						
What is the difference between a Level 1 (Basic) and Level 2 (Premium) DS Logon account?						
What is <b>DEERS</b> ?						

## 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.

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# **Execution**

#### Test your DS Logon account.

U.S. Department of Veterans Affairs						
DS Logon Education Application Home Information Execution Resolution Contact Us - About Help Launchpad						
✓ Execution						
<ul> <li>To execute the following tasks, click on the "Test Access" button below:</li> <li>Validate your credentials</li> <li>Identify your DS Logon access level</li> <li>Uprade your DS Logon access level</li> <li>Identify issues needing resolution</li> <li>Register for a DS Logon account</li> </ul> Warning: The "Test Access" button will redirect you from this application to a remote website. Upon successful authentication, you will be automatically returned to this application to receive your DS Logon access level. To manually return to this application, click on your browser's back button. Please note any issues you encounter and refer to the Diagnostic Assistance section below. Test Access						
Diagnostic Assistance						
DS Logon account issue?						
DS Logon username or password issue?						
Technical issue?						

### 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.

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# **Resolution**

Troubleshoot DS Logon issues by accessing guidance.

U.S. Department of Veterans Affairs					
DS Logon Education Application Home Information Execution Resolution Contact Us - About Help Launchpad					
♥ Resolution					
How do I recover a forgotten DS Logon username or password?					
How do I upgrade from a Level 1 (Basic) to Level 2 (Premium) DS Logon account using this application?					
What is proofing and why is it required?					
My remote proofing failed, what do I do now?					
Can I use a HealtheVet account instead of a DS Logon account to log into VA mobile applications?					

# 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]

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