VA Video Connect App
User Manual

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) Video Connect mobile application (app) enables Veterans to connect to a virtual medical room. In the virtual medical room, Veterans participate in video health care visits where a hands-on physical examination is not required. Veterans access their provider on a scheduled date and time – just like a face-to-face meeting in a clinic exam room.

By providing fast, easy, encrypted, real-time access to care in the virtual medical room, VA Video Connect makes it easier for Veterans to choose where they’d like to receive services. By connecting to the virtual medical room through the app, Veterans can see and talk to their care team from anywhere, making appointments more convenient and reducing travel and wait times.

This app is available for iOS, Android and Windows operating systems and is supported by all internet browsers except Safari.

The Basics

Prerequisites

To use the VA Video Connect App, you must:

• Be enrolled in VA health care.
• Have an email account where the link to the Virtual Medial Room can be sent and accessed to start the video appointment.
• Have a DS Logon Level 2 (Premium) Account – The VA Video Connect 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 for more information.
• If you’re using an iOS device to access the app, you will need to download the Pexip Infinity Connect Mobile App before you can enter the virtual medical room.

Logging in

To access the VA Video Connect App, read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap Accept > You will proceed into the app > Tap Login > Enter your DS Logon Level 2 (Premium) Account credentials > Tap Sign In > You will proceed into the app.

NOTE: You can access the VA Video Connect 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 into the VA Launchpad once with your DS Logon Level 2 (Premium) Account, you can access multiple apps without signing into each app separately. If you are accessing the VA Video Connect App through the VA Launchpad and have already signed into another app, you will not need to re-enter your credentials.

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.

Learning more about the app

Tap the User Menu (four-line icon with silhouette) > A drop-down menu will appear > Tap About > A pop-up About box will appear > You will see background information about the app and a way to view the EULA > Tap View EULA to review the EULA > Tap OK to close.

Touring the app

Tap the User Menu (four-line icon with silhouette) > A drop-down menu will appear > Tap Take a Tour > A pop-up Take a Tour box will appear > You will see an overview of the app > Tap the forward and backward arrows to learn additional information about the app > To close the Take a Tour box, tap Close.

Accessing the VA Launchpad

Through the VA Launchpad, you can access other apps without re-entering your DS Logon Level 2 (Premium) Account credentials. No matter what information you are currently viewing, you can always go to the VA Launchpad. Tap the User Menu (four-line icon with silhouette) > A drop-down menu will appear > Tap Launchpad.
Accessing help for the app

Tap the User Menu (four-line icon with silhouette) > A drop-down menu will appear > Tap Help > A pop-up Help box will appear, which provides:

- Toll Free Help Desk – The number (1-877-470-5947) and operating hours of the VA Mobile App Help Desk.
- General Feedback to VA – To let VA know what you think about the app and the VA Mobile Health program, tap General Feedback to VA > You will navigate away from the app and to a VA Mobile Health App Feedback website where you can take a survey and submit your comments about the app.
- User Guide – Tap User Guide to access the app’s built-in user guide. Tap OK to close the pop-up Help box.

Logging out

Tap the User Menu (four-line icon with silhouette in the upper right corner) > A drop-down menu will appear > Tap Logout.

Appointment Information

Quickly view upcoming appointments, see instructions, verify contact information, test your settings and join appointments.
Viewing upcoming VA appointments

When you first access the app you will see the VA Video Appointment screen, where a list of your video (camera icon) and in-person VA Medical Center (VAMC) appointments (H icon) for the next 90 days are displayed. Depending on if the appointment is through video or in-person the following information will be shown:

- Video Appointments will display the date, time and location of the appointment, along with the name of the provider and the clinic you are seeing. Additionally, for the next video appointment, you will see the time when the Waiting Room will open.
- In-Person Appointments will display the date, time and location of the appointment, along with your facility and clinic name.

Viewing additional instructions for your appointment

See any additional instructions from your provider about your upcoming visit. From the VA Video Appointment screen, tap the appointment you would like to view > Under Instruction, tap Additional Instructions, and a pop-up Additional Instructions box will appear > Read the additional instructions > Tap OK to close the pop-up Additional Instructions box.

Verifying and modifying your contact information

To ensure your provider can contact you in case of an urgent technical or medical situation please verify and edit your contact information before each appointment. From the VA Video Appointment screen, tap the appointment you would like to view > Under Verify Your Information, tap Edit > A pop-up Edit Your Information box will appear > Verify your callback number and email as well as your emergency contact name and phone number > Edit the information as needed > Tap Save to save your changes, or tap Cancel to close without saving.
Test your connection and audio/video settings

Before your video appointment, test your internet connection and ensure your audio and video settings are correct to view and talk to your provider. From the VA Video Appointment screen, tap a video (camera icon) appointment > Under Test Connection and Audio/Video Settings, tap Click Here to Test > Your connection and audio/video test will begin > Follow the prompts in the app to complete the test.

Joining your video meeting

The waiting room will be available 30 minutes before the scheduled start time of your meeting. To enter the Waiting Room, tap on the video meeting you would like to start from the VA Video Appointment screen > Under Instruction, tap Enter Waiting Room, and a pop-up Enter Your Waiting Room box will appear > Type in your first and last name, and check that your audio and video settings are correct > You may adjust the bandwidth by tapping Advanced Settings, the bandwidth drop-down and the option you want (NOTE: Changing the bandwidth may change the quality of your audio and video. We recommend using the Medium bandwidth option of 576 kbps or higher for a good video session. Additionally, it is recommended to connect via WiFi during the video so as to not affect your device's data usage) > Tap Continue to Waiting Room, or tap Cancel to close the pop-up without entering the waiting room > You will proceed to the waiting room, where you may edit your contact information if desired (See the section on Verifying and Modifying your Contact Information) > Your provider will be able to see that you are in the waiting room, and your video meeting will begin when your provider arrives.
Enter your Waiting Room

* Required field

Type your first name and last name
MobileAppVeteran One

Select your camera and microphone

Microphone
Default

Camera
Default

Advanced Settings

Bandwidth
Low (256kbps)
Medium (676kbps)
High (1284kbps)
Maximum (1964)

Cancel Continue To Waiting Room

VA Video Appointment
Waiting Room

Please Stand By. Your session will start as soon as your provider arrives. Thank you for your patience.

Welcome MobileAppVeteran, One.

Appointment Details

Date: Friday, March 03, 2017 at 0900 CST
Clinic: providerClinicName
Provider: MobileAppsProvider, One

While You Wait

Verify Your Information
Phone Number: (555) 555-5555
Email: MobileAppsVeteran.One@email
Emergency Contact
First Name: ContactFirstName
Last Name: ContactLastName
Phone Number: (555) 555-5555

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Video Meeting

Your video meeting with your provider will automatically begin when your provider arrives. While talking to your provider, the VA Video Connect App has several features you can use while in the video meeting with your provider. For example, you can view the participant list to verify that it is only you and your provider in the room. There is a chat room where you and your provider can type messages to each other. You also have the ability to mute your microphone and hide your video.

Understanding the Video Connect feature

You can view your name and your provider’s name in the top left corner. A microphone icon will appear next to the name of the person who is speaking. To view additional information about a participant, tap the participant’s name and a pop-up box will appear with additional information.

Using the Chat Room feature

Type your message, and press Enter on your keypad to chat via text with your provider. To hide the Chat Room, tap the down arrow. To unhide the Chat Room, tap the up arrow.
Adjusting the screen size

Maximize or minimize the video:

- Full screen – Tap the box icon in the bottom right corner of your screen to view your provider’s video feed in full screen.
- Hide your video feed display – Tap the negative sign in the top right corner of the video to hide your video feed display. To unhide your video feed display, tap the two arrows in a box icon in the upper right of your screen. **NOTE:** Hiding your video feed display only hides it from you. Your provider will still be able to see you unless you turn off your video camera by tapping the video camera icon at the bottom of the screen.
- Hide the side bar – Tap <, and the Video Connect and Chat Room side bar will minimize, increasing the size of the video. Tap > in the bottom left corner to re-display the Video Connect and Chat Room side bar.

Leaving the meeting and controlling your audio and video

There are options to leave the meeting, silence your microphone and adjust what your provider sees by tapping the options at the bottom of your screen:

- Leave the meeting (red circle with phone icon) – To exit the video meeting with your provider, tap the red circle with the phone icon > A pop-up Leave Session box will appear > Tap Yes, Leave to leave, or tap No to return to the video meeting > The VA Video Connect Login screen will appear.
- Mute (microphone icon) – To mute your microphone so your provider cannot hear your audio, tap the microphone icon > A slash through the microphone icon will appear indicating that your microphone is muted. Tap the microphone icon to remove the slash and unmute yourself so your provider can hear your audio.
- Video Camera – To hide your video feed so that your provider cannot see you, tap the video camera icon > A slash through the video icon will appear indicating that your video feed is hidden. Tap the video icon to remove the slash and unhide your video feed so your provider can see you.

Accessing additional information

To view the EULA or to access additional help for VA Video Connect, tap the i icon at the bottom right of your screen > A pop-up VA Video Connect Information box will appear and either:

- Tap Help > A pop-up Help box will appear with information about how to contact the Help Desk and provide General Feedback > Tap Dismiss to close the pop-up Help box.
- Tap EULA > A pop-up box with the EULA will appear > Tap Dismiss to close the pop-up box.

Tap Dismiss to close the pop-up VA Video Connect Information box.
Help and Additional Information

Additional Training Materials for the VA Video Connect App

A built-in user guide is available in the app. Tap the User Menu (four-line icon with silhouette) > A drop-down menu will appear > Tap Help, and a pop-up Help box will appear > Tap User Guide. More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/appstore, and search for the app to access the resources.

You may also access videos including:

- What is a Virtual Medical Room
- How to Access Virtual Medical Room
- How to Access Your VMR Using an iOS Device
- A Virtual Medical Room Encounter

Help Desk Information

If you need assistance with the VA Video Connect App, dial 1-866-651-3180 or 703-234-4483 to speak with a VA representative. The Help Desk is open Monday through Saturday from 7 a.m. to 11 p.m. ET. For TTY assistance, dial 711. For clinical questions regarding your personal medical information, please contact your VA care team.

Emergencies

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. 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.

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 VA Video Connect App was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts who served in the app’s creation are: Rhonda Johnston, PhD, BC-FNP, BC-ANP, H. Denise Landreth, PhD, et al.

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.

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.)
Electronic Health Record (EHR) – a digital record of a patient’s treatment plan and health care interactions with his or her providers

EULA – End User License Agreement

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]

VMR – Virtual Medical Room