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.
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 Medical 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, and you will proceed into the app. Tap Login, enter your DS Logon Level 2 (Premium) Account credentials, and tap Sign In to log 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, and you will proceed into the app.
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, and tap **OK** to close the pop-up Additional Instructions box.

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:** 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**, and you will proceed to the waiting room. Your provider will be able to see that you are in the waiting room, and your video meeting will automatically begin when your provider arrives.
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.

Leaving the Meeting and Controlling your Audio and Video

On the bottom of your screen there are options to leave the meeting, silence your microphone and adjust what your provider sees. Tap the following to:

- 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. You will go back to the VA Video Connect Login screen after logging out.
- 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.
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), and a drop-down menu will appear. Tap Help, and a pop-up Help box will appear. Tap User Guide, to access the built-in user guide. More resources, such as a User Manual, 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 the Virtual Medical Room
- How to Access Your Virtual Medical Room 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.