



Annie App

*Texting How-To:
Exchanging SMS Text
Messages with Annie*

Texting How-To

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Overview

The Department of Veterans Affairs (VA) Annie mobile application is a Short Message Service (SMS) text messaging capability that promotes self-care for Veterans enrolled in VA health care. You can use Annie with a basic cell phone or with any device that can connect to the Internet, such as a smartphone, tablet or computer. **This document is intended for users who will be using Annie on a basic cell phone.**

Annie is meant to be used for your own self-care.

- When your provider or VA health care team signs you up for Annie for a health issue, you will receive automated messages that prompt you to track your own health. When you use Annie to help you track your health, you can collect readings about yourself over time, giving you a more complete picture of your health. For example, if you work to control high blood pressure, you send your readings from home so that Annie can let you know about staying on track and how you are doing.
- You can also get updates from your VA medical facility.

Important: Annie is for your own self-care. Your text and message replies to Annie are kept in a computer system. Your VA health care team will be able to view the messages but will not routinely review them. Annie is not a way to text your VA clinician. You are responsible for your own health and should contact your VA health care team directly when you have health issues. Text messaging is not secure (texts can be read by anyone with access to your phone) and has costs, depending on your plan. Talk to your cell phone service carrier if you have questions about text messaging costs.

Texting How-To

Depending on the type of device you are using, there are a couple of ways to get to your text messaging feature.

1. You might have an icon on your screen that looks like a speech balloon. Click on the icon to open a message draft for a text.
2. You might have to go to a main menu on your phone and select the "Messages" or "Messaging" option. Then select "Text Message" or "Text Messaging," and choose "New Message," "Write Message" or an icon that looks like it will create a new message.



After you have gotten to a new message draft, there will be a "To" line, which is where you type in the phone number you would like to text or the name of someone who is on the contact list stored in your phone. There will also be a place for you to type a message using your keyboard or the numbers on your phone that have letters assigned to them. When you are finished writing your message, click **Send**.

Using Basic Texting

If your phone does not have a full keyboard, you can use the number keys to compose the message.

First, find the button with the letter you would like to use and press the number repeatedly until the letter you want appears. Then pause to let the cursor advance to type in your next letter. For example, to type "Hello," you would type "4-4-3-3-5-5-5-5-5-5-6-6-6."

Check it over once you're finished, and fix any letters or numbers that are incorrect. You can change the word by using the up/down arrows and by pressing "0" to backspace.

Using T9 or predictive text

T9, or predictive text, is a feature on your phone that tries to predict what you are writing. Based on the first few letters you put together, T9 will give you suggestions of the words you might be spelling. You can turn this feature on or off in the options or settings menu of your phone.

If you are using T9 on your phone, find the button with the letter you would like to use and press it once. Do this for the entire word. For example, if you would like to write "hello," you only need to press 4-3-5-5-6, instead of push the button repeatedly to get the letter you want (4-4-3-3-5-5-5-5-5-5-6-6-6).

Check to see if the word is entered correctly. If it is not entered correctly, you may have spelled the word incorrectly. Try again, remembering to press only the number for the letter you need ONCE. If that isn't the problem, you may have entered a combination of letters that matches more than one word. For instance, the word "call" uses the combination 2-2-5-5, as does "ball" and "balk." Tap the **Next** button on your phone to scroll through a list of options for words, and you can select the word you want.

NOTE: These instructions may differ slightly depending on the cell phone you are using. If you have additional questions about using your phone, please contact your device manufacturer for instructions or to assist with troubleshooting technical issues.



Starting, Stopping, Pausing and Resuming Annie

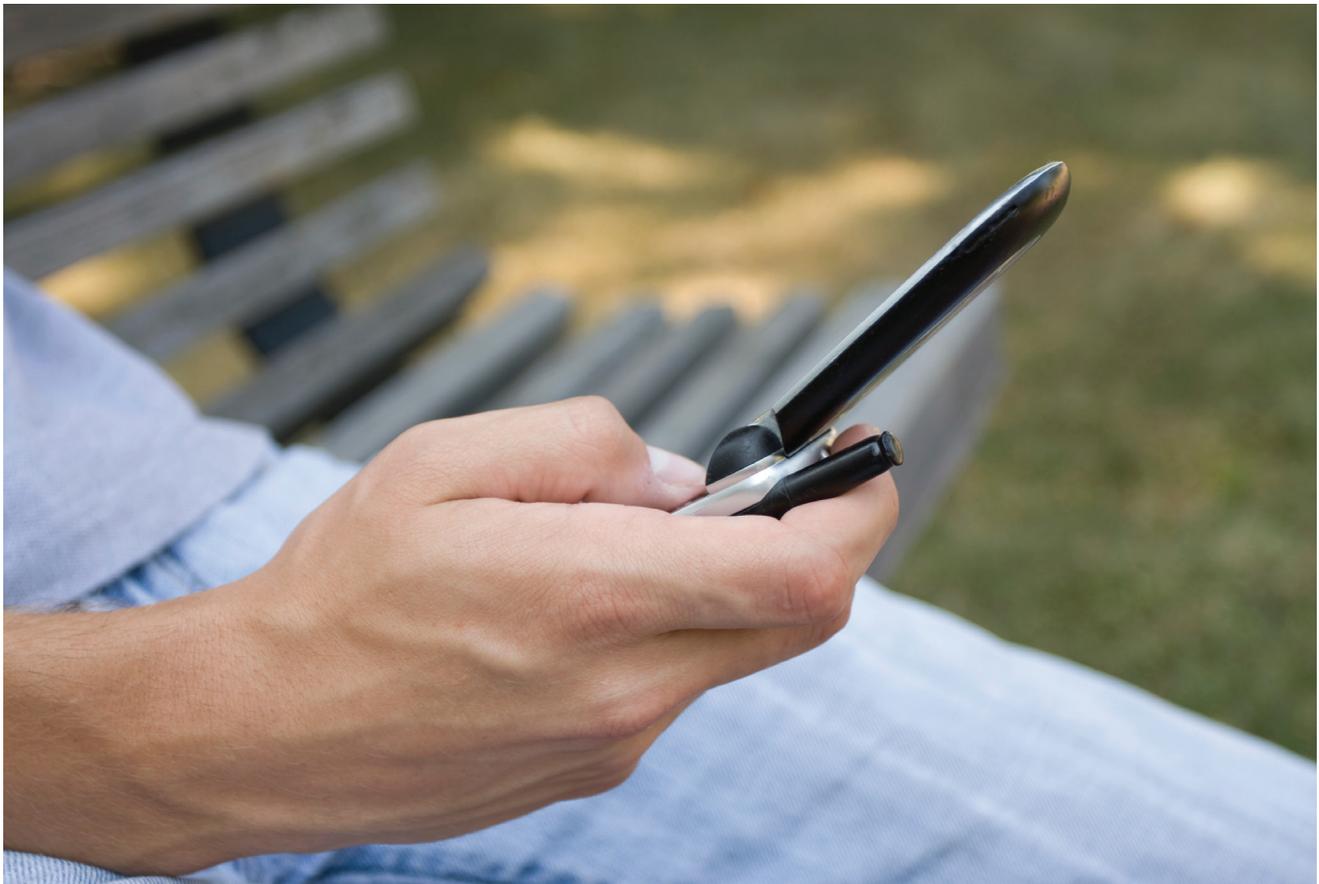
After you have agreed to use Annie, registered your phone number and set your message preferences, Annie will send you a text message that asks you to confirm your participation. (If you have questions about signing up, talk to your VA health care team or visit mobile.va.gov/training/annie-veterans). After registration, you simply need to text **START** in response to the message Annie sends to you to initiate the program.

You can pause/resume or stop/start messages with Annie at any time:

Pause/Resume – To halt messages from Annie temporarily, type and send the message: **PAUSE**. To start receiving messages again, type and send the message **RESUME**. Annie will automatically begin sending you messages again. If you plan to change your cell phone number, text **PAUSE** to Annie from your old phone number, and then notify your VA health care team of your new phone number. After your VA health care team makes the update, text **RESUME** to Annie from your new number.

Stop/Start – To stop receiving messages from Annie or stop participating in Annie, type and send the message: **STOP**. You will receive a reply informing you to type **STOP 1** to stop receiving Broadcast Messages, **STOP 2** to stop receiving Health Messages, or **STOP 3** to stop participating in Annie. To start receiving messages again, type and send the message: **START**, and then notify your VA health care team that you have begun using Annie again so that they can re-enable your protocols or create new protocols for you.

NOTE: Stopping or pausing messages from Annie will not cease the sending of VAMC Facility Messages, but you can stop these messages by changing your Info Messages preferences under the Account tab in the Annie App for Veterans. If you send the command **HELP**, Annie will send a response with help desk information and a list of the available Annie commands.

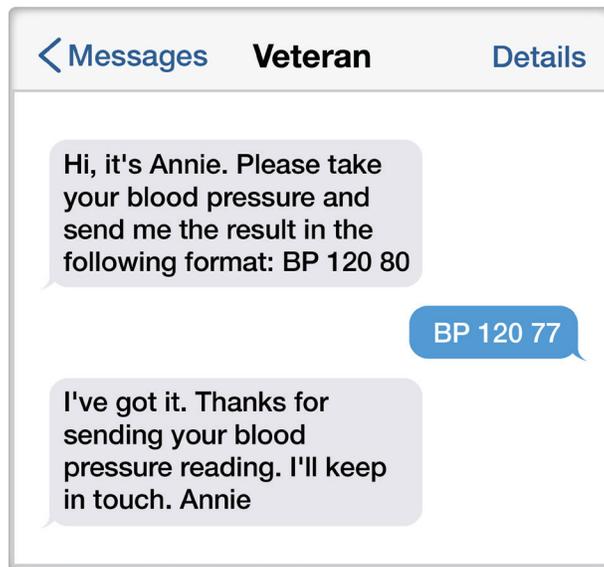


Sending a Message to Annie

Find your phone’s text messaging feature. If you are creating a new message to Annie, either reply to a previous message, or enter Annie’s number from a previous message in the “To” field of a new message. If you are responding to a message Annie has sent that requests your information, select **Reply** on her message to submit your health information.

When you respond to Annie by sending your readings (such as your blood pressure measurement), you **MUST START** your message with a key word or abbreviation so that Annie understands your message. Annie uses these keywords to know what kind of information you are sending. The letters can be upper or lower case. Spelling has to be EXACT. The Annie message will tell you what keyword or abbreviation to use. Below are some examples (see terms in bold):

When Annie asks you to send this information	Start your message response with
Blood Pressure	BP or BLOOD
Pulse Oximetry (SpO2) or Oxygen level	OX or OXYGEN
Blood Glucose or Sugar	BG or GLUCOSE or SUGAR
Glucose Before Eating	BGB or BEFORE
Glucose After Eating	BGA or AFTER
Weight Loss	WE or WEIGHT
Caloric Intake	CAL or CALORIES
Amount of Exercise	EXERCISE
Temperature	TEMP
Pulse	PULSE



For example, if Annie asked you to take your blood pressure and your reading at home is 120 over 80, you would type **BP 120 80**. If you respond with **120 80**, Annie wouldn't understand your message.