



# VA Video Connect

## VA Telehealth

### *Real-Time Access to Your VA Care Team Through VA Video Connect*

#### *Conduct Visits With Your Provider Through Live Video*

VA Video Connect makes VA health care more convenient for you and other Veterans and Caregivers. VA Video Connect enables you to quickly and easily meet with your VA care team through secure and private videoconferencing sessions. You can visit with your provider in a virtual medical room, from anywhere, using the camera on your phone, computer, or tablet.

#### *Talk with your provider about using VA Video Connect if:*



You live far from your VA facility or have limited access to VA facilities.



You have health conditions that make traveling to the VA specialist you need difficult.



You lack time to regularly attend in-person appointments.



You don't require a hands-on physical examination.



#### *A Step-by-Step Guide*

1. **Visit the website.** Learn more about VA Video Connect at [mobile.va.gov/appstore](https://mobile.va.gov/appstore).
2. **Get set up.** Open VA Video Connect by selecting your appointment link. VA Video Connect opens in a web browser on Android, macOS, and Windows. (Apple iPhone and iPad users will need to download the mobile app from the Apple App Store.)
3. **Test your device.** On the VA Video Connect app page, select "Visit the VA Video Connect test site" to set up your microphone and speakers. You can also ask your VA care team for a practice session.
4. **Troubleshoot technical problems.** Need help? Call the VA National Telehealth Technology Help Desk at **866-651-3180** or **703-234-4483**, Monday through Saturday, **7 a.m. – 11 p.m.** Eastern Time.

Get Started Today!  
[mobile.va.gov/appstore](https://mobile.va.gov/appstore)

**Test Your Device:**  
Apple users will need to download the VVC app before testing

