



# MobileKidney App

## *User Manual*

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Connected Care

**November 2018**

# *User Manual*

---

## Table of Contents

<b>Overview .....</b>	<b>1</b>
<b>The Basics .....</b>	<b>2</b>
Prerequisites.....	2
Logging in .....	2
Getting to know the screen .....	3
Learning about the app .....	4
Accessing help for the app .....	4
Accessing additional health resources .....	5
Accessing the VA Launchpad .....	5
Logging out.....	5
<b>Kidney Trackers.....</b>	<b>6</b>
Understanding the kidney tracking features .....	6
Creating a kidney tracking entry .....	7
Setting up and managing your notifications.....	8
Viewing your kidney tracking information as a table or graph .....	9
Filtering kidney tracking information .....	9
<b>Notifications .....</b>	<b>10</b>
Understanding and accessing notifications .....	10
Filtering your notifications .....	11
Managing your notifications settings.....	11
<b>Learn More .....</b>	<b>12</b>
Accessing and understanding the Learn More feature .....	12

## **Help and Additional Information ..... 13**

Additional Training Materials for the MobileKidney App .....	13
Help Desk Information .....	13
ID.me Help .....	13
DS Logon Help.....	13
My HealtheVet Help.....	13
Emergencies.....	13

## **Appendices ..... 13**

Appendix #1: Project References.....	13
Appendix #2: Glossary .....	13



# Overview

The Department of Veterans Affairs (VA) MobileKidney mobile application (app) allows Veterans to enter, view and track personal information related to kidney health so that they can monitor their own health between clinic visits and share data with their VA care team for review at regularly scheduled appointments.

You can use the app to:

- Track your personal health information associated with kidney health, including blood pressure, pulse, weight and blood sugar (glucose) levels.
- Create kidney tracker-specific notifications to remind yourself to log health information in the app.
- View notifications from your VA care team.
- Share your health information with your VA care team during your regularly scheduled appointments.
- Learn about kidney health and disease topics such as general kidney information, nutrition, laboratory, social work services, pharmacy and treatments.

This app is available for iOS, Android and Windows operating systems and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

This user manual provides an in-depth, step-by-step guide for using the MobileKidney App.

# The Basics

## Prerequisites

To use the MobileKidney App, you must have ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account Credentials.

If you do not have a ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account, or you are not sure, visit [mobile.va.gov/login-information](https://mobile.va.gov/login-information) for more information.

## Logging in

You may log into the MobileKidney App with ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium account credentials.

- ID.me Account users: Access MobileKidney > You will arrive at an Identity Provider Selection screen, and tap **ID.ME** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at an ID.me Sign In screen > Enter your email address and password, and tap **Sign in** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.
- DS Logon Level 2 (Premium) Account users: Access MobileKidney > You will arrive at an Identity Provider Selection screen, and tap **DS LOGON** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at a DS Logon screen > Enter your DS Logon Level 2 (Premium) Account username and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.
- My HealtheVet Premium Account users: Access MobileKidney > You will arrive at an Identity Provider Selection screen, and tap **My HealtheVet** > You will arrive at a Login to My HealtheVet screen > Enter your My HealtheVet Premium Account User ID and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

**NOTE:** If this is your first time using a VA app that requires you to log in using account credentials, 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.

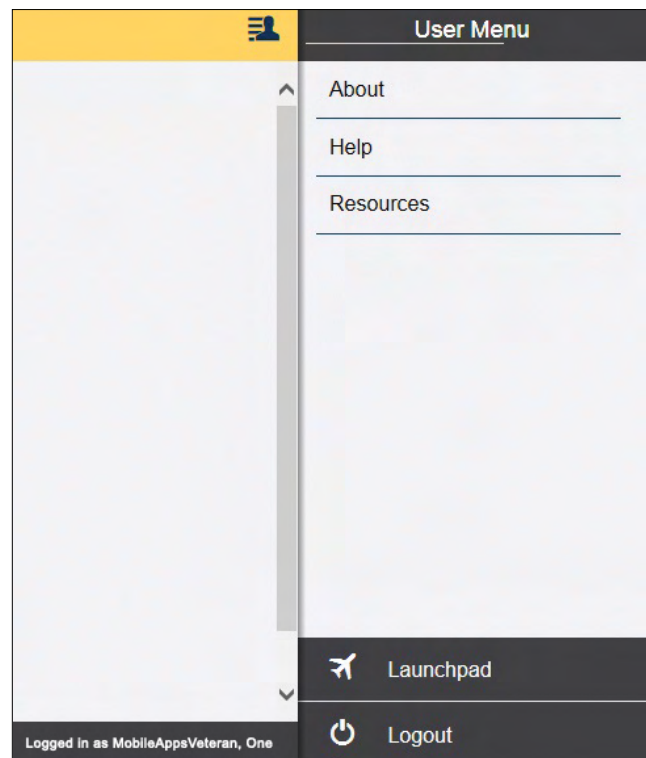
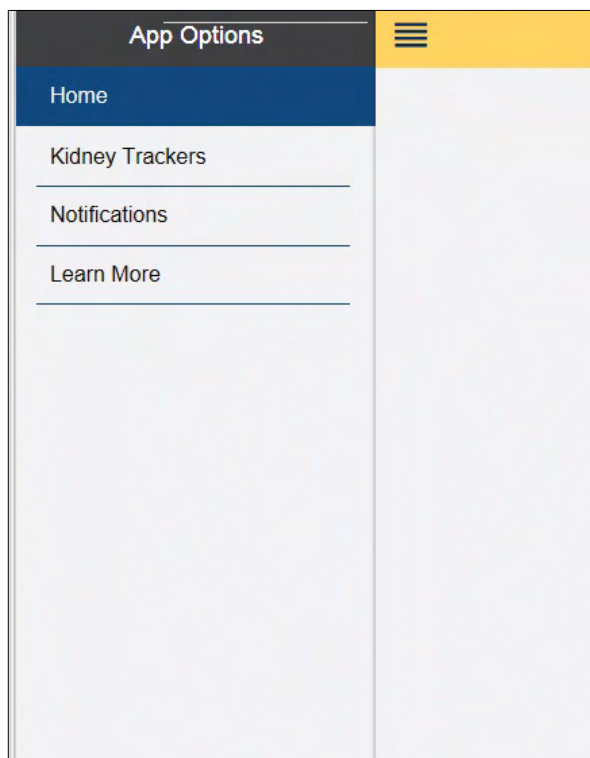
**NOTE:** You can access the MobileKidney App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps. By signing into an app once (per session) you can access multiple apps without signing into each app individually.



## Getting to know the screen

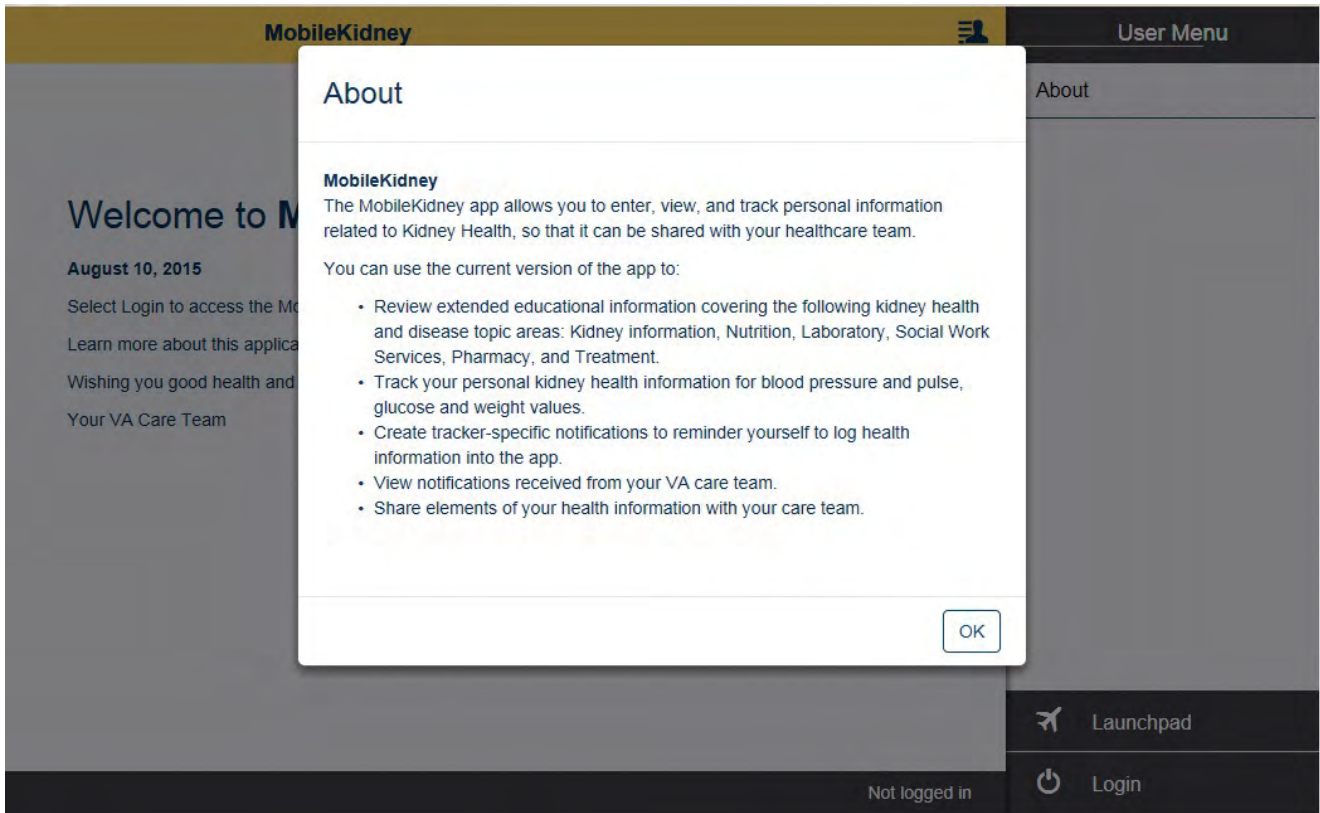
When you log into the MobileKidney App, you will see a welcome screen that shows you the app's notifications and a summary of your blood pressure/pulse, weight and glucose readings. (**NOTE:** You will have to enter your health information in order for the app to track your progress.) There are also two menus to help you navigate the app:

- App Options (four-line icon in upper left corner) – Slide-out menu that allows you to access Home, Kidney Trackers, Notifications and Learn More.
- User Menu (four-line icon with silhouette in upper right corner) – Slide-out menu that allows you to access About, Help, Resources, VA Launchpad and Logout.



## Learning about the app

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **About** > A pop-up About box will appear > You will see background information about the app. To close the About box, tap **OK**.



## Accessing help for the app

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > You will see the Help Desk number to call for assistance, or you can:

- Tap the **General Feedback to VA** hyperlink, which will open a new browser tab where you can answer a survey and submit your comments about the app to VA.
- Tap the **User Guide** hyperlink, which will open up a new browser window where you can access additional instructions for using the app.

To close the Help box, tap **OK**.

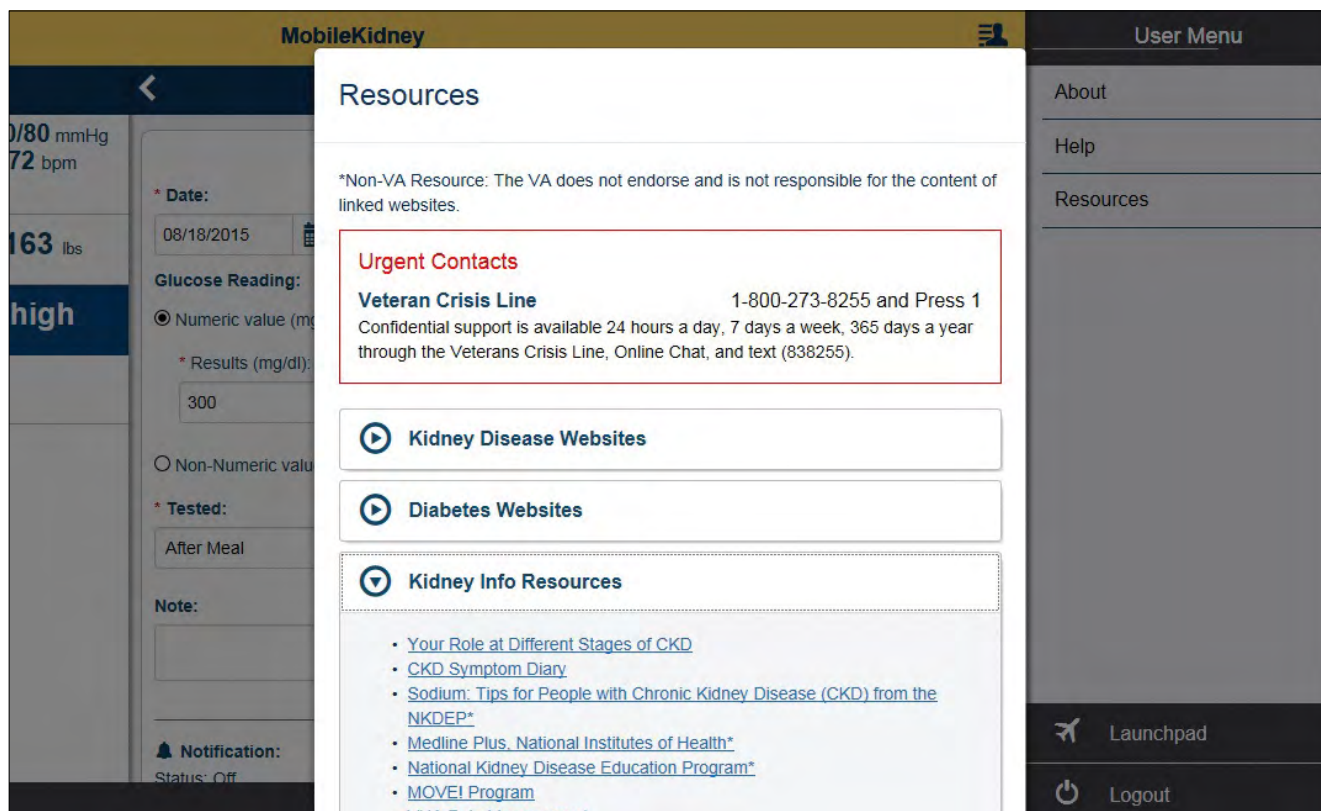


## Accessing additional health resources

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Resources** > A pop-up Resources box will appear that will show you a list of resources related to kidney health > At the top of the Resources box, you will see the number for the Veterans Crisis Line if you need immediate support > You can also tap one of the following categories of resources to access additional links:

- Kidney Disease Websites
- Diabetes Websites
- Kidney Info Resources
- Nutrition Resources
- Laboratory Resources
- Social Work Resources
- Pharmacy Resources
- Treatment Resources

Resources for each topic will expand beneath > Tap the hyperlinks to go to VA-recommended websites or resources, which will open in a new browser. To close the Resources pop-up box, tap **OK**.



## Accessing the VA Launchpad

Tap the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Launchpad** > You will go to the VA Launchpad.

## Logging out

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



# Kidney Trackers

Enter and track information that will help you monitor your kidney health, such as weight or glucose, as well as any notes you would like to record.

**MobileKidney**

**Kidney Trackers**

- Blood Pressure **130/80** mmHg  
Pulse **72** bpm  
08/12/15
- Weight **163** lbs  
08/12/15
- Glucose **high**  
07/21/15
- Kidney Journal

**Blood Pressure and Pulse**

Filter Graph Notification (On)

Date Range: \* required field

\* Start Date: 08/17/2014

\* End Date: 08/17/2015

Filter Reset

Systolic (mmHg)	Diastolic (mmHg)	Pulse (bpm)	Position	Date/Time	Note
130	80	72	Sitting	08/12/2015 11:00 AM	
299	298	20		07/21/2015 01:44 PM	
260	126	120		07/21/2015 10:46 AM	
120	60	64	Standing	07/21/2015 10:41 AM	
300	120	20	Sitting	07/20/2015 01:11 PM	

Logged in as MobileAppsVeteran, One

## Understanding the kidney tracking features

The app allows you to track your blood pressure and pulse, weight, glucose and any information you would like to record in a personal journal. To access the Kidney Trackers screen, tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Kidney Trackers** > You will go to your Kidney Trackers screen, which will be divided into two panes, and you will see a menu of four kidney tracking options on the left:

- Blood Pressure and Pulse – Track your systolic and diastolic measures (high and low values), pulse, the position you were in when you took the measurement, the date and time and any notes.
- Weight – Track your weight in pounds (lbs), the date and time you took the measurement and any notes.
- Glucose – Track your glucose levels (mg/dl), whether you tested your glucose after a meal or fasting, the date and time you took the measurement and any notes. You can also use this function to record instructions from your care team during clinic visits.
- Kidney Journal – Create notes to help your care team understand important factors that may impact your recorded measures (such as changing or running out of medicines, focus on what is important to you, and record any questions you would like to address later with your care team).

When you tap on one of the menu options, the right side of the screen will change to the name of the topic, and you will be able to enter related information about your health and set up notifications to monitor your health. You can track the information over time, which you can view either as a table or a graph. The graphing function is intended to help you recognize important trends such as rising or falling measures. You can also filter the information to expand or narrow the amount of data you would like to see.

## Creating a kidney tracking entry

Tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Kidney Trackers** > The left side of the screen will turn into a menu > Tap **Blood Pressure/Pulse, Weight, Glucose** or **Kidney Journal** > The heading of the right side of the screen will show the topic you selected > To the right of the heading, tap the **+** icon > You will go to a screen where you can add the entry > The information you can enter will depend on the topic you selected, but you can record the full details by:

- Entering a date – Either (1) type in a date in the MM/DD/YYYY line, or (2) tap the calendar icon > On the pop-up calendar that appears, scroll to the date you would like to select > Tap **Set**.
- Entering a time – Either (1) type in the time in the HH:MM AM/PM line, or (2) tap the clock icon > On the pop-up clock that appears, scroll to select the hour and minute > Tap either **AM** or **PM** > Tap **Set**.
- Typing in the information.
- Tapping a drop-down menu, and tapping an option to select.
- Tapping a box to mark information for follow-up.
- Including a note – Type in any comments you would like to record (up to 250 characters).

Required information will have an \* next to the heading. Tap **Save** to record your information or **Cancel** to close without saving.

**NOTE:** Your VA care team does not receive a notification when you enter data into Mobile Kidney. The data you log can be reviewed with your care team at your next appointment.

**MobileKidney**

**Kidney Trackers**

- Blood Pressure **130/80** mmHg  
Pulse **72** bpm  
08/12/15
- Weight **163** lbs  
08/12/15
- Glucose** **high**  
07/21/15
- Kidney Journal

**Add Glucose Entry**

\* required field

\* Date: 08/18/2015

\* Time: 02:55 PM

**Glucose Reading:**

☒ Numeric value (mg/dl)

\* Results (mg/dl): 300

☐ Non-Numeric value

Select  
Fasting (8 hours)  
**After Meal**  
Unknown

**Note:**

250 characters left

**Notification:**  
Status: Off

Logged in as MobileAppsVeteran, One

## Setting up and managing your notifications

The app allows you to set notifications to remind yourself to enter and track data related to your kidneys. When you go to the Blood Pressure/Pulse, Weight, Glucose or Kidney Journal screens, you will see Notifications with a bell icon next to it in the top right marked as either (On) or (Off) > Tap **Notification** > You will go to a Notification screen where you can set or change your notification preferences for the topic you are currently viewing:

- On or Off – Tap the circle next to On or Off. (**NOTE:** You can only access the subsequent options if your notifications are on).
- Start Date – Either (1) type in a date in the MM/DD/YYYY line, or (2) tap the calendar icon > On the pop-up calendar that appears, scroll to the date you would like to select > Tap **Set**.
- Notify Me – Tap the Select bar > A drop-down list will appear > Tap either **Daily, Weekly** or **Monthly**.
- Notification Time – Either (1) type in the time in the HH:MM AM/PM line, or (2) tap the clock icon > On the pop-up clock that appears, scroll to select the hour and minute > Tap either **AM** or **PM** > Tap **Set**. To add additional notification times, tap **Add Time** > The pop-up clock will appear and set the desired time > Tap **Delete** next to a Notification Time if you no longer want to be notified at that time.
- Notification Delivery – Tap the checkbox next to either In-App or Email.

Tap **Save** to record your preferences or **Cancel** to close without saving.

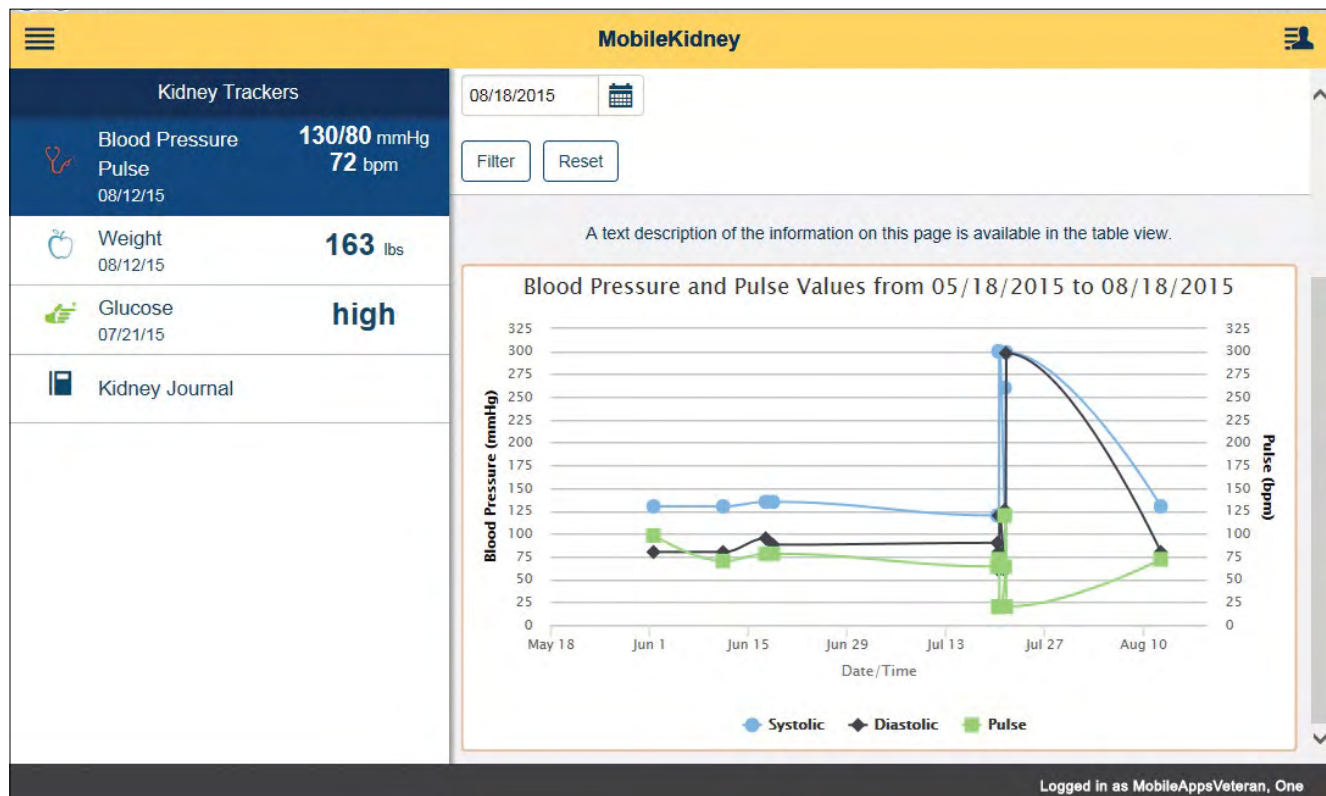
Kidney Trackers		Glucose Notification	
	Blood Pressure Pulse 01/23/17	90/80 mmHg 70 bpm	<div>* required field</div> <div> <b>Notification:</b>            Status:  <input checked="" type="radio"/> On    <input type="radio"/> Off         </div> <div>           * Start Date:            12/09/2016  </div> <div>           * Notify Me:            Weekly  </div> <div>           * Notification Time:            08:30 AM  </div> <div>           * Notification Delivery:         </div>
	Weight 01/10/17	208 lbs	
	Glucose 01/11/17	45 mg/dl	
	Kidney Journal		

## Viewing your kidney tracking information as a table or graph

Tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Kidney Trackers** > The left side of the screen will turn into a menu > Tap **Blood Pressure/Pulse, Weight** or **Glucose** > You will see information you have previously entered related to these categories outlined in a table. You can change to view your activity in a graph format by tapping the **Graph** button > The button will change to read Table, and your activity will appear in a line graph. The dots on the line graph represent each entry you have made, and you can tap the dots to see an overview of the entry. To return to viewing your fitness activity as a table, tap **Table**.

## Filtering kidney tracking information

Whether you are viewing your information as a table or a graph, you can expand or narrow down the information included in the table or graph by using the filters. If the filter options are not currently visible, tap **Filter** to expand the options > Tap the calendar icons next to Start Date and End Date > On the pop-up calendars that appear, scroll to the dates you would like to select > Tap **Set** > (If you are filtering Glucose information, you can also tap the Tested drop-down menu, and tap either **Fasting (8 Hours), After Meal** or **Unknown**. If you are filtering Kidney Journal entries, you can also tap the checkbox next to Follow-Up Items Only.) > The list will adjust accordingly. To reset the list, tap **Reset**.



# Notifications

Receive motivational messages from VA and/or notifications you have set for yourself related to the MobileKidney App's tracking feature.

Notification	Source	Date
● Update your Blood Pressure and Pulse Tracker now.	MobileKidney - Kidney Trackers	08/18/2015 12:00 PM America/New_York
● Update your Weight Tracker now.	MobileKidney - Kidney Trackers	08/18/2015 06:00 AM America/New_York
● Update your Kidney Journal Tracker now.	MobileKidney - Kidney Trackers	08/17/2015 03:30 PM America/New_York
● Update your Blood Pressure and	MobileKidney - Kidney	08/17/2015 12:00 PM

Logged in as MobileAppsVeteran, One

## Understanding and accessing notifications

When you log into the app, you will see a count of your unread notifications received within the last 30 days. To access your notifications, you can either (1) tap **Notifications** on the Home screen, or (2) tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Notifications** > Another slide-out menu will appear. Tap one of the three categories of notifications you would like to view:

- **All Notifications** – MobileKidney App Notices and VA Health Messages.
- **MobileKidney App Notices** – Reminder messages that are generated by the Health feature of the app.
- **VA Health Messages** – Short messages, instructions, encouragements, and educational items on topics such as appointments, health and wellness tips and suggestions to use other apps. (Receiving these messages is optional, and you can turn them off or on at any time.)

The title of the Notifications screen on the right will change to the type of notification you selected, and you will see a list of your notifications that you can filter by date and status. You can tap on a notification in the list to see the specific message.

## Filtering your notifications

You can view or hide the filter options by tapping **Filter**. You can filter your notifications by:

- **Date** – Either (1) type in a date in the MM/DD/YYYY line, or (2) tap the calendar icons next to Start Date and End Date > On the pop-up calendars that appear, scroll to the date you would like to select > Tap **Set**.
- **Source** (only available for All Notifications) – Tap the bar under Source > Tap **All Notifications, MobileKidney App Notices** or **VA Health Messages** from the drop-down menu that appears.
- **Status** – Tap the circle next to Unread, Read or All.

Tap **Filter**. To remove the filters and see all notifications, tap **Reset**.

## Managing your notifications settings

Tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Notifications** > Next to the Notifications heading that appears in the left pane, tap the gear icon > A pop-up Notifications Settings box will appear > Type in your email address > Tap the bar under Time Zone, and tap an option from the drop-down menu that appears > To choose whether you would like to receive messages to improve your health, tap the circle next to either Yes or No > Tap **Save** to record your settings or **Cancel** to close without saving.

**Notification Settings**

Manage your Notification preferences by adjusting the settings options below. Note that notification settings apply to all VA health applications.

[Learn more](#)

\* required field

**Email Address:**

test@test.com

Your preferred email for notifications applies to all VA Health apps.

\* **Time Zone:**

(-05:00) America/New\_York (Eastern)

**Receive messages to help improve your health:**

☐ Yes ☒ No

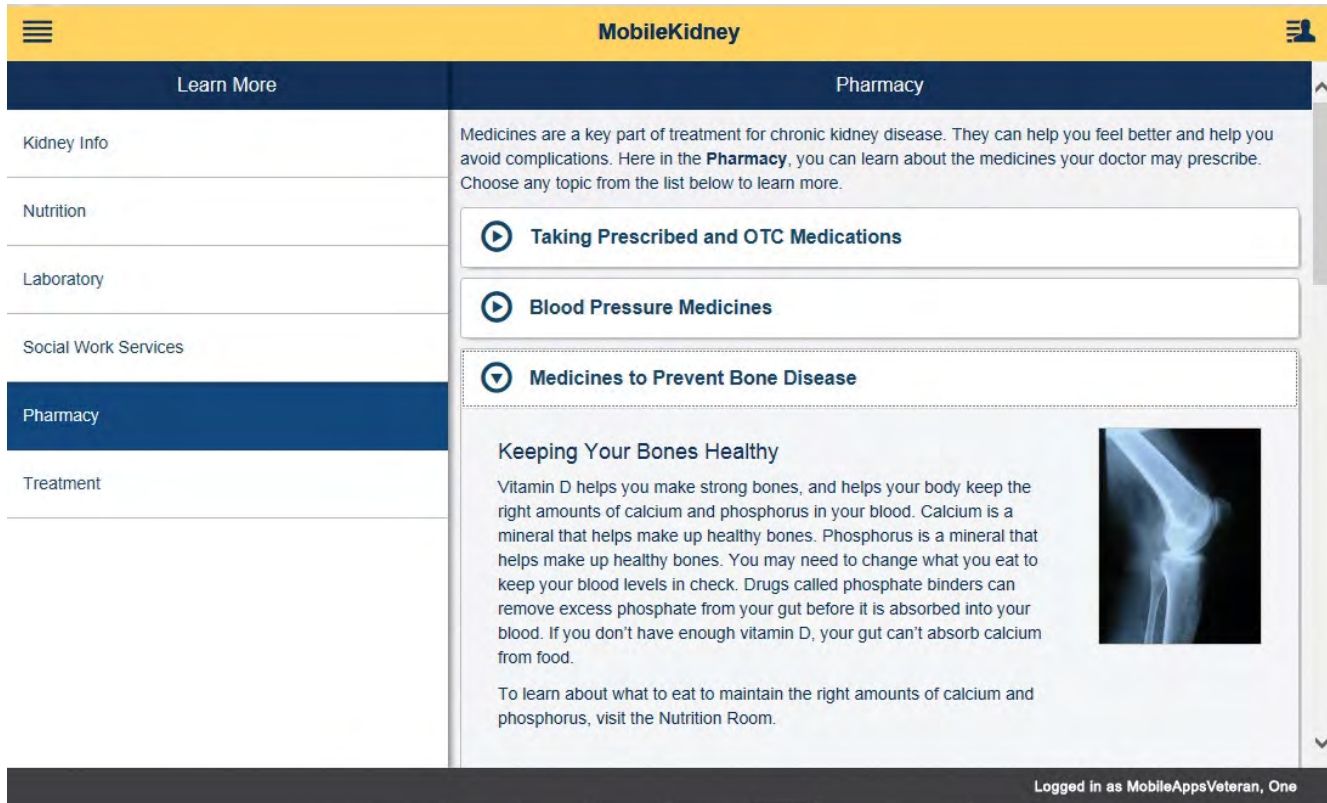
**Save** **Cancel**

	Date
Kidney	12/23/2016 02:25 P America/New_York
Kidney	12/23/2016 02:25 P America/New_York
MobileKidney - Kidney Trackers	12/23/2016 02:25 P America/New_York
MobileKidney - Kidney Trackers	12/23/2016 12:15 P America/New_York



# Learn More

Access quick tips and information on ways to improve the condition of your kidneys.



## Accessing and understanding the Learn More feature

To access the Learn More screen, tap the App Options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Learn More** > Another slide-out menu will appear > Tap one of the six categories you would like to learn more about: **Kidney Info, Nutrition, Laboratory, Social Work Services, Pharmacy** or **Treatment** > The Learn More screen on the right will change to the title of the category, and you will see a list of topics related to the category > Tap a topic within the list > More information will expand beneath. Some topic's information also contains hyperlinks, which you can tap and will open VA-recommended websites or resources in a new browser.



# Help and Additional Information

## Additional Training Materials for the MobileKidney App

A built-in user guide is available in the app by tapping the User Menu (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > Tap the **User Guide** hyperlink, which will open up a new browser window where you can access additional instructions for using the app. 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.

## Help Desk Information

If you need assistance with the MobileKidney App, dial 1-877-470-5947 to speak with a VA representative. For TTY assistance, dial 711. For clinical questions regarding your personal medical information, please contact your VA care team.

## ID.me Help

If you have questions about your ID.me account, visit **[www.id.me/about](http://www.id.me/about)**.

## DS Logon Help

If you have questions about your DS Logon account, visit **[mobile.va.gov/dslogon](http://mobile.va.gov/dslogon)** or dial **1-800-983-0937** for assistance.

## My HealtheVet Help

If you have questions about your My HealtheVet Account, visit **<https://www.myhealth.va.gov/mhv-portal-web/user-login>** or dial **1-877-327-0022** for assistance.

## Emergencies

If you feel 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.

# Appendices

## Appendix #1: Project References

This 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 MobileKidney App's creation are: Dr. Brooks Robey, Dr. Devasmita Dev, Keving DeOrsey, Damien Sharp, et al.

## Appendix #2: Glossary

**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.)

**ID.me** – A secure digital ID card that allows individuals to prove their identity online.

**mg/dl** – Milligrams per deciliter.

**PDF** – A file format that provides an electronic image of text and/or graphics that looks like a printed document and cannot be edited, but can be viewed, printed and electronically transmitted.

**My HealtheVet** – VA's online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health.

**VA** – Department of Veterans Affairs

**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](http://mobile.va.gov)]