VA Launchpad for Veterans
User Manual

User Manual

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Overview

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The Department of Veterans Affairs (VA) Launchpad helps Veterans and their Caregivers find and use VA apps. The VA Launchpad organizes VA apps and capabilities to help you more easily find the tools VA has made available for you. Links to new apps automatically appear in the VA Launchpad when they become available, making it simpler to find the resources needed to interact with VA. You can also provide feedback directly to VA within VA Launchpad. With VA Launchpad, VA intends to help you discover and integrate available VA apps into your life.

Both native app and web app links are accessible in the VA Launchpad. Native apps are available for download through the Apple App Store or Google Play. Once you download a native app, you can open it directly from your device or from the VA Launchpad. Web apps will open and run in your device's browser.

Apps you open from the VA Launchpad that access your electronic health Record (EHR) will require you to log in. These apps have a padlock symbol to indicate that credentials are required.

With VA Launchpad, you can access apps within these categories:

- Manage my health
- Communicate with my care team
- Share my vital health information with my care team
- Improve my mental health
- Improve my life

This app is available for iOS and Android operating systems at the following versions:

- iOS version 11 or higher
- Android version 4.0 or higher

The Basics

## Understanding the app categories

The apps are divided into five categories. If you are having a hard time finding a specific app, you can use the app's search feature (See the Searching for an app section of the User Manual for how to search for an app).

- Manage My Health – Apps that help you to take an active role in your health care (view and share your medical records, refill a prescription and make an appointment.

- Communicating with My Care Team – Apps for connecting with your VA care team, including uploading homemade videos, real-time face-to-face appointments, sending and receiving secure messages to and from your care team and receiving text messages regarding your health care.

- Share My Vital Health Information with My Care Team – If your care team requests you track or enter information about your health, they may invite you to use one of these apps. You can also use these apps for your own self-care.

- Improve My Mental Health – Apps that help you deal with specific conditions related to mental health.

- Improve My Life – A variety of apps to help you lose weight, quit smoking and more.

Navigating the app

The app has three main navigational features, which include the below. **NOTE:** Most images on pages 2-7 are from an iPhone, while the images in Appendix #3 are from an Android tablet.

- Home screen – Displays all the categories that VA apps fall into. Tap a category to access all the apps in that category. If you are viewing the VA Launchpad on a device with a smaller screen, such as your phone, you can also tap the information button (circle with an i in it) to learn more about each category.

- App menu (three-line icon in the top left corner of the screen) – A slide-out menu where you can access the search feature, categories in the app and expand each app category to view and access the apps. Additionally, you can quickly access the apps you use most frequently from this menu.

- User options (silhouette icon in the top right corner of the screen) – A slide out User Options menu where you can access information about the app, help for the app, provide feedback to VA and exit the app.
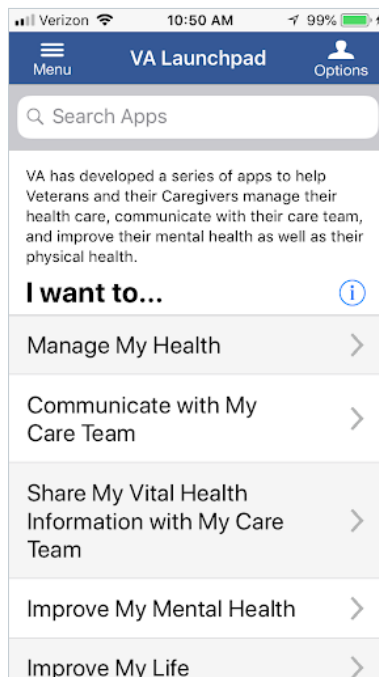
Logging in

You do not need to log in to the VA Launchpad App. However, you will need to accept the End User License Agreement before using the app. Apps you open from the VA Launchpad that access your electronic health Record (EHR) will require you to log in. These apps will have a padlock symbol in the bottom right corner of the logo to indicated that credentials are required. To log in to an app, enter your credentials for one of the following:

- DS Logon Level 2 (Premium) Account users - Enter your DS Logon Level 2 (Premium) Account credentials > 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** > You will proceed into the app.

- ID.me - You will arrive at an ID.me Sign in screen > Enter your email address and password, and tap **Sign in** to be taken to the license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept** to proceed into VA Launchpad.

- My Health*e*Vet Premium Account users - If asked to confirm which type of logon you are using, tap **My HealtheVet** > You will be taken to an End User License Agreement (EULA). Read the EULA, and tap **Accept** to proceed into the app.

NOTE: If this is your first time using a VA app that requires 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.

Learning about the app

For more information on VA Launchpad, tap **Options** (silhouette icon in the top right corner of the screen) > A slide out User Options menu will appear > Tap **About** > A table will appear with the Application Name, Data Version, Developer, Sponsoring VHA Office, National Release Date, App Description, Support, Devices and Browsers, Training Materials and Toll Free Help Desk information. Tap **Close** at the bottom of the chart to return to the User Options menu.

Accessing help for the app

To access a built-in user guide, tap **Options** (silhouette icon in the top right corner of the screen) > A slide-out User Options menu will appear > Tap **Help** > A browser window will open, and you will see a built-in user guide > Return to the app > Tap **Close** at the bottom of the chart to return to the User Options menu.

Providing feedback to VA

To provide feedback about VA Launchpad to VA, tap **Options** (silhouette icon in the top right corner of the screen) > A slide-out User Options menu will appear > Tap **Feedback to VA** > A form will appear > Type in your feedback to VA in the Message field at the top. You may also enter your: first and last name, email address, telephone number, and a subject for your feedback. Tap **Submit** to send your comments, or tap **Close** to exit without sending your feedback and return to the User Options menu.
NOTE: The feedback you enter here is for VA Launchpad. If you have feedback about a different app, enter your input through the respective app's feedback button.
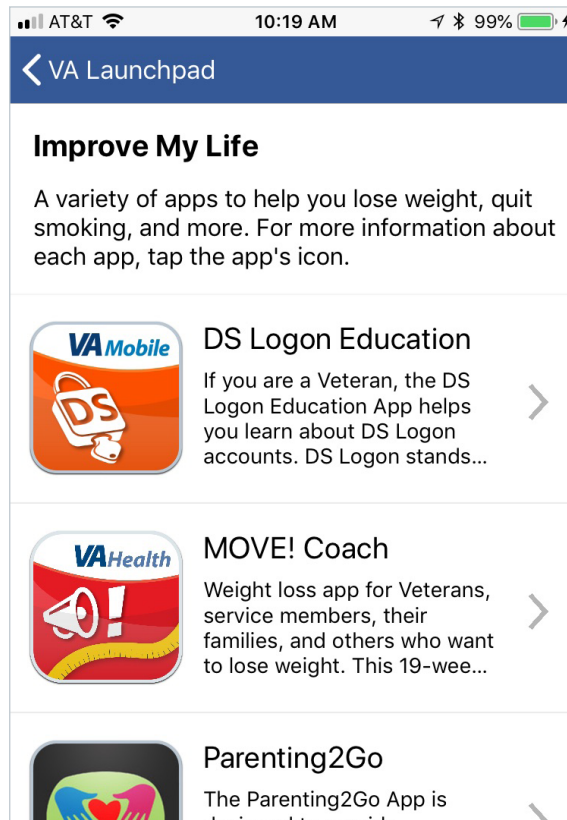
Exiting the app

To exit the app and return to your device's main screen, tap **Options** (silhouette icon in the top right corner of the screen) > A slide-out User Options menu will appear > Tap **Exit App** > The app will close and you will return to your device's screen.

Access Apps

Open, install and search for VA apps.

Opening and installing apps

From either the home screen or the app menu (three-line icon in the top left corner of the screen), tap any of the following categories:

- **Manage My Health**
- **Communicate with My Care Team**
- **Share My Vital Health Information with My Care Team**
- **Improve My Mental Health**
- **Improve My Life**

NOTE: If you are having difficulty finding an app through a category, you can use the app's search feature to search for the app. (See the Searching for an app section of the User Manual for how to search for an app).

Tap the app you would like to access, and you will proceed to the app details screen, where you will see (depending on the app) the app's name, launch button(s), user manual, quick start guide and four tabs. The tabs may contain the app's description, slideshow, FAQs and feedback form.

To open an app, tap either:

- **Open Application** – If the app is already installed on your device, the button to start the app will read Open. Tapping Open Application will proceed to launch the app (e.g., Android apps downloaded to your device will automatically launch when you tap Open Application; For iOS apps downloaded to your device, tapping Open Application will take you to the app's page on the Apple App Store. Tap **Open** to launch the app; For web-based apps, tapping Open Application will automatically launch the app in your device's default browser).

- **Install Application** – Some apps need to be downloaded onto the device (tablet or smartphone) you are using in order to be viewed. If the app needs to be installed, you will see Install next to the corresponding app's icon. By tapping Install Application, you will go to the Apple App Store or Google Play where you can download the app.
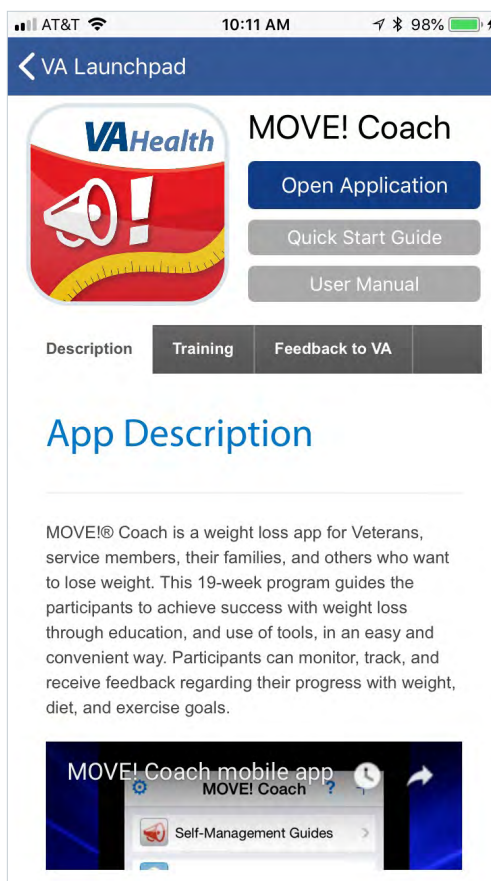
Searching for an app

You can search for an application from the search bar on the home screen or from the app options menu (three-line icon in the top left corner). Tap the search box and begin typing in the name of the application or description you wish to view. The results of your search will be displayed directly below the search bar. Tap the app you would like to access (tap the X on the search bar to clear the search results), and you will proceed to the app details screen. For instructions on accessing an app, see the Opening and installing apps section in this user manual.
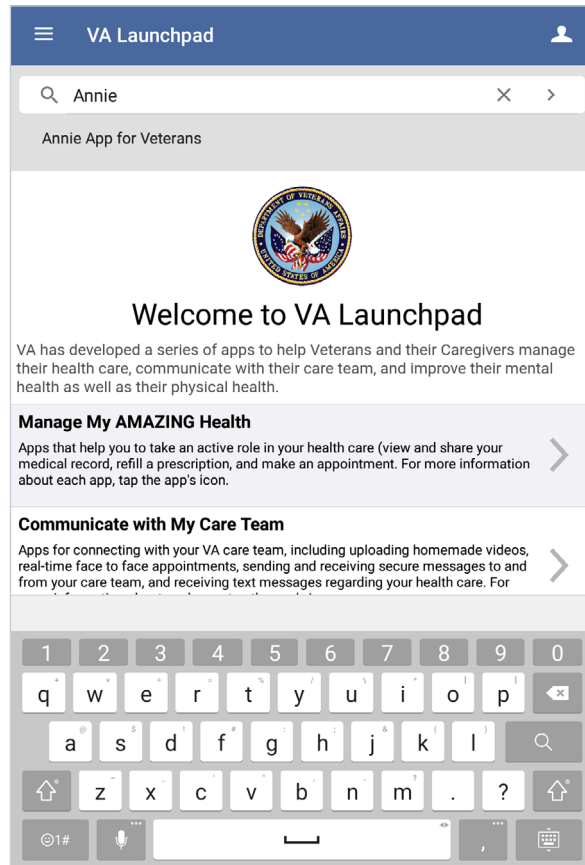
Help and Additional Information

Additional training materials for VA Launchpad

To access a built-in user guide, tap the user menu (silhouette icon in the top right corner of the screen) > A slide-out User Options menu will appear > Tap **Help** > A browser window will open, and you will see a built-in 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.

Help Desk Information

If you need assistance with the VA Launchpad, 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.

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.

ID.me Help

If you have questions about your ID.me account, visit *www.id.me/about*.

My Health*e*Vet Help

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

Emergencies

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*. 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.

Appendix #2: Glossary

EHR – Electronic Health Record

EULA – End User License Agreement

PHI – Protected Health Information

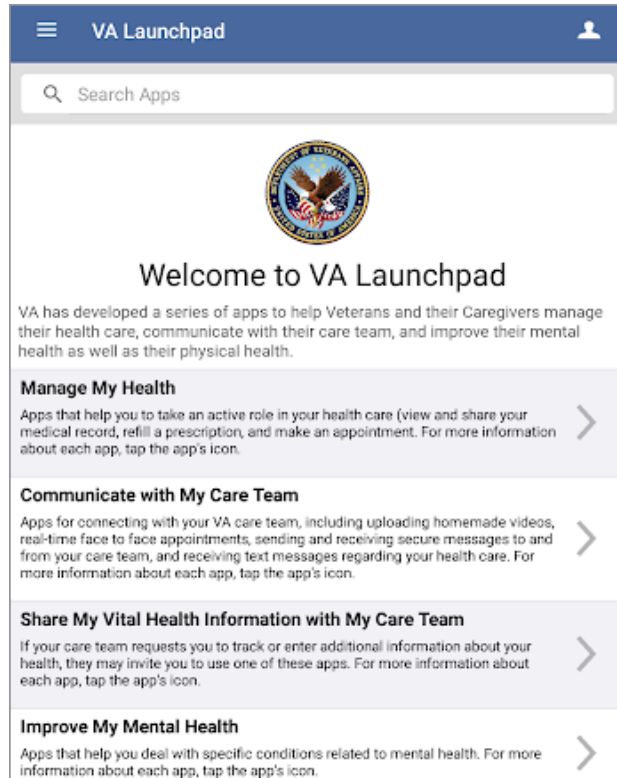**PII** – Personal Identification Information

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]
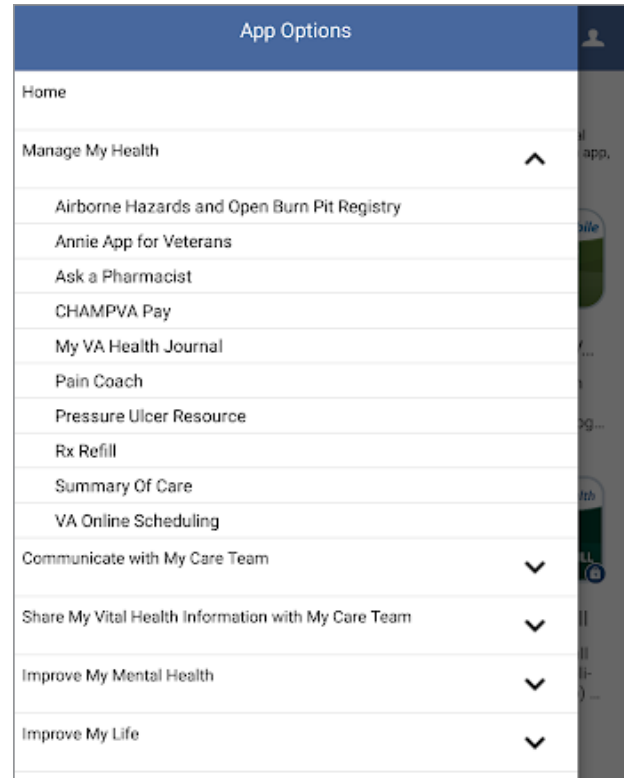
Appendix #3: Tablet View

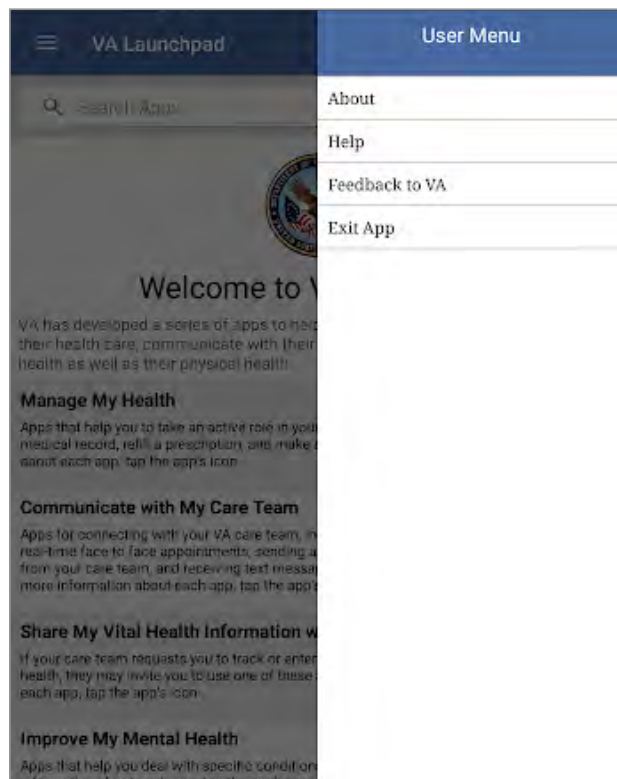Most images on pages 2-7 are from an iPhone, while the images in Appendix #3 are from an Android tablet.

Home Screen

App Options Menu

User Menu

Apps

About

VA Launchpad 1.0.16	
Application Name	VA Launchpad
Data Version	2.0.0
Developed By	U.S. Department of Veterans Affairs
Sponsoring VHA Office	Office of Connected Care
National Release Date	2018
App Description	If you are a VA-enrolled patient, this App provides seamless access to Apps that allow you to: • Manage your health care, • View and share your VA Electronic Health Record, • Share health information that you enter yourself with your VA healthcare providers, • Book your own appointment, • Refill a prescription, • Communicate with your VA healthcare providers, and • Improve your health using Apps designed for special heath related issues. Apps that access your VA Electronic Health Record require you to enter ID.me, DS Logon or My HealtheVet account credentials. Learn more if you do not have one of these credentials. These Apps are identified with a padlock symbol. After signing into a padlocked App once (per session), you can access multiple Apps without logging in to each App individually. If you are not using VA for your healthcare, there are a number of Mental Health and Personal Improvement apps available that do not require a secure logon. These apps do not have a padlock symbol on them.

Help

Help

VA Launchpad Help

The VA Launchpad application is designed to house all applications (apps) for Veterans and their Caregivers. With VA Launchpad, VA intends to save you – the VA Veteran or Caregiver – time and help you better integrate available VA web and mobile apps into your life.

This app is available for iOS and Android operating systems at the following versions:

• iOS version 11 or higher
• Android version 4.0 or higher

The following user manual provides an in-depth, step-by-step guide for using VA Launchpad.

Accessing The App

Feedback

Provide Your Feedback to VA

Message *

Enter your feedback here (required)

Your feedback is very valuable and we appreciate your time. We may have follow-up questions for you. If you are willing to be contacted based on your feedback, please enter your preferred contact information here:

First Name

First Name

Last Name

Last Name

Email

Email

Phone

Phone Number

Subject

Subject

CLOSE