User Manual

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Overview

The Department of Veterans Affairs (VA) Launchpad App for Veterans (VA Launchpad) houses all VA applications (apps) for Veterans and their Caregivers. The app organizes more than twenty apps into five categories. With VA Launchpad, VA intends to save you time and help you better integrate available VA apps into your life.

With VA Launchpad, you can access apps that allow you to:

- Manage your health care
- View and share your VA Electronic Health Record (EHR)
- Share health information that you entered yourself with your VA health care providers
- Book your own appointment
- Refill a prescription
- Communicate with your VA health care providers
- Improve your health using apps designed for special health related issues

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 indicate 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 HealtheVet 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:** After signing into a padlocked app once (per session), you can access multiple locked apps without logging in to each one individually.

**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.

![VA Launchpad](image)

**Improve My Life**
A variety of apps to help you lose weight, quit smoking, and more. For more information about each app, tap the app's icon.

- **DS Logon Education**
  If you are a Veteran, the DS Logon Education App helps you learn about DS Logon accounts. DS Logon stands...

- **MOVE! Coach**
  Weight loss app for Veterans, service members, their families, and others who want to lose weight. This 19-ee...

- **Parenting2Go**
  The Parenting2Go App is designed to help...

- **VA Health**
  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. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. 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 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 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

Welcome to VA Launchpad
VA has developed a series of apps to help Veterans and their Caregivers manage their health care, communicate with their care team, and improve their mental health as well as their physical health.

Manage My Health
Apps that help you take an active role in your health care by view and share your medical record, refill a prescription, and make an appointment. For more information about each app, tap the app icon.

Communicate 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. For more information about each app, tap the app icon.

Share My Vital Health Information with My Care Team
If your care team requests you to track or enter additional information about your health, they may invite you to use one of these apps. For more information about each app, tap the app icon.

Improve My Mental Health
Apps that help you deal with specific conditions related to mental health. For more information about each app, tap the app icon.

App Options Menu

Welcome to VA Launchpad
VA has developed a series of apps to help Veterans and their Caregivers manage their health care, communicate with their care team, and improve their mental health as well as their physical health.

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Communicate 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. For more information about each app, tap the app icon.

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If your care team requests you to track or enter additional information about your health, they may invite you to use one of these apps. For more information about each app, tap the app icon.

Improve My Mental Health
Apps that help you deal with specific conditions related to mental health. For more information about each app, tap the app icon.

User Menu

Manage My Health
Apps that help you take an active role in your health care by view and share your medical record, refill a prescription, and make an appointment. For more information about each app, tap the app icon.

Airborne... An online database of health... An online database of health...
Champv... CHAMPVA... The Civilian Health and... The Civilian Health and...
My VA He... Pain Coach Pressure... Rx Refill

Apps

Manage My Health
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Airborne... An online database of health... An online database of health...
Champv... CHAMPVA... The Civilian Health and... The Civilian Health and...
My VA He... Pain Coach Pressure... Rx Refill

Apps
About

VA Launchpad 1.0.16

<table>
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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
- Improve your health using Apps designed for special health-related issues

Apps that access your VA Electronic Health Record require you to enter ID.me, ES Login or My Heals/VA 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 login. These Apps do not have a padlock symbol on them.

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 11.0 or higher
- Android version 4.0 or higher

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

Feedback

Provide Your Feedback to VA

Message
Enter your feedback here (required)

Your feedback is 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
Last Name
Email
Phone

Subject

CLOSE SEND