VA DoD Veteran Link App

Quick Start Guide

Overview

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The Department of Veterans Affairs (VA) VA DoD Veteran Link mobile application (app) allows Veterans receiving VA health care and service members to find and communicate with other Veterans and service members who have common interests and life circumstances. App users can create a profile indicating the personal information they want to share, find information about health-related issues, search for other Veterans and service members based on information they have shared and join groups to discuss specific topics with others.

1

Setting Up and Logging Into Your App

To use the VA DoD Veteran Link App, you must have ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account credentials. VA DoD Veteran Link accesses your VA Electronic Health Record (EHR) and therefore, for your security, requires ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account credentials.

-    If you do not have a ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account, or you are not sure, visit ***mobile.va.gov/login-information*** for more information.

NOTE: If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, 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, and you will proceed into the app.

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Getting to Know the Screen

When you log into the VA DoD Veteran Link App, you will see your profile and the groups you have joined. There are also two slide-out menus that allow you to navigate the app: App Options (three-line icon in upper left corner) – access My Profile, Search, Groups and Personal List and the User Menu (three-line icon with silhouette in upper right corner) – access About, Help, Take a Tour, Launchpad and Logout (**NOTE:** If this is your first time using the app, the Take a Tour feature will appear as a pop-up window and guide you through the app's features).

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Creating and Updating your Profile

When you first log into the app, you will have to create a user profile, which you can update at any time. You do not have to fill out all of the profile information, but the ability of other users to match to your characteristics and interests will be limited if you do not provide many details. You will be able to designate the information that you would like to make visible to others. The only information you are required to share in your profile is your screen name, but the more information you share, the easier it will be for other Veterans and service members to find you when they are searching for people with whom to connect.

You will be asked to create a profile the first time you log in. To access My Profile and make edits, tap the App Options menu (three-line icon in upper left corner), and a slide-out menu will appear. Tap **My Profile**, and fill out the information requested including screen name (always shared and searchable), first name, last name, DOB, gender, military branch affiliation, location, contact information, diagnosis and comments. Next to each piece of information, you can tap the checkbox in the **Share?** checkbox column if you wish to make that piece of information shareable. If you would only like your screen name to be visible, tap the checkbox next to Go Private. To exit your profile and save any changes you may have made, tap **Save**.

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Using the Search Feature

Tap the App Options menu (three-line icon in upper left corner). A slide-out menu will appear, and tap **Search**. You will go to the Search screen where you can choose up to five search criteria (**NOTE:** The same search criteria cannot be selected multiple times except for diagnosis. This means that if you select First Name in one search criteria, First Name will no longer be available in the other four search criteria drop-down lists). Tap the blank Search Field bar, and a drop-down menu will appear where you can search by screen name (always shared and searchable), first name, last name, DOB, gender, military branch affiliation, status, contact information or location. Depending on the Search Field you choose, you will either have to type in the field's specific information in the Enter Search Criteria bar, or the bar will turn into another drop-down menu.

Once you have set your search criteria, tap **Search**. You will go to a Search Results screen and see a list of the Veterans or service members whose shared profile information matched your search criteria. Tap the screen name of the individual about whom you would like to know more. You will go to that individual's detailed profile, where you can see all information he/she has selected to share.

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## Contacting Veterans/service members

After you have found Veterans/service members with whom you would like to connect, and if they have chosen to share their email address, their profile will show an envelope icon. Tap on the icon, and based on the settings for your mobile device, a new email draft will open up in the email account associated with your mobile device.

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Understanding the Group Screen

When you log into the VA DoD Veteran Link App, the screen will default to Groups. You can always revisit the Groups screen by tapping the App Options menu (three-line icon in upper left corner) and tapping **Groups** from the slide-out menu that appears. The Groups screen has two tabs:

1. My Groups – A list of the groups you have joined with the number of comments in parenthesis that have been submitted from group members within the last 30 days.

2. Join Groups – A search feature that allows you to find groups related to topics that interest you and the option to create a new group.
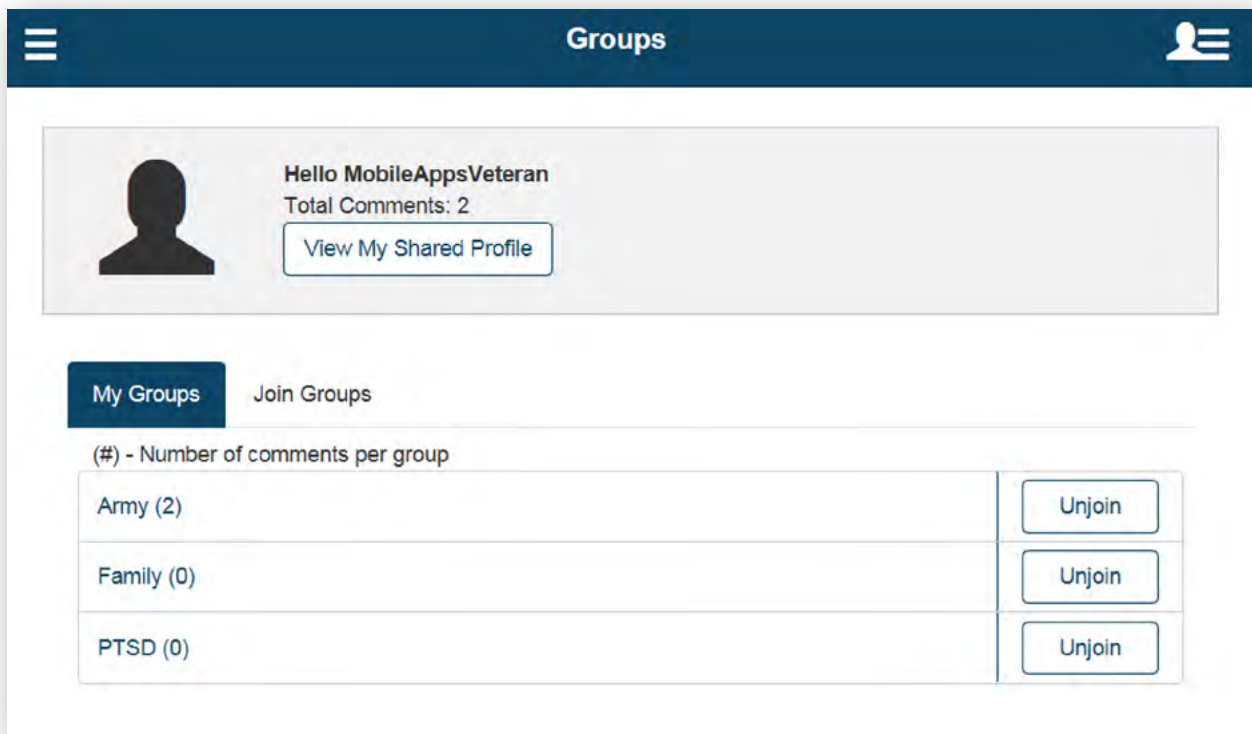
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Reading and Submitting Comments within a Group

On the Groups screen, tap the **My Groups** tab. Tap the name of the group where you would like to either read or submit comments. You will go to the group's conversation screen where you will see the comments members have contributed, as well as the date and time they were submitted. To submit a comment, tap **Comment** in the upper left corner of the screen, and a pop-up Comment box will appear. Type your comment (up to 250 characters), and tap **Post** to submit your comment. The Comment box will close, and you will see your comment displayed at the top of the conversation thread.

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Joining Groups

On the Groups screen, tap the **Join Group** tab. You will see a list of groups that are available for you to join, which is determined by the information you include in your profile. If you would like to filter and narrow down this list, enter the name of the group you are looking for into the Search List text box at the top of the screen. If you would like to learn more information about a group (e.g., its purpose and number of members), tap the name of a group to be taken to a screen with information about the group. To return to the list of groups, tap **Close**. Tap **Join** next to the name of a group on the Join Groups tab to join the group. You will return to the My Groups tab.

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Unjoining Groups

On the Groups screen, tap the **My Groups** tab, and you will see a list of groups of which you are currently a member. Next to the name of the group you would like to leave, tap **Unjoin**.

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Creating Groups

On the Groups screen, tap the **Join Group** tab. Tap **+Create New Group**, and a pop-up Create Group box will appear. Enter a group name (which must be unique and not exceed 40 characters) and a group purpose (up to 150 characters), and tap **Save**. The group will be established, and you will automatically become a member.

Create Group

* required field

* **Group Name**	Enter Group Name
	40 characters remaining
* **Purpose**	Enter Purpose
	150 characters remaining

Save | Cancel | Reset

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Adding Contacts to your Personal List

First find individuals with whom you would like to connect through the Search feature. Tap on the user name of the person with whom you would like to connect, and you will go to his/her profile. Tap **Add to Personal List**, and the button will change to read "Remove from Personal List." The person's name will appear in your Personal List the next time you access the list from the App Options menu.

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Removing Contacts from your Personal List

Tap the App Options menu (three-line icon in upper left corner), and a slide-out menu will appear. Tap **Personal List**, and you will be taken to your list of contacts. Tap the user name of the person you would like to remove, and you will go to his/her profile. Tap **Remove from Personal List**, and the button will change to read "Add to Personal List." The person's name will no longer appear in your Personal List the next time you access the list from the App Options menu.

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Logging out of the app or Accessing the VA Launchpad

Tap the User Menu (three-line icon with silhouette in upper right corner), and then tap **Logout** or **Launchpad** as desired.

Help and Additional Information

Additional Training Materials for the VA DoD Veteran Link App

More resources, such as a User Manual, Slideshow and FAQs, can be found on *mobile.va.gov/appstore*, and search for the app to access the resources. To open the app's Help section, tap the User Menu (three-line icon with silhouette in upper right corner), and a slide-out menu will appear. Tap **Help**, and a pop-up Help box will appear with a link to a built-in User Guide to help you navigate the app.

Help Desk Information

If you need help with the VA DoD Veteran Link App, 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.

ID.me Help

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

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.

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.