VA Staff Launchpad
User Manual

User Manual

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Overview

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The Department of Veterans Affairs (VA) Staff Launchpad App for Care Teams (VA Launchpad) houses all VA applications (apps) for care teams. The app organizes more than a dozen apps into six categories. With VA Staff Launchpad, VA intends to save you time and help you better integrate available VA apps into Veteran care.

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

- Access patient information from the Electronic Health Record (EHR) including vitals, medications, allergies, lab results, consults and more.

- Schedule and conduct video sessions, send texts and send and receive secure email messages.

- View patient generated data related to specific chronic conditions (e.g., kidney disease, coronary disease).

- View information on special health care needs including mental health and women Veterans.

This app is available for iOS and can be used on all GFE iPads or iPhones with the following versions:

- iOS version 11 or higher

The Basics

Prerequisites

In order to use the VA Staff Launchpad App, you must:

- Use a government furnished (GFE) iPhone or iPad.

- To access apps that require authentication, be connected to the VA network either on your local VA Wi-Fi or remotely using VPN (AnyConnect). For instructions on connecting to the VPN, see the Logging in section below.

Getting to know the VA Staff Launchpad

The app is divided into 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.)

- Patient Care – Access patient EHR information, including vitals, medications, allergies, lab results, consults, radiology, hospitalizations, surgeries, immunizations and more.

- Connect with My Patients – Schedule and conduct video sessions, send text messages, send and receive secure email messages.

- View Patient Generated Data – View patient generated data related to specific chronic conditions (e.g., kidney disease, coronary disease).

- Care for Women Veterans – Apps specifically designed to meet the needs of women Veterans.

- Mental Health – Apps dealing with various mental health issues.

- Informational Apps – Apps providing information on special health care needs.

Navigating the app

The app has three main navigational features, which include the below. **NOTE:** Most images on pages 3-6 are from an iPhone, while the images in Appendix #3 are from an iPad.

- 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 VA Staff 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 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.
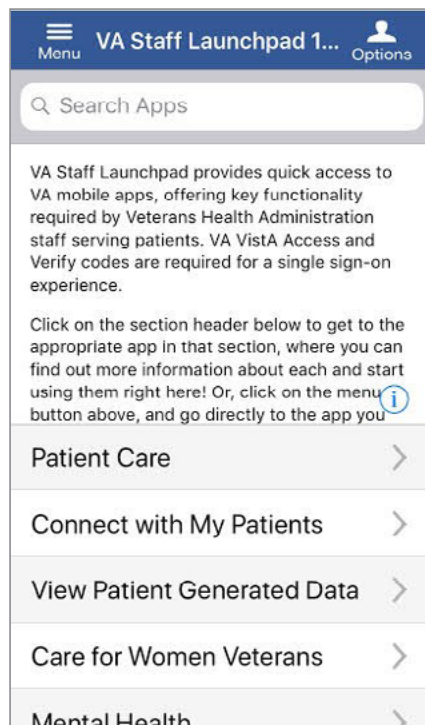
Logging in

You do not need to log in to the VA Staff Launchpad App. However, you will need to accept the End User License Agreement before using the app. Apps you open from the VA Staff Launchpad that access the EHR will require you to log in using your VistA credentials. These apps will have a padlock symbol in the bottom right corner of the logo to indicated that credentials are required.

If credentials are required, log on with your VistA credentials (Access Code, Verify Code and Station ID). After logging into a VA app, you can access multiple VA apps without logging in to each app individually.

NOTE: If you are not on the VA network, you will need to create a VPN connection to the VA network using AnyConnect to use the VA Staff Launchpad. Once on the VPN, you can access VA staff apps using the VA Staff Launchpad. You will need permission for Mobile Remote Access to be enabled.

Follow these instructions to have yourself approved and set up for remote access using a VPN connection on your iPad: ***http:// vamobile.us/groups/docs/wiki/e7969/How_do_I_Install_and_Use_Cisco_AnyConnect_for_iPad.html***. If you are unable to log on to the VPN using these instructions, contact your local Information Security Officer to ensure mobile remote access is enabled.

Learning about the app

For more information on VA Staff 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 > To 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 Staff 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 Staff Launchpad. If you have feedback about a different app, enter your input through the respective app's feedback button.
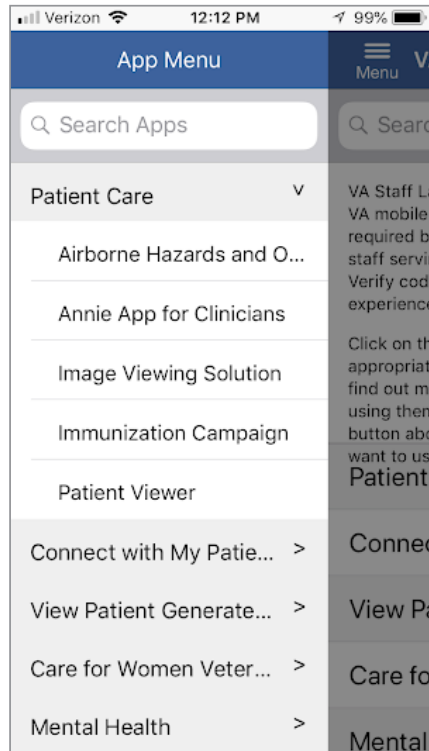

Exiting the app

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:

- **Patient Care**
- **Connect with My Patients**
- **View Patient Generated Data**
- **Care for Women Veterans**
- **Mental Health**
- **Informational Apps**

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 up to 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.
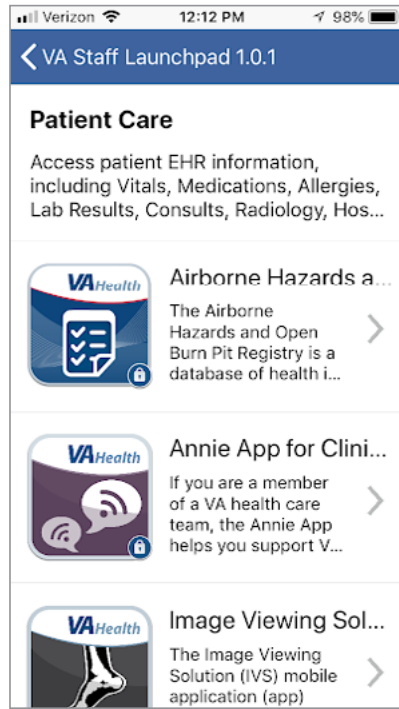
Searching for an app

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.
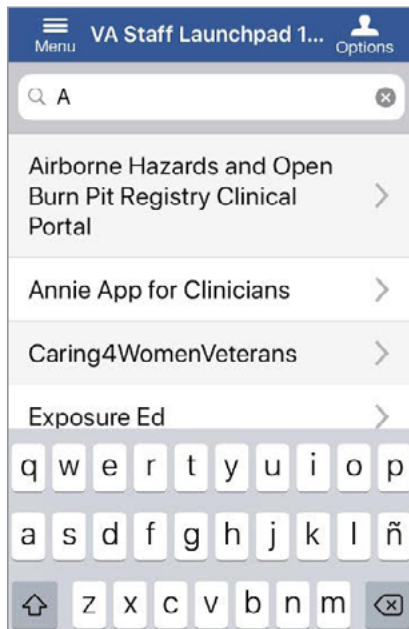
Help and Additional Information

Additional training materials for VA Staff 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 Staff Launchpad, dial **1-844-482-6624** 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.

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

CSP – Credential Service Provider

EHR – Electronic Health Record

GFE – Government Furnished Electronic Device

SSOi – Single Sign-On Internal

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]
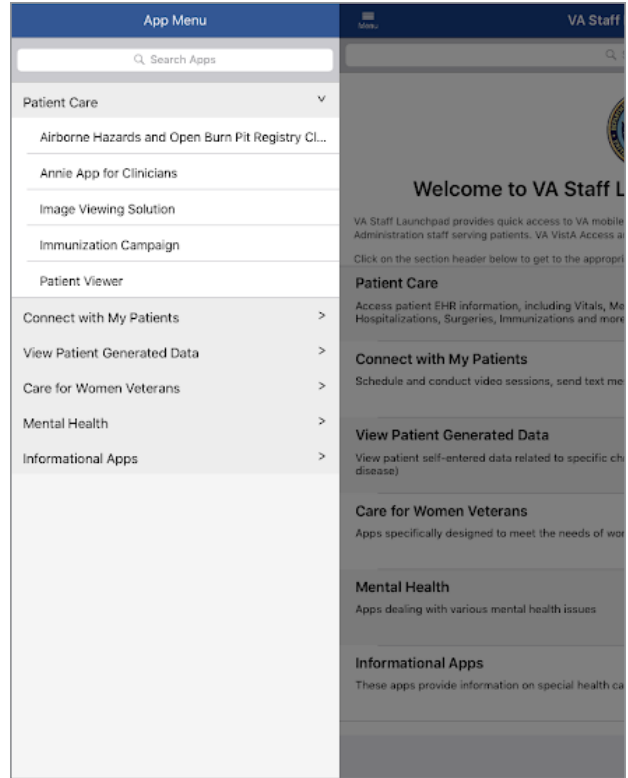
Appendix #3: Tablet View

Most images on pages 3-6 are from an iPhone, while the images in Appendix #3 are from an iPad.
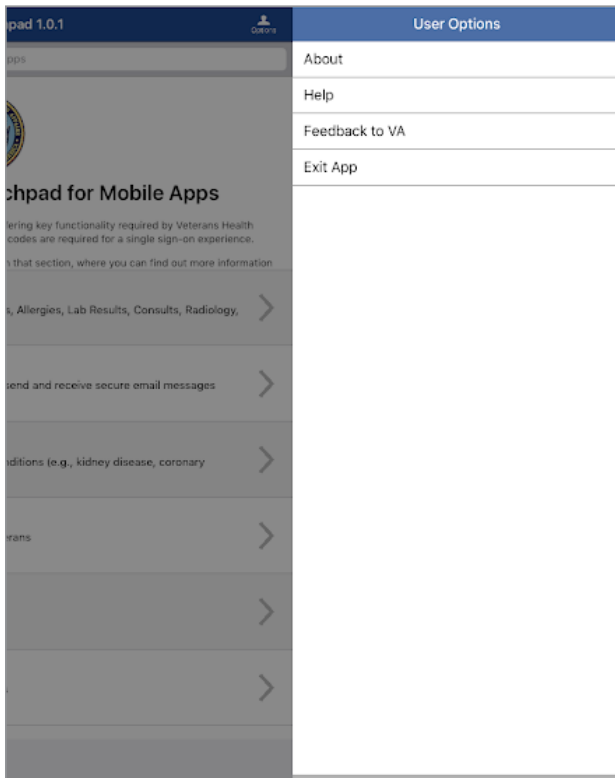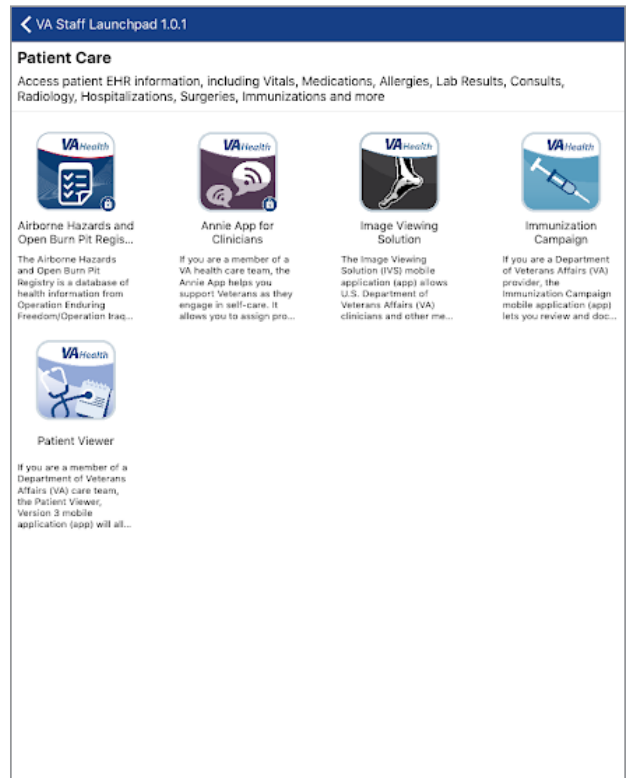
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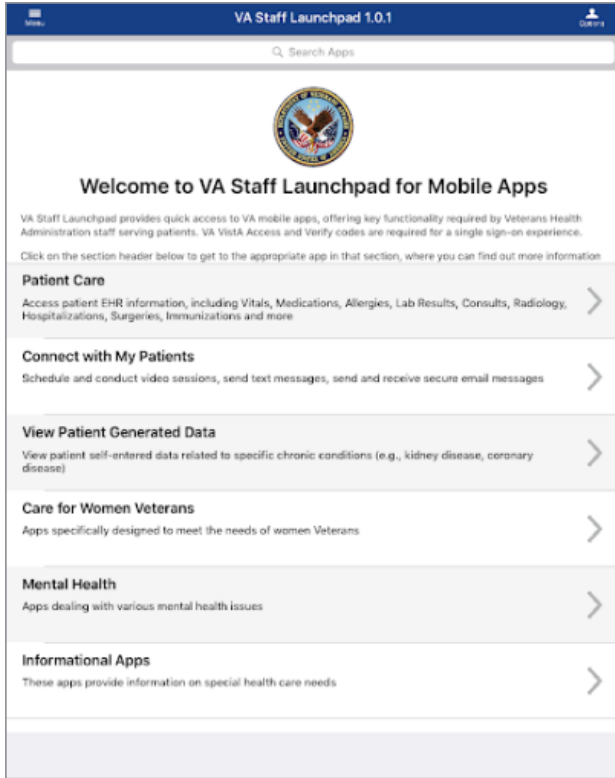
App Options Menu

User Menu

Apps

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Feedback