



VA Launchpad for Veterans

Quick Start Guide

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

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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 all 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

1

Access the VA Launchpad

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 DS Logon Level 2 (Premium), ID.me and My Health eVet Premium accounts.

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.

2

Open and Install 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**

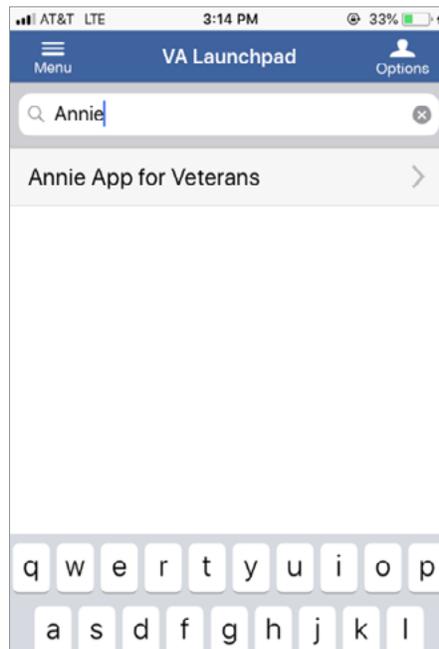
Tap the app you would like to access, and you will proceed to the app details screen, where you will see (depending on the app) the app's name, launch button(s), user manual, quick start guide and four tabs. The tabs may contain the app's description, slideshow, FAQs and feedback form. To open an app,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



3

Search

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. 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.



4

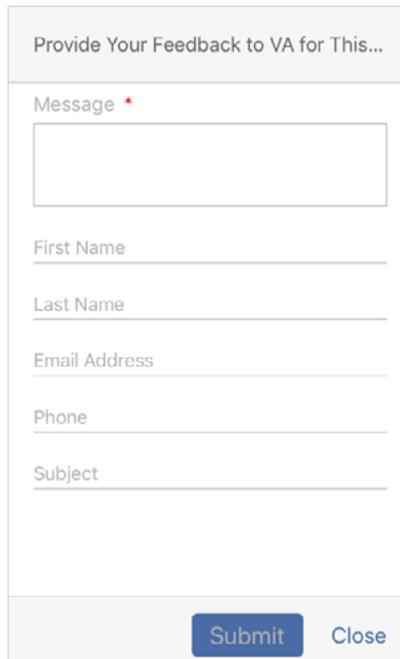
Learn More

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** and 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. To access built-in user instructions for VA Launchpad, tap **Help** from the Options menu. Tap **Close** at the bottom of the chart to return to the User Options menu.

5

Provide Feedback 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 where you can 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.



Provide Your Feedback to VA for This...

Message *

First Name

Last Name

Email Address

Phone

Subject

Submit Close

6

Exit

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.

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 User Manual, 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.