



# VA Launchpad for Veterans

*User Manual*

VA



U.S. Department of Veterans Affairs

Veterans Health Administration  
Office of Connected Care

# User Manual

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# Overview

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The Department of Veterans Affairs (VA) Launchpad is designed to house all mobile applications (apps) for Veterans that connect to VA's Electronic Health Record (EHR) and access your personal VA health information. VA developed this tool to serve as a convenient way to group VA mobile apps and websites that require a secure logon to access your EHR. While you will be able to access the apps separately, by signing into the VA Launchpad once with a DS Logon Level 2 (Premium) Account, you can access multiple resources without having to log into each app or website individually.

This app is available for iOS, Android and Windows operating systems and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

The following User Manual provides an in-depth, step-by-step guide for using the VA Launchpad.

# The Basics

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## Prerequisites

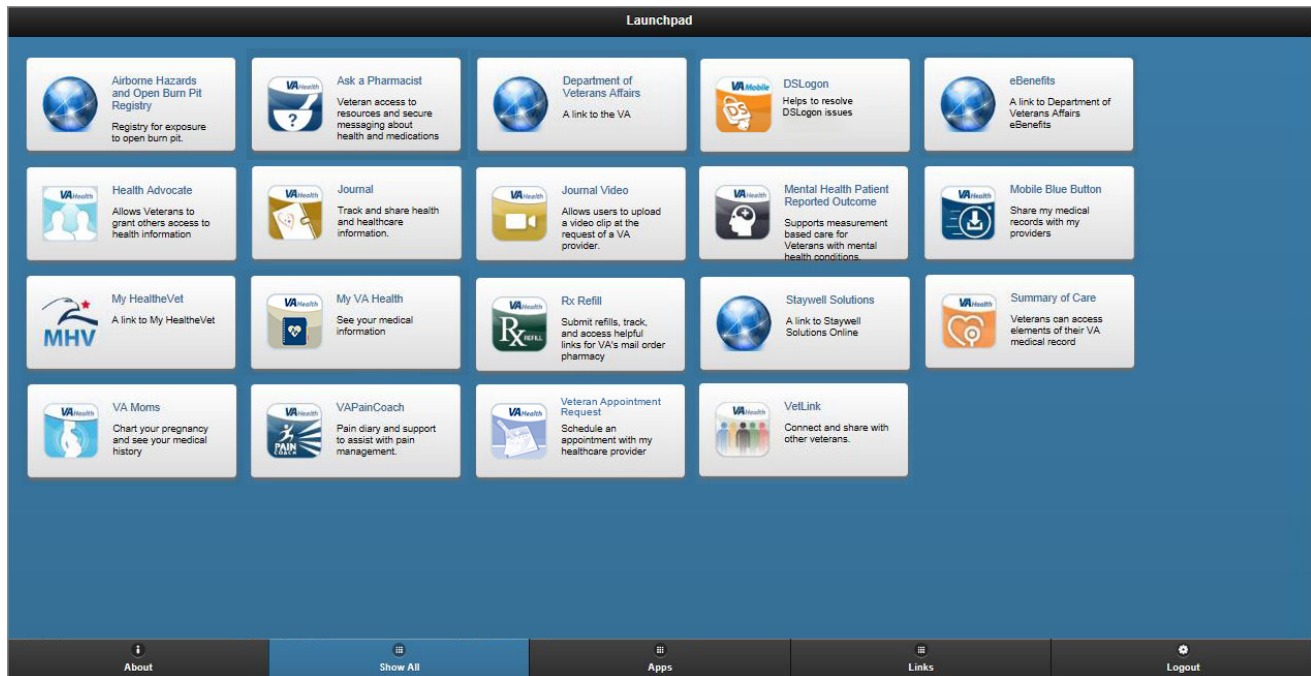
To use the VA Launchpad, you must:

1. Be enrolled in VA health care.
2. Have a DS Logon Level 2 (Premium) Account
  - If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit [mobile.va.gov/dslogon](https://mobile.va.gov/dslogon) for more information.
  - **NOTE:** Even if you are a My HealtheVet user, you will still need to register for a DS Logon Level 2 (Premium) Account in order to access the Mobile Blue Button App.

## Getting to know the VA Launchpad

The VA Launchpad menu screen contains links to VA mobile apps that can access your EHR, as well as links to other resources to help you securely manage your health information, such as eBenefits and My HealtheVet.

# The VA Launchpad Menu Screen



## Navigating the menu screen

Once you have a DS Logon Level 2 (Premium) Account, you are ready to access VA's mobile apps from the VA Launchpad menu screen. You have a choice of which information to view. Tap **Apps** to view VA's mobile apps (such as Summary of Care and Mobile Blue Button), tap **Links** to view links to secure VA sites (such as My HealtheVet and eBenefits), or tap **Show All** to view all available resources. You can also tap **About** to see an overview of VA Launchpad's functionality.

## Logging in

There are two ways you can log into the VA Launchpad's apps using your DS Logon credentials. You can either (1) tap the **Login** button at the bottom of the VA Launchpad menu screen, or (2) tap the icon of the app you wish to use to be taken to the DS Logon screen (pictured below), after which the app selected will start. If you are using the VA Launchpad, you will only need to sign in once to access multiple apps. **NOTE:** Many apps will have a Return to Launchpad button that will take you back to the VA Launchpad menu screen.

When you log into the VA Launchpad, you will see a license agreement screen. Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice"), and tap **Accept** to use the VA Launchpad. **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.

**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.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

**DS LOGON ?**  
**Department of Defense  
Self-Service**

*DS Logon Username*

*DS Logon Password*

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

**Login**

## Accessing available apps

The VA Launchpad will provide you with quick and efficient access to VA's mobile apps and websites that connect to your EHR. By using these apps, you can take advantage of on-the-go access to your health information to better manage your care, easily refill prescriptions and securely communicate with your VA care team through your mobile device. New apps will be added to the VA Launchpad as they become available from VA. **NOTE:** Some apps require additional prerequisites to use, such as a My HealthVet account.

# Help and Additional Information

## Additional VA Launchpad Training Materials

A video providing a walkthrough of VA Launchpad functionality, FAQs and additional information about other VA-developed apps that require the VA Launchpad may be found on [mobile.va.gov/training](http://mobile.va.gov/training).

## 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.

## DS Logon Help

If you have questions about your DS Logon account, visit [mobile.va.gov/dslogon](http://mobile.va.gov/dslogon) or dial **1-800-983-0937** 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 as the sole way of seeking help in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

# Appendices

## Appendix #1: Project References

The VA Launchpad was part of a suite of apps tested during a pilot program beginning in 2013; participants included more than 1,000 Caregivers of seriously injured post-911 Veterans. The VA Launchpad was developed by Agilex [[www.agilex.com](http://www.agilex.com)] and was tested in a demo environment to ensure optimal functionality. Remediation on the VA Launchpad was performed by LongView International Technology Solutions, Inc. [[www.longview-inc.com](http://www.longview-inc.com)]

## Appendix #2: Glossary

**App** – an application, or software program, that may be accessed through a website or mobile device and is designed to fulfill a particular purpose

**DoD** – Department of Defense

**DS Logon (Department of Defense Self-Service Logon)** – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password

**DS Logon Level 1 (Basic) Account:** Provides limited access to website features

**DS Logon Level 2 (Premium) Account:** Offers the highest level of access to website features, including access to your VA EHR. (NOTE: You must have a DS Logon Level 2 Account to use VA's mobile apps.)

**eBenefits** – an online portal that allows Veterans, Servicemembers and their families to research, find, access and manage their benefits and personal information

**Electronic Health Record (EHR)** – a digital record of a patient’s treatment plan and health care interactions with his or her providers

**My HealthVet** – My HealthVet is VA’s online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health.

**VA** – Department of Veterans Affairs

**VA Mobile Health** – an initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams [More at: [mobile.va.gov](http://mobile.va.gov)]