What is VA Online Scheduling?

VA Online Scheduling is a secure way for Veterans to request and self-schedule appointments online. This app can be used to schedule appointments at most VA and Community Care facilities.

To use VA Online Scheduling, you must:

- Be enrolled in VA health care and be seen for care at a VA Medical Center (VAMC) or Community Based Outpatient Clinic (CBOC).
- Be registered at a VA health care facility that supports self-scheduling and/or appointment requests for the type of appointment you are making.
- Sign in with one of the following accounts: My HealthVet Premium, DS Logon Level 2 (Premium), Login.gov, or ID.me.

VA Online Scheduling is not intended for emergency care. If you are experiencing a medical emergency, please call 911 or go to the nearest emergency room. You do not need a referral or approval from VA to go to a non-VA emergency room.
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Features
Use VA Online Scheduling to:

- Schedule and request appointments at VA facilities online.
- Request Community Care appointments (if eligible).
- View your upcoming VA appointments and video visits.
- Cancel appointments if necessary.
- Join video visits through VA Video Connect.
- Look up past appointments from the last 3 years.
- Download appointment information to your personal calendar.
- Print appointment details.

Scheduling Appointments
To schedule an appointment at a VAMC or Community Care facility, select Start Scheduling on the home screen. Select the type of care you are requesting, then follow the prompts on the screen to guide you through the process.

Viewing, Joining, and Adding Appointments
The home screen includes a drop down to select Upcoming, Requested, Past, and Canceled appointments. Select the desired appointment category to view appointment summary information. Select the desired appointment to view additional details.
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To join a video appointment, select **Upcoming** from the drop-down menu on the home screen. Find the video appointment you would like to start, then select **Join appointment** to join via the VA Video Connect app.

To add appointments to your calendar, select **Upcoming** from the drop-down menu on the home screen and find the appointment you would like to add. Select the appointment to view more details, then select **Add to calendar**.

To print appointment details, select **Upcoming** from the drop-down menu on the home screen and find the appointment you would like to add. Select the appointment to view more details, then select **Print**.

**Canceling Appointments**

To cancel an appointment at a VAMC, select **Upcoming** from the drop-down menu on the home screen. Select the appointment you would like to cancel, then select **Cancel appointment**. A pop-up confirming you would like to cancel will appear. Select **Yes, cancel this appointment** to confirm the cancellation.

To cancel an appointment at a Community Care facility, you must contact the community care provider’s office directly.

**Help and Additional Information**

For assistance with VA Online Scheduling, dial 1-877-470-5947 to speak with a VA representative. More resources can be found on [mobile.va.gov/app/va-online-scheduling](http://mobile.va.gov/app/va-online-scheduling). For questions regarding your personal medical information, please contact your VA care team. You can find your health care facility’s phone number by visiting VA’s facility locator page at [va.gov/find-locations/](http://va.gov/find-locations/).