



VA Video Connect Web 2

Office of Connected Care

User Guide

October 2020



Alaska

Hawaii

Philippines

Guam

American Samoa

Puerto Rico

Virgin Islands



U.S. Department
of Veterans Affairs

User Guide

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1. Overview

This guide is for Veterans who use **VA Video Connect** on a computer or device's web browser (e.g., Google Chrome [Chrome], Microsoft Edge, and Safari). **VA Video Connect** has an easily accessible, user-friendly design, and allows Veterans and providers to seamlessly connect in a secure environment.

Note: All features are not available in some browsers.

1.1. Optional: Conduct a Test Call

To conduct a test call, visit the [VA Video Connect test site](#) from your computer or mobile device.

2. Getting Started

2.1. Accessing Your Appointment

Access the **Virtual Medical Room** through the Telehealth Scheduling email or calendar reminder. You will receive an email from donotreply@mobilehealth.va.gov or VHATMPScheduling@va.gov

Note: The [VA Online Scheduling](#) app is available for all sites to view video appointments and join **VA Video Connect** appointments. Check with your VA health facility for assistance.

Select **Click HERE** to join the **VA Video Connect** appointment in your Telehealth Scheduling email message to connect to the **Virtual Medical Room**.



Figure 1. Appointment Email Example

This is a notification about your upcoming VA Video Connect visit:

[Click Here to Join the VA Video Connect appointment](#) scheduled for

10/07/2020 10:23 EDT

If you are new to VA Video Connect you can:
[Click Here to Test](#) your connection.
[Click here to Learn](#) more about VA Video connect.

If you are using an iPhone or an iPad, a one-time download of the VVC app is required:
[Click Here to download the VVC iOS app.](#)

Need Help?
Please call the National Telehealth Technology Help Desk at (866) 651-3180 or (703) 234-4483 Monday through Saturday, 7 a.m. through 11 p.m. EST

Appointment Instructions:
Ensure you are in a private and safe place with good internet connectivity. Please treat your visit as if you were seeing your provider in-person (e.g., dress appropriately, do not drive or use alcohol/other substances or engage in other activities, etc.).

Please have the following information available:

- **Phone number:** How we can reach you by telephone, if the video call drops.
- **Address:** Your location during the visit.
- **Emergency Contact:** Name, phone number, and relationship of a person who we can contact in an emergency.

Need to Reschedule?
Do not reply to this message. This message is sent from an unmonitored mailbox. For any questions or concerns please contact your VA Facility or VA Clinical Team.

Please do not reply to this message. It comes from an unmonitored mailbox.

2.2. Enter Your Location for this Appointment

Once you click on the **Click Here to Join the VA Video Connect appointment** link, a Welcome screen displays requesting your location for the video appointment.

The location address allows your provider to check if you have 911 service available at your location and contact local 911 services should an emergency arise during the appointment.



Figure 2. Enter Your Location for this Appointment

Welcome to
VA Video Connect (VVC)

[Get Immediate Help >>](#)

Conference you are joining:

Your Name (Required)

I am a guest, not the patient for this appointment.

Your Location for this Video Appointment

Street Number:

Street Name:

Additional Detail:

City:

State:

Zip Code:

Country:

By connecting I agree to using video telehealth for this appointment. [i](#)

[SETTINGS](#) [CONNECT](#)

1. Enter your name as you want it to appear in the **Your Name** field.
2. Enter your location information.
Note: Enter “Street Number” (e.g. 123), “Street Name” (e.g. 57th Street), additional detail (Apt 1B or Bldg. 202), in separate boxes.
3. Click **Close** and proceed to next step of **Making Camera and Microphone Selections**.

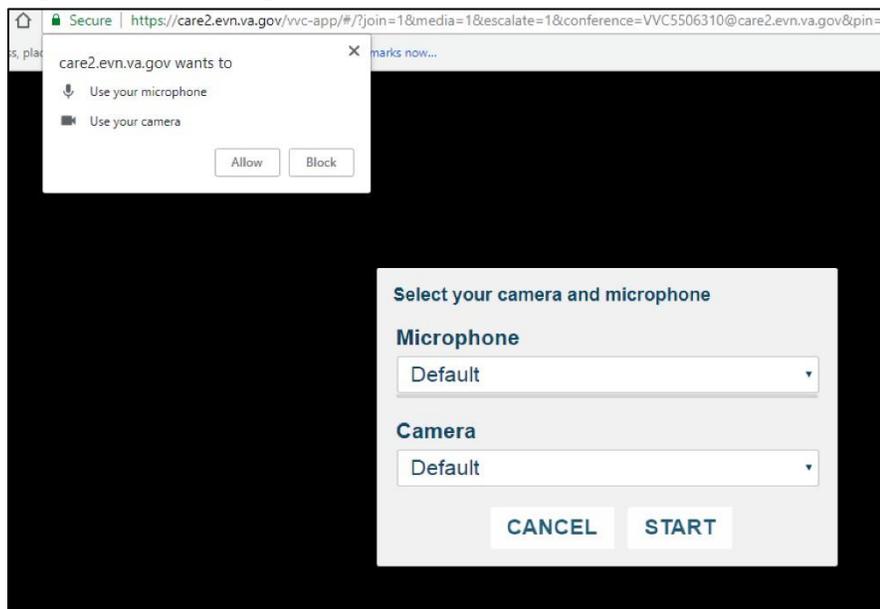
2.2.1. Making Camera and Microphone Selections

Select your microphone and camera using the drop-down menus based on the web-browser in use for your **VA Video Connect** appointment. There is no need to adjust these settings since your device defaults to connecting with enabled audio and video.

2.2.1.1. Google Chrome in VVC Web 1.5

If you are prompted to allow a camera and/or microphone, click **Allow**.

Figure 3. Allowing Camera/Microphone



2.2.1.2. Google Chrome in VVC Web 2.0

If you are prompted to allow a camera and/or microphone, click **Allow**. Upon first time accessing VVC, users may be required to allow camera and microphone access to Chrome browser.

Users will be directed to VA Video Connect Web 2.0 when using Chrome (preferred browser), or Edge, Safari, Firefox, Opera, or Brave. Users accessing VA Video Connect with Internet Explorer will be directed to VA Video Connect Web 1.5.

Figure 4. Allowing Microphone/Camera in Chrome

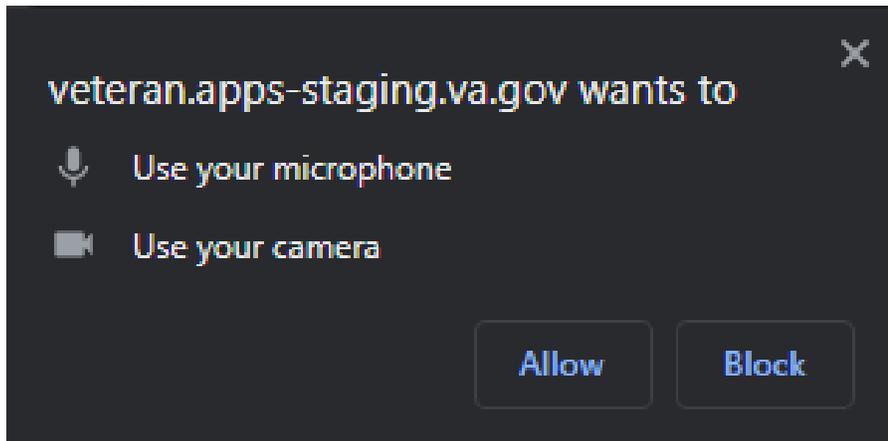
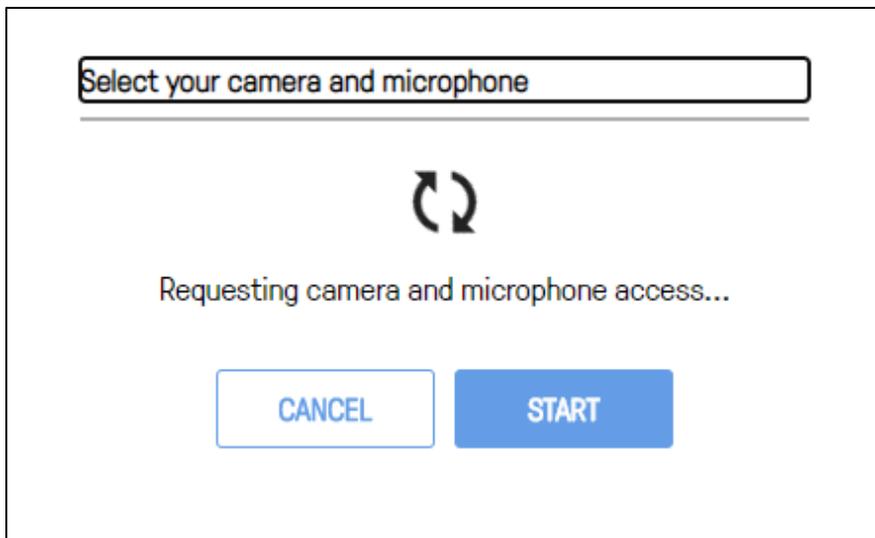


Figure 5. Accepting Camera and Microphone Access

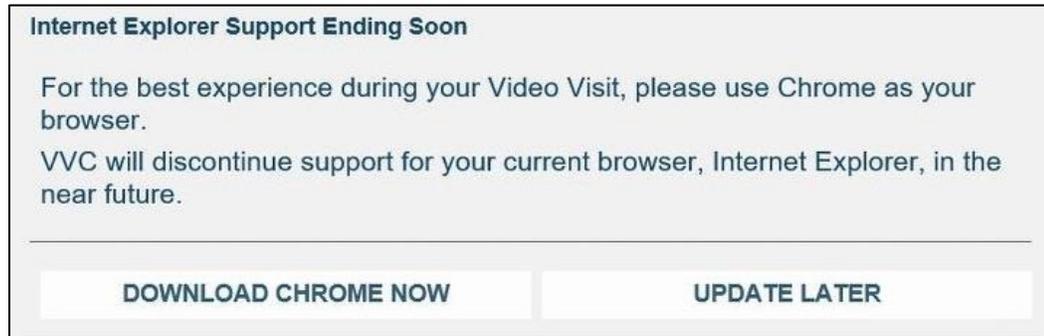


2.2.1.3. Internet Explorer

VA Video Connect is no longer supported by Internet Explorer browser. Users accessing **VA Video Connect** with Internet Explorer will receive an alert instructing them to download Google Chrome.

Internet Explorer Redirect

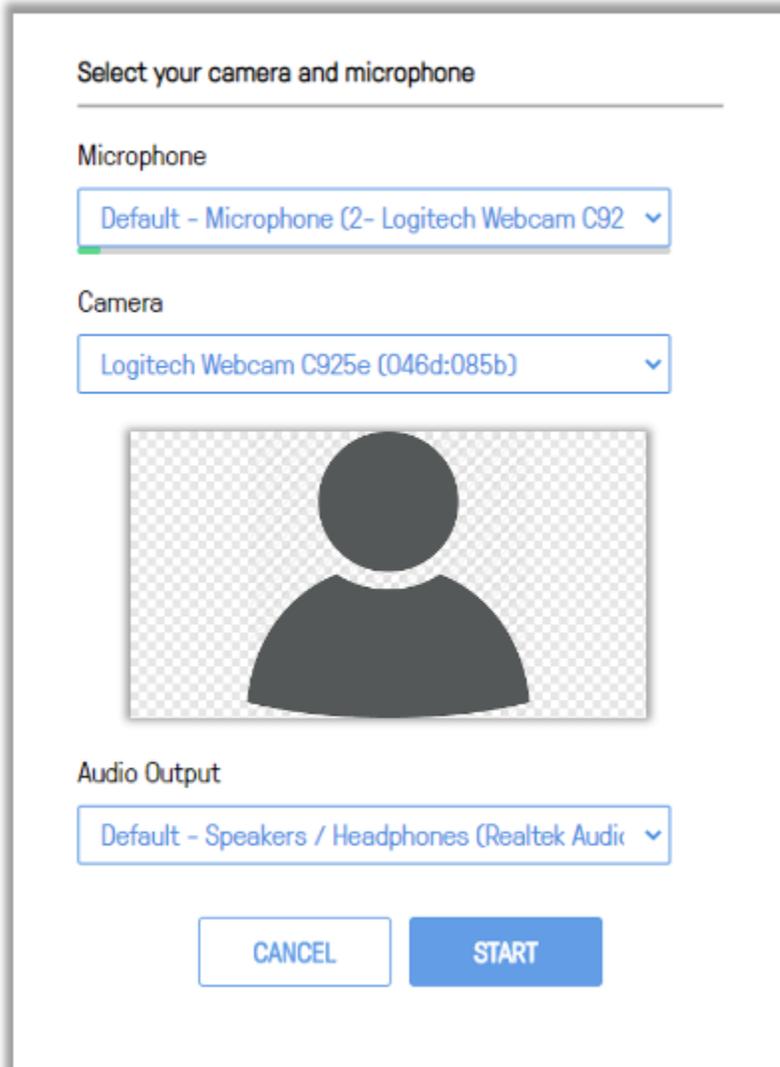
Figure 6. Internet Explorer Redirect



Click **START** to join your **Virtual Medical Room**. After joining, you may again be prompted to allow care.va.gov to access your camera and microphone. Click **Allow** if necessary.

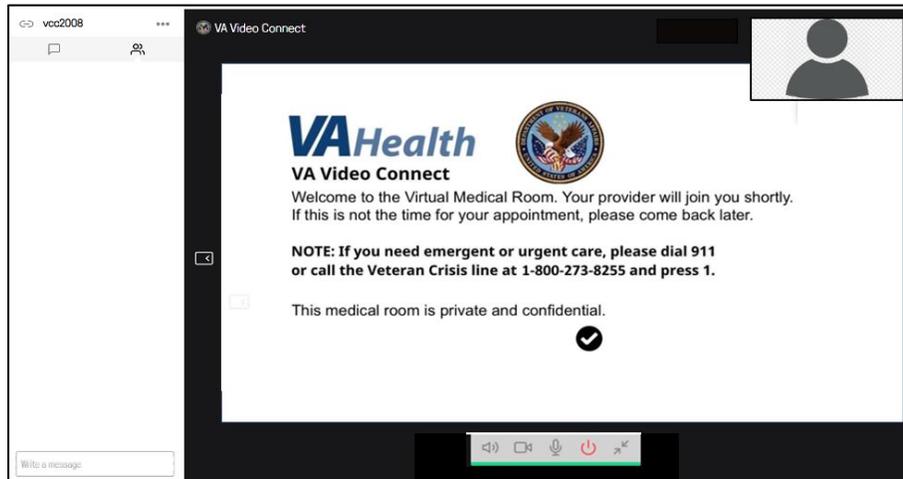


Figure 7. Camera and Microphone Settings



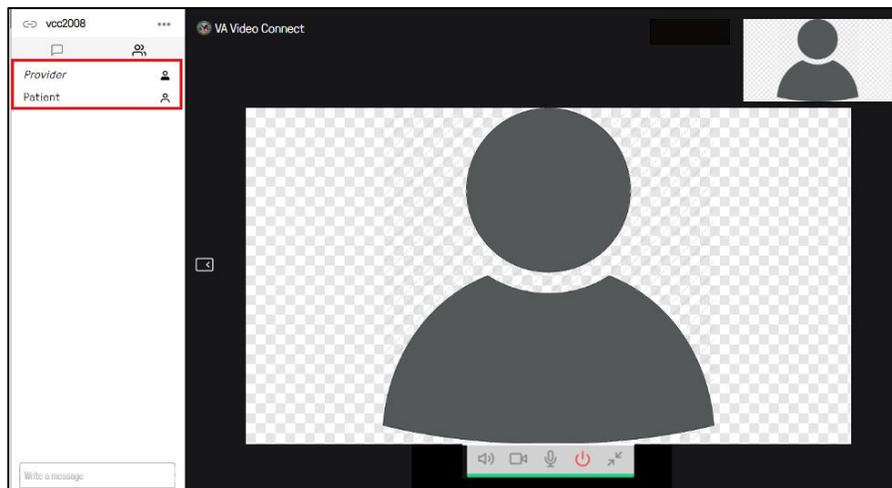
1. Wait for your provider to join. Until your provider joins, a message displays at the top of the screen: Your **provider will join you shortly**.

Figure 8. Wait for Display Message



2. After the provider joins, the message is replaced by a live video view. The **Participants** list on the left of the screen displays the names of all participants.

Figure 9. Display of all Participants



3. Video Connect Features

VA Video Connect uses the following features:

- Chat with participants
- View screen share
- Share screens and files.

3.1. Navigating the Icon Menu Bar

VA Video Connect options are accessed by a menu bar located at the bottom of the

screen. When not in use, the menu bar may disappear. Move your cursor over the video to restore the menu bar.

Figure 10. Icon Menu

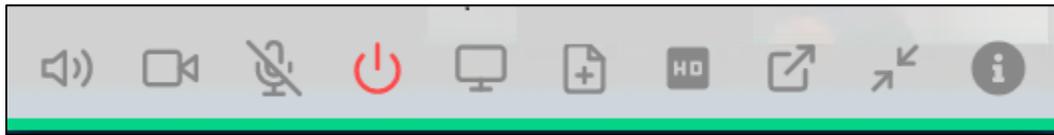


Table 1. Icon Chart

Icon	Description
 Adjust Volume	Volume icon: Click on this icon to adjust the sound volume up or down.
 Start/Stop Camera	Camera icon: Click on this icon to stop/start sending your live video stream to meeting participants
 Mute  Unmute	Microphone icon: Click on this icon to mute and unmute your microphone.
 End the Video Session	Disconnect icon: Click on this icon to end your video session.
 Share Screen	Share Screen icon: Icon only available when using Chrome as your internet browser. Click this icon to share your screen content with participants.

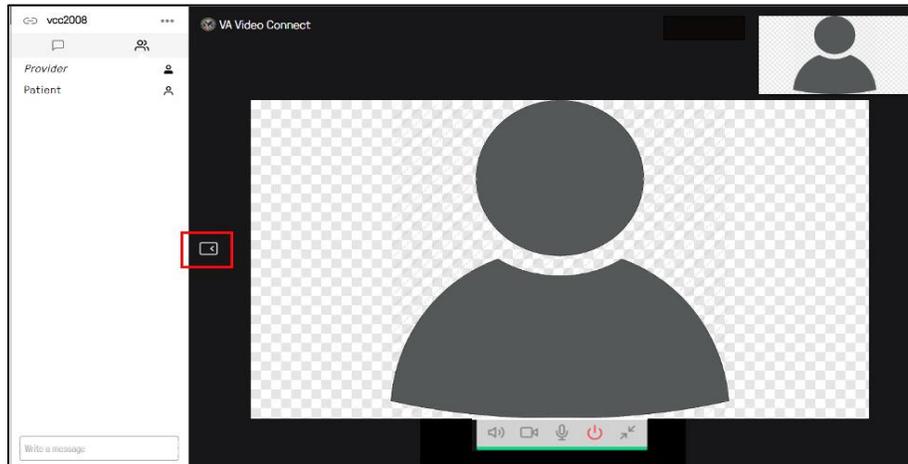
Icon	Description
 File Share	File Share icon: Click this icon to select a specific file to share with participants.
 Change Screen Resolution	Change Screen Resolution icon: Click on this HD icon to change screen resolution when a participant is sharing their screen or a file.
 Float/Reset Video Window	Float / Reset Video Window icon: Click on this icon to open a new incoming video image. Click on this icon again to return video image to normal.
 Help Desk Information	Help Desk Information icon: Click on this icon to display Information about video session information, or to view the End User License Agreement (EULA).

3.1.1. Show/Hide Attendee and Chat Windows

Click **Show/Hide** to view or hide the attendee and chat windows.



Figure 11. Show/Hide Attendee Window



3.2. Chat with Participants

You may use the chat room window to send messages to the other participant(s) in the session by typing your message in the chat box, as shown below. If you do not see the chat box, click the **Chat box** tab at the top of the chat box, and it expands the chat area.

Figure 12. Chat Box Tab

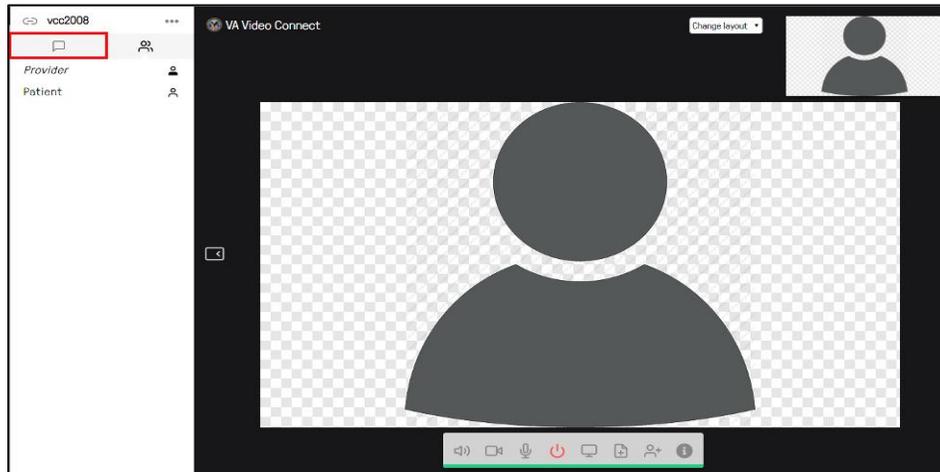
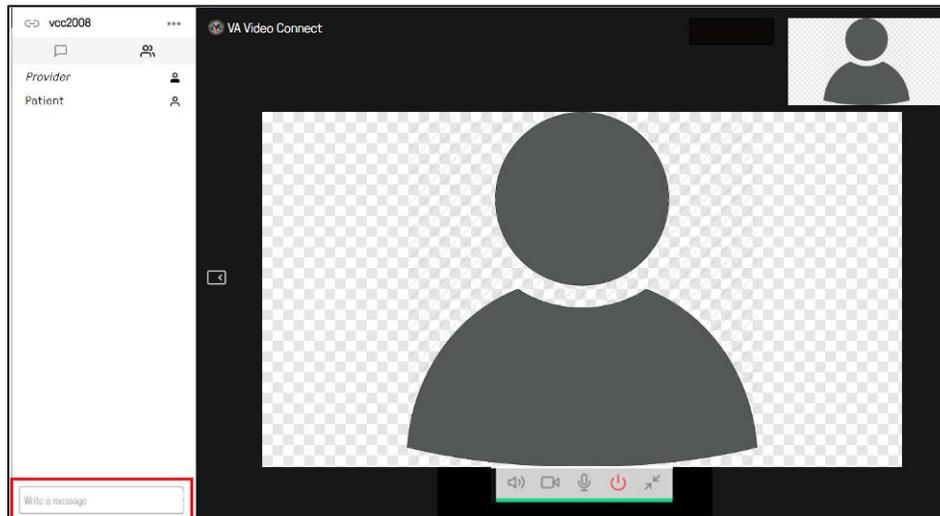


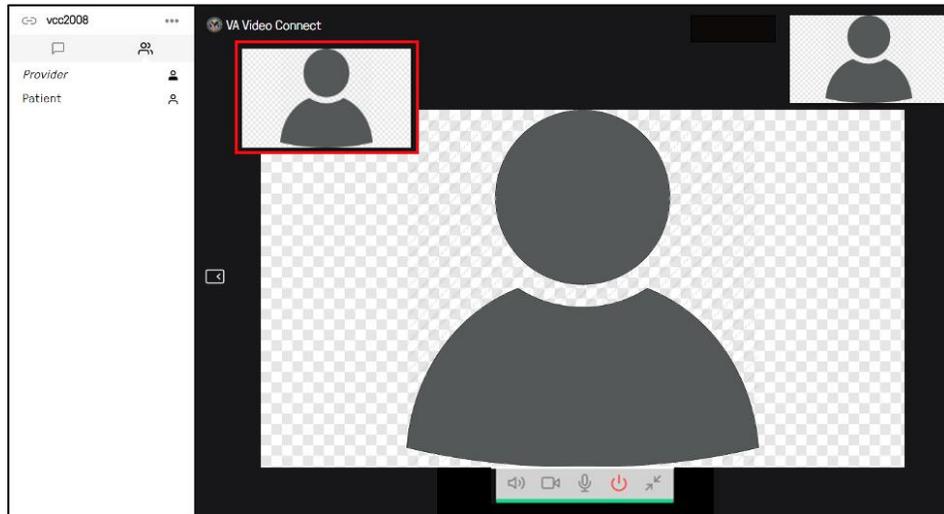
Figure 13. Chat Box Message Window



3.3. View Screen Share

Your provider may choose to share educational or other materials with you during your visit. The screen share displays in a box at the top left corner of the video frame.

Figure 14. Share Screen Window

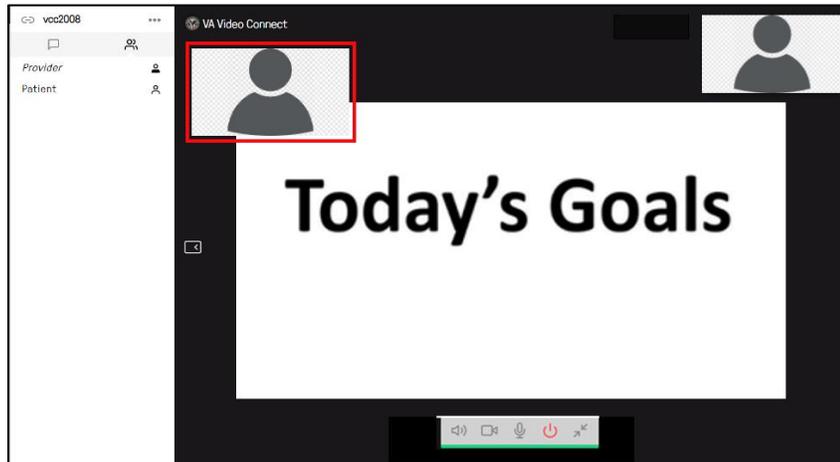


Click the presentation window to enlarge the shared information. The live stream of your provider is now in the top left corner. Click on the video of your provider to switch back to the large view of your provider.

3.4. Share Screens and Files

Users can share their screens and files. The **Screen Share** icon lets users share their stored content or files from the device they are using without sharing the source of the information (for example, a PowerPoint presentation) that is shown on-screen. The **File Share** icon provides the ability for users to upload and share files with participants.

Figure 15. Display of Screen Share/File Share



3.5. Adjust Camera and Microphone Settings

Click **Settings** to adjust microphone and camera options.

Figure 16. Settings Menu

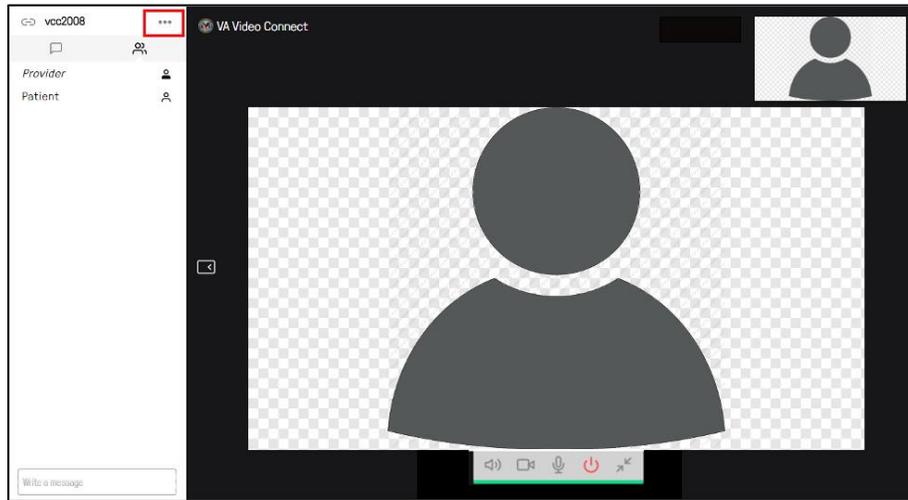
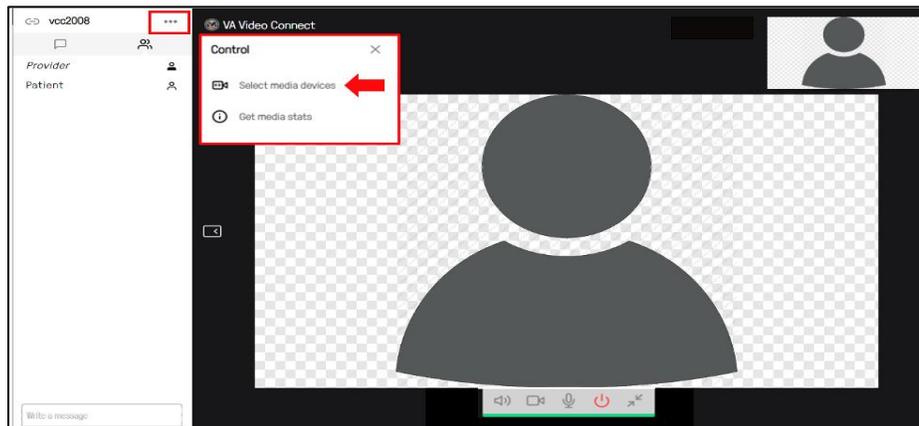


Figure 17. Control of Microphone and Camera Settings Options



4. Ending Your Session

4.1. Ending Your Session

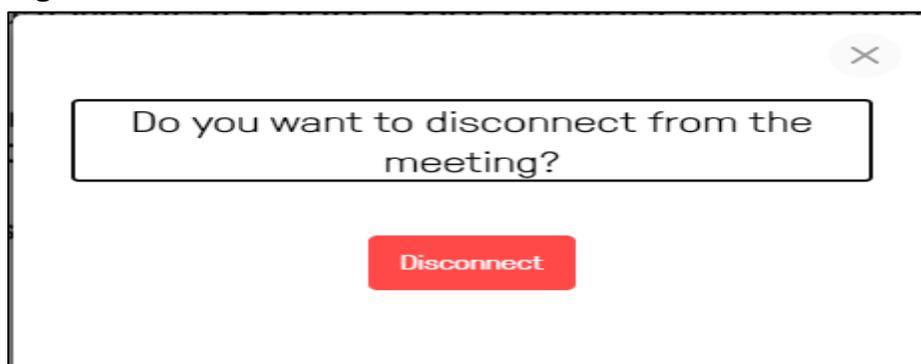
1. Click **Disconnect**.

Figure 18. Hang Up/Disconnect Icon



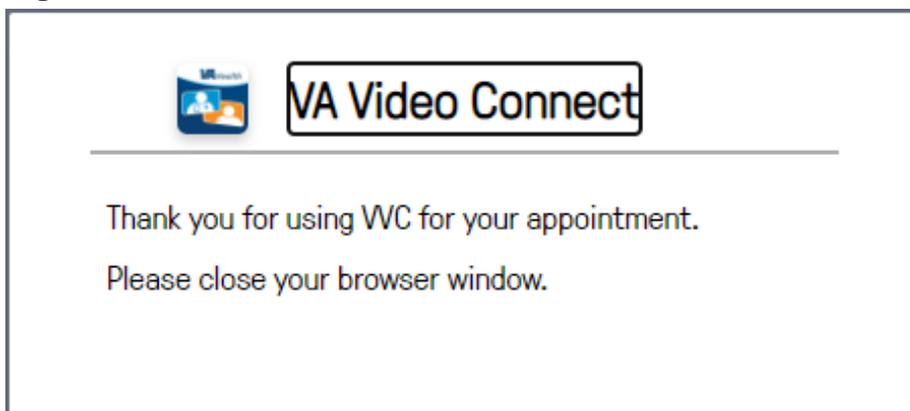
2. Click **Disconnect** to confirm your selection to disconnect from the meeting.

Figure 19. Disconnect Button



3. You will receive a confirmation that you have been disconnected. You will be prompted to close your browser tab.

Figure 20. Confirmation of Disconnect



5. Support

5.1. Making a Test Call

To test if your personally-owned device is compatible with **VA Video Connect**, [visit the VA Video Connect test site](#). More information is available on our [FAQs page](#).

5.2. Veteran Support

If you need help opening **VA Video Connect** in your web browser, connecting with your provider for an appointment, experience difficulties, or need assistance for any reason, call the Office of Connected Care Help Desk. The Office of Connected Care Help Desk is reached at: (866) 651-3180 or 703-234-4483, 24 hours a day and 7 days a week.



For additional information, refer to the [VA Video Connect App Page, Training Materials tab](#).

For questions about and/or technical assistance regarding **VA Video Connect**, please contact the Office of Connected Care Help Desk (866) 651-3180 or 703-234-4483. These resources are available 24 hours a day, 7 days a week.

