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Overview

An iPad has been ordered for you, enabling you to connect with your healthcare provider using video chat. When the iPad arrives, please follow these steps to set up your device. Once you have set up your iPad, complete the testing as instructed below to ensure your device is ready, and that you can connect with your provider at the time of your video visit.

Turning the iPad On

To turn On your iPad:

1. Press and hold the Sleep/Wake button (located on the right side of the top edge) until the Apple logo appears.

2. Once the logo appears, release the button.

**Figure 1: Turning On the iPad**

3. Adjust the volume by pressing the volume up (+) and volume down (-) buttons (located on the right edge, near the top).
Note: If the iPad is powered on and displays a black screen, then it is asleep. Activate (or wake up) the screen by doing a short press of the Sleep/Wake button, then tapping the screen with your finger, or pressing the circular Home button at the bottom of the screen.

Creating Your Passcode

To create your passcode:
The first time the iPad is turned on, you are prompted to create a passcode.

Figure 2: Creating Your Passcode:

- Your passcode must include at least six digits

Note: Simple value passcodes that contain repeating, ascending, and descending characters are not allowed (Examples: 123456 or 654321 or 111111).

- Make your passcode something hard for others to figure out but easy for you to remember
- To help remember your passcode, write it down here:

Figure 3: New Passcode

- Enter your passcode each time the iPad is used. This is done by either manually entering your passcode or through Touch ID if enabled.
Enabling Touch ID

1. On the Home screen, tap the Settings icon.

   Figure 5: Settings icon

2. Locate Touch ID & Passcode
   a. Tap Touch ID & Passcode.
   b. Enter your passcode

3. Tap Add a Fingerprint

4. The Touch ID screen appears
5. Lightly rest a finger or thumb on the home button, but do not press the button.

6. Repeatedly lift and place your finger. As you do this, Touch ID will learn your fingerprint and begin to fill the onscreen fingerprint.

7. When you see the Adjust Your Grip screen, tap Continue.

8. Once again, repeatedly lift and place your finger, this time focusing on the edges of the finger.

9. When you see the Complete screen, tap Continue.

10. To set up another fingerprint, repeat these steps.

**Final Set Up**

Throughout the setup process, applications will begin to download. To ensure the VA issued iPad completes the setup process, please leave the iPad on to allow applications to download fully. The following steps will help the final setup process:

1. Before using the iPad for an appointment or testing, please turn on and charge your iPad.

2. Place the iPad in a good location for connectivity.
   a. If using your home Wi-Fi, your best connection is next to your internet router.
   b. If using Cellular:
      i. Charging near a window allows the strongest signal
ii. If your home has more than one floor, move up a floor. Cellular signals tend to be better at higher levels.

3. Allow the iPad 24 hours to fully charge and download all necessary applications.

**Testing the VA Issued iPad**

1. With the iPad turned on, look for the Test VMR icon (see Figure 7).

   *Figure 7: Test VMR*

2. Touch and release the Test VMR icon

3. Select CONNECT on the pop-up that appears

   *Figure 8: Establish VA Video Connect Session*

4. A question will appear asking, Open in VideoConnect?

5. Select Open.

   *Figure 9: Open VideoConnect*
Wait for the iPad to do a self-test. If you can see yourself and hear the voice, the test is successful. If you cannot see yourself or hear a voice, please call 866-651-3180, then press one, and a live person will assist you.

You may wish to consider testing in several different locations to find the spot with the best reception.

**Scheduling a Video Visit**

The provider or provider’s office will contact you to schedule a video appointment. If your iPad arrives before a video appointment is scheduled, contact the provider’s office to schedule your appointment.

**Day Before Your Appointment**

24 hours before your video appointment, complete the following steps:

1. Turn on the iPad and plug the iPad into an electrical power source. Check to see if the battery is charged.
2. Unlock the iPad with your Touch ID or PIN.
3. Leave the iPad on and plugged into power.

**Day of Your Video Appointment**

1. Ensure the iPad is charged to at least 75% or plugged into power during your video appointment.
2. Five minutes before your video appointment, log into the iPad with your PIN or Touch ID.

**Entering Your VA Video Connect (VVC) Session**

- You will not use the same icon you used to test the iPad’s connection.
- Locate, touch, and release the VMR icon pictured below.
Figure 10: Touch and Release the VMR

- Your video appointment begins as soon as your provider joins the VA Video Connect session. If your provider has not joined the appointment after 10 minutes, please contact the provider or healthcare team.

### Locating and Installing VA Apps

The **VA App Catalog** is a listing of all VA applications available to download and install. These apps are free to use and can be installed at any time.

**Adding Apps:**

1. To add apps, locate, touch, and release the **VA App Catalog** icon pictured below.

   **Figure 11:** VA App Catalog icon

2. Once the application is located within the list, touch and release **Install**.

3. When a pop-up appears, touch and release **Install**

4. Apps will download and install in the **VA iOS Apps Folder**.
Figure 12: Install an App

Figure 13: App Downloaded in the VA iOS Apps Folder

If you are having any technology or other issue with your iPad, contact the National Telehealth and Technology Help Desk (NTTHD) at 1-866-651-3180 (then press 1). NTTHD’s hours of operation are 24 hours a day, seven days a week.