

*Office of*  
**CONNECTED  
CARE**

 **VA Telehealth**



**VA iPad Setup**

**Quick Guidance**

**September 2020**

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## VA iPad Setup

A VA Loaned 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 to ensure your device is ready and that you can connect with your provider at the time of your video visits.

### Turning the iPad On

Figure 1: iPad in Wake/Lock Mode



- To turn on the iPad, press and hold the Sleep/Wake button (located on the right side of the top edge) until the Apple logo appears, then release the button.

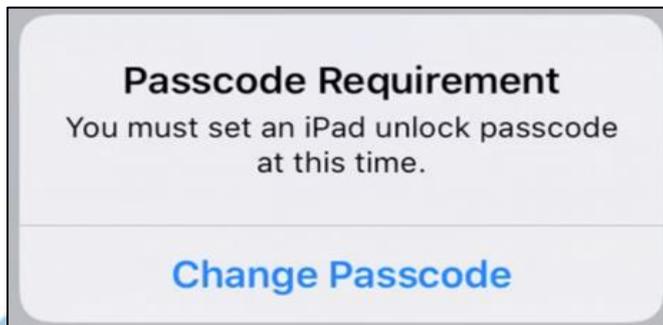
- Adjust the volume by pressing the volume up (+) and down (-) buttons (located on the right edge, near the top).

**Note:** If the iPad is already powered on and displays a black screen, then it is asleep. To activate (or wake up) the screen, do a short press of the Sleep/Wake button or Home button.

## Creating your Password

- The first time you turn on the iPad, a prompt will appear to create a passcode.

**Figure 2: Passcode Prompt**



- 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).

- Your passcode should be something hard for others to figure out but easy for you to remember.
- Write your passcode here to help remember it: \_\_\_\_\_

**Figure 3: Create Passcode**



- You will need to enter your passcode each time you use the iPad. You can enter the passcode manually or through a Touch ID if enabled.

**Figure 4: Enter Passcode**



## Final Setup

Throughout the setup process, applications will begin to download. To ensure the VA loaned 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:

- Place the iPad in a good location for connectivity.
- Before using the iPad for an appointment or testing, please turn on and charge your iPad.
  - If using your home Wi-Fi, your best connection is next to your internet router.
  - If using cellular:
    - Try to reduce obstructions, typically charging near a window, allows the strongest signal.
    - If your home has more than one-floor, move up a floor. Cellular signals tend to be better on higher floors.

Please allow the iPad 24 hours to charge and fully download all necessary applications.

## Enabling Touch ID

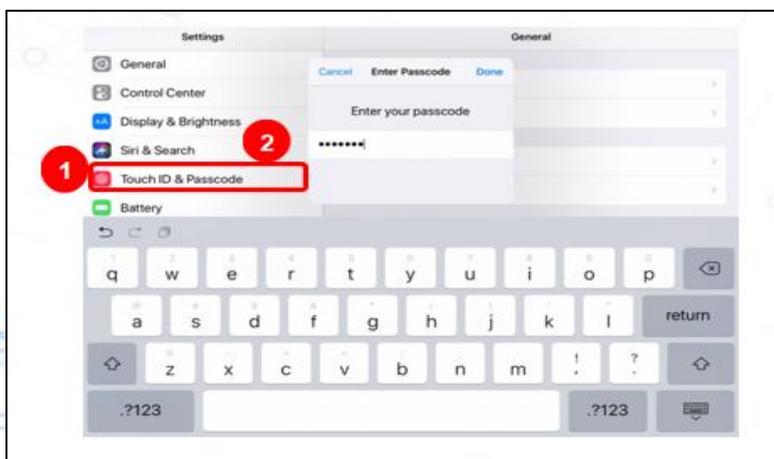
1. On the Home screen, tap the **Settings** icon.

**Figure 5: Settings App Icon**



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

**Figure 6: Touch ID and Passcode Tab**



3. Tap **Add a Fingerprint**. The Touch ID screen appears.
4. Lightly rest a finger or thumb on the home button, but do not press.

**Figure 7: Add Fingerprint**

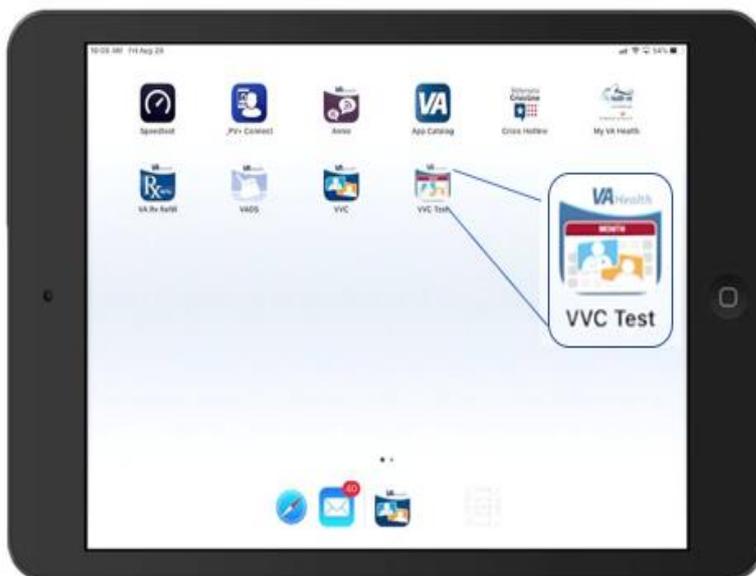


5. Repeatedly lift and place your finger. **Touch ID** will learn your fingerprint pattern and begin to fill in.
6. When you see the **Adjust Your Grip** screen, **tap Continue**.
7. Once again, repeatedly lift and place your finger, this time focusing on the edges of the finger.
8. When you see the **Complete** screen, **tap Continue**.
9. To set up another fingerprint, repeat these steps.

## Testing the VA Issued iPad

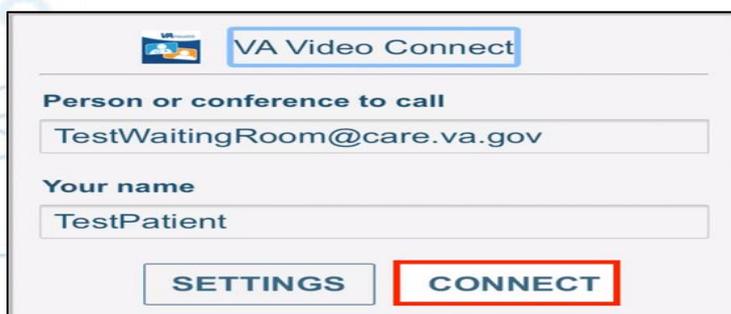
1. Twenty-four hours before testing, please turn on and charge your iPad.
2. Keep your iPad on and plugged into power for 24 hours before testing.
3. With the iPad turned on, look for the **VVC Test** icon, pictured below.

**Figure 8: VVC Test Icon**



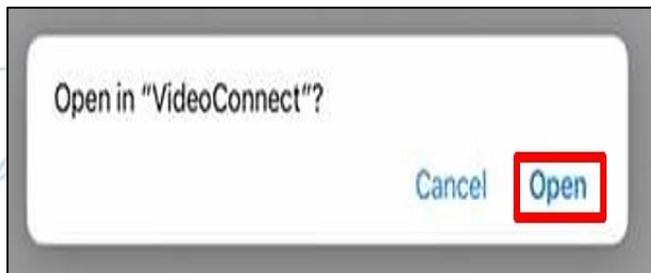
4. Touch and release the **VVC Test** icon.
5. Select **CONNECT** on the pop-up that appears.

**Figure 9: Select Connect for VVC Test**



6. A question will appear asking, **Open in VideoConnect?** Select **Open**.

**Figure 10: Select Open to Test VVC**



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 the voice, please call 866-651-3180, then press 1, and a live person will assist you.

You may wish to consider testing in several different locations in your home 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. A call from your provider/provider's office should occur before you receive your iPad. However, if your iPad arrives before a scheduled appointment, contact the provider's office to schedule your appointment.

### Day Before Your Video Visit:

- Twenty-four hours before your video appointment, please turn on and charge your iPad.

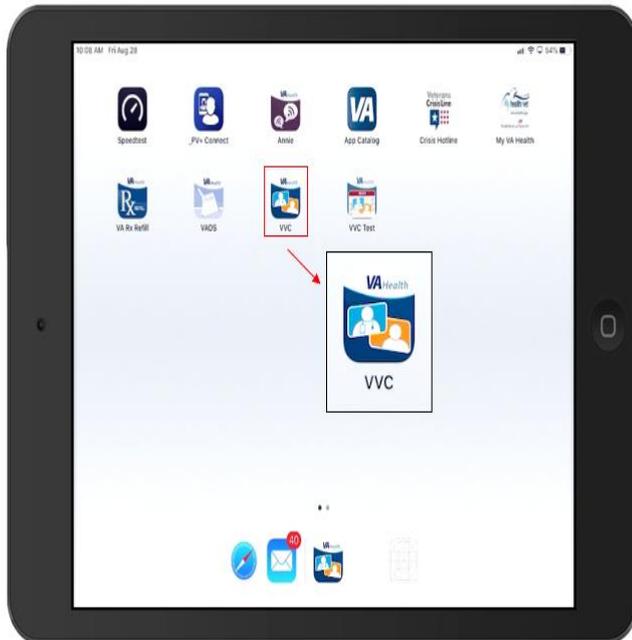
### Day of Your Video Appointment:

- Ensure the iPad is charged to at least 75% or plugged in during your video appointment.
- Five (5) minutes before your video appointment, log into the iPad with your passcode.

## Entering Your VA Video Connect (VVC) Appointment

- You will not use the same icon you used to test the iPad's connection.
- Locate, touch, and release the **VVC icon** pictured below.

**Figure 11: VVC App Icon**



Your video appointment will begin as soon as your provider joins the VA Video Connect session. If your provider has not joined the meeting after 5-10 minutes, please contact the provider or healthcare team.

## Locating and Installing VA Apps

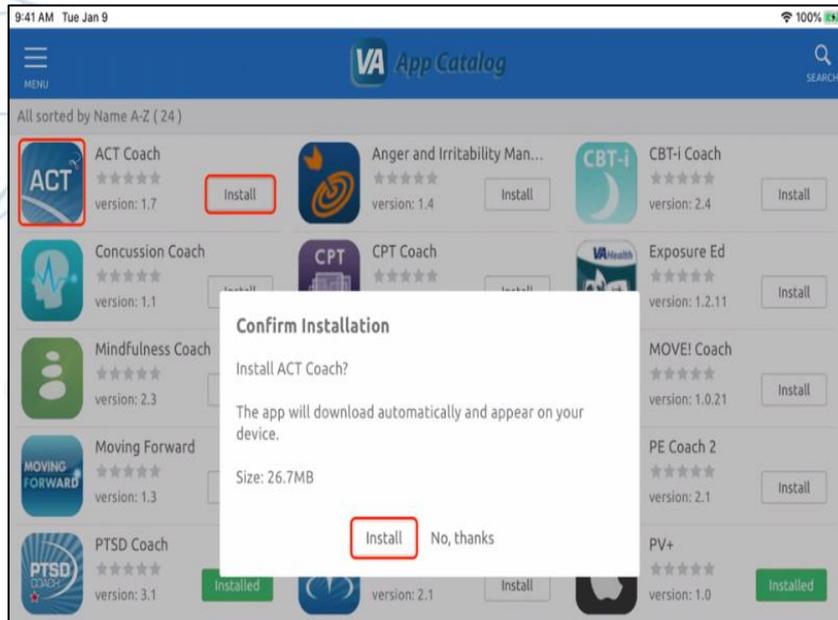
1. To Add apps, locate, touch, and release the **VA App Catalog** icon pictured below.

**Figure 12: VA App Catalog Icon**



2. Once you locate the app, touch and release **Install** next to the application.
3. At the pop-up that appears, touch and release **Install**.

**Figure 13: Install App Confirmation Screen**



4. Apps will download and install in the **VA iOS Apps Folder**

**Figure 14: Installing App**



## Assistance

If you are having any technology or other issue with your iPad, please contact the Office of Connected Care Help Desk at 866-651-3180 (then press 1).