

*Office of*  
**CONNECTED  
CARE**

 **VA Telehealth**



**VA iPhone Setup**

**Quick Guidance  
September 2020**

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## VA iPhone Setup

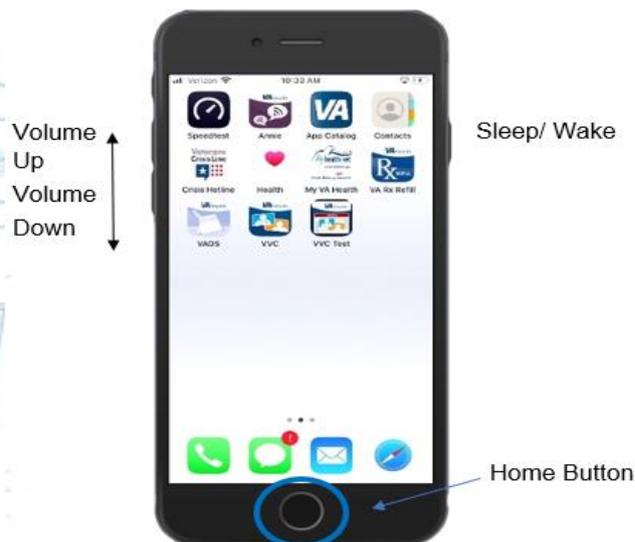
A VA Loaned iPhone has been ordered for you, enabling you to connect with your healthcare provider using video chat. When the iPhone arrives, please follow these steps to set up your device. Once you have set up your iPhone, complete the testing as instructed to ensure your device is ready and that you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

### Turning on the VA Loaned iPhone

To turn on your VA Loaned iPhone:

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.

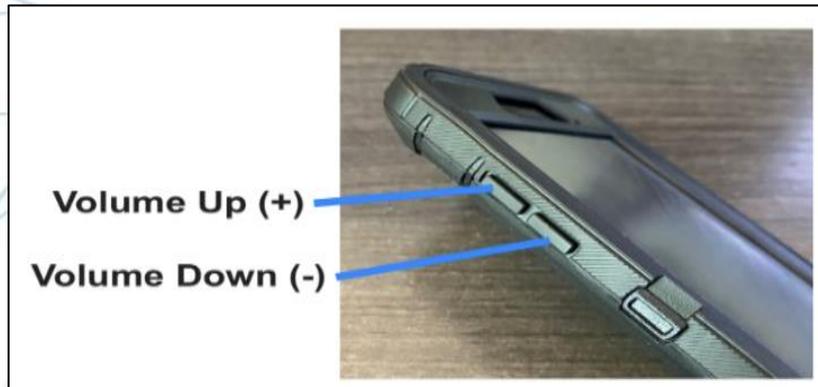
**Figure 1: Turning on the iPhone**



3. Adjust the volume by pressing the volume up (+) and the volume down (-) buttons.

**Note:** These buttons are on the left edge, near the top of the device.

**Figure 2: Volume Up/Volume Down Button**



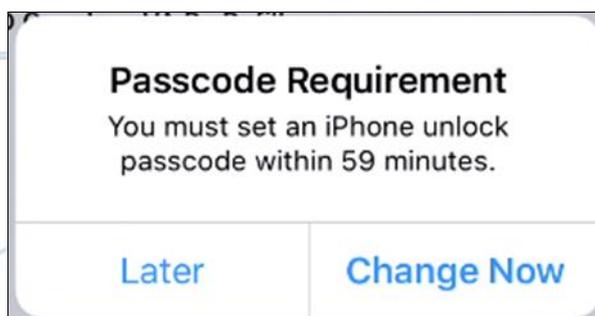
**Note:** If the iPhone is already powered on and displays a black screen, then it is asleep. Activate (or wake up) the screen by doing a short press of the Sleep/Wake button, then tapping the screen with your finger or pressing the circular Home button at the bottom of the screen.

## Creating Your Passcode

To create your passcode:

1. The first time you turn on the iPhone, a prompt appears to create a passcode.

**Figure 3: Generate Your Passcode**

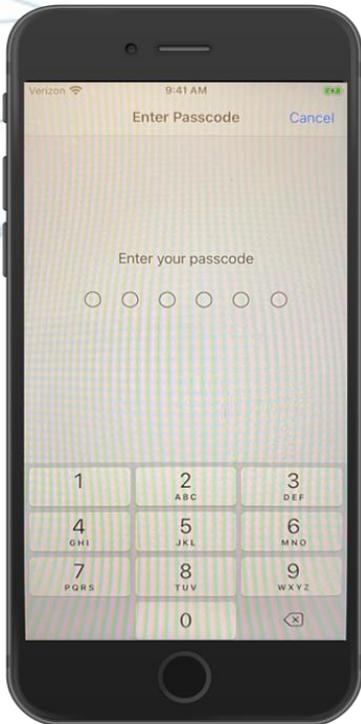


- Your passcode must include at least six digits

**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
2. Write your passcode here to help remember it: \_\_\_\_\_

**Figure 4: Enter Your Passcode**

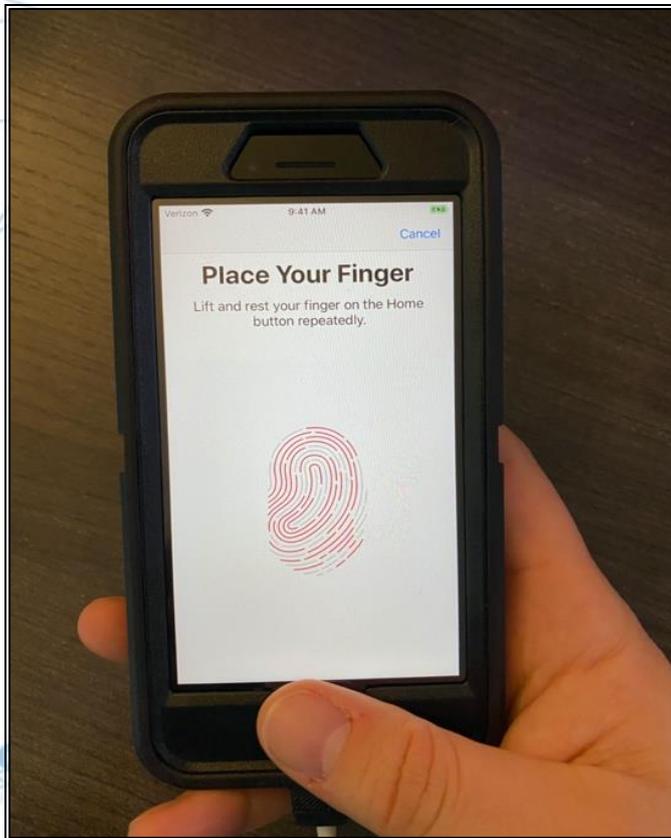


- Each time you use your iPhone, enter your passcode. You can enter your passcode manually or through a Touch ID (if enabled).

## Enabling Touch ID

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

**Figure 5: Create Your Touch ID**



6. Repeatedly lift and place your finger. As you do this, Touch ID will learn your fingerprint pattern 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 Setup**

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

1. Place the iPhone in a good location for connectivity.
2. Before using the iPhone for an appointment or testing, please turn on and charge your iPhone.

- a. If using your home Wi-Fi your best connection is next to your internet router.
- b. If using cellular:
  - i. Try to reduce obstructions, typically 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 on higher floors.

Please allow the iPhone 24 hours to charge and fully download all essential applications.

## Testing the VA-Loaned iPhone

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

**Figure 6: VVC Test**



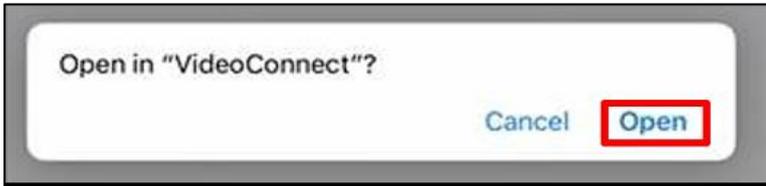
4. Touch and release the VVC Test icon.
5. Select CONNECT on the pop-up that appears.

**Figure 7 Establish VA Video Connect Session**



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

**Figure 8: Open in VideoConnect Prompt**



Wait for the iPhone 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 to find a spot with the best reception.

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

1. You will not use the same icon you used to test the iPhone’s connection.
2. Locate, touch, and release the VVC icon pictured below.

**Figure 9: Locate, Touch, and Release VVC**

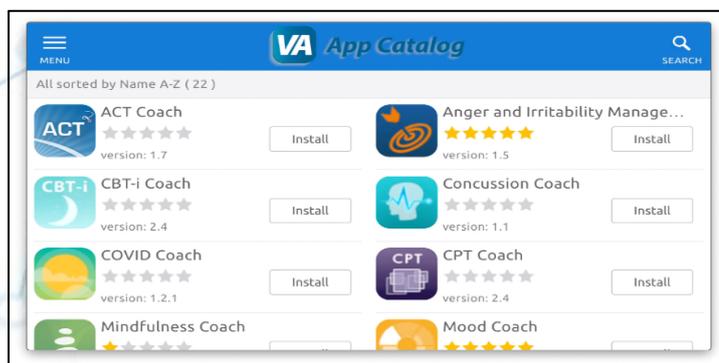


3. Your video appointment begins as soon as your provider joins the VA Video Connect session. If your provider has not joined the meeting after 5-10 minutes, please contact the provider or healthcare team.

## Loading 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 install at any time.

**Figure 10: VA App Catalog**



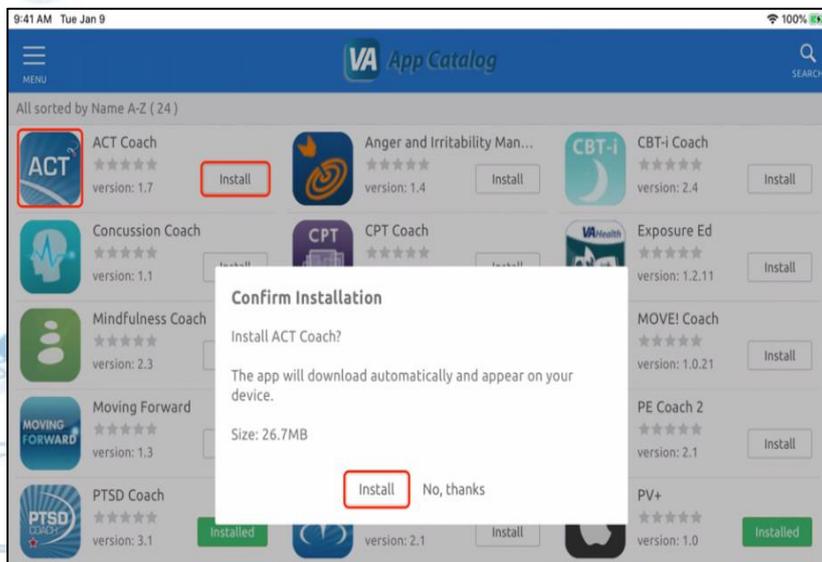
1. To add apps, locate, touch, and release the **VA App Catalog** icon pictured below.

**Figure 11: VA Catalog App Icon**



2. Once you locate the application within the list, touch, and release Install next to the application.
3. When a pop-up appears, touch and release **Install**.

**Figure 12: Install the App**



4. Apps download and install in the VA iOS Apps folder

**Figure 13: App Downloaded in the VA iOS Apps Folder**



## **Veteran Support**

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