



VA Video Connect iOS Devices User Guide for Veterans

VA Video Connect has been designed to be user-friendly and can be downloaded for free from the Apple App Store. If you need help with installing the application, connecting with your provider for an appointment, experience any difficulties or need assistance for any reason, call the National Telehealth Technology Help Desk. The National Telehealth Technology Help Desk can be reached at: (866) 651-3180 or 703-234-4483, Monday through Saturday, 7 a.m. through 11 p.m. Eastern Time.

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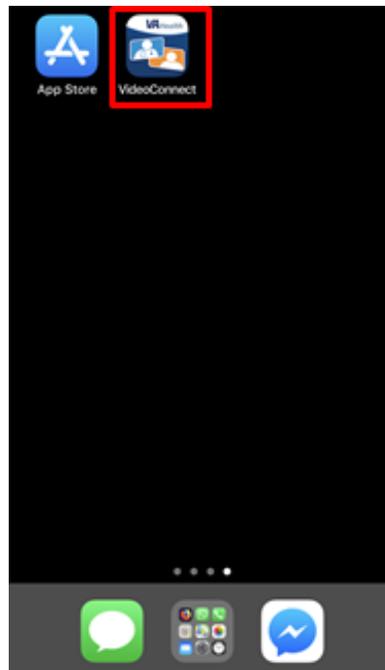
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Introduction

This guide is intended for Veterans using VA Video Connect on an Apple iOS device (e.g. iPhone, iPad).

Verify the VA Video Connect application is installed on your iOS Device

Verify that the VA Video Connect application is installed on your iOS Device(s) and it is the latest version of the VA Video Connect application.

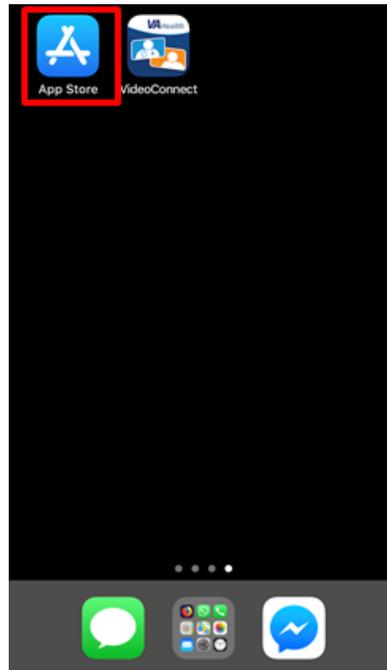


If you do not have the VA Video Connect application on your iOS device or it is an older version, you can download it from the Apple App Store by:

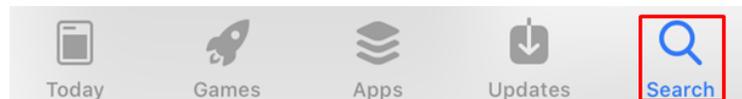
1. Tapping [here](#) to automatically open the VA Video Connect page in the iOS App Store and proceed to Step 5,
OR
Open the Apple App Store and proceed to Step 2.



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2. Tap **Search** in the bottom right corner of the page.



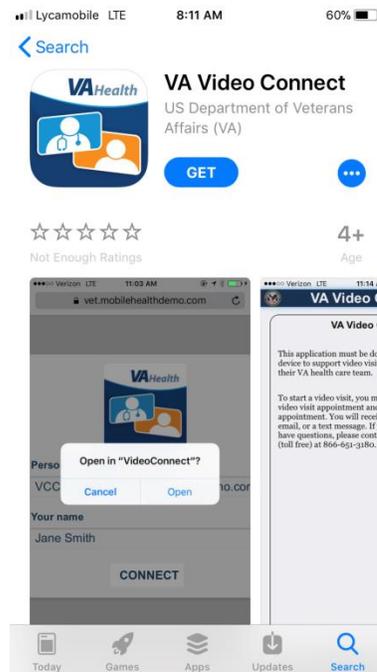
3. Type “va video connect” in the search box.





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4. Tap **VA Video Connect**.
5. Tap **Get**.



6. If prompted, enter your Apple ID password.

Optional: Conduct a test call

To test whether your personally owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#) on your mobile device. More information may be found below and on our [FAQs page](#).

Enter your VA Video Connect room for your appointment.

Use the scheduling email found in your email or calendar reminder.

You will receive the email from donotreply@mobilehealth.va.gov or VHATMPScheduling@va.gov

Note: The [VA Online Scheduling](#) app is also available at select locations to view video appointments and join VA Video Connect appointments. Check with your VA health facility regarding availability.



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1. Tap **Click HERE to Join the VA Video Connect appointment** in your Telehealth Scheduling email message to connect to the virtual medical room.

This is a reminder about your VA Video Connect appointment. If you are a new VA Video Connect user, please [Click Here to Test](#).

Additional information about VA Video Connect is available [here](#).

Appointment Information:

Date/Time: 09/12/2019 13:00 MDT

Clinician: LAST NAME, FIRST NAME

Join the appointment:

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

VA Video Connect (VVC) Appointment Instructions:

Ensure you are in a private and safe place with good internet connectivity, and 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.

If you plan to use an iPhone or iPad for your appointment, download the free VA Video Connect (VVC) app from the Apple App store. [Click Here to download the VVC iOS app](#).

Need Help?

If you need technical assistance or want to do a test call with a VA help desk technician, 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

Need to Reschedule?

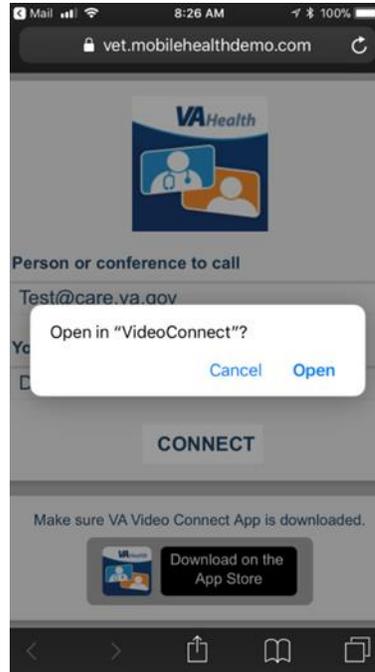
Do not reply to this message. This message is sent from an unmonitored mailbox. For any questions or concerns please contact your VA Facility or VA Clinical Team.

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



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2. The link will open in the VA Video Connect App., touch **“Open”**.



3. Enter your name as you want it to appear into the **“Your Name”** field. It is recommended that you also enter the address from where you are joining the video appointment in case of an emergency. Click **Connect**.



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VA Video Connect

Get Immediate Help

If this is a medical emergency please [call 911](#).

If you are in crisis or having thoughts of suicide, call the [Veterans Crisis Hotline](#) at [1-800-273-8255](#) and press 1.

For urgent matters related to an appointment within the next 72 hours, please contact your [VA Facility](#).

Conference you are joining:
VVC#####@care.evn.va.gov

Please enter your name (required)

Your name to display in session

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:

Location:

By connecting I agree to using video telehealth for this appointment.

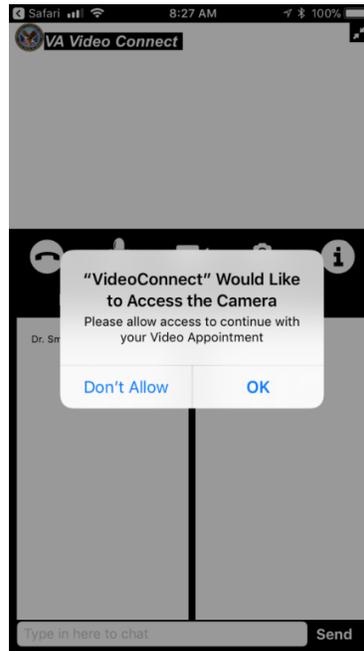
Connect

[Back](#)

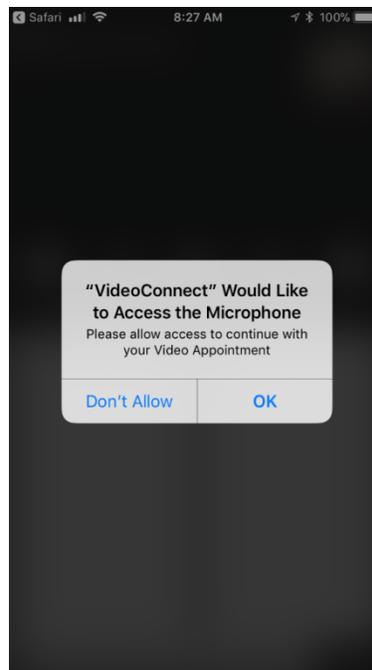
4. Tap **OK** when application prompts *VideoConnect Would Like to Access the Camera*.



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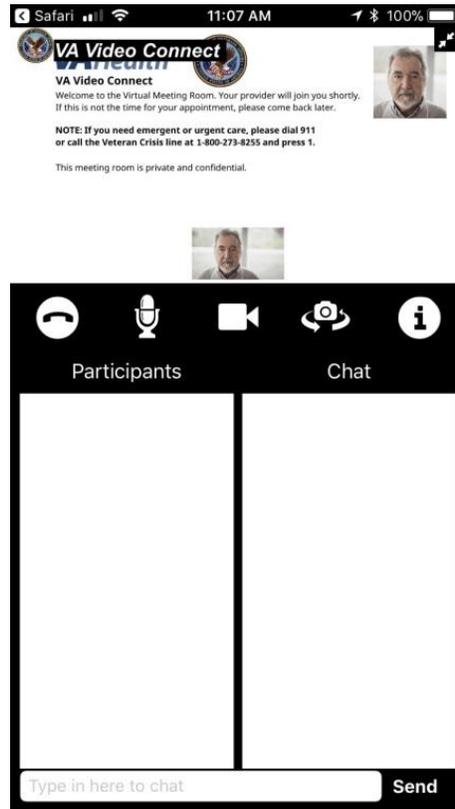
5. Tap **OK** when application prompts *VideoConnect Would Like to Access the Microphone*.



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



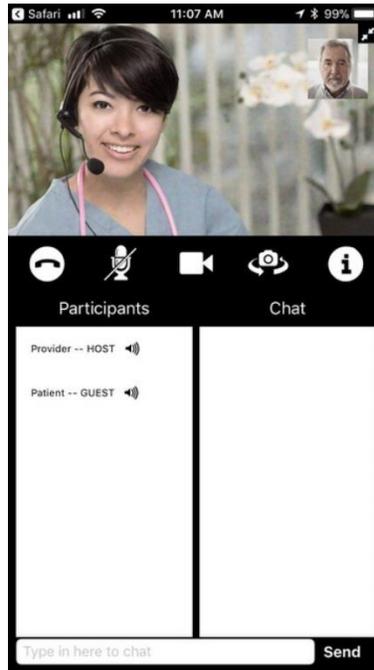
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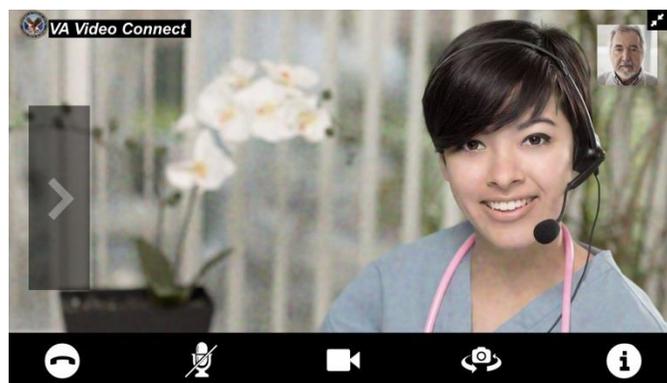


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7. After the Provider joins, the message will be replaced by a live video view. The Participants list on the bottom of the screen will display the names of all participants.



8. Turn iOS device horizontally for full video viewing; rotating the device from a vertical orientation (above) to a horizontal orientation (below) expands the display for full video viewing.



NOTE: Participants and chat sections disappear when rotating to a horizontal orientation. These can be expanded by tapping the arrow on the left side of the screen.



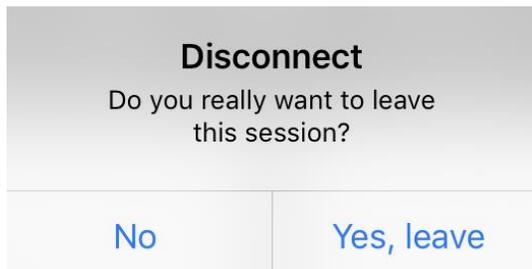
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End Session

To end the session, select the phone handset icon.



The app will prompt for confirmation to end the session.



Tap **No** to stay in the session or tap **Yes, leave** to exit the session.

VA Video Connect Features

Chat With Participants

To chat with other participants in a session, tap the text box at the bottom of the chat and enter text.

To hide the chat, tap the left-facing arrow on the right side of the chat panel.



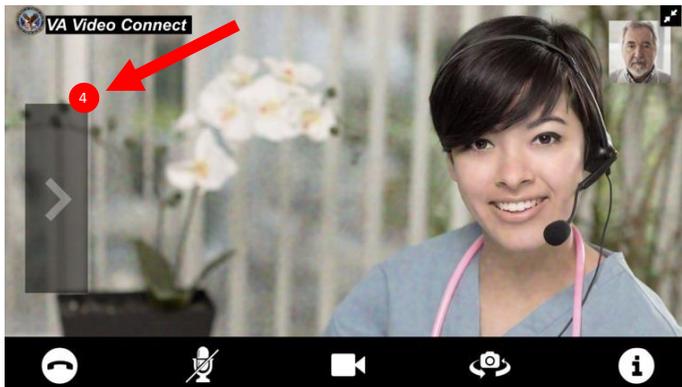


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When the chatlist is hidden, tap the right-facing arrow on the left side of the main image to open the chat.



When the chat is hidden, a notification for unread messages will appear next to the right-facing arrow with a red circle showing the number of new messages. Once the chat is opened, unread messages are visible and the notification will disappear.

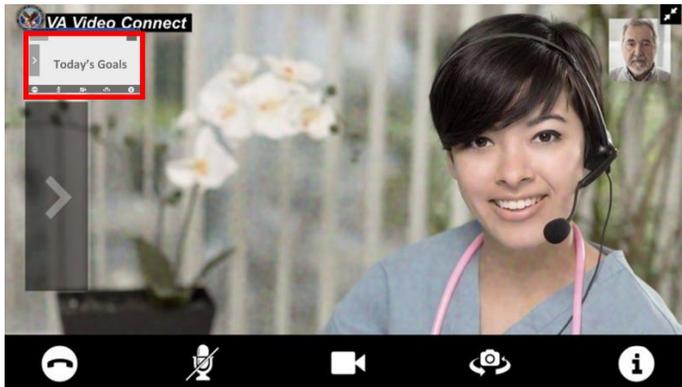


View Screen Share

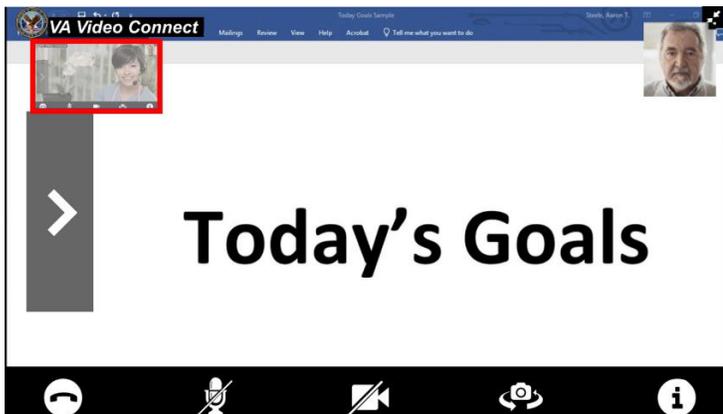
Your provider may choose to share educational or other materials with you during your visit. The Screen Share will display in a box at the top left corner of the video frame.



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Tap the box to enlarge the shared information. The video of your provider will now display in the top left corner. Tap on the video of your provider to switch back to the large view of your provider.



Icon familiarization

Icon Menu Bar

The Icon Menu Bar is displayed along the bottom of the screen during your video session. Parts of this bar maybe hidden, for example when expanding the chat box horizontally.

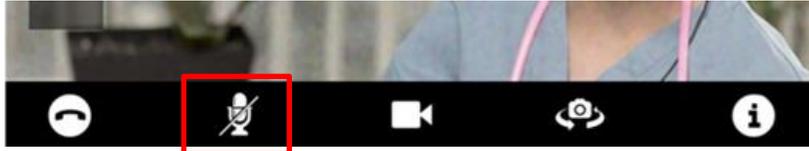




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Mute and Unmute Microphone

To mute your microphone, tap the microphone icon at the bottom of the window.



To un-mute your microphone, tap the microphone icon again.

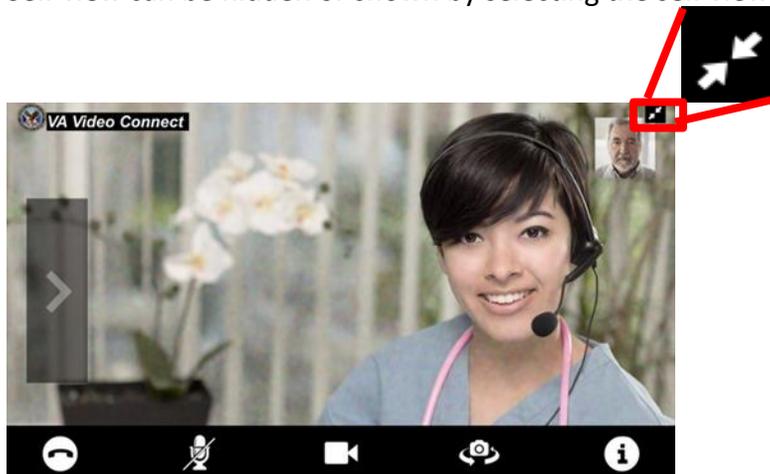
Stop/Start Camera

Tap to stop/start sending your video to other participants.



Hide/Show Self View

Self view can be hidden or shown by selecting the self view icon.

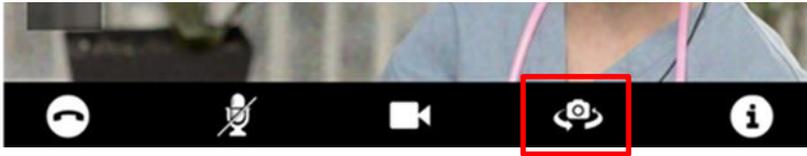


Flip Camera View

To flip the camera's view, tap the flip camera icon.



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Information

Tap the information icon to gain more information or help with the app.



Rear Camera Flashlight

You can enable your device's flashlight when in rear camera mode. This will allow you to illuminate and better focus on a dark area when sharing over video. Sharing a skin condition or something inside the mouth are examples of when to use the flashlight.

To use your device's flashlight, you must be in rear camera mode. By default, VA Video Connect uses the front camera. To switch to the rear camera, tap the flip camera icon.

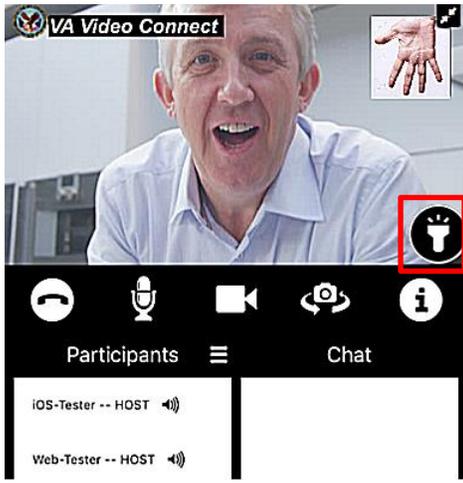


When using the rear camera, the flashlight icon will appear the bottom-right of the camera view. When the flashlight is not in use, the flashlight icon will have a slash through it.

To turn the flashlight on, tap the flashlight icon. Once turned on, the slash through the flashlight icon will disappear. To turn the flashlight off, tap the flashlight icon again.



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Support

How to make a test call

To test whether your personally owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#). More information may be found below and on our [FAQs page](#).

Veteran Support

For additional information, refer to the [VA Video Connect app page](#).

For questions about and/or technical assistance regarding VA Video Connect, please contact the VA National Telehealth Technology Help Desk at (866) 651-3180 or 703-234-4483, Monday through Saturday, 7 a.m. through 11 p.m. Eastern Time.

References

<https://mobile.va.gov/app/va-video-connect>

<https://mobile.va.gov/app/va-video-connect#AppFAQ>