An iPad has been ordered for you; it will enable you to connect with your healthcare provider using video chat. When the iPad arrives, please use the following steps to set up your device. In order to ensure your device will properly connect with your provider at the time of your video visit, complete the testing.

**TURN THE IPAD ON**

Figure 1. Turn the iPAD ON

- To turn the iPad on, 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 volume 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.
CREATE YOUR PASSCODE

- The first time the iPad is turned on, a prompt will appear to create a passcode as shown in Figure 2.

Figure 2. iPAD Unlock Passcode Requirement

- Your passcode must include at least 6 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 6-digit passcode here to help remember it: __________ as shown in Figure 3.

Figure 3. Screen to Input Your New 6-Digit Passcode

Your passcode will need to be entered each time the iPad is used.
TEST THE VA ISSUED IPAD

1. 24 hours before testing, please charge your iPad.

2. With the iPad turned on, look for the “Test VVC” icon, pictured in Figure 5.
If the “Test VVC” icon is not displayed on the screen, swipe left or right with your finger to ‘turn the page’ until the “Test VVC” icon is displayed on the screen.

3. Touch and release the “Test VVC” icon.
4. Select “CONNECT” button on the pop-up screen that appears in Figure 6.
5. Figure 7 shows the prompt with “Open in VideoConnect?”. Select “Open”.

**SCHEDULE A VIDEO VISIT**

The provider or provider’s office will contact you to schedule a video appointment. This should occur before you receive your iPad. However, if your iPad arrives before a video appointment is scheduled, contact the provider’s office to schedule your appointment.

**DAY BEFORE YOUR VIDEO APPOINTMENT**

- 24 hours before your video appointment, please 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 prior to your video appointment, log into the iPad with your passcode.

ENTER YOUR VA VIDEO CONNECT (VVC) SESSION

- Note: You will not use the same icon you used to test the iPad’s connection.
- Locate, touch, and release the “VVC” icon pictured in Figure 8.

Figure 8. Enter Your VA Video Connect (VVC) Session

It may be necessary to swipe with your finger to the left or right of the screen to find the “VVC” icon as shown in Figure 9.
Figure 9. Swipe to Find the “VVC” Icon

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

NATIONAL TELEHEALTH AND TECHNOLOGY

If you are having any technology or other issue with your iPad, please contact the National Telehealth and Technology Help Desk at 866-651-3180 (then press 1).