

Office of
**CONNECTED
CARE**

 **VA Telehealth**



VA Veteran Instructions for iPad with Passcode

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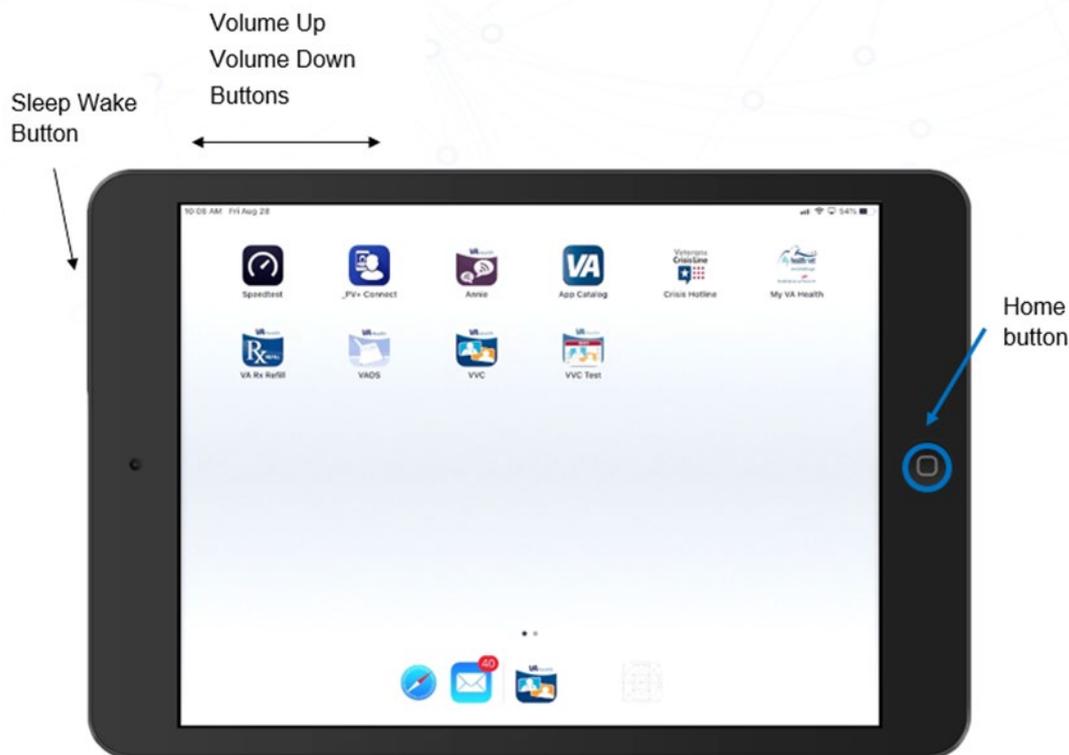
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Introduction

An iPad has been ordered for you that will enable you to connect with your healthcare provider using video chat. When the iPad arrives, please follow the steps below to set up your device. Complete the testing as instructed to ensure your device will properly connect with your provider at the time of your video visit.

Turning the iPad On

Figure 1. iPad Buttons



- 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 and then release the button.
- Volume can be adjusted 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 the Home button.

Creating Your Passcode

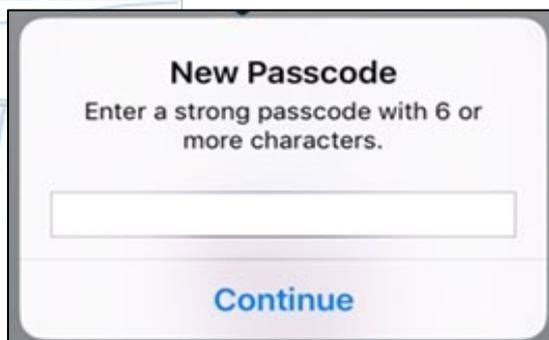
The first time the iPad is turned on, a prompt will appear to create a passcode.

Figure 2. Passcode Prompt



- Your passcode must include at least six digits. Note that 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



Your passcode will need to be entered each time the iPad is used.

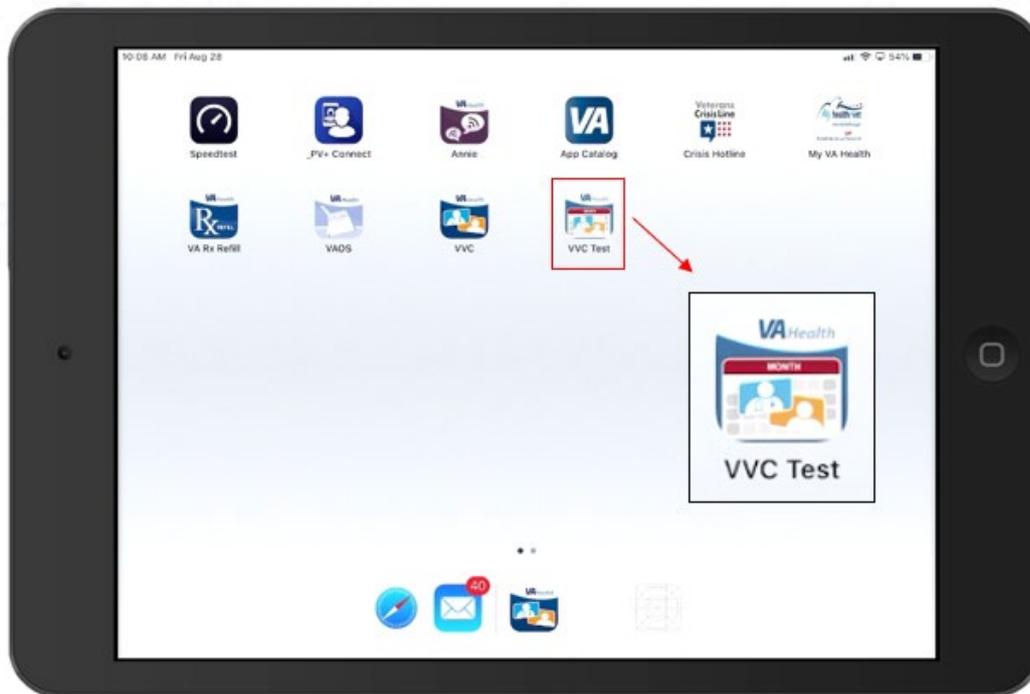
Figure 4. Enter Passcode



Testing the VA Loaned iPad

1. 24 hours before testing, please charge your iPad.
2. With the iPad turned on, look for the VVC Test icon pictured below.

Figure 5. Home Screen with VVC Test App



3. If the VVC Test icon is not displayed on the screen, swipe left or right with your finger to 'turn the page' until the VVC Test icon is displayed on the screen.
4. Touch and release the VVC Test icon.

5. Select CONNECT on the pop-up that appears.

Figure 6. Connect to VVC Test Prompt



VA Health

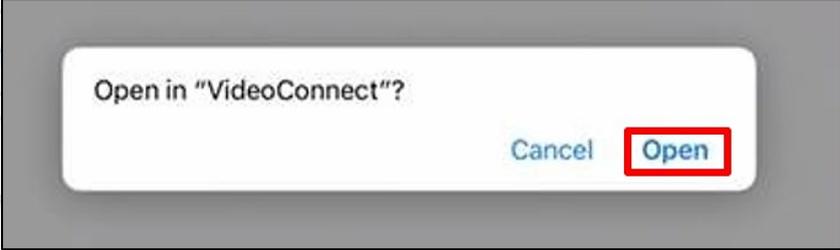
Person or conference to call
VVC####@care.va.gov

Your name
Patient

CONNECT

6. A question will appear asking to Open in VideoConnect. Select Open.

Figure 7. Open in VideoConnect Prompt



Open in "VideoConnect"?

Cancel **Open**

7. 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 The Office of Connected Care Help Desk at 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. This should occur before you receive your iPad. 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, please charge your iPad.

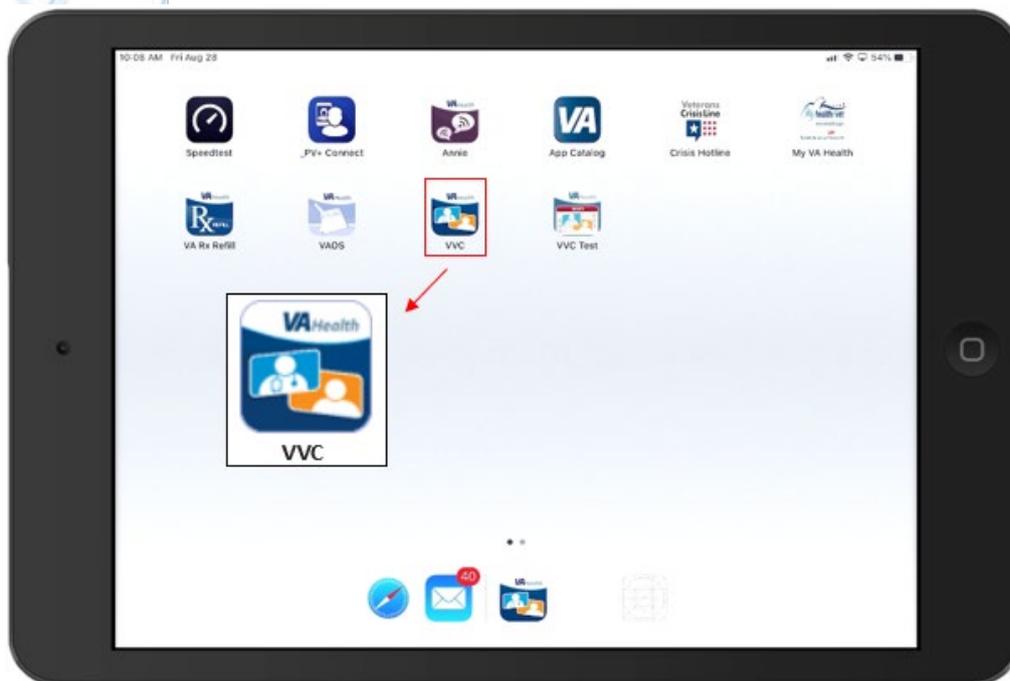
Day of Your Video Appointment

1. Ensure your iPad is charged to at least 75% or plugged in during your video appointment.
2. Five minutes prior to your video appointment, log into your iPad with your passcode.

Entering Your VA Video Connect (VVC) Session

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

Figure 8. Home Screen with VVC Icon



3. It may be necessary to swipe with your finger to the left or right of the screen to find the VVC icon.
4. 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.

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