

Office of
**CONNECTED
CARE**

 **VA Telehealth**



**Veteran Instructions
For Tablet and Single
Use Mode**

**Technical
September 2020**

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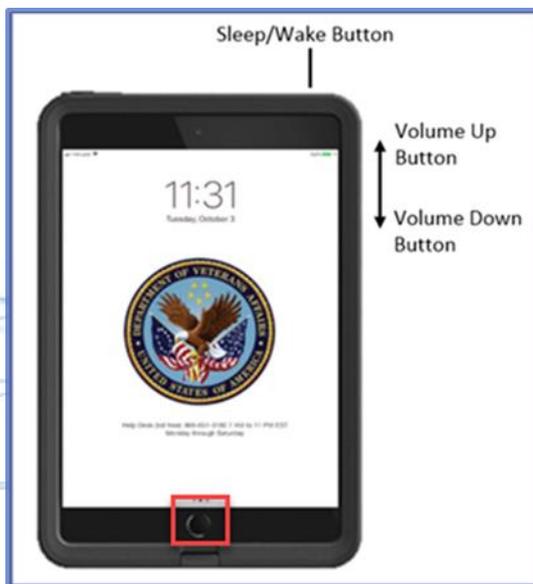
VA Single Use Mode iPad

Introduction

An iPad has been ordered for you, enabling you to connect with your healthcare provider using video chat. When the iPad arrives, follow these steps to set up your device. Then complete the testing as instructed to ensure the device will connect with your provider during your video visit.

Turning On the iPad

Figure 1. Navigating Your iPad



1. 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.
2. Adjust the volume by pressing the **Volume Up (+)** and **Volume Down (-)** buttons (located on the right edge, near the top).
3. Click the **Home** button at any time to return to your home screen.

Note: The iPad is asleep if it is powered on and displays a black screen. To activate (wake up) the iPad, press and release the **Sleep/Wake** button or **Home** button.

Single Use Mode: No Passcode

For ease of use, this iPad does not require a passcode; however, it is secure.

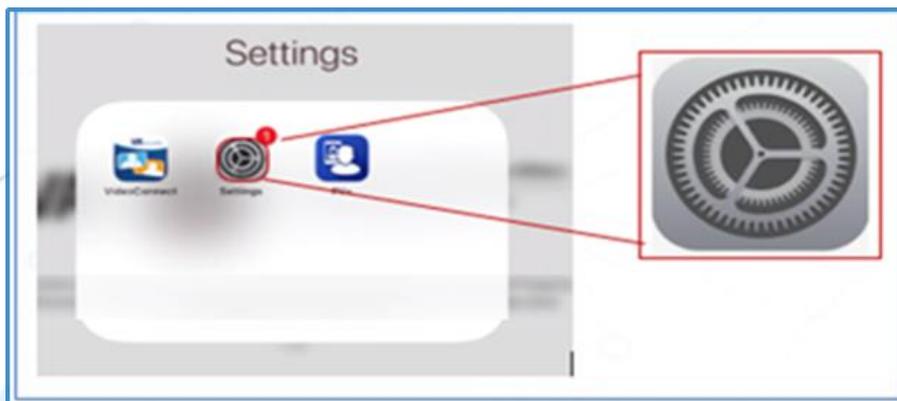
1. Once the iPad is powered on, you will see four icons.

Figure 2. Home Screen for an iPad in Single Use Mode



2. Swipe left to locate the **Settings** folder, marked #1.

Figure 3. Locate the Settings Folder



Testing the VA-Loaned iPad

Prior to your video session, charge and test the iPad.

1. Charge the iPad for 24 hours.
2. Turn on the iPad.
3. Locate, press, and release the **VVC Test** icon.

Figure 4. Locate the VVC Test Icon



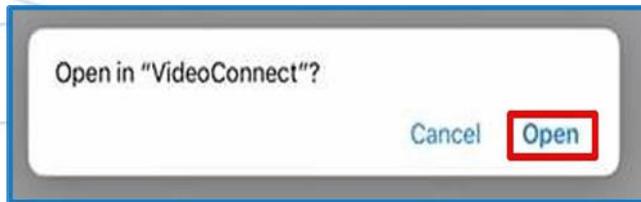
A pop-up appears and Select **CONNECT**.

Figure 5. Select CONNECT to Open VideoConnect

A screenshot of a pop-up form titled 'VA Health'. It features a logo with a person and a phone. Below the logo, there are two text input fields. The first is labeled 'Person or conference to call' and contains the text 'VVC####@care.va.gov'. The second is labeled 'Your name' and contains the text 'Patient'. At the bottom of the form, there is a red button labeled 'CONNECT'.

1. When asked, Open in VideoConnect? and select Open.

Figure 6. Click Open to Launch VideoConnect



1. The iPad performs an automated self-test.

Note: No action is required on your part.

2. If you can see yourself and hear the voice, the test is successful.

OR

If you cannot see yourself or hear the voice, call 866-651-3180.

Select option 1, and a representative will assist you.

Note: Consider running this test in multiple locations in your home to find spots with strong reception.

Scheduling a Video Visit

Prior to receiving your iPad, the provider or provider's office will contact you to schedule a video appointment. However, 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, charge your iPad.

Day of Your Video Appointment

Confirm your iPad is at least 75% charged or plugged in during your video appointment.

Entering Your VA Video Connect (VVC) Session

1. Locate, touch, and release the **VVC** icon.

Note: You do not select the same icon used to test the iPad's connection.

Figure 7. Press the VVC Video Connect icon to Connect with Your Provider



1. The video appointment starts as soon as your provider joins the VA Video Connect session.

Note: If your provider has not joined the appointment after 5-10 minutes, contact the provider or healthcare team.

Technical Support

If you have technology issues or other problems with your iPad, contact the Office of Connected Care Help Desk at 866-651-3180, then press option 1.