

VA Video Connect on Your Mobile Device



Getting Started: A Step-By-Step Guide for Your Video Telehealth Visit

You've scheduled a video telehealth visit with your VA provider. **Now what?** Follow these four steps and become familiar with VA Video Connect, the U.S. Department of Veterans Affairs' secure videoconferencing app.

1

Review helpful resources.

Visit **mobile.va.gov/app/va-video-connect** for training videos, materials, and FAQ.

2

Get set up on your device.

Download VA Video Connect from Google Play or the Apple App Store or launch the app in a web browser.

Using the mobile app is recommended but not required.

3

Test your device.

Scan the QR code below or Text "**V**" to **83293** or **323-621-3589**. Standard text messaging rates may apply.



If you would like to practice using the app before your video visit, call the Office of Connected Care Help Desk toll free at **866-651-3180**.

4

Join your video visit.

A few minutes before your video visit:

- Find your appointment confirmation email from **video.appointment@va.gov** and select your personal appointment link to join your video visit.
- On the first page, enter your name and select **Connect**.
- On the second page, select the default settings for your camera, microphone, and audio output.
- Select **Start** to join your video visit.

The mobile app is required for video visits that use a VA peripheral device such as a blood pressure or glucose monitor, thermometer, or scale. If your video visit does not require the use of a peripheral device, using the VA Video Connect mobile app on your mobile device is recommended but not required.

*If you need help setting up VA Video Connect on your device, call the Office of Connected Care Help Desk at **866-651-3180**.*



VA Telehealth



U.S. Department
of Veterans Affairs