VA Video Connect Web User Guide for Veterans

VA Video Connect has been designed to be user-friendly. If you need help with opening VA Video Connect in your Web browser, 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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VA Video Connect Web User Guide for Veterans

Introduction

This guide is intended for Veterans who use VA Video Connect on a computer or device web browser (e.g. Google Chrome (Chrome), Microsoft Internet Explorer, Microsoft Edge, Safari). All features are not available on some browsers.

Use of screen sharing will require Chrome as the web browser. To use Chrome as your browser, right click on **Click Here to Join the VA Video Visit** included in your Telehealth Scheduling email and click **Copy Hyperlink**. Paste the hyperlink into a Chrome browser.

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 from your computer or 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.

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

VA Video Connect Web User Guide for Veterans

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?

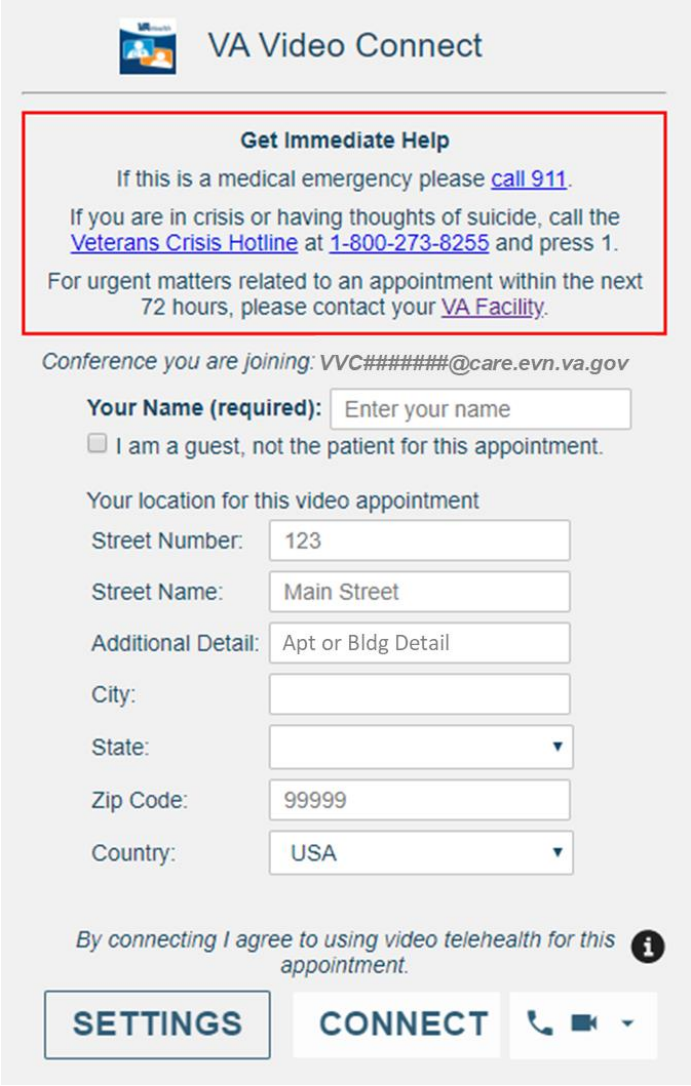
If you need technical assistance or want to do a test call with a VA help desk technician, please call the National Telehealth Technology Help Desk at (866) 651-3180 or (703) 234-4483 Monday through Saturday, 7 a.m. through 11 p.m. EST

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.

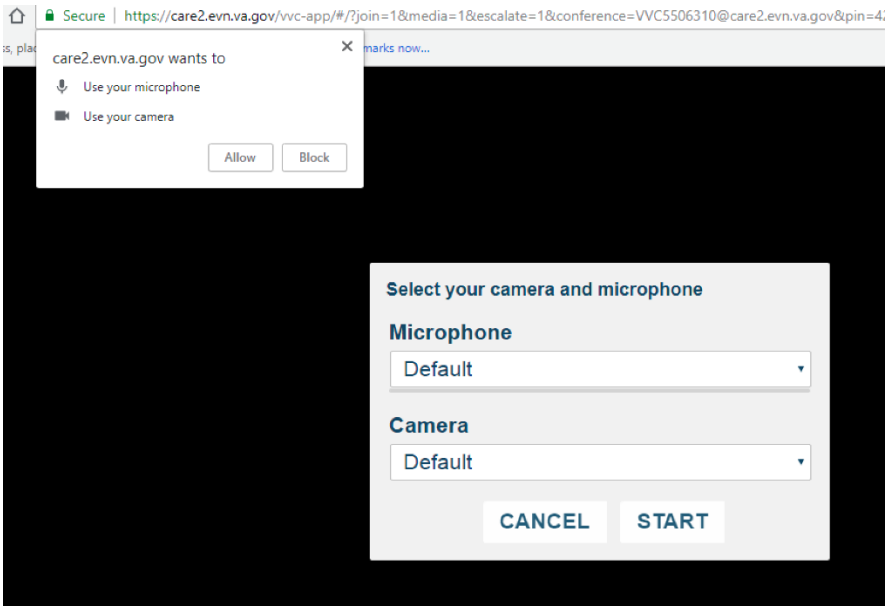
2. Enter your name as you want it to appear into the "Your Name" field. It is recommended that you also enter the address from where you are joining the video appointment in case of an emergency. Click **Connect.**
   There is no need to adjust any setting as your device will default to connecting with audio and video enabled.



3. Select your microphone and camera using the drop-down menus based on web-browser being used for your VA Video Connect appointment.

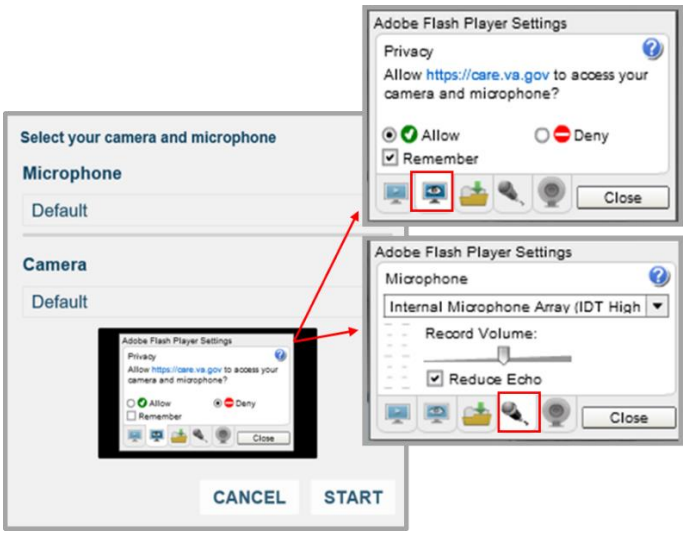
Google Chrome

If prompted, click**Allow.**



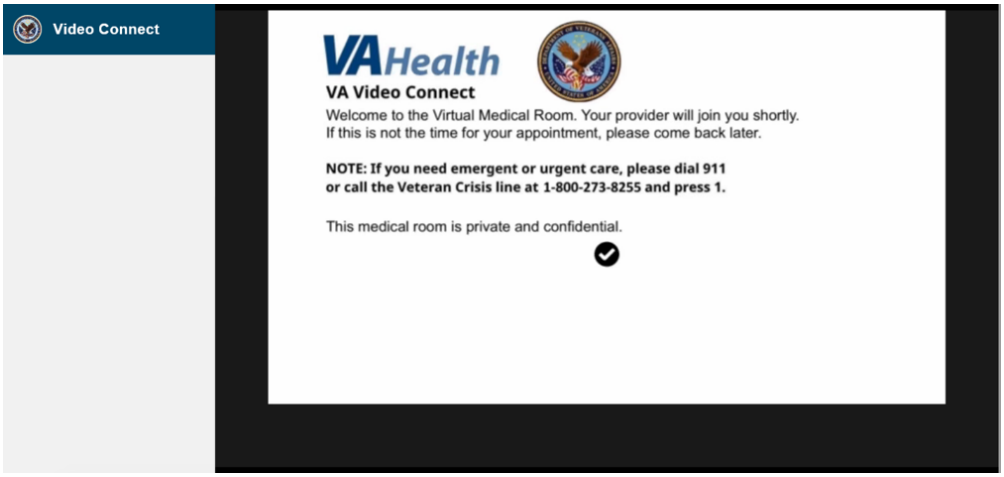
Internet Explorer

If prompted, click**Allow** and **Remember** to enable your camera and microphone. Next, click on the Microphone icon and check the box next to **Reduce Echo**, as shown below.



1. Click **START** to join your virtual medical room. After joining, you may again be prompted to allow *care.va.gov* to access your camera and microphone. Tap **Allow** if necessary.

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



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

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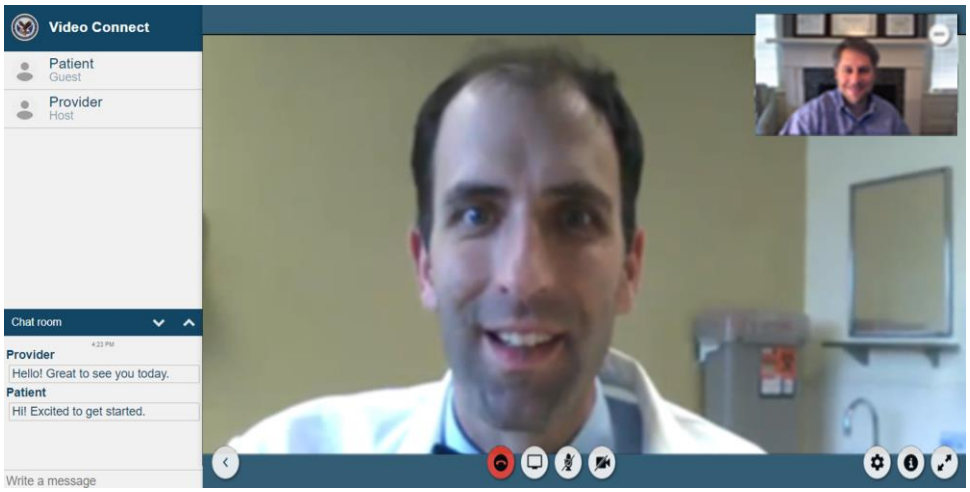
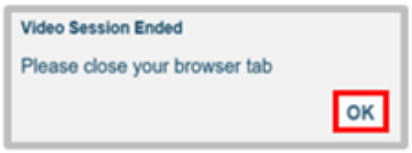


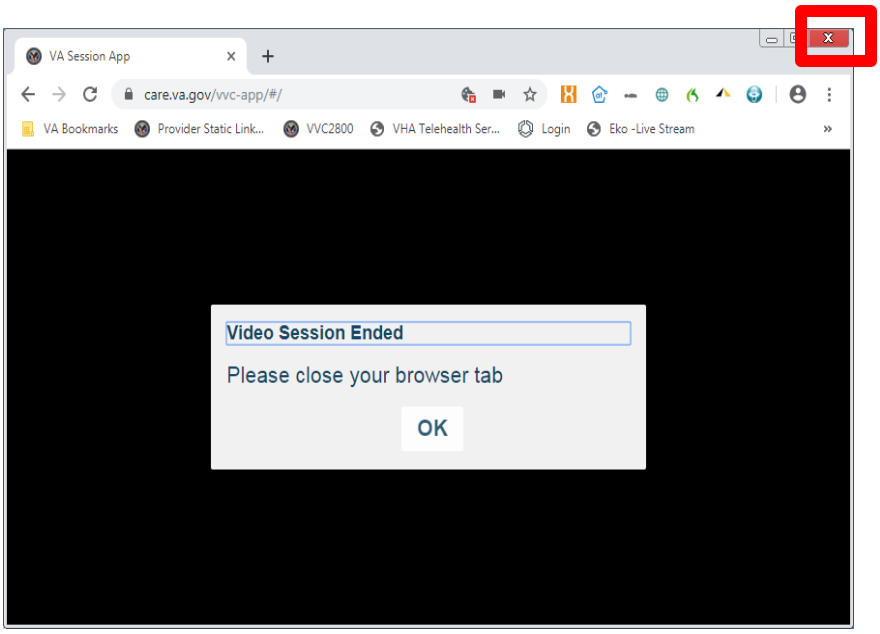
End Session

1. Select the hang up button.

2. Select “Yes, Leave”, and “OK”.



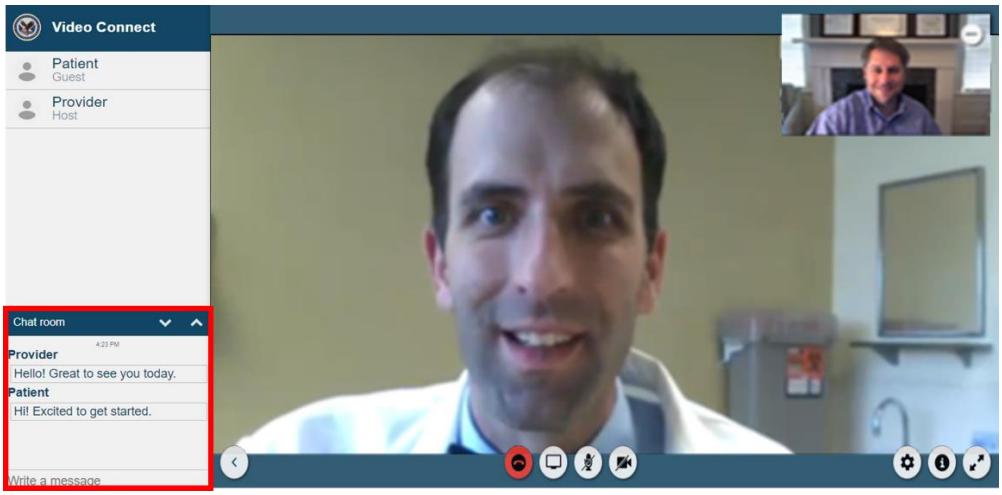
3. Select the X in the top right corner of the browser window or internet session tab to close.



VA Video Connect Features

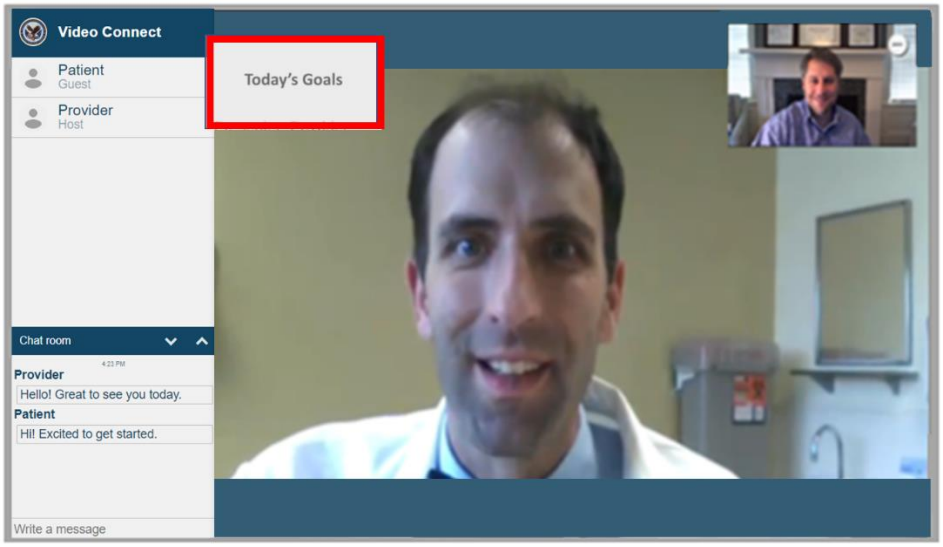
Chat With Participants

You may use the chat room window to send messages to the other participant(s) in the session by typing your message in the Chat box as shown below. If you do not see the Chat box, simply click on the **^** at the top of the Chat box and it will expand the chat area.



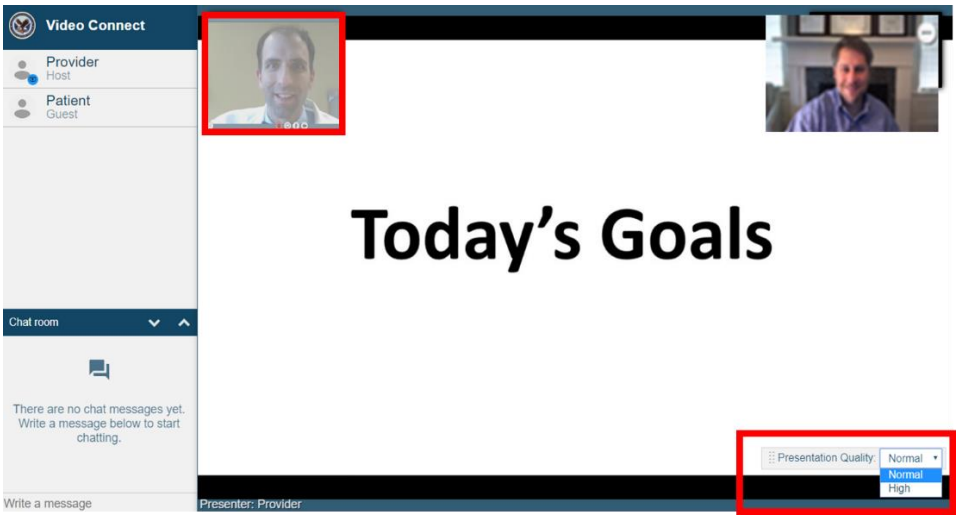
View Screen Share

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.



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

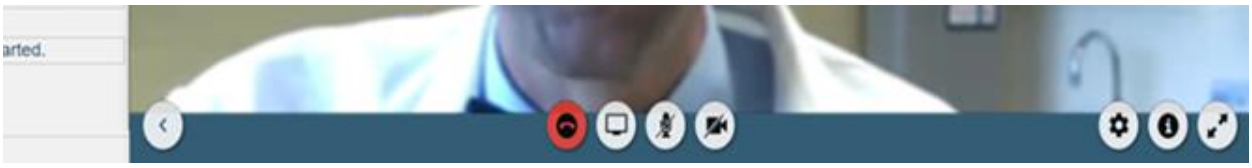
Presentation quality can be adjusted between High and Normal video quality levels to view the screen in more detail.



Icon familiarization

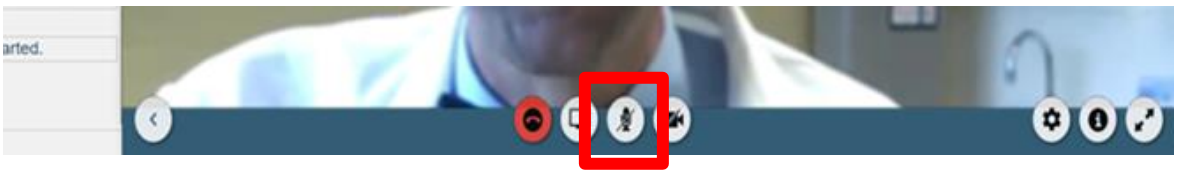
Icon Menu Bar

This is the menu bar that is displayed along the bottom of the session. The menu bar may disappear when not in use. Move your cursor over the video to restore the menu bar.



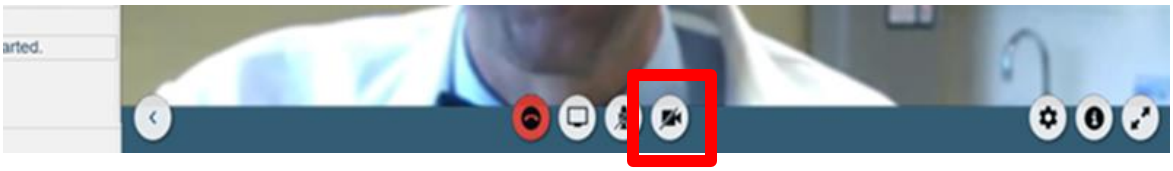
Mute and Unmute Microphone

Click to mute and unmute microphone.



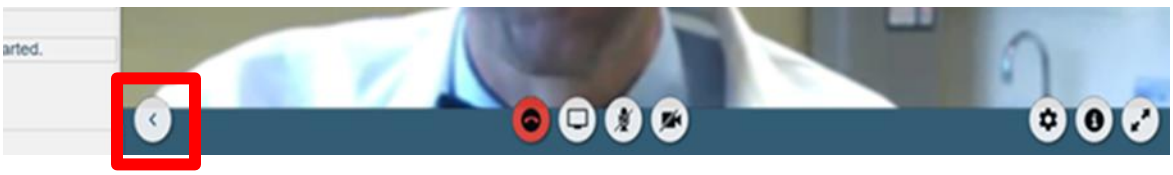
Stop/Start Camera

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



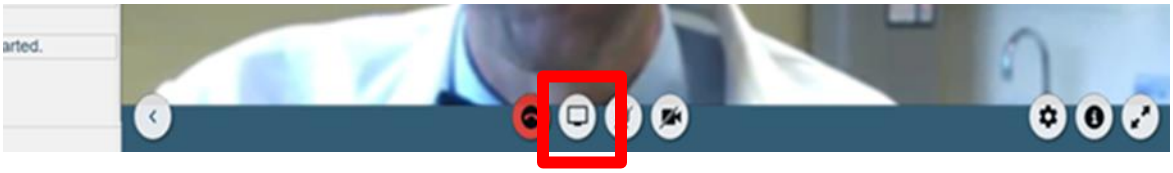
Hide Attendee and Chat Windows

Click to hide attendee and chat windows.



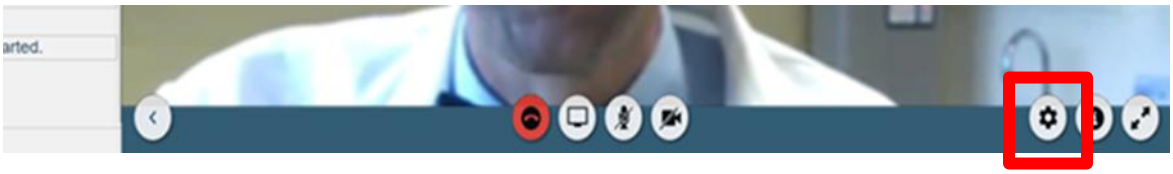
Share Screen

If using Chrome, click to share your computer screen with other conference participants.



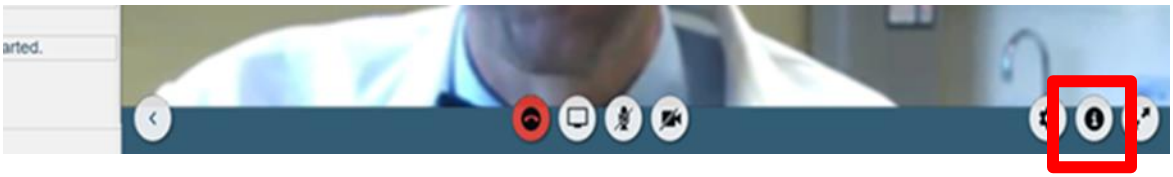
Camera and Microphone Settings

Settings let you select your camera and microphone.



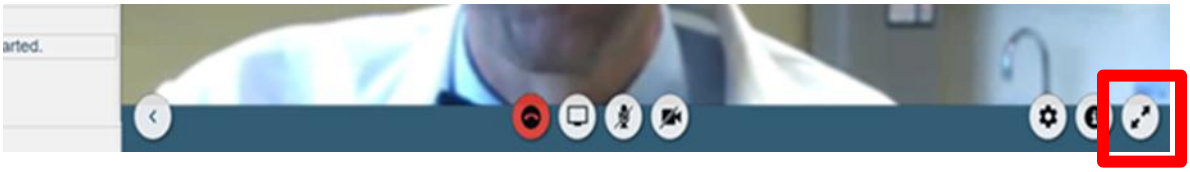
Information

Click for the help desk information, or to view the End User License Agreement (EULA).



Enlarge Video Image

Click to enlarge the video image, minimizing the borders.



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