

PLAN FOR A SUCCESSFUL VVC VISIT!



Test your device and connection at least 24-48 hours prior to your appointment.



On your computer or laptop, go to:

mobile.va.gov/app/va-video-connect

Then select

Visit the VA Video Connect test site.



For your mobile device, use VVC Chatbot:

Text 'V' to 83293 or 323-621-3589
(Standard text messaging rates may apply).

LOCAL CONTACT:

Name: _____

Phone #: _____



24/7 SUPPORT

For assistance with VA Video Connect on your device, call the Office of Connected Care Help Desk:
866-651-3180

For answers to Frequently Asked Questions, visit:

mobile.va.gov/app/va-video-connect



Or scan this QR code using the camera on your mobile device.

JOIN YOUR VA VIDEO CONNECT (VVC) SCHEDULED APPOINTMENT

Date: _____ Time: _____

Clinic: _____

Provider: _____



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

1. FIND YOUR APPOINTMENT EMAIL

from **Video.Appointment@va.gov**

Select the appointment link with the **date/time** and the **VA provider's last name**.

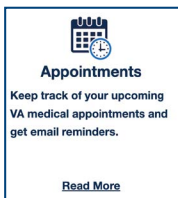
This is a notification about your upcoming VA Video Connect visit:
[Click Here to Join the VA Video Connect appointment](#) scheduled for

Can't find your appointment email?

Another email or text will be sent to your device the day of your appointment.

You can also find your VVC appointment through the following options:

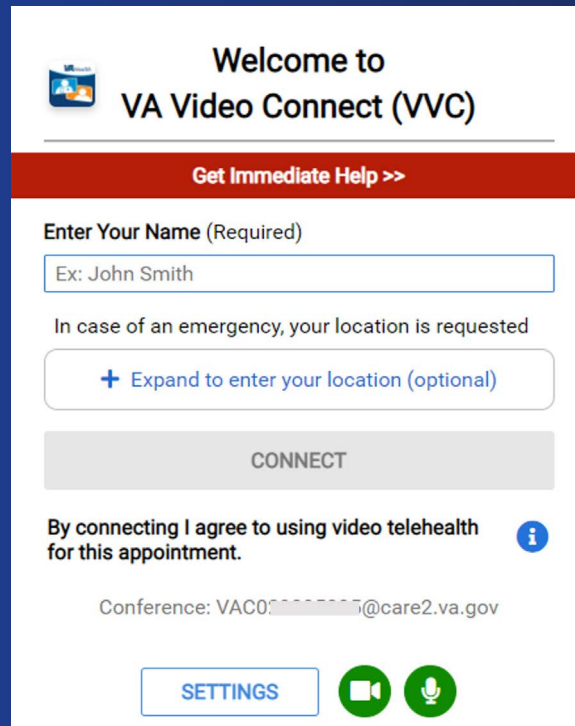
- My HealtheVet web portal:**
myhealth.va.gov



- Mobile App: VA Health and Benefits**
Download this app from the Apple App Store, Google Play Store, or mobile.va.gov/app/va-health-and-benefits or scan the QR code below:

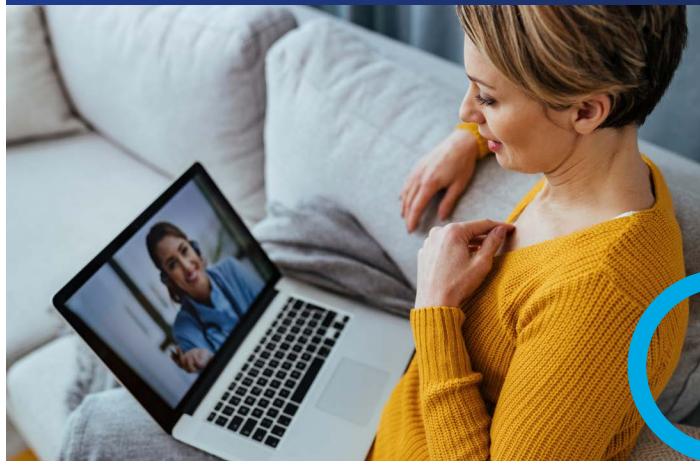


2. ENTER YOUR NAME



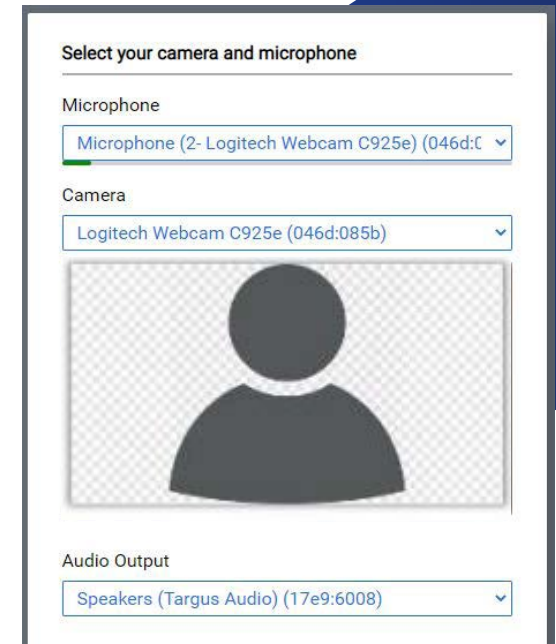
The image shows the 'Welcome to VA Video Connect (VVC)' form. At the top, it says 'Welcome to VA Video Connect (VVC)' with a VVC logo. Below that is a red bar with 'Get Immediate Help >>'. The main section is 'Enter Your Name (Required)' with a text input field containing 'Ex: John Smith'. Below the input field is the text 'In case of an emergency, your location is requested' and a button '+ Expand to enter your location (optional)'. At the bottom of the form is a large grey button labeled 'CONNECT'. Below the 'CONNECT' button is the text 'By connecting I agree to using video telehealth for this appointment.' with an information icon. At the bottom of the form is the text 'Conference: VAC0[redacted]@care2.va.gov' and two buttons: 'SETTINGS', a video camera icon, and a microphone icon.

Then select **Connect**.



3. CHECK SETTINGS

On the next page, verify settings for your camera, microphone, and audio.



The image shows the 'Select your camera and microphone' settings page. It has a title 'Select your camera and microphone'. Below the title are three sections: 'Microphone' with a dropdown menu showing 'Microphone (2- Logitech Webcam C925e) (046d:c)', 'Camera' with a dropdown menu showing 'Logitech Webcam C925e (046d:085b)', and 'Audio Output' with a dropdown menu showing 'Speakers (Targus Audio) (17e9:6008)'. In the center of the page is a large grey silhouette of a person's head and shoulders, representing the video feed.

Click **Start** and when prompted, allow access to camera and microphone on your device.

Prepare for your video telehealth visit!

- Ensure you have stable connection.
- Find a safe and private location.
- 24-48 hours prior to your scheduled appointment, call the Office of Connected Care Help Desk for a test call.