

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 #: _____

NEED AN INTERNET CAPABLE DEVICE?



Ask your VA provider to submit a Digital Divide consult!
Learn more:
telehealth.va.gov/digital-divide



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

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



**JOIN YOUR
VA VIDEO CONNECT
(VVC)
SCHEDULED
APPOINTMENT**

Date: _____ Time: _____

Clinic: _____

Provider: _____

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:

- ☐ **Schedule and Manage Health Appointments (VA.gov):**
www.va.gov/health-care/schedule-view-va-appointments

Schedule and manage health appointments

Schedule, cancel, and manage some health appointments online.

Sign in to view, schedule, or cancel your appointment online.
Sign in with your existing Login.gov, ID.me, DS Logon, or My HealthNet account. If you don't have any of these accounts, you can create a new Login.gov or ID.me account now.

[Sign in or create an account](#)



- ☐ **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

Welcome to
VA Video Connect (VVC)

[Get Immediate Help >>](#)

Enter Your Name (Required)

Ex: John Smith

In case of an emergency, your location is requested

[+ Expand to enter your location \(optional\)](#)

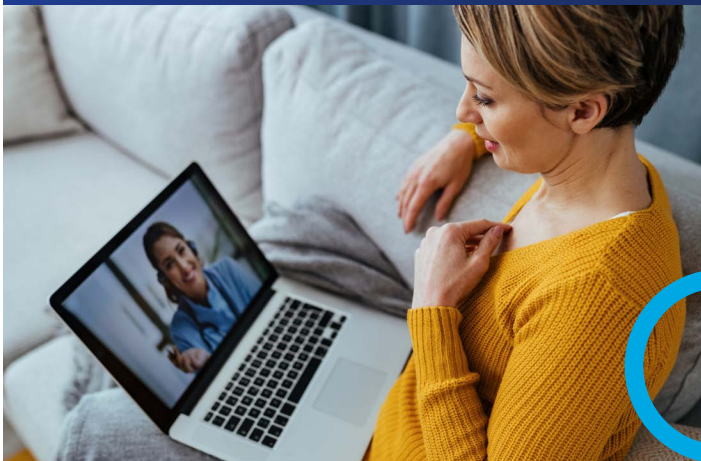
CONNECT

By connecting I agree to using video telehealth for this appointment.

Conference: VAC0...@care2.va.gov

[SETTINGS](#)

Then select **Connect**.



3. CHECK SETTINGS

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

Select your camera and microphone

Microphone
Microphone (2- Logitech Webcam C925e) (046d:c

Camera
Logitech Webcam C925e (046d:085b)

Audio Output
Speakers (Targus Audio) (17e9:6008)

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.