

ANDROID DEVICES WITH VA VIDEO CONNECT



HOW TO MAKE A TEST CALL

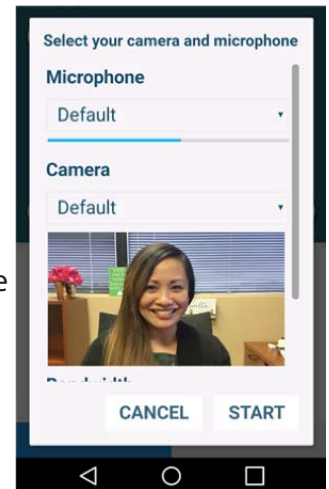
To test whether your personally owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#) on your mobile device. More information may be found below and on our [FAQs](#) page.

The purpose of this document is to provide guidance to Veterans on how to access VA Video Connect when using an android device.

1. Enter the virtual medical room using your scheduling email or calendar reminder; touch the virtual medical room link. The virtual medical room is a private and secure space to meet your provider. Your provider can lock the virtual medical room for added security after all participants have arrived for the appointment.
2. **Select your Microphone and Camera.**
3. **Ensure that your microphone is registering your voice.** An active microphone will display a blue status bar as you speak. Ensure that your camera is picking up your image. An active camera will display your video feed.

[Click here](#) for further trouble shooting instructions or audio video assistance.

4. **Touch "START" when you ready to enter the virtual medical room.**



HOW TO START YOUR VA VIDEO CONNECT APPOINTMENT

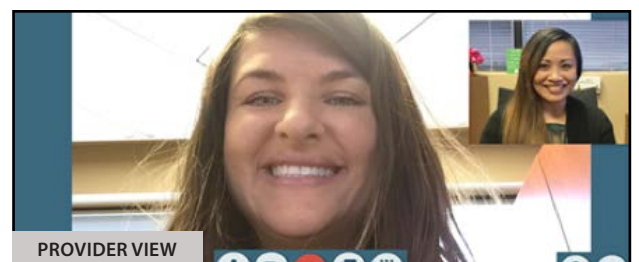
Follow the email instructions to begin your VA Video Connect appointment.

Appointment Information:

Clinician: Frosch, Cortney
Click the link below to join the Virtual Meeting Room. This link will last for 12 hours.

Join the appointment:

[Click Here to Join the VA Video Connect appointment](#)



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 National Telehealth Technology Help Desk at (866) 651-3180 or (703) 234-4483, Monday – Saturday, 7:00 AM through 11:00 PM ET.



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