iOS DEVICES WITH
VA VIDEO CONNECT

If you have not installed the VA Video Connect application, "VA Video Connect", download the application from the iOS App Store using the following steps:
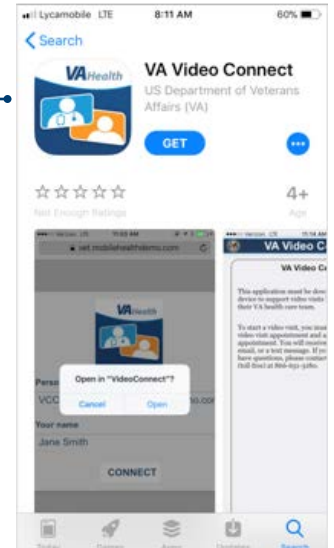
App Store

VA VideoConnect

1. **Open** the iOS App Store
2. **Touch the "Search" icon** at the bottom right corner of the page
3. **Type in "VA Video Connect"**
4. **Select the "VA Video Connect" option** that shows up in the search results
5. **Touch "Get"** and if prompted, enter your Apple ID password
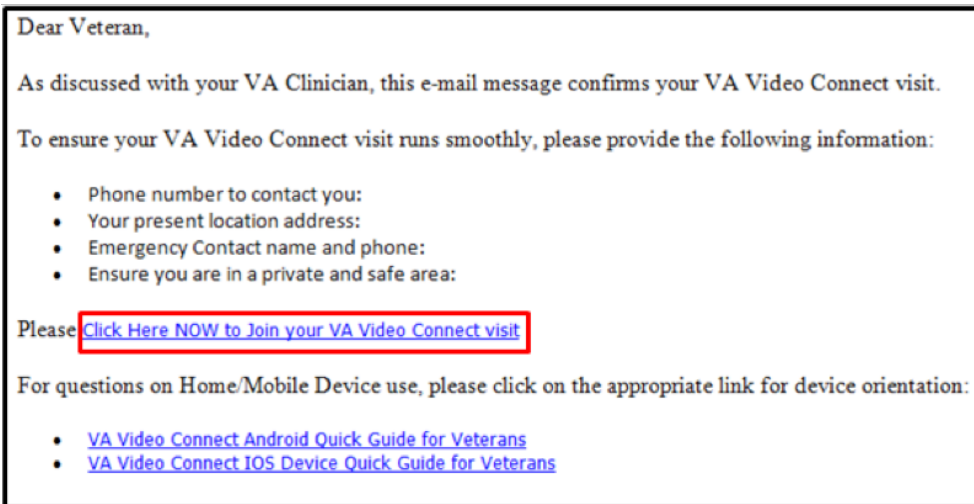6. **Download complete**

Once you've downloaded the app, you have the option to conduct a test call. To test whether your personally owned device is compatible with VA Video Connect, **visit the VA VideoConnect test site** on your mobile device
More information may be found below and on our **FAQs page**

START YOUR VA VIDEO CONNECT APPOINTMENT

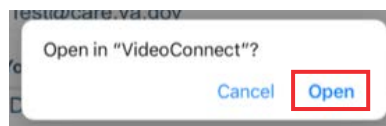How to enter the virtual medical room for your appointment:

1. Touch **"Click here NOW to join your VA VideoConnect visit"** in your telehealth scheduling email message to connect (link will automatically open a connection page in safari browser)

Dear Veteran,

As discussed with your VA Clinician, this e-mail message confirms your VA Video Connect visit.

To ensure your VA Video Connect visit runs smoothly, please provide the following information:

- Phone number to contact you:
- Your present location address:
- Emergency Contact name and phone:
- Ensure you are in a private and safe area:

Please Click Here NOW to Join your VA Video Connect visit

For questions on Home/Mobile Device use, please click on the appropriate link for device orientation:

- VA Video Connect Android Quick Guide for Veterans
- VA Video Connect IOS Device Quick Guide for Veterans

2. Enter your name as you want it to appear and touch **"CONNECT"** to join the virtual medical room
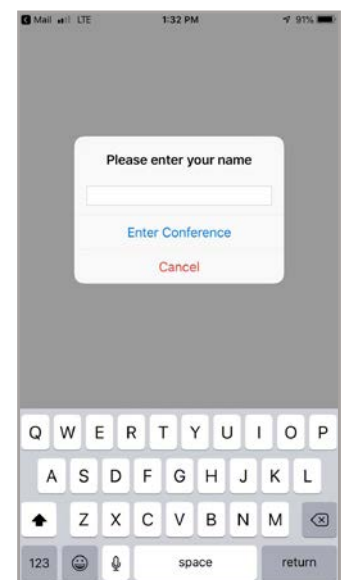
3. Touch **"Open"** when the application prompts you to open **"VideoConnect"**?

Veteran Support: For additional information, refer to the **VA Video Connect app page**.
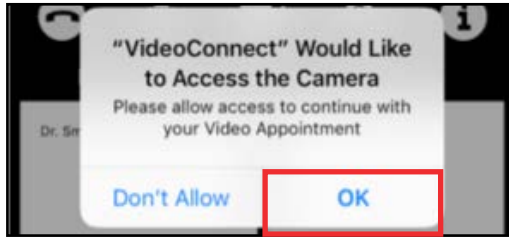
The virtual medical room is a private and secure space to meet your provider.
Your provider can lock the virtual medical room for added security after all participants have arrived for the appointment.
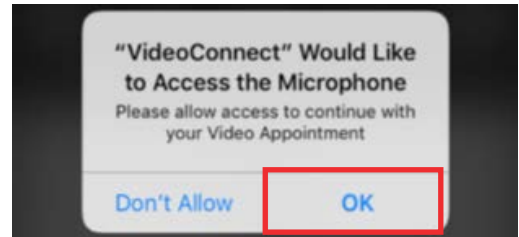
4. Allow VA Video Connect to access your camera and microphone

Touch **"OK"** when application prompts **"VA VideoConnect"** Would Like to Access the Camera

Touch **"OK"** when application prompts **"VA VideoConnect"** Would Like to Access the Microphone


5. Wait for the provider to join

6. After the provider joins, the VA Video Connect message will be replaced by a video view. The **"Participants"** list on the bottom left of the screen will display the names of all participants
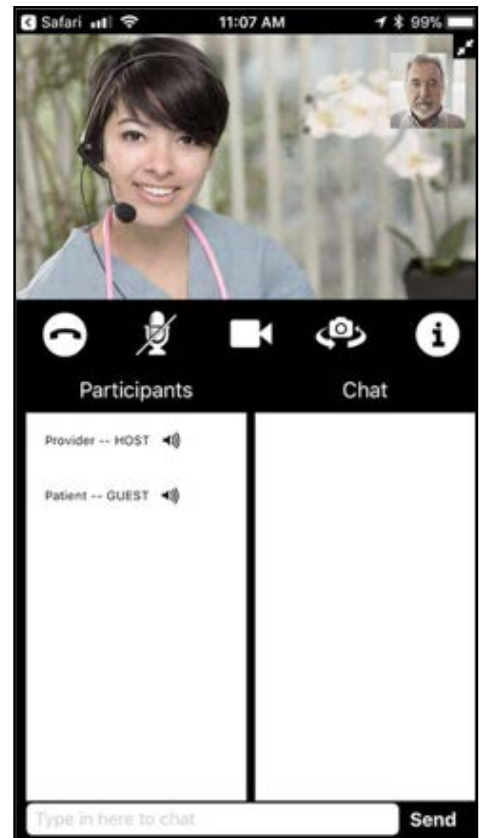
7. Turn iOS device length wise for full video viewing. Rotating the device from a vertical orientation (step 6) to a horizontal orientation (below) expands the display for full video viewing
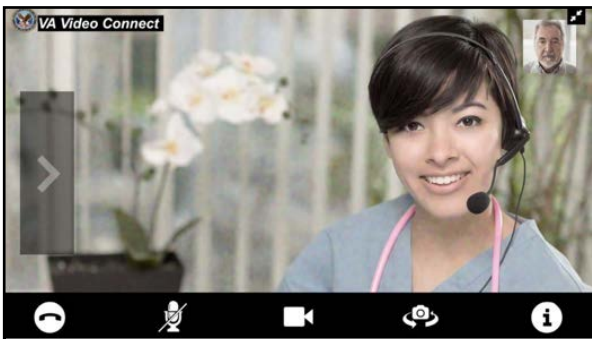
Note: The "Participants" and "Chat" sections disappear when rotating to a horizontal orientation. These can be expanded by touching the arrow on the left side of the screen

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.

U.S. Department of Veterans Affairs

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Diffusing Best Practices Across VHA