



VA Video Connect

Getting Started: A Step-By-Step Guide

You have scheduled a VA Video Connect visit with your health care provider. Now what? Follow these steps to get familiar with the technology *before* your appointment.



1 Visit the website.

- Go to the VA Video Connect page on the VA App Store website at mobile.va.gov/app/va-video-connect.
- Review the helpful resources on this page, including the Quick Start Guides and Frequently Asked Questions.

2 Get set up.

- **For Android or Windows mobile devices and personal computers:** No app download is needed. VA Video Connect will open automatically when you select your appointment link.
- **For Apple mobile devices (iPhone, iPad, or iPod Touch):** Search for and download the “VA Video Connect” app from the Apple App Store.

3 Test your device.

- Open an internet browser and go to mobile.va.gov/app/va-video-connect. Once on the page, select “visit the VA Video Connect test site” to make sure your device’s camera and microphone are fully functioning.
- If you would like to practice using the app before your appointment, ask your VA care team for a practice session.

4 Join your visit.

- A few minutes before your video visit, find the appointment email from “donotreply@mobilehealth.va.gov” and select the appointment link to join your session. In some cases, you will be directed to a virtual waiting room before your session begins.
- Having technical difficulty? Contact the National Telehealth Technology Help Desk.

The National Telehealth Technology Help Desk is available to help you get started and troubleshoot technical problems!

Call **866-651-3180** or **703-234-4483**, Monday through Saturday, 7 a.m. – 11 p.m. Eastern time.



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