

WHY VA VIDEO CONNECT?

VA Video Connect allows Veterans and their caregivers to quickly and easily meet with VA healthcare providers through a secure live video connection.

Access your providers on a scheduled date and time using any computer, mobile device with internet or tablet.

VA VIDEO CONNECT BENEFITS YOU

- Do you live far from the VA?
- Do you lack time to attend in-person appointments?
- Do you have health issues that make traveling to the VA difficult?
- Do you want the ease of accessing your providers and telehealth classes from anywhere?

VVC reduces travel and wait times. Connect to your care provider and telehealth classes from anywhere with VVC.

STEP-BY-STEP GUIDE

1. **Go to:**
www.mobile.va.gov/app/va-video-connect
2. **Get set up:**
 - Windows , macOS, and Android: VA Video Connect will open automatically when you click the appointment link found in your email.
 - Apple iPad and iPhone: First, download the “VA Video Connect” app from the Apple App Store. Then click the appointment link in your email.
3. **Test your Device:** Open an internet browser and visit the link above. Select “Visit the VA Video Connect test site” to make sure your device is functioning properly.
4. **Join your visit:** A few minutes before your visit, find the appointment email from “donotreply@mobilehealth.va.gov” and select your appointment link to join the session.

Need Help? The VA can help you get set up or troubleshoot technical problems. Call the VA National Telehealth Technology Help Desk at **(866) 651-3180** or **(703) 234-4483**, Monday through Sunday at any time day or night!

USING VIDEO CONNECT

To use VVC you must:

- Be enrolled in VA healthcare.
- Have an active email account and internet connection.
- Install the VA Video Connect App from the App Store if using an iPhone or iPad.

If you are experiencing trouble with VVC, ask your provider about Doximity Video as an alternative.

