

VA Video Connect on Your Computer

Getting Started: A Step-By-Step Guide for Your Video Telehealth Visit



You've scheduled a video telehealth visit with your VA provider. **Now what?** Follow these four steps and become familiar with VA Video Connect, the U.S. Department of Veterans Affairs' secure videoconferencing app.

1 Review helpful resources.

Visit mobile.va.gov/app/va-video-connect for training videos, materials, and FAQ.

2 Get set up on your device.

Launch VA Video Connect in a web browser on your computer through the personal appointment link found in your VA appointment confirmation email.

3 Test your device.

Go to mobile.va.gov/app/va-video-connect and select **Visit the VA Video Connect test site**.

If you would like to practice using the app before your video visit, call the Office of Connected Care Help Desk toll free at **866-651-3180**.

4 Join your video visit.

A few minutes before your video visit:

- Find your appointment confirmation email from **video.appointment@va.gov** and select your personal appointment link to join your video visit.
- On the first page, enter your name and select **Connect**.
- On the second page, select the default settings for your camera, microphone, and audio output.
- Select **Start** to join your video visit.

*If you need help setting up VA Video Connect on your device, call the Office of Connected Care Help Desk at **866-651-3180**.*



VA Telehealth



U.S. Department
of Veterans Affairs