

Expectations For Your Video Appointment

- Attend your VVC appointment as you would any appointment at the VA.
- Ensure you are in a safe, private place with a consistent internet connection.
- Review your care team's guidance for a successful visit in the appointment email you receive or sign into your VVC appointment a few minutes before your appointment to review the expectations.



Test your device and connection at least 24-48 hours prior to your appointment.



mobile.va.gov/app/va-video-connect#testyourdevice

Need an Internet Capable Device?

Contact your local VA provider and ask for a Digital Divide Tablet Consult.



Learn more:
telehealth.va.gov/digital-divide

For assistance with VA Video Connect on your device, call the Office of Connected Care Help Desk:

866-651-3180

Frequently Asked Questions and Training Materials

mobile.va.gov/app/va-video-connect



Or scan this QR code

JOIN YOUR VA VIDEO CONNECT (VVC) SCHEDULED APPOINTMENT

Date: _____ Time: _____

Clinic: _____

Provider: _____

1 Find your appointment email.

from **Video.Appointment@va.gov**

Select the appointment link with the **date/time** and the **VA provider's last name**.

This is a notification about your upcoming VA Video Connect visit:
[Click Here to Join the VA Video Connect appointment](#) scheduled for

2 Enter your name.

Then select **Connect**.

3 Check settings.

On the next page, verify settings for your camera, microphone, and audio.

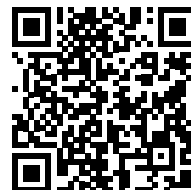
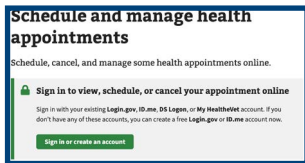
Click **Start** and when prompted, allow access to camera and microphone on your device.

Can't find your appointment email?

Another email or text will be sent to your device the day of your appointment.

You can also find your VVC appointment through the following options:

Schedule and Manage Health Appointments (VA.gov):
www.va.gov/health-care/schedule-view-va-appointments



Mobile App: VA Health and Benefits
Download this app from the Apple App Store, Google Play Store, or mobile.va.gov/app/va-health-and-benefits or scan the QR code below:



Joining via your VA loaned ipad?

Find and click the **VVC icon** on your tablet.



Follow the prompts and select your scheduled appointment.

If you can't find your scheduled appointment, contact your VA provider directly.

