



VVC for Personal Android Devices User Guide for Veterans

1. Introduction

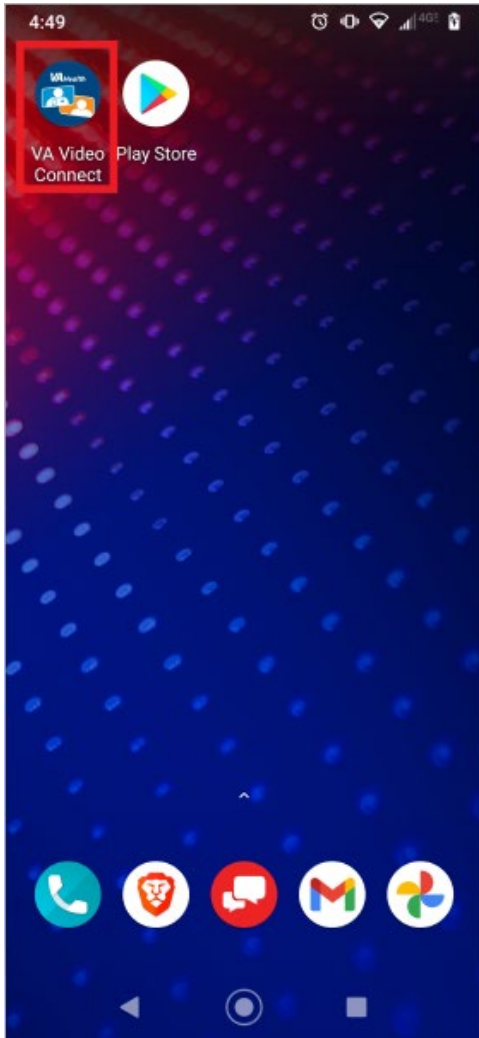
VA Video Connect (VVC) application is easy to use and can be downloaded for free from the Google Play Store. The VVC App enables you to connect with your healthcare provider using video chat from your personal Android device. This guide is for Veterans using the VA Video Connect (VVC) application on their personal Android device.

If you need help installing the application, connecting with your provider for an appointment, experience any difficulties or need further assistance, call the Office of Connected Care Help Desk at: (866) 651-3180 and is available 24 hours a day, 7 days a week.

2. Verify VA Video Connect Application Installation on Android Device

Verify that the VA Video Connect application is installed on your Android Device(s).

Figure 1. Verify VA Video Connect Application Installation



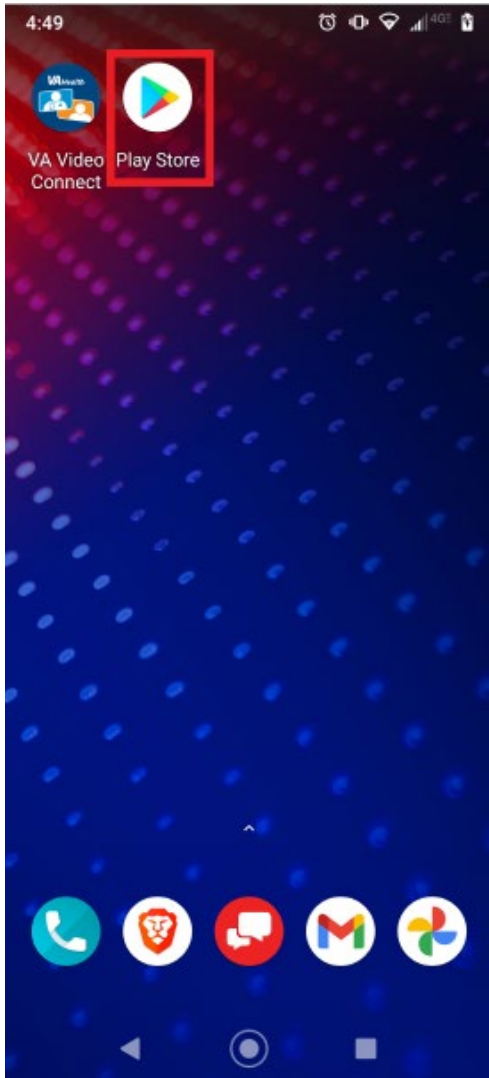
If you do not have the VA Video Connect application on your personal Android device or it is an older version, download it from the Google Play Store by:

1. Tap [here](#) if using your Android device to automatically open the VA Video Connect page in the Google Play Store and proceed to Step 4,

OR

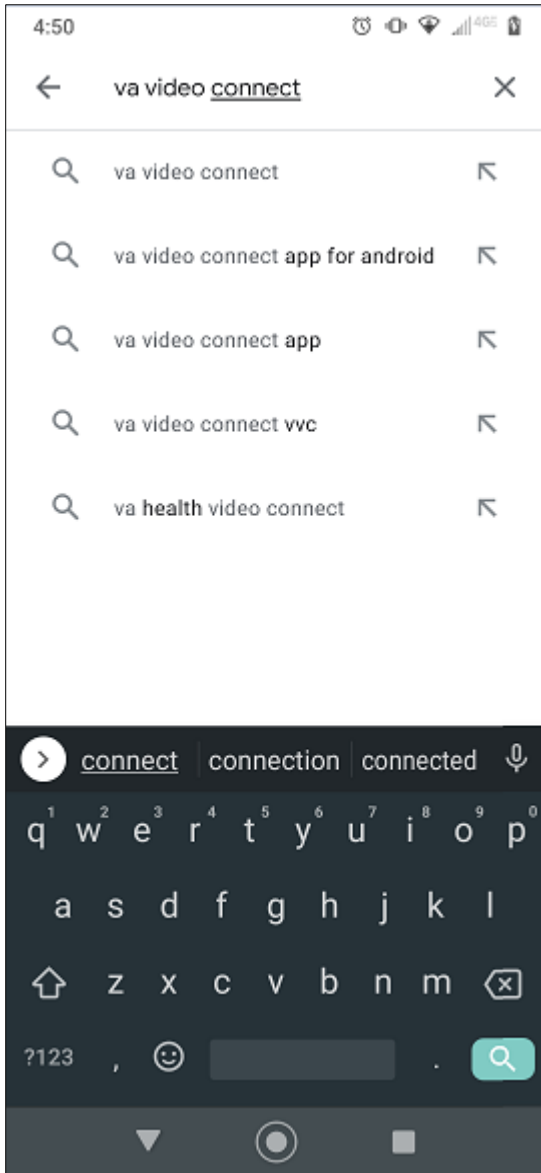
Open the Google Play Store from your personal Android device and proceeding to Step 2.

Figure 1. App Store Icon



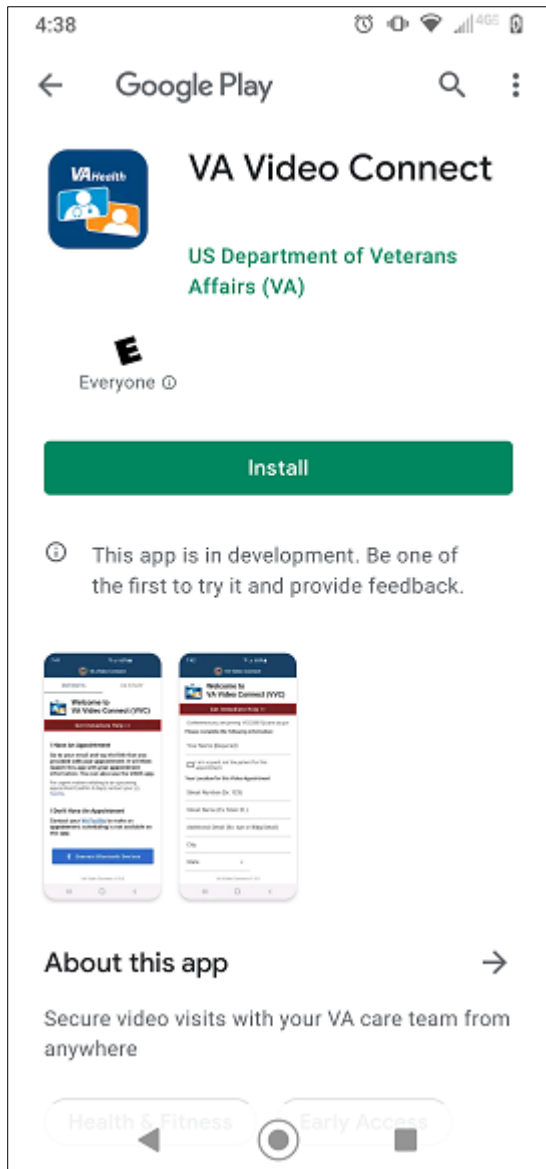
2. In the search field at the top enter **va video connect**.

Figure 2. Enter VA Video Connect in the Search Field



3. Tap **VA Video Connect**.
4. Tap **Install**.

Figure 3. Install VA Video Connect



3. Conduct a Test Call

After the application is fully installed onto your personal Android device, conduct a test call to ensure your personally owned device is compatible with VA Video Connect. Click [visit the VA Video Connect test site](#) on your personal mobile device and follow the on-screen prompts. More information is available in this document and on our [FAQs page](#)

4. Enter Your VA Video Connect Room for Your Appointment

Use the scheduling email found in your email, calendar reminder or SMS Text Message.

You will receive the email from Video.Appointment@va.gov or VHATMPScheduling@va.gov or 86018 for SMS text message.

Note: The [VA Online Scheduling](#) app is also available at select locations to view video appointments and join VA Video Connect appointments. Check with your VA health facility regarding availability.

1. Tap **Click HERE to Join the VA Video Connect appointment** in your Telehealth Scheduling email message to connect to the virtual medical room or click on the link you received in the SMS Text Message.

Figure 4. Join the VA Video Connect Appointment from Email

This is a reminder about your upcoming VA Video Connect visit:

[Click Here to Join the VA Video Connect appointment](#) scheduled for

06/22/2021 08:00 EDT with VA Clinician: LAST NAME

[Click Here to Test](#) your connection.
[Click here to Learn](#) more about VA Video connect.

If you are using an iPhone or an iPad, a one-time download of the VVC app is recommended:
[Click Here to download the VVC iOS app.](#)

Need Help?
Please call 1-866-651-3180 to speak with an Office of Connected Care Help Desk (OCCHD) Representative. The OCCHD is available 24 hours a day, 7 days a week. For TTY assistance, dial 711.

Appointment Instructions:
Ensure you are in a private and safe place with good internet connectivity. Please treat your visit as if you were seeing your provider in-person (e.g., dress appropriately, do not drive or use alcohol/other substances or engage in other activities, etc.).

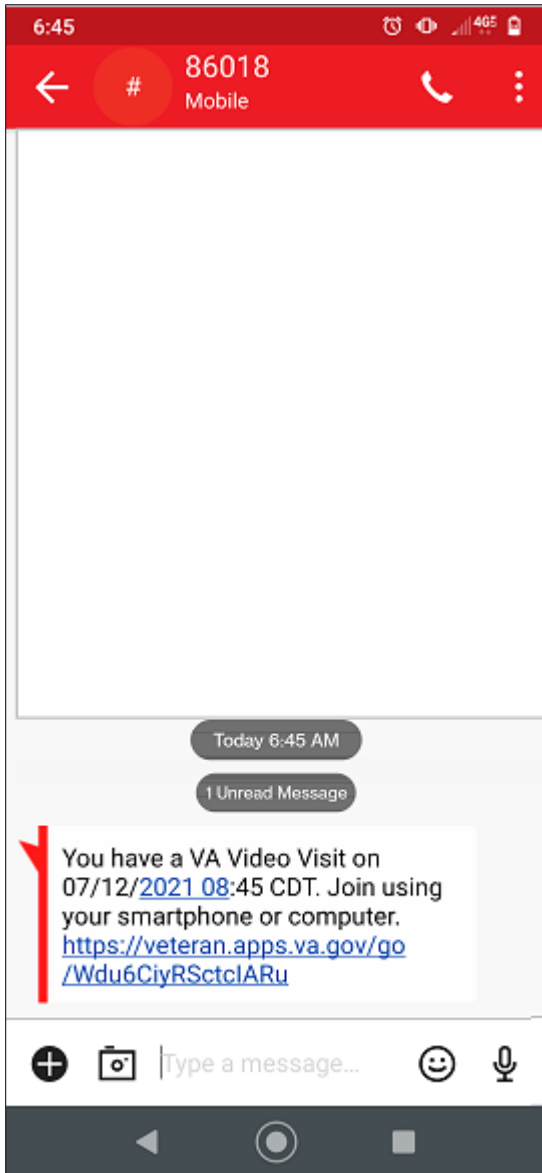
Please have the following information available:

- **Phone number:** How we can reach you by telephone, if the video call drops.
- **Address:** Your location during the visit.
- **Emergency Contact:** Name, phone number, and relationship of a person who we can contact in an emergency.

Need to Reschedule?
Do not reply to this message. This message is sent from an unmonitored mailbox. For any questions or concerns please contact your VA Facility or VA Clinical Team. You can use the [VA facility locator](#) to find your nearest VA Medical Center by entering your city, state, or ZIP code, then selecting "VA Health" from the facility drop-down menu.

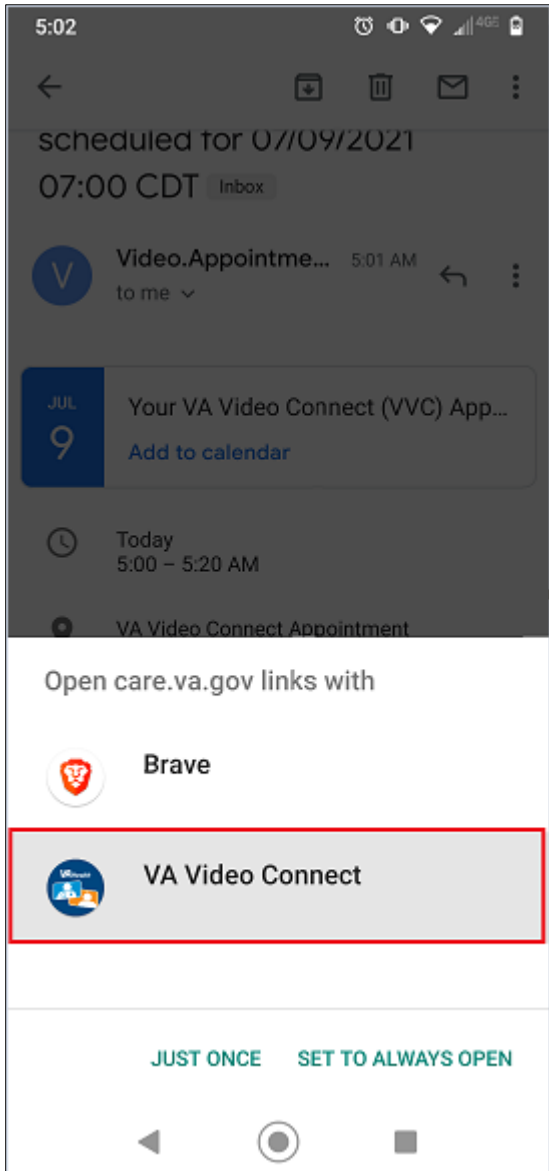
Please do not reply to this message. It comes from an unmonitored mailbox.

Figure 5. Join the VA Connect Appointment from SMS Text



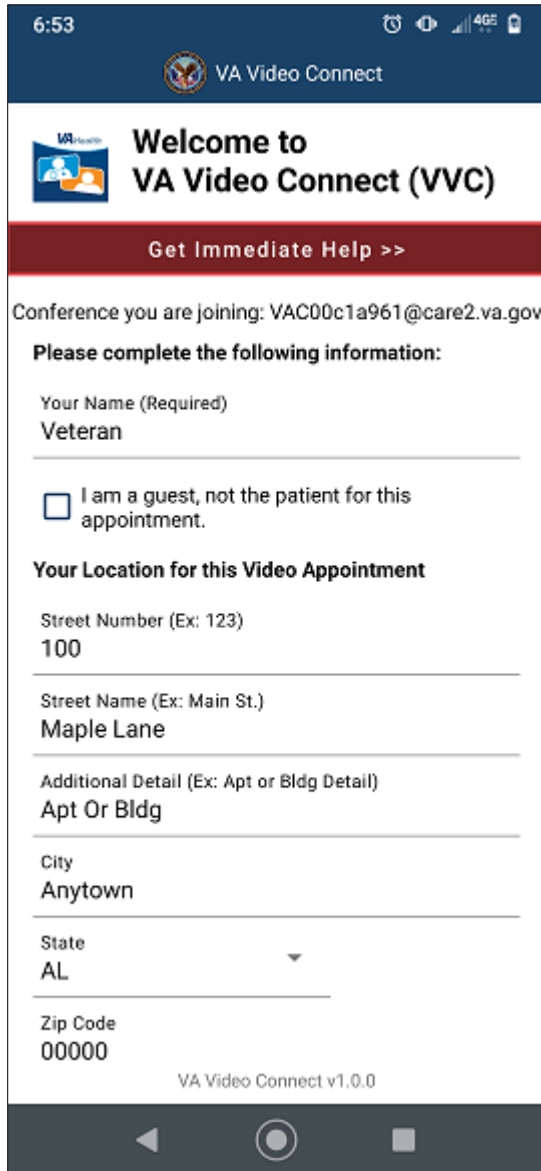
2. The link opens in the VA Video Connect App. Tap **Open**.

Figure 6. Open VideoConnect



3. Enter your name as you want it to appear into the **Your Name** field.
4. Enter the address from where you are joining the video appointment in case of an emergency.
5. Click **Connect**.

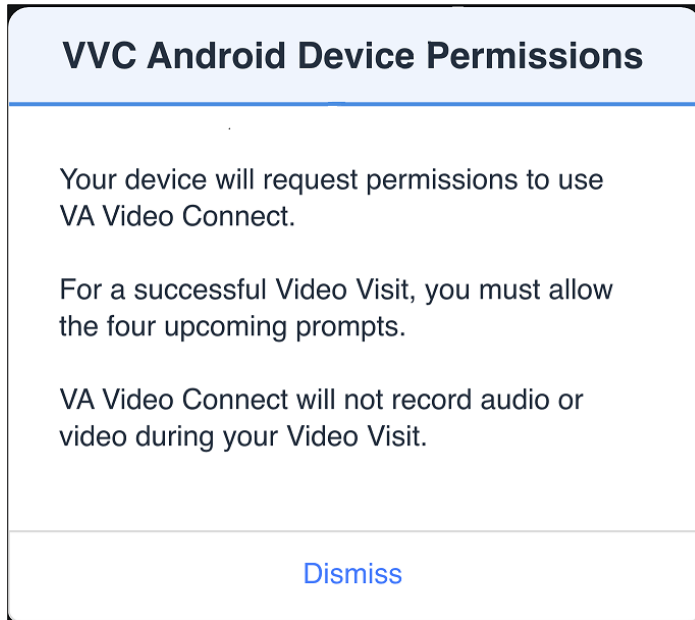
Figure 7. Establish Connection to VA Video Connect



6. Select **Dismiss** after reviewing the VVC Android Device Permissions

Note: VA Video Connect will not record audio or video during your Video Visit. For a successful Video Visit, you must allow access to camera, microphone and location.

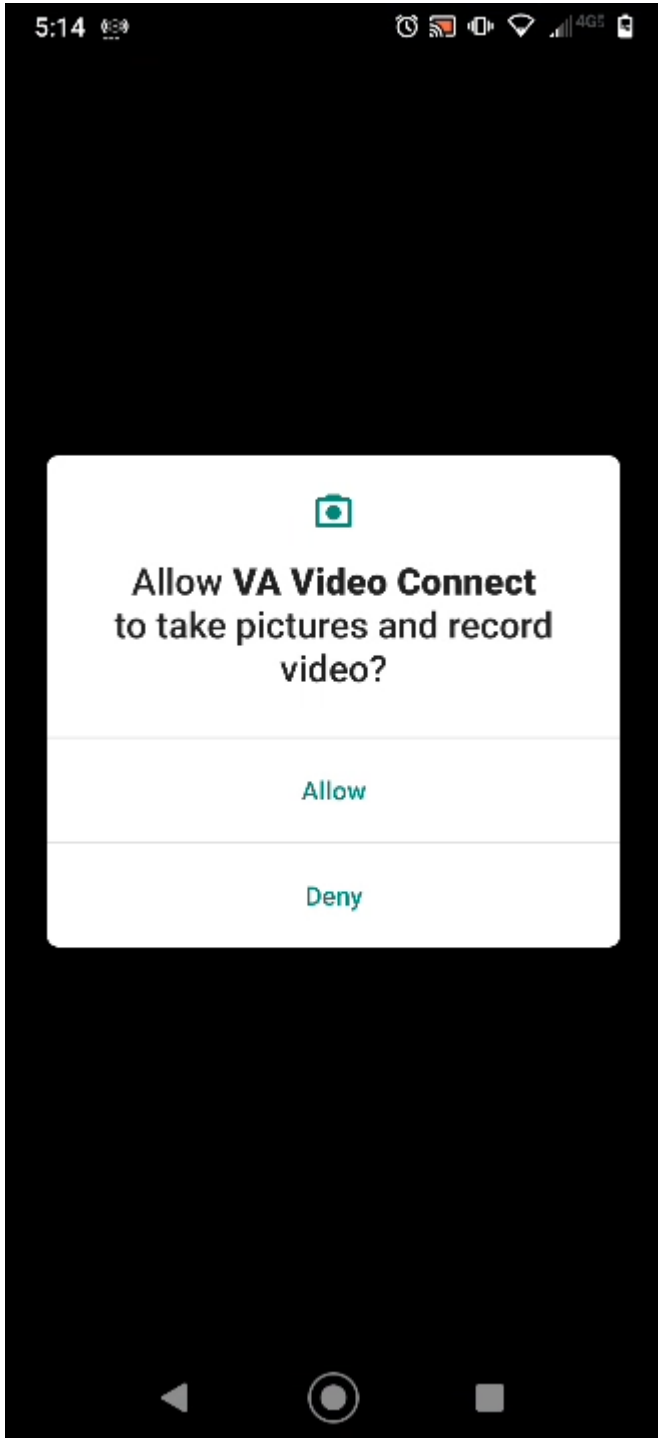
Figure 9. VVC Android Device Permissions



7. Tap **Allow** when the application prompts: **Allow VA Video Connect to take pictures and record video?**

Note: You must select **Allow** for the application to use your camera for the video connection with your provider. VA Video Connect WILL NOT record video or take pictures.

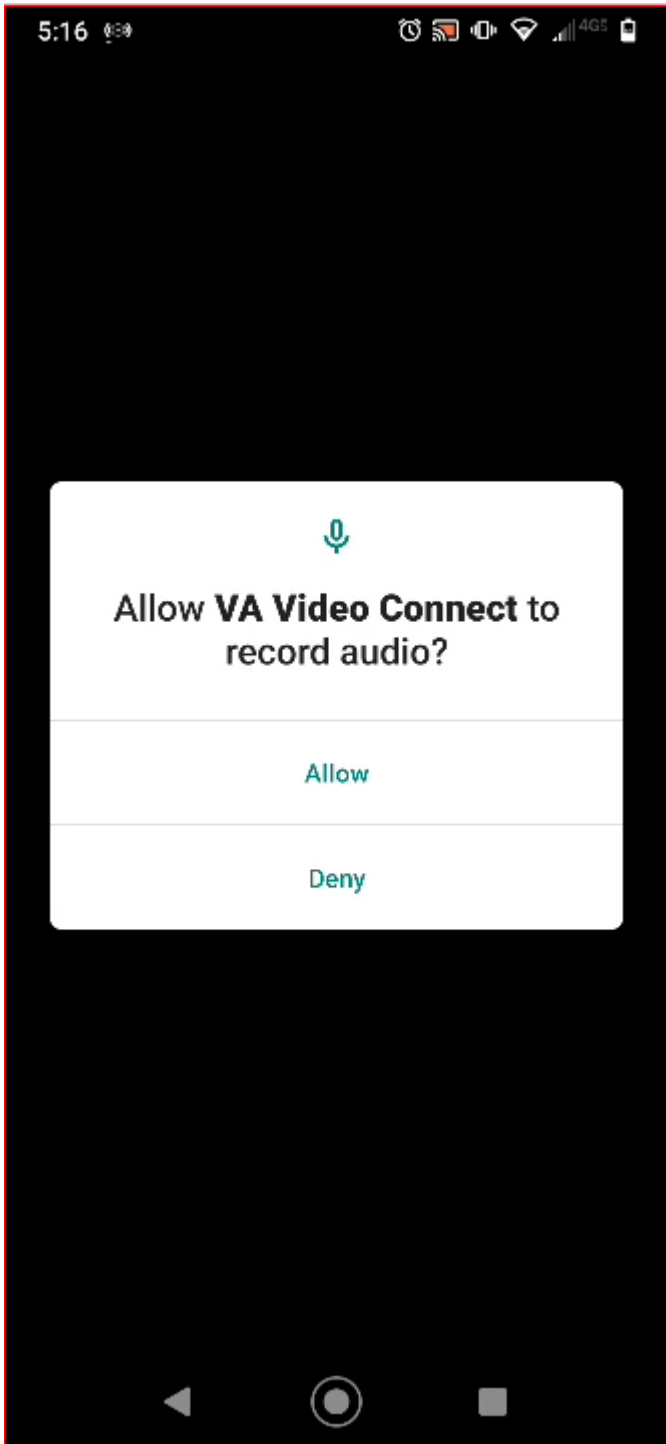
Figure 10. Access VA Video Connect Camera



8. Tap **Allow** when the application prompts: **Allow VA Video Connect to record video?**

Note: You must select **Allow** for the application to use your microphone for the audio connection with your provider. VA Video Connect WILL NOT record audio.

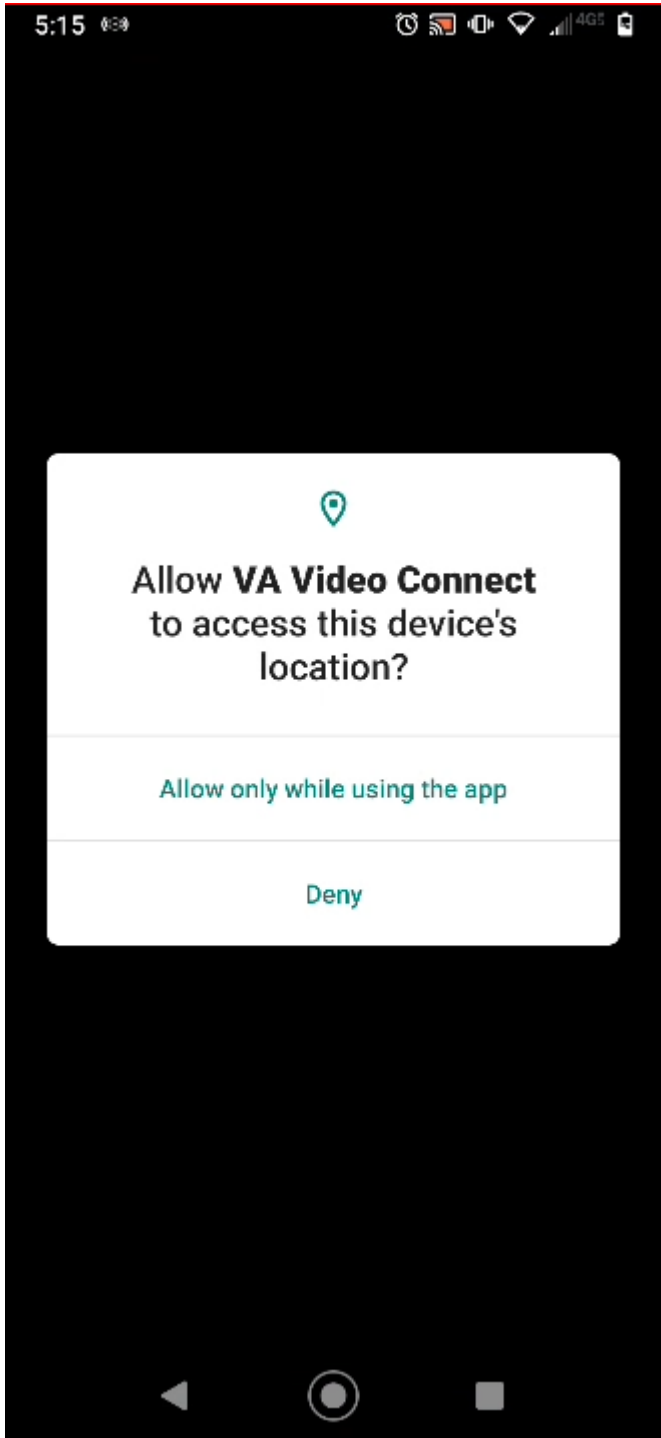
Figure 11. Access the Microphone



9. Tap **Allow** only while using the app when the application prompts: **Allow VA Video Connect to access this device's location?**

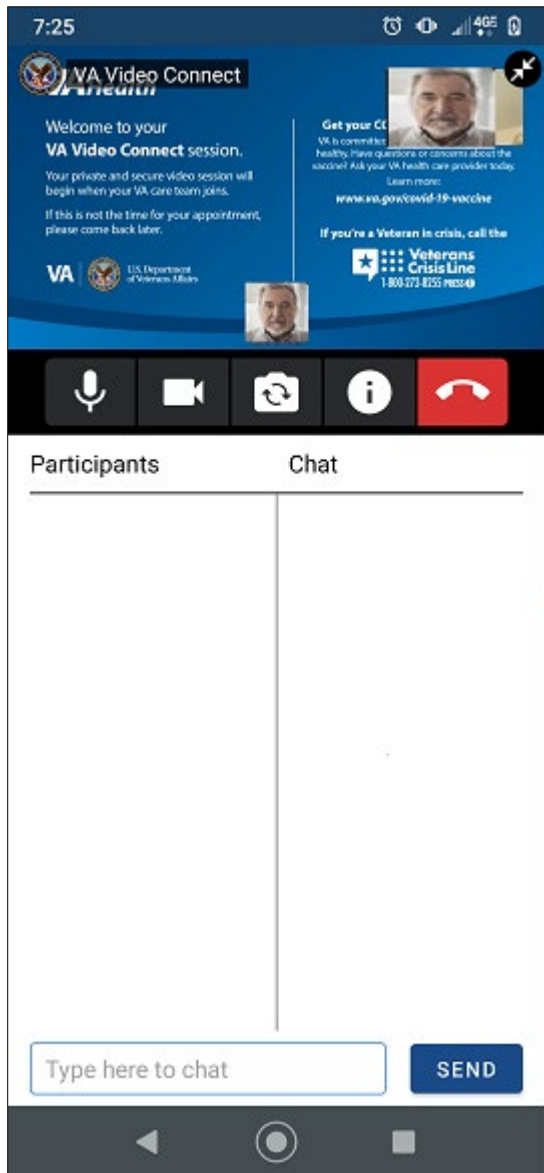
Note: This must be enabled for Bluetooth peripheral devices to be used.

Figure 12. VA Video Connect Access Location



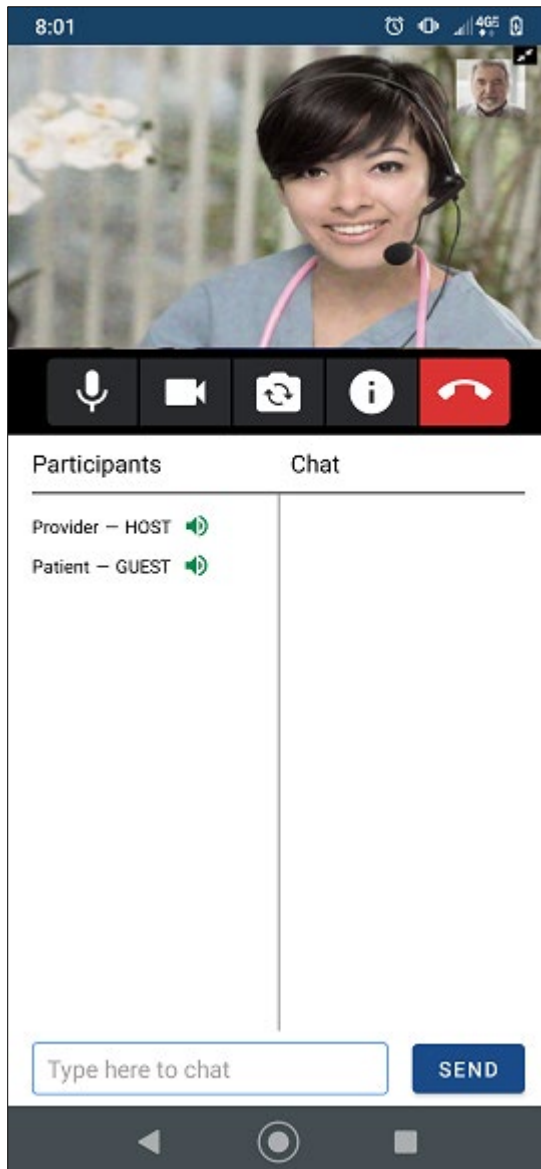
10. Wait for your provider to join. Until the provider joins, a message displays at the top of the screen: **Your provider will join you shortly.**

Figure 13. Wait for Your VA Provider to Join



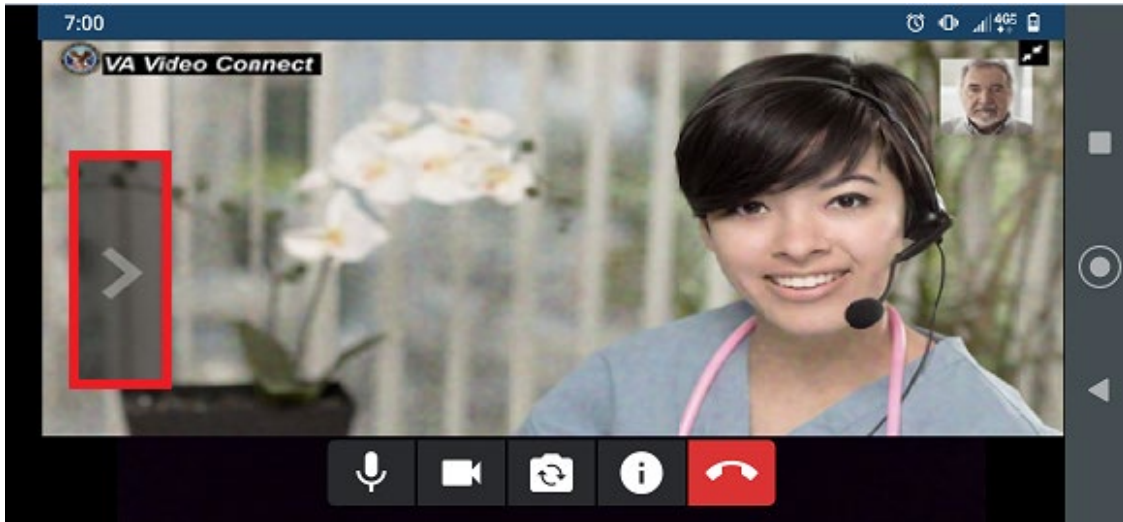
11. After the provider joins, the message is replaced by a live video view. The participant list on the bottom of the screen displays all participant names.

Figure 14. Participant List (Vertical View)



12. Turn your personal device horizontally for full video viewing, rotating the device from a vertical orientation to a horizontal orientation, expanding the display for full video viewing.

Figure 15. Participant List (Horizontal View)



Note: Participants and chat sections disappear when rotating to a horizontal orientation. These can be expanded by tapping the arrow on the left side of the screen.

5. End Session

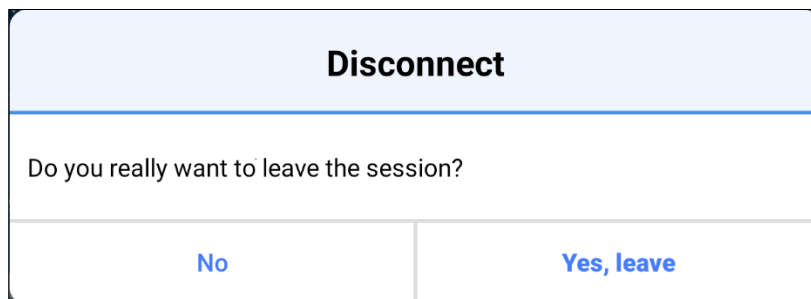
1. To end the session, select the red phone handset icon.

Figure 16. End a Session by Selecting the Red Phone Handset Icon



2. The app prompts for confirmation to end the session.

Figure 8. Prompt to End a Session



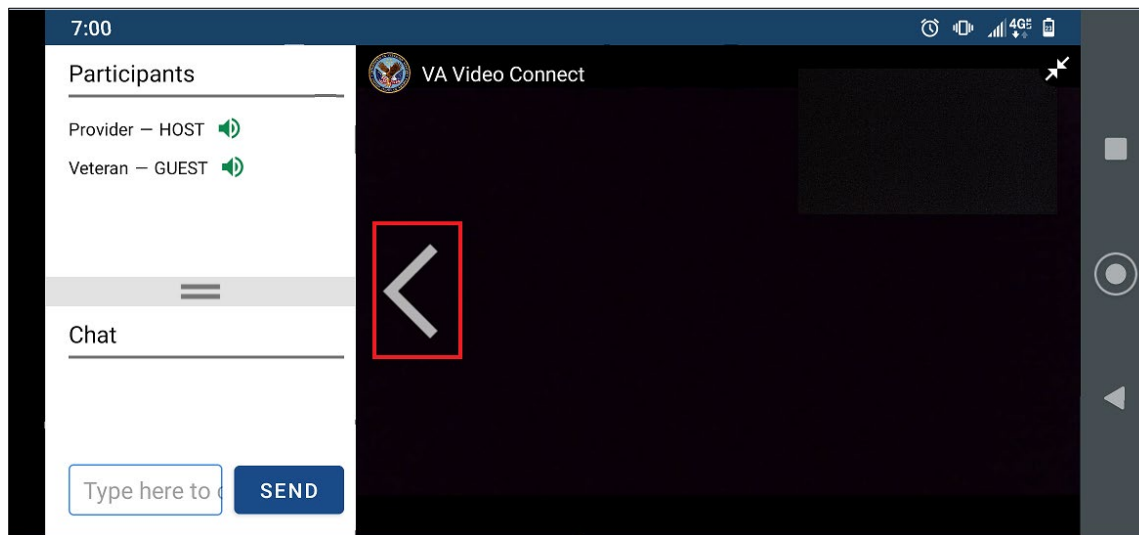
3. Tap **No** to stay in the session or tap **Yes, leave** to exit the session.

6. VA Video Connect Features

6.1. Chat with Participants

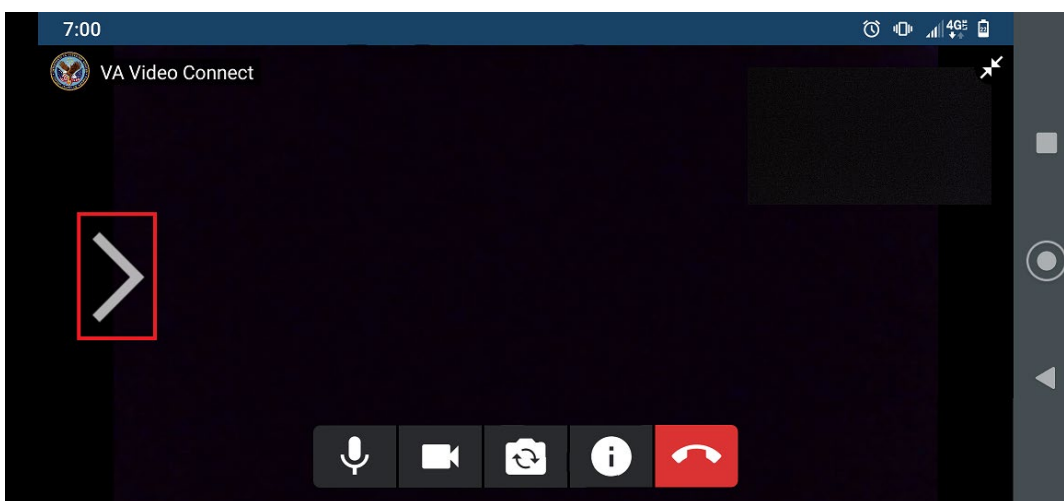
1. To chat with session participants, tap the text box at the bottom of the chat and enter text.
2. To hide the chat, tap the left-facing arrow on the right side of the chat panel.

Figure 9. Chat Screen View



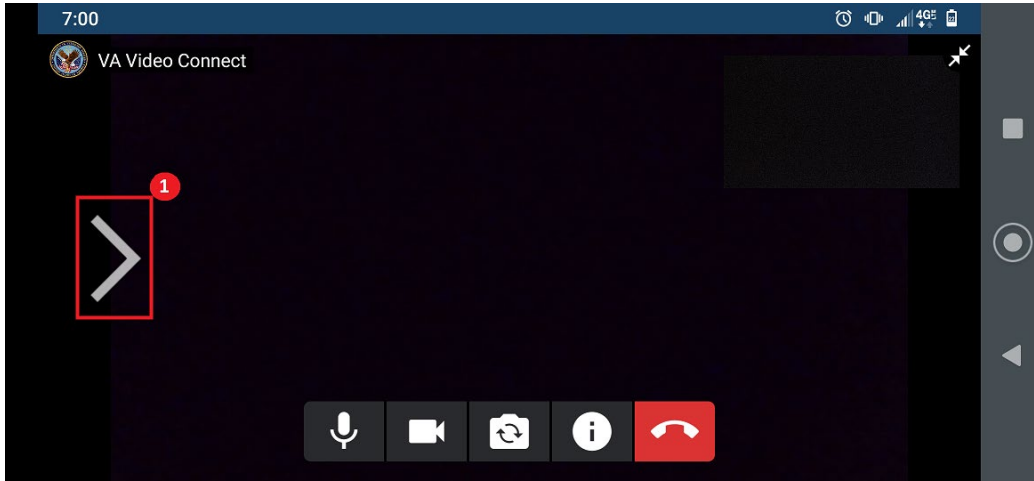
3. When the chat list is hidden, tap the right-facing arrow on the left side of the main image to open the chat.

Figure 19. Opening Chat



Note: When the chat is hidden, a notification for unread messages appears next to the right-facing arrow with a red circle showing the number of new messages. Once the chat opens, unread messages are visible, and the notification disappears.

Figure 10. Viewing Unread Messages

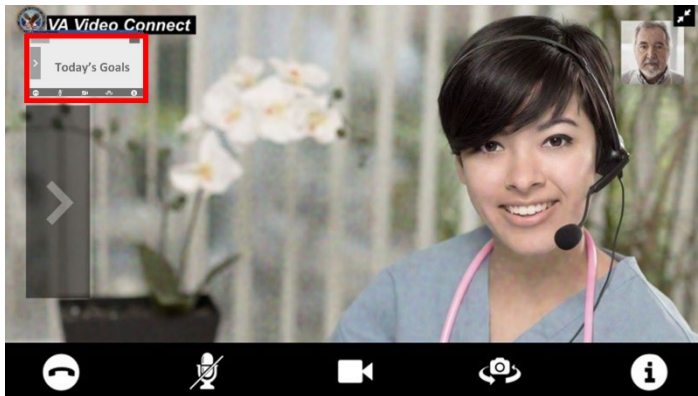


6.2. Accessing Screen Share

Your provider may choose to share educational or other materials with you during your visit.

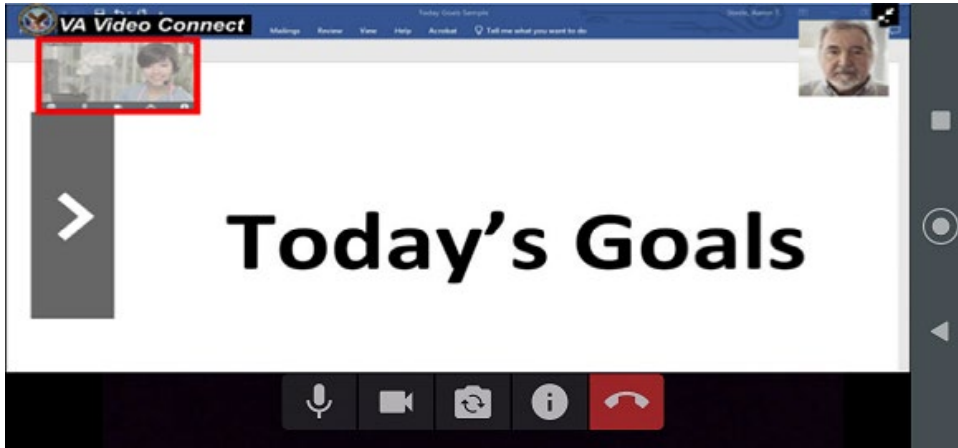
1. Once the provider enables sharing, the screen share displays in a box at the top left corner of the video frame.

Figure 21. View Screen Share



2. Tap the box to enlarge the shared information.
3. The video of your provider (or shared materials) now appears in the top left corner.
4. Tap on the video to switch back to the large view of your provider.

Figure 11. Toggle Screen Views



7. Understanding Icons

7.1. Menu Bar Icons

The Menu Bar is displayed along the bottom of the screen during your video session. Sections of the bar may be hidden, for example when expanding the chat box horizontally.

Figure 23. Icon Menu Bar



7.1.1. Mute/Unmute Microphone

1. To mute your microphone, tap the microphone icon at the bottom of the window.

Figure 12. Mute/Unmute Microphone



2. To unmute your microphone, tap the microphone icon again

7.1.2. Start/Stop Camera

Tap the icon to stop/start sending your video to other participants.

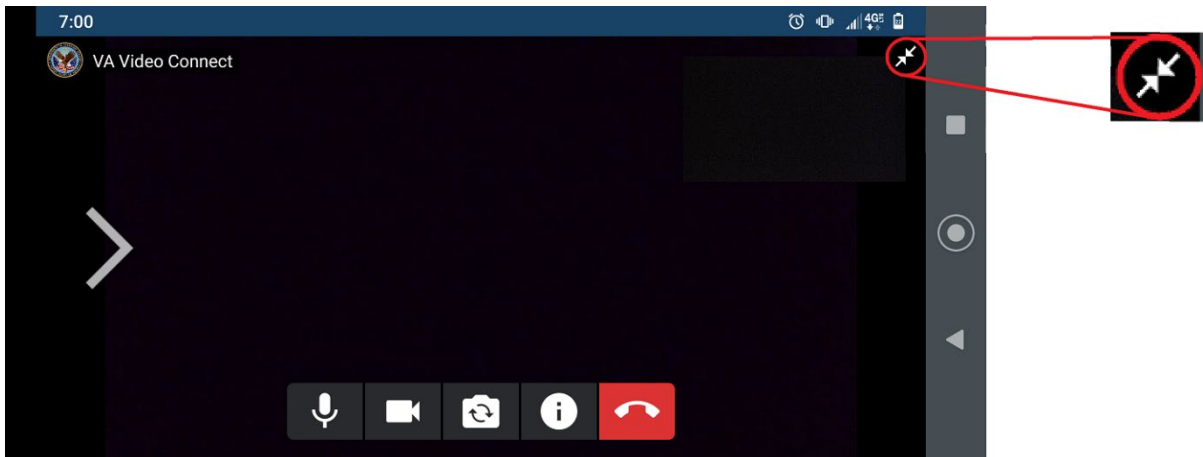
Figure 13. Start/Stop Camera



7.1.3. Show/Hide Self View

Show/hide yourself by selecting the self-view icon.

Figure 14. Show/Hide Self View



7.2. Flip Camera View

To flip the camera's view, tap the flip camera icon.

Figure 15. Flip Camera View



7.3. Information

Tap the information icon to gain more information or help with the app.

Figure 16. Information



8. Support

Make a Test Call

To test if your personally-owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#). More information is in the following section and on our [FAQs page](#).

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 Office of Connected Care Help Desk at (866) 651-3180. It is available 24 hours a day, 7 days a week.

9. References

- <https://mobile.va.gov/app/va-video-connect>
- <https://mobile.va.gov/app/va-video-connect#AppFAQ>