



Getting started

Ready to begin using VA Video Connect with your VA care team? Here's what you need to begin:

- Internet/WiFi connection
- A smart phone, a computer with a webcam, or an iPad or similar tablet
- Safe, secure and private location for your appointment
- An active email account

Need help setting up an email account?

Type the web address below in your internet browser for instructions:

<https://bit.ly/2y724x6>

Need technical assistance with VA Video Connect?

If you need assistance with downloading the application on your smart phone or tablet, or any other technical assistance related to setting up or using VA Video Connect, please call the National Telehealth Technology Help Desk at 866-651-3180 (toll-free), or at 703-234-4483.

We also encourage you to contact your VA care team if you need additional assistance.



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VA Video Connect



VA Video Connect offers real time access to your VA care team in a way that works for you!

VA Video Connect enables you to conduct live video visits with your doctor in a virtual medical room, using the camera on your phone, computer or tablet.

You can use VA Video Connect for any appointment or consultation if:



You live far away from your VA facility



You're dealing with health conditions that make it difficult to travel to the specialist you need



You have a few minor questions for your doctor that can be answered over live video



You lack time or energy to attend an in-person appointment



A hands-on physical examination is not required

Get started today!
mobile.va.gov/appstore

