# VA Video Connect

**VA**Health

## Getting Started: A Step-By-Step Guide

You have scheduled a VA Video Connect visit with your health care provider. Now what? Follow these steps to get familiar with the technology **before** your appointment.

**1** **Visit the website.**

Go to the VA Video Connect page on the VA App Store website at ***mobile.va.gov/app/va-video-connect***.

- Review the helpful resources on this page, including the **Quick Start Guides** and **Frequently Asked Questions**.

**2** **Get set up.**

- **For Android or Windows mobile devices and personal computers:** No app download is needed. VA Video Connect will open automatically when you select your appointment link.

- **Apple users:** Download the VA Video Connect app from the Apple App Store before using the QR code to test your device for compatibility.

**3** **Test your device.**

- Open an internet browser and go to ***mobile.va.gov/app/va-video-connect***. Once on the page, select **Visit the VA Video Connect test site** to make sure your device's camera and microphone are fully functioning.

- If you would like to practice using the app before your appointment, ask your VA care team for a practice session.

**4** **Join your visit.**

- A few minutes before your video visit, find the appointment email from ***donotreply@mobilehealth.va.gov*** and select the appointment link to join your session.

- On the first page, enter your name and select **Connect**.

- On the second page, select the default settings for the camera, microphone, and audio output. Then select **Start** to join the appointment.

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

**VA Telehealth**

**VA** | U.S. Department of Veterans Affairs