To test whether your personally owned device is compatible with VA Video Connect, visit the VA Video Connect test site on your mobile device. More information may be found below and on our FAQs page.

The purpose of this document is to provide guidance to Veterans on how to access VA Video Connect when using an android device.

1. Enter the virtual medical room using your scheduling email or calendar reminder; touch the virtual medical room link. The virtual medical room is a private and secure space to meet your provider. Your provider can lock the virtual medical room for added security after all participants have arrived for the appointment.

2. Select your Microphone and Camera.

3. Ensure that your microphone is registering your voice. An active microphone will display a blue status bar as you speak. Ensure that your camera is picking up your image. An active camera will display your video feed.

   Click here for further trouble shooting instructions or audio video assistance.

4. Touch “START” when you ready to enter the virtual medical room.

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 National Telehealth Technology Help Desk at (866) 651-3180 or (703) 234-4483, Monday – Saturday, 7:00 AM through 11:00 PM ET.