MOBILE DEVICE INFORMATION GUIDE
Apple iOS® Devices

BASICS

What is an app?

App is short for 'application.' Apps are programs that you can use on mobile devices (smartphones or tablets). Some apps can be downloaded for free. Other apps may cost money.

How do I get an app?

The **App Store** is a virtual store for Apple iOS devices where you can download new apps. Search for specific apps by name or by category.

Wireless Network or Wi-Fi

Wireless Network or Wi-Fi allows you to use wireless internet in a local area. Users can connect to Wi-Fi on their devices such as smartphones, tablets, and laptops. This is different than the internet connection that comes from your data plan.

Be careful about what information you send over public Wi-Fi (e.g., at libraries, coffee shops).

Data & Data Plans

Data refers to the amount of email, internet searches, and streaming of music or videos used when you are not connected to Wi-Fi.

Your data plan refers to the amount of data that you pay for in your cellular plan. You are using your data plan when you are not connected to Wi-Fi.

Example Screen

Wi-Fi

9:45

Wed., March 18

App Store

PTSD Coach

Phone

Text Message

Home

U.S. Department of Veterans Affairs
Veterans Health Administration
VA Palo Alto Health Care System
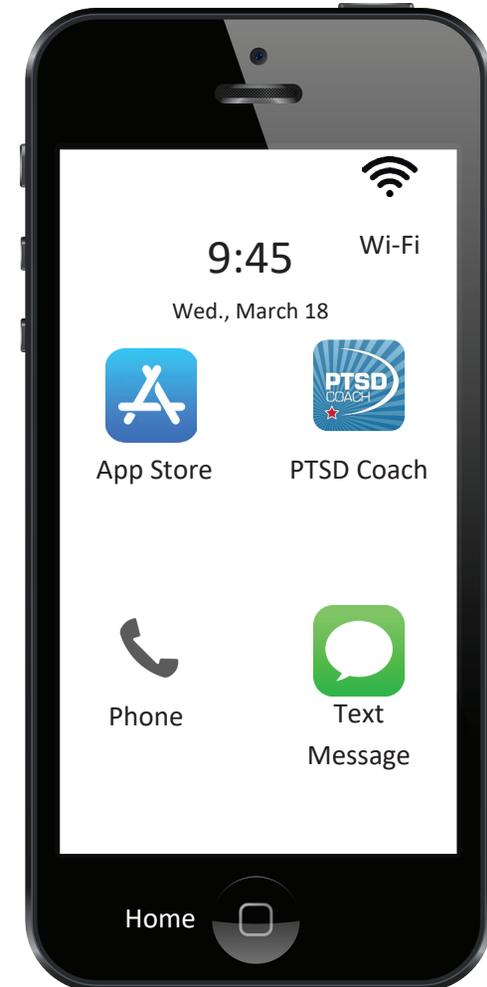
SYMBOLS GLOSSARY
Apple iOS®

Go backwards (go to previous screen)

Bluetooth technology

Wi-Fi
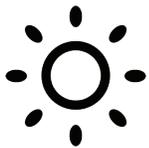
Screen Brightness
(adjust to make the screen brighter/darker)

Settings
(access to general, security, and accessibility settings)

Create something new
(Example: Create a contact)

Search function

Privacy information and settings
(within settings)

Passcode and Finger Print ID (password)
(newer iPhones use Face ID)
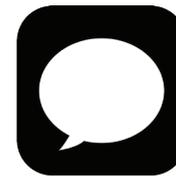
Text message

Email

HOW TO DOWNLOAD
Apple iOS®

Find App Store.

1. Make sure you are connected to internet using **Wi-Fi** or cellular data.

2. Using your Apple device (iPhone or iPad), tap on icon for the **App Store.**

Search for the app.

3. Search for the name of the app using the search bar at the top of the screen. For example, type in: **PTSD Coach**.

Search

🔍 ptsd coach   ⊗   Cancel
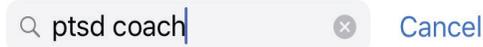
4. Scroll through the **App Store** until you find the app.

PTSD Coach
Health & Fitness
★★★★☆ 9
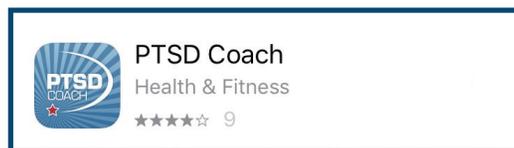
Install app.

5. Tap **Get** to install the app. Use your password, finger print, or face ID.

PTSD Coach
Health & Fitness
★★★★☆ 9   GET
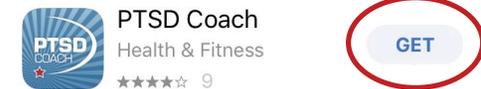
Open and use.

6. Wait for app to be installed**.**

PTSD Coach
Health & Fitness
★★★★☆ 9
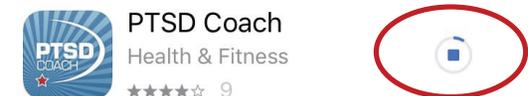
7. Tap icon on your home screen. Follow the on-screen instructions.

STAYING CONNECTED
Apple iOS®

Stay connected with family and friends

1. Call them on the **phone**. 📞

2. Try sending a **text message** 💬

   - Tap the text message icon.
   - Add a phone number or the contact after the **To:**
   - Type out a message in the box.
   - Tap **send** or the **arrow** to send it.

3. Send an **email**. ✉️

   - If you do not have an email, you can sign up for a free email from companies like Google. A Google email address is called gmail.

Video Chat with your family and friends

FaceTime is an app that you can use for video calls to people who have an Apple device. It comes with your device.

- Go to **settings**. Make sure the FaceTime button is set to the on position. You may need to sign in using your Apple ID.

- **Making a call**: Open the app. Tap the **plus button** in the upper right hand corner. Type the name, phone number, or email of the person you want to call. Press the video icon for video or phone for audio (voice) only.

Other apps like **Google Duo**, **Skype**, **Facebook Messenger**, and **Viber** can be used for video calls.

This information is not an endorsement of these apps.

Use VA Video Connect with your VA providers

1. **VA Video Connect** lets you have a live video appointment with your VA providers.

2. To use **VA Video Connect on an Apple device,** you need to first download the app from the **App Store**. Search "VA Video Connect" to find.

3. You will receive an email with a calendar invite from donotreply@mobilehealth.va.gov with a link to connect to the session.

4. At the time of your appointment, click on the link in your email. The session will start automatically.

For more information: https://mobile.va.gov/app/va-video-connect

VA MOBILE APPS

TERMS

QUESTIONS?

The VA created mobile apps to help cope with PTSD, stress, anxiety, depression and other problems. These apps are free to download.

Go to this **website** to find them: https://mobile.va.gov/appstore

You also can go to the app store and search for "**Department of Veterans Affairs**."

Some popular VA apps are **Mindfulness Coach**, **PTSD Coach**, and **PTSD Family Coach**.

What type of information do VA Mobile Apps collect?

Anonymous information is collected on VA Mobile Apps. VA apps allow you to stop collecting this information (your anonymous data) in the app settings menu.

End-User License Agreement

The End-User License Agreement or "EULA" is the agreement between you (the user) and the group that developed the app. The EULA should say how your data is collected and shared.

When you first open an app, the EULA will appear. You should read the EULA before you tap agree. You will need to tap agree to use the app.

Push Notifications

A push notification is an alert about an update or message. Most of the time, these alerts come from apps. The push notification could be a reminder, an alarm, or information. You may turn off push notifications in device settings.

Provider Name:

_____

Provider Phone Number:

_____

For further technical assistance

Call: VA Mobile Apps Help Desk **1-877-470-5947** (7 am-7 pm CT, Mon—Fri)

Call 911 if you are having a crisis or go to your nearest emergency room.

To reach the **Veterans Crisis Line**, call **1-800-273-8255** and **press 1**.

Confidential crisis **chat** at **VeteransCrisisLine.net** or text to **838255**.