

## Frequently Asked Questions

### VA Video Connect (VAVC) – Virtual Informal Conference

#### Veterans, Claimants, and Representatives

**Q1: What is VA Video Connect (VAVC)?**

A1: It is an application (app) that allows claimants and/or representatives to meet with VA personnel virtually or through video in a secure and private connection using a smartphone, computer, or tablet.

**Q2: Why should I use VAVC?**

A2: VAVC provides fast, easy, encrypted, real-time access to meetings in the virtual informal conference room so it allows you to choose where you'd like to receive services.

By connecting to the virtual informal conference (IC) room through VAVC, you can talk to VA personnel from anywhere, making appointments more convenient while eliminating travel and wait times.

**Q3: Who can use VAVC?**

A3: To use VAVC, you must:

- Have a pending higher-level review with a request for an informal conference with the Veterans Benefits Administration (VBA)
- Have an email account where the session link can be sent and accessed to start the session.
- Must have an internet service at home or on a device (if using mobile phone or tablet).

**Q4: What type of equipment do I need to use VAVC?**

A4: VAVC is compatible with most Windows compatible devices such as personal computers (PCs), laptops, Android mobile devices, and iOS mobile devices.

**Q5: Is there an app I need to download to use VAVC?**

A5: If you are using an Android or Windows device (desktop, laptop, tablet), the VAVC session is accessible via the link in the email invitation. There is no need to download the app.

If you are using an Apple mobile device, such as an iPhone or iPad, you will need to download the free VAVC App from the App Store. Use [this link](#) to find more information on downloading the VAVC (Pexip Infinity Connect Mobile App) for your iOS device.

**Q6: Does VAVC require a high-speed internet connection?**

A6: No. However, VAVC will work over lower-bandwidth connections, including cellular data connections, although the quality of the video may be reduced. If cellular data is used, a 3G or 4G connection with at least two (2) connection bars is recommended.

**Q7: Is the video connection with VAVC secure?**

A7: Yes. Only invited participants can join a virtual IC room in VAVC. Participants can always see who has joined.

VA conference hosts can lock the room once all invited participants have joined, so no other parties may join the conference session.

**Q8: Will a family member or caregiver be able to join my video visit in VAVC?**

A8: Yes, VAVC virtual IC rooms allow for multiple participants.

If the additional participants are in separate locations, claimants or representatives can share the email notification that provides the conference link.

**Q9: Will I need a username or password to access VAVC?**

A9: No. To enter your VAVC visit, you will only need the session link in the email.

When you join the virtual IC room, the application will ask for the name you want shown during the VAVC session.

**Q10: How can the VAVC Session be accessed?**

A10: When a VAVC session is scheduled, you will receive an email with a link to join the virtual informal conference room.

- The email also includes additional resources to help you learn about and use VAVC.
- At the time of your appointment, you simply click on the link, enter your name, and launch the session.
- Once you launch the session, select **Audio**, and wait for the conference host to let you in.

**Q11: Can the same link be used for all my VAVC sessions?**

A11: No, you cannot use the same link for all VAVC sessions. You will receive a new email invitation to join the virtual IC room for each requested session. The link in that email should be used.

**Q12: What if the claimant needs to change the VAVC appointment?**

A12: The claimant or their representative can call the VA National Call Center (NCC) at 1-800-827-1000 to leave information regarding the appointment. NCC will add the VA Form 27-0820, *Report of General Information* to the Veteran's claim file.

**Q13: Will a reminder be sent before the VAVC appointment?**

A13: Yes. You will receive a reminder email 24 hours prior to your appointment.

Appointment confirmations with instructions and links are sent when the appointment is scheduled.

It is recommended that you add the appointment and session information to your calendar.

Additionally, you can set up an email folder to save all VAVC invitations so that they are easy to find at the time of your appointment.

**Q14: What if email notification cannot be located?**

A14: If you are unable to locate the email notification of the scheduled appointment and session information, be sure to:

- Check your spam folder for the email notification.
- To search your email, type [video\\_visit@va.gov](mailto:video_visit@va.gov) in the search field.
- Contact your [VA Facility](#) or the National Call Center at 1-800-827-1000.

**Q15: What if the appointment link doesn't work?**

A15: Check the email notification for the date and time of the IC. You may not be able to access the virtual room 30 minutes before or after your scheduled appointment time.

***Do not use the link for past VAVC past sessions.***

For technical assistance, contact the VA National Telehealth Technology Help Desk at (855) 519-7116 Monday through Saturday, 7 a.m. through 11 p.m. ET.

**Q16: What if the VAVC session doesn't load in the internet browser?**

A16: For the best results, Google Chrome is the recommended browser.

To download Google Chrome, download [google.com/Chrome](http://google.com/Chrome).

**Q17: The VAVC session is taking too long to load.**

A17: Check the internet connection on your device.

If you are using cellular data on a mobile device, move closer to a window or away from the center of the building to improve signal strength.

Consider switching to Wi-Fi.

If you are using Wi-Fi and still experience slow connectivity, move closer to your router.

It is recommended to visit the VAVC test site at least 15 minutes before your scheduled VAVC session.

**Q18: How can the connection and audio/video settings be tested before the video appointment starts?**

A18: To test, visit the [VAVC test site](#) on your mobile device.

For the best performance, join the informal conference in the same location you tested your internet connection and device.

**Q19: How do you join the video appointment with the conference host?**

A19: Click on the session link in the email invitation. The appointment will begin when your conference host arrives. Prior to the start of the IC, you will wait in a virtual waiting room. The virtual waiting room will be available 30 minutes before the scheduled start time of your appointment.

**Q20: Can messages be sent to the conference host by typing during my video appointment?**

A20: Yes. The participants can send chat messages during the conference.

To hide the Chat Room during the session, tap the down arrow.

To unhide the Chat Room, tap the up arrow.

**Q21: How do I mute my microphone so the conference host cannot hear my audio?**

A21: To mute your microphone during the IC, click on the microphone icon.

- A slash through the microphone icon will appear indicating that your microphone is muted.

To unmute, click on the microphone icon to remove the slash and then speak.

**Q22: How do I hide the video feed, so the conference host cannot see me?**

- A22: To hide the video feed, click on the video camera icon.
- o A slash through the video icon will appear indicating your video feed is hidden.

To unhide, click on the video icon to remove the slash and the video feed will activate.

**Q23: When the meeting is done, how do you end or ‘hang up’?**

- A23: To exit the video meeting with your conference host, click on the red circle with the phone icon. A red pop-up “Leave Session” box will appear.

Tap **Yes, Leave** to leave, or tap **No** to return to the video meeting.

Once logging/leaving the session, it will bring you back to the VAVC login screen.

**Q24: What happens during a crisis during the VAVC session?**

- A24: VAVC should not be used in an emergency. If there is a medical emergency, please [call 911](#).

If you are in crisis or having thoughts of suicide, call the **Veterans Crisis Line at 988 and press 1**.

For urgent matters related to an appointment, please contact your [VA Facility](#) or the National Call Center at 1-800-827-1000.

**Q25: What should I expect when I contact the VA National Telehealth Technology Help Desk for VAVC issues?**

- A25: You will be prompted to select the office designated to your IC, which will be the Office of Administrative Review (OAR).

For technical assistance for the IC with OAR, **select 3**. There is a menu option for Veterans but do not select that as it is a general help line. By selecting 3, it will direct you to a specific technician to assist with any IC technical issues.

You will then receive an automated message stating: “Thank you for calling the Veterans Administration VAVC Helpdesk, please hold for the next available tech”.

Other prompts to the help desk line are as follows:

- If you are a veteran requiring general information about VAVC, Select 1 for assistance.
- If you are calling for the Veterans Benefits Administration, Select 2 for VBA
- **If you are calling for the Office of Administrative Review, Select 3 for OAR.**
- If you are calling for the Board of Veterans' Appeals, Select 4 for BVA.