

# MOBILE DEVICE INFORMATION GUIDE

## Android™ Devices

### BASICS

#### What is an app?

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

#### How do I get an app?

The **Play Store** on Android devices is a virtual store where you can download apps. You can find specific apps by searching the name or 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.

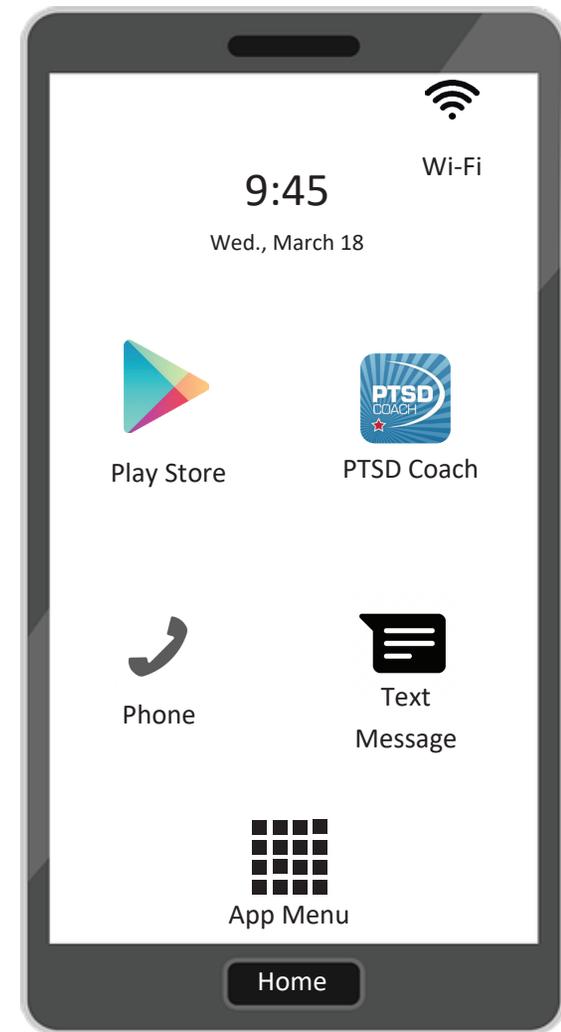
Be careful about what information you send over public Wi-Fi (e.g., at libraries, coffee shops).

#### 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



# SYMBOLS GLOSSARY

## Android™



Go backwards (go to previous screen)



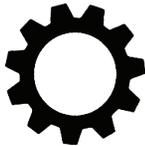
Bluetooth technology



Wi-Fi



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



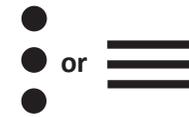
Settings  
(access to general, security, and accessibility settings)



Create something new  
(Example: Create a contact)



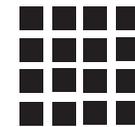
Search function



Menu – either symbol represent Menus,  
depending on your device



See all of your open apps and programs on  
your device at once



See all of your apps on your device  
(the number of squares in this icon may differ)



Text message



Email

# HOW TO DOWNLOAD Android™

## Find Play Store.

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

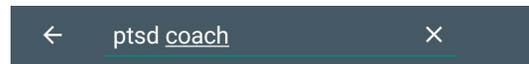


2. Using your Android device (smartphone or tablet), tap on icon for the **Play Store**.

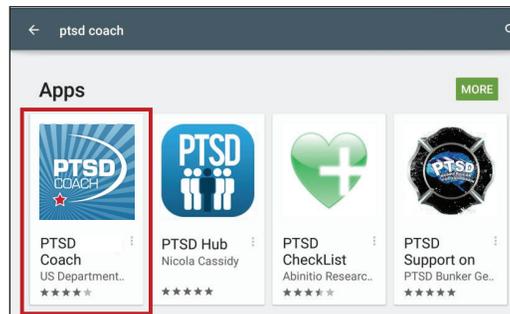


## Search for the app.

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



4. Scroll through the **Play Store** until you find the app. Tap the app icon.



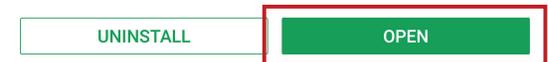
## Install app.

5. Tap **Install**.



## Open and use.

6. Wait for app to be installed and then tap **OPEN**.



7. When the app is open, follow the on-screen instructions.



# STAYING CONNECTED

## Android™

### 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 th 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

**Google Duo** is a free app that can make video calls.



1. Download the app.
2. Follow the instructions on the screen. Let the app access your camera and microphone.
3. Enter your phone number to verify it.
4. Enter the code received by text in the Google Duo app.
5. **Making a call:** On the **search bar**, type the name of the person you want to call. Tap their name then tap the **video call** button to call.



Other apps like **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. **VA Video Connect** works on Android devices that have an internet connection and a web camera.
3. You do not need to download an app to use it.
4. You will receive an email with a calendar invite from [donotreply@mobilehealth.va.gov](mailto:donotreply@mobilehealth.va.gov) with a link to connect to the session.
5. 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

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 play 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.

## TERMS

### **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.

## QUESTIONS?

**Provider Name:**

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**Provider Phone Number:**

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### **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.**