

Final Educational Materials

How to Download an App – Android

How to Download an App – iOS

Mobile Device Information Guide – Android

Mobile Device Information Guide – iOS

Mindfulness Coach Step-by-Step Guide – Android and iOS


PTSD Coach Step-by-Step Guide * – Android and iOS

Mood Coach Step-by-Step Guide – iOS only

*The PTSD Coach app has been updated and a corresponding guide can be requested from the authors.

INCREASE FONT SIZE

STEP 1:




Tap the **Settings** app on your home screen.

If needed, choose **Device** at the top of the screen.

STEP 2:

Scroll down until you find **Accessibility**. Tap **Vision**.

 Accessibility

Vision

*The menu layout may vary by Android phone.

STEP 3:

Scroll down to **Font and Screen Zoom**.

Accessibility > Vision

Font size

Large

STEP 4:

Select the font size that suits you best.* Tap apply.

Font size

Tiny

Extra small

Small

Medium

Large

Extra large


Huge

☐☐☐☐☒☐☐

CANCEL

CONNECT TO BLUETOOTH

STEP 1:



Tap the **Settings** app on your home screen.

Select **Connections** at the top of the screen.

STEP 2:

Tap the small button to turn on your **Bluetooth** connection.*

Network connections

Wi-Fi

Bluetooth

☐

☒

STEP 3:

Select which device you wish to pair using Bluetooth.

Connect to hearing aids and audio devices.



WANT TO LEARN MORE?

Explore other features on your own or with your provider!

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Developed by the Palo Alto Geriatric Research, Education, and Clinical Center (GRECC) with support from VHA Geriatrics and Extended Care Services for the Geri-Mobile Health Project. Version 1.5 08/14/2018

HOW TO DOWNLOAD AN APP

ANDROID™ DEVICES



HOW TO DOWNLOAD AN APP
IN 4 STEPS

STEP 1:
FIND PLAY STORE

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



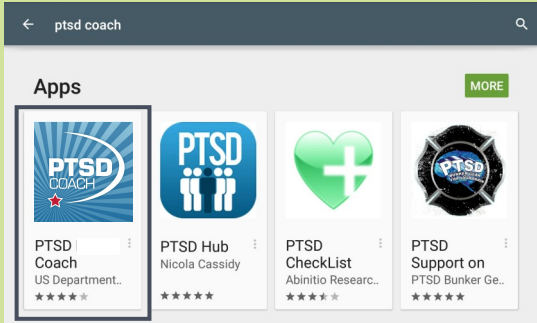
2. Using your Android device (smartphone or tablet), tap on icon for the Play Store.

STEP 2:
SEARCH FOR THE APP

3. Search for the name of the app. For example, type in: PTSD Coach.



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



STEP 3:
INSTALL APP

5. Tap Install.



Remember: You can always uninstall the app.

STEP 4:
OPEN AND USE

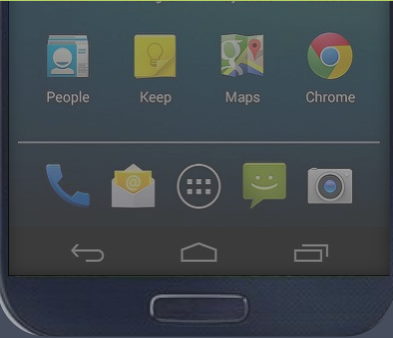
6. Wait for app to be installed and then tap OPEN.



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

Need more assistance?
Call the VA Mobile Apps Help Desk
1-877-470-5947 (7am-7pm CT Mon-Fri)
email: MobileMentalHealth@va.gov
<https://mobile.va.gov/appstore>

LEARN MORE:
SPECIAL FEATURES



ANDROID™
DEVICES

INCREASE FONT SIZE

STEP 1:



 General

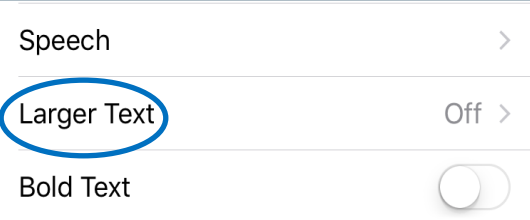
Tap the **Settings** app on your home screen. Next, tap **General**.

STEP 2:



Scroll until you find **Accessibility**.

STEP 3:



Tap on **Larger Text**.

STEP 4:



Adjust font size.

CONNECT TO BLUETOOTH

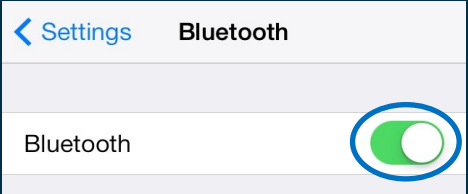
STEP 1:



 Bluetooth

Tap the **Settings** app, next tap **Bluetooth**.

STEP 2:




Tap the button to turn on your Bluetooth connection.

STEP 3:

Select which device you wish to pair using Bluetooth.

Connect to hearing aids and audio devices.



WANT TO LEARN MORE?

Explore other features on your own or with your provider!



HOW TO DOWNLOAD AN APP IN 4 STEPS

STEP 1: FIND THE APP STORE

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



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



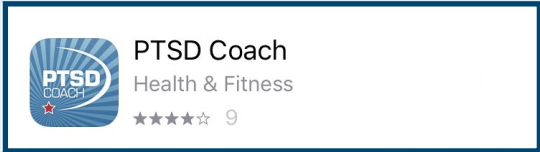
STEP 2: SEARCH FOR THE APP

Search

ptsd coach Cancel

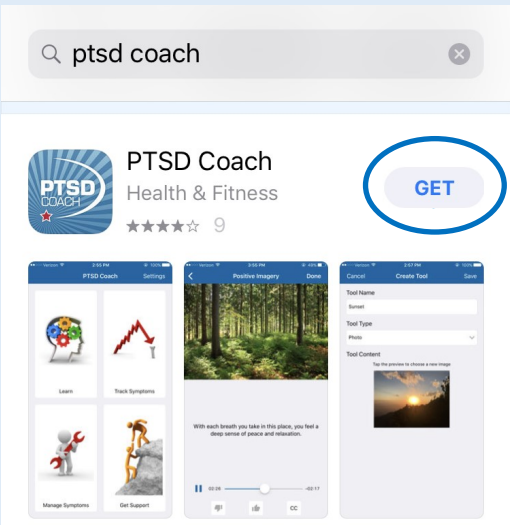
3. Search for the name of the app. For example, type in: **PTSD Coach**. Look for the app.

4. Scroll until you find the app.



STEP 3: INSTALL APP

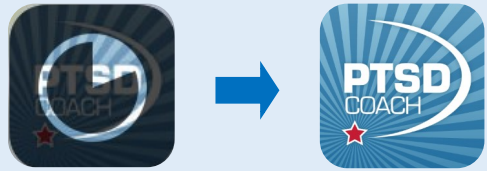
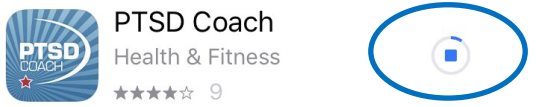
5. Tap **Get** to install the app and enter password or use finger print.



Remember: You can always uninstall the app.

STEP 4: OPEN AND EXPLORE

6. Wait for app to be installed.

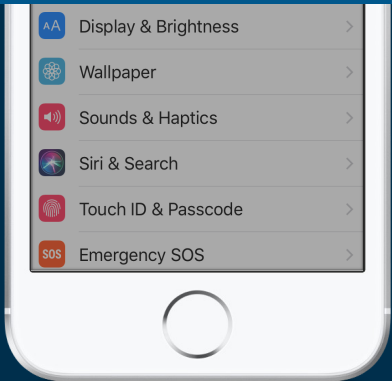
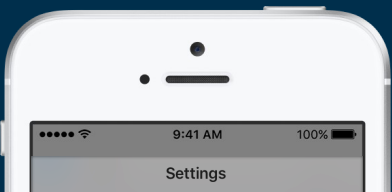


7. When app is installed, tap the icon on your home screen. Follow on-screen instructions.

Need more assistance?

Call the VA Mobile Apps Help Desk
1-877-470-5947 (7am-7pm CT, Mon-Fri)
email: MobileMentalHealth@va.gov
<https://mobile.va.gov/appstore>

LEARN MORE:
SPECIAL FEATURES



Apple® Devices



MOBILE DEVICE INFORMATION

[Symbols](#) | [Glossary](#) | [FAQs](#)

Android™



WHAT IS A MOBILE DEVICE INFORMATION GUIDE?

This guide provides extra information about mobile devices (smartphones and tablets). It has glossaries for technology symbols and terms. The guide also has answers to frequently asked questions.

Feel free to return to this guide as you explore your mobile devices!

TABLE OF CONTENTS

- 3 MOBILE DEVICE SYMBOLS
GLOSSARY
- 5 MOBILE TERMS GLOSSARY
- 9 FREQUENTLY ASKED QUESTIONS
(FAQs)



Go backwards (go to previous screen)



Bluetooth technology



Wi-Fi



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



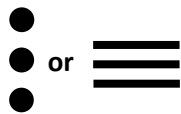
Settings
(access to general, security, and accessibility settings)



Create something new
(Example: Create a contact)



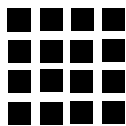
Search function



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)

Terms Glossary

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.
Bluetooth	This is a type of technology that connects a mobile device with another device without using a cord. The devices need to be near each other. For example, Bluetooth may be used to connect your phone with your hearing aids. Bluetooth also can connect your phone to some speakers or headphones.
Cellular Plan	When you get a cellphone, you will get a cellular plan from your phone company. This plan lets you make phone calls and send text messages. It also lets you use the internet or mobile apps when you are not connected to Wi-Fi. See data plan for more information. Cellular plans vary.

Terms Glossary

Data	<p>On a mobile device, data represents the amount of internet you use when you are not connected to Wi-Fi. Some apps also will use data if you are not connected to Wi-Fi.</p> <p>Your cellular plan has unlimited or limited data. (see Cellular Plan)</p>
Data Plan	<p>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.</p>
End-User License Agreement	<p>The End-User License Agreement or “EULA” is the agreement between you (the user) and the group that developed the app. The EULA may say how your data is collected and shared.</p> <p>When you first open a VA App, the EULA will appear. You should read the EULA before you tap agree. You will need to tap agree to use the app.</p>

Terms Glossary

Home Button	The Home button is the a button on the front of an Android device. It may be a button on the phone or an icon in the bottom center of your screen. You press this button to exit apps and return to your Home screen.
Play Store	The Play Store is an app on Android devices that acts as a store to download new apps. Any app that is made for Android devices should be found by searching the name or category.
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.

Terms Glossary

Wi-Fi or Wireless Network	<p>Wi-Fi or wireless network 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 service connection that comes from your data plan.</p>
Your Data	<p>Your data is information that can be collected from your phone. The data that is collected could be your location, your age and gender, or information about what app features you use.</p> <p>Sometimes data collected may be anonymous. Other times, the data may be able to identify you. VA apps collect anonymous data. You can opt out of having a VA app collect your data.</p>

Frequently Asked Questions

On what devices can I use a mobile app?

You can use mobile apps on smartphones or tablets. If you are using a tablet, you may have to change your search for the app to include apps created for phones.

If my tablet is not connected to a Wi-Fi (wireless network), can I use the internet?

It depends on whether you have a data plan for your tablet. Many tablets only connect to the internet using Wi-Fi. See **Cellular Plan** and **Data Plan** for more information.

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.

If you have difficulty turning off this data collection, call VA Mobile Apps Help Desk for assistance: *1-877-470-5947 (Hours: 7am-7pm CT Monday to Friday)* or email: *MobileMentalHealth@va.gov*

Frequently Asked Questions

How can I check if my tablet comes with a data plan?

- For a quick check, look to the top left corner of your screen. If you see a 3G, 4G, or LTE, then you are connected to the internet using your data plan. If you do not, you may not have a data plan.
- If you bought your tablet from a cellular company, check with the company or check your bill to see if your tablet comes with a data plan.
- If you bought your tablet from an electronic store (e.g., Best Buy), you may not have a data plan to connect you with the internet. Your tablet will require Wi-Fi.

VA Mobile Apps Data Use:

You will need access to Wi-Fi or Data to download VA Mobile Apps. However, VA Mobile Apps do not require internet access during use.



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Palo Alto Health Care System

Developed by the Palo Alto Geriatric Research, Education, and Clinical Center (GRECC) with support from VHA Geriatrics and Extended Care Services for the Geri-Mobile Health program.

Version 1.5, 08/14/2018



MOBILE DEVICE INFORMATION

[Symbols](#) | [Glossary](#) | [FAQs](#)

Apple iOS®



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Symbols Glossary Apple iOS®



Go Backwards (go to previous screen)



Bluetooth technology



Wi-Fi



Screen Brightness
(adjust to make screen brighter/darker)

Symbols Glossary Apple iOS®



Passcode and Finger Print ID (password)
creation (within settings)



Privacy information and settings
(within settings)



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



Create a contact

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U.S. Department of Veterans Affairs

Veterans Health Administration
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Version 1.5, 08/14/2018

MINDFULNESS COACH



A STEP-BY-STEP GUIDE
Apple® and Android™ Devices

OVERVIEW

What is Mindfulness Coach?

The Mindfulness Coach application (app) can help with stress, anxiety, or depression. Mindfulness is paying attention to the present moment. This means noticing your thoughts and how you feel. The app helps you become aware of thoughts and emotions in everyday life. Use this app anytime.

*This app is not intended to replace mental health care.

Why use Mindfulness Coach?

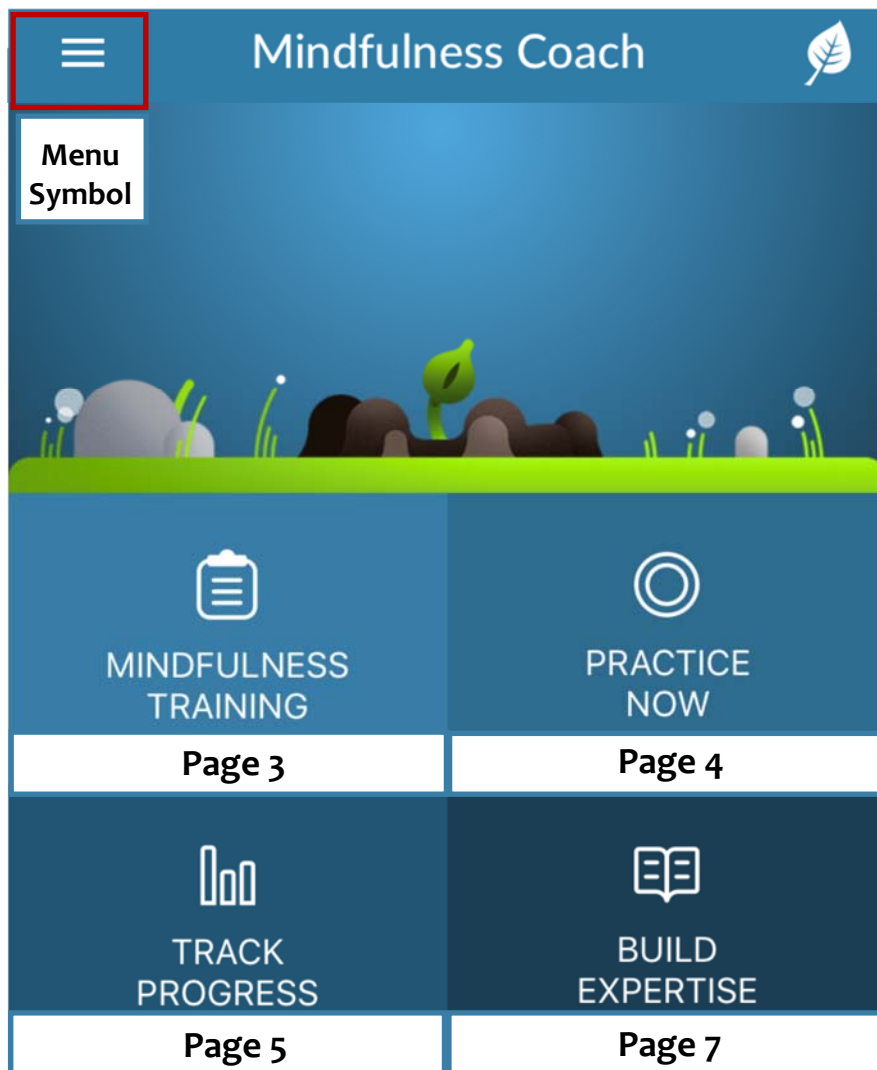
Mindfulness Coach helps you learn about mindfulness. It leads you through exercises. You can also track your progress.

Additional Details

The Mindfulness Coach app was developed by the Department of Veterans Affairs National Center for Posttraumatic Stress Disorder (PTSD) and the Department of Defense.

You will need to read and accept the End User License Agreement to use the app.

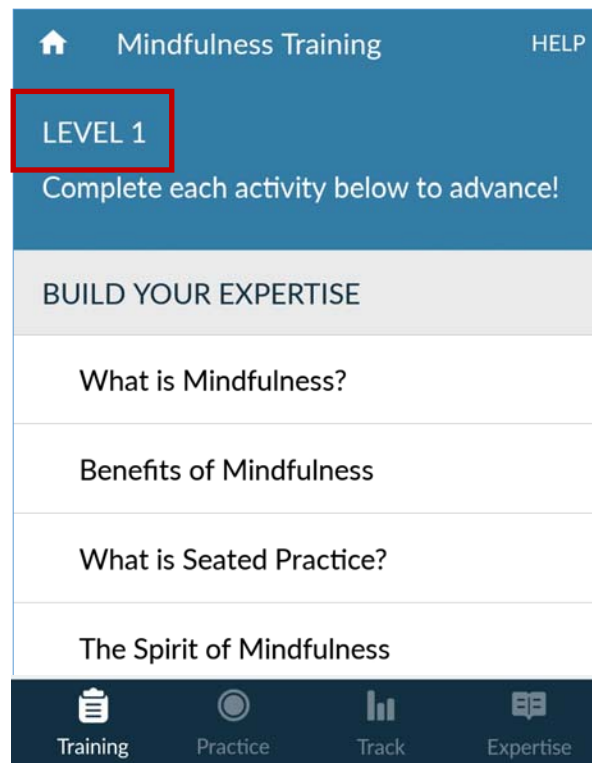
FEATURES & TABLE OF CONTENTS



FEATURE 1: MINDFULNESS TRAINING



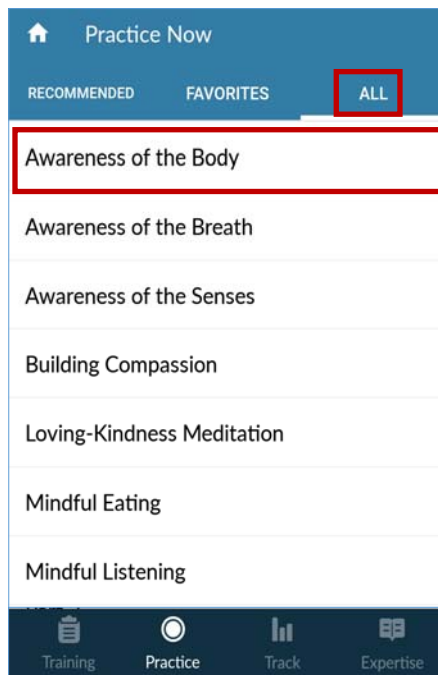
Mindfulness Training guides you to improve your skills one level at a time. It recommends different activities based on your level. As you advance a new level, your tree on the app home screen will grow.



FEATURE 2: PRACTICE NOW

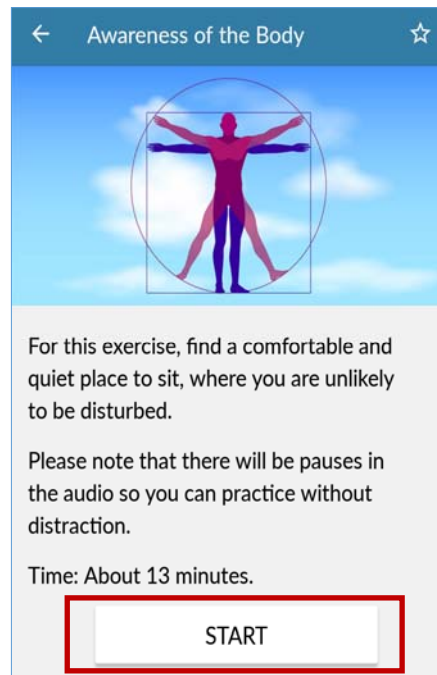


Practice Now offers a list of guided mindfulness practice. The app will guide you with audio. You can also guide yourself.



Step 1:

Select **All** to see a list of all the practices. Tap on **Awareness of the Body**.



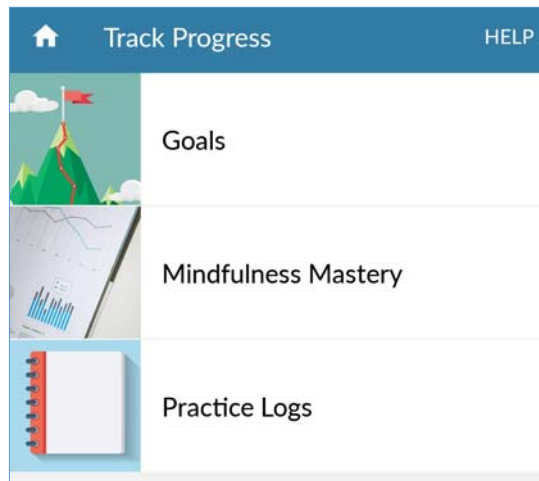
Step 2:

Tap **Start** to begin. When you finish, tap **Next** to log the exercise.

FEATURE 3: TRACK PROGRESS



Track Progress helps you track your goals and progress over time. You can take assessments on your level of **Mindfulness Mastery**. You can also use **Practice Logs** to keep a record of your practices.

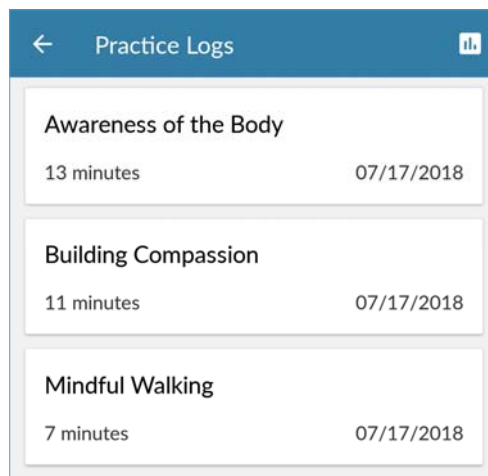


Example: Entering a new **Mindfulness Goal**

PRACTICE LOG



Practice Log lets you keep track of your mindfulness practices. Over time you can see a graph of your activity.



Step 1:

Tap on **Practice Logs** in the **Track Progress** menu.

Step 2:

Tap the plus



to add a **New Entry** and any comments you may want to record about your practice.



Step 3:

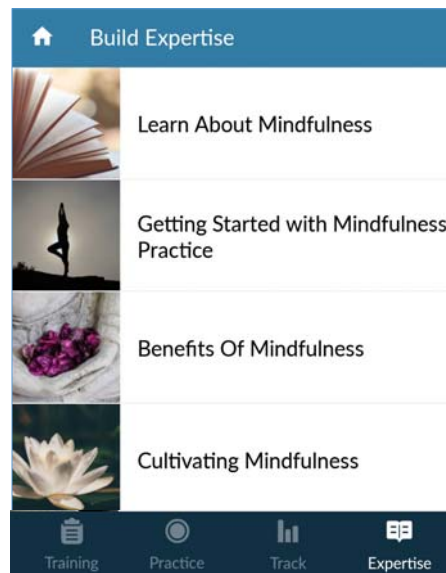
Tap the graph symbol in the right corner of the **Practice Logs** page. Monitor your practice over time with the graph.



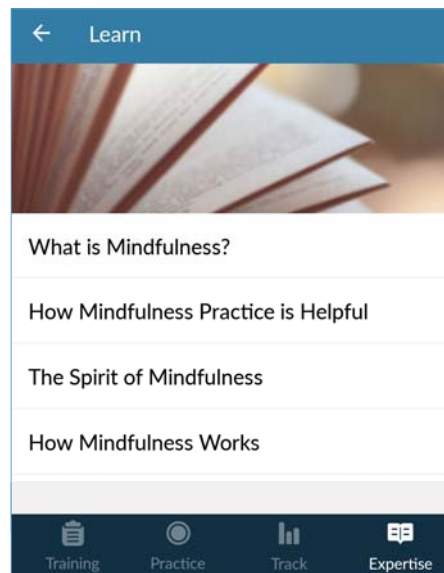
FEATURE 4: BUILD EXPERTISE



Build Expertise gives information on mindfulness practice. It answers questions you may have. For example, you will learn how to cope with challenges you may have in your practice. You will also learn how to be mindful in your every day life.



Step 1:
Tap on **Build Expertise**
in your app's home screen.



Step 2:
Tap on the section that
interests you.

EXTRA INFORMATION

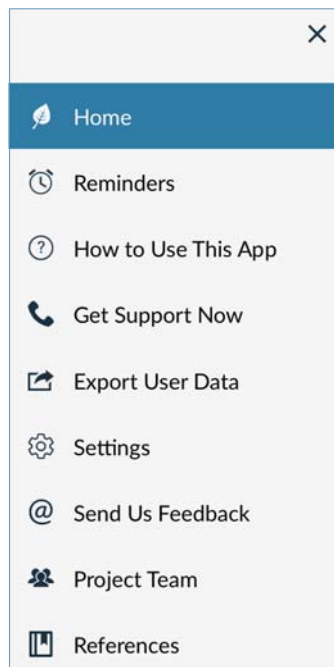
SIDE MENU & SYMBOLS

SIDE MENU




Step 1:


Tap on the **Menu Icon** in the top left corner of the app's home screen. It is three horizontal lines. (see red box above)



Step 2:

A menu will appear on the left side of the screen. See next page for more information. Tap the **x** to close the menu.

 **Home:** Tap this symbol to bring you back to the app home page.

 **Badges:** You earn badges for spending time in the app practicing or learning.

EXTRA INFORMATION REMINDERS, SUPPORT, & SETTINGS

Example 1: REMINDERS

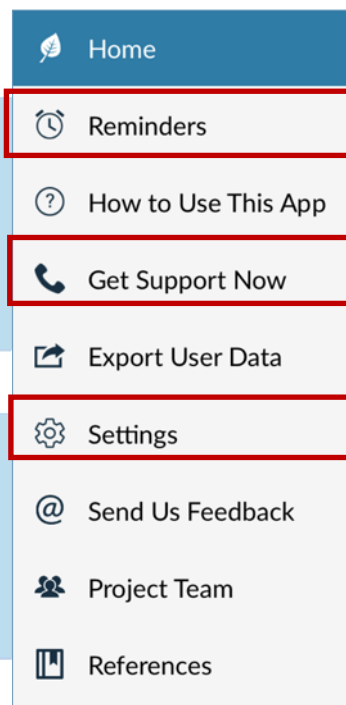
Here you can set reminders to practice mindfulness.

Example 2: GET SUPPORT (CRISIS RESOURCES)

You can get crisis resources, such as the Veterans Crisis Line.

Example 3: SETTINGS

You can see the privacy policy and delete your app's data here.



QUESTIONS?

Provider Name: _____

Provider Phone Number: _____

Need further technical assistance?

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

Email: MobileMentalHealth@va.gov

Website: <https://mobile.va.gov/appstore>

THINGS TO REMEMBER

- Feel free to explore the app.
- Want to exit the app? Click your phone's home button or icon.
- Other available guides: **How to Download an App & Mobile Device Information**

For any crisis, including medical emergencies, go to your nearest emergency room or call 911.

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

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

VA



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Version 1.5, 08/14/2018



A STEP-BY-STEP GUIDE

Apple® and Android™ Devices

OVERVIEW

What is PTSD Coach?

The PTSD Coach application (app) is for people with symptoms of post-traumatic stress disorder (PTSD). The app helps people learn and manage their symptoms. The app can be used any time.

*This app is not intended to replace mental health care.

Why use PTSD Coach?

PTSD Coach gives information about PTSD. You can assess your symptoms. You can also learn about tools to help manage the life stress that may accompany PTSD.

Additional Details

This app was developed by the Department of Veterans Affairs National Center for PTSD and the Department of Defense.

You will need to read and accept the End User License Agreement to use the app.

APP FEATURES

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**Track
Symptoms**

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**Get
Support**

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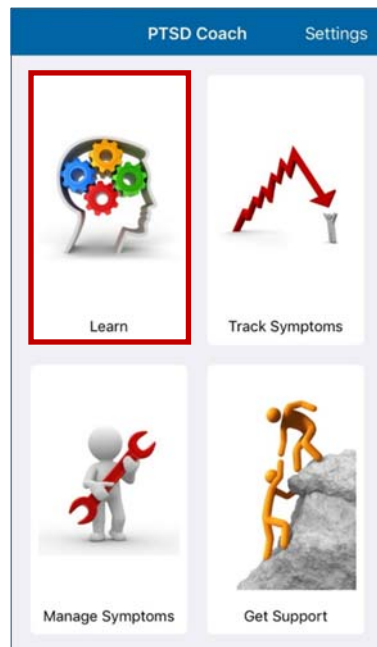
**Manage
Symptoms**

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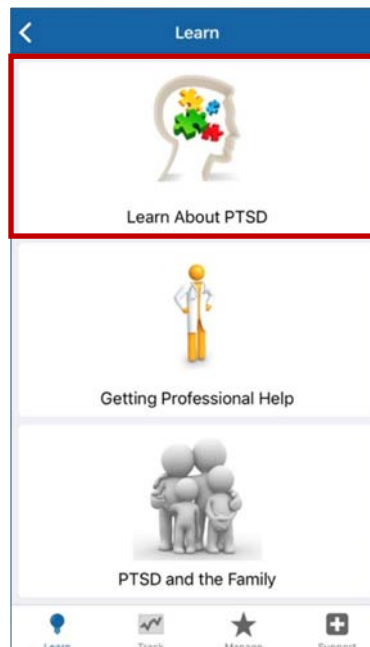
FEATURE 1: LEARN



Learn teaches common symptoms and coping strategies. You can learn how to involve friends and family in treatment.



Step 1:
Tap on **Learn** in the app's home screen.



Step 2:
Tap on the section that interests you.

< About PTSD	< About PTSD
What is PTSD? >	<p>What is PTSD?</p> <p>Post traumatic Stress Disorder (PTSD) is caused by witnessing, experiencing, or learning about someone close to you who experienced traumatic events (such as actual or threatened death, serious injury, or sexual violence).</p> <p>The good news: PTSD is treatable.</p> <p>PTSD includes 4 types of symptoms:</p> <ol style="list-style-type: none"> 1. Re-experiencing or reliving the trauma, such as: <ul style="list-style-type: none"> • Disturbing memories or nightmares • Feeling or acting like the trauma is happening again (flashbacks) • Becoming very upset when reminded of the trauma 2. Persistent avoidance such as: <ul style="list-style-type: none"> • Avoiding memories or thoughts about the trauma • Avoiding places, people or conversations that remind you of the
How does PTSD develop? >	
How common is PTSD? >	
Who develops PTSD? >	
How long does PTSD last? >	
Problems related to PTSD >	
PTSD treatment >	
Do I have PTSD? >	
I have PTSD... >	
I'm embarrassed to have PTSD >	
Social isolation >	
Sleep problems: Nightmares >	
Sleep problems: Insomnia >	

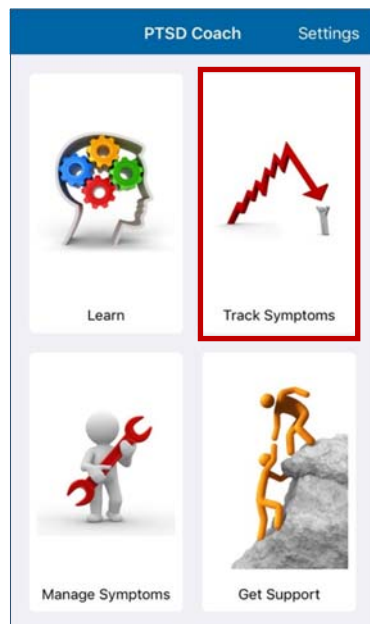
Example: Learn About PTSD

To learn more about living with PTSD, tap on **Learn About PTSD**. Read the information provided. Ask your provider if you have questions.

FEATURE 2: TRACK SYMPTOMS



Track Symptoms allows you to answer questions about how you're feeling. Tracking may help you see how your symptoms change over time. You may schedule a reminder to take an assessment.



Step 1:
Tap on **Track Symptoms**
in your app's home screen.

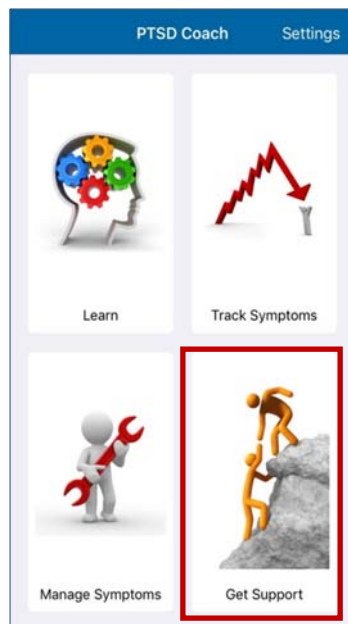


Step 2:
Tap on **Take Assessment**
to begin using the
assessment feature.

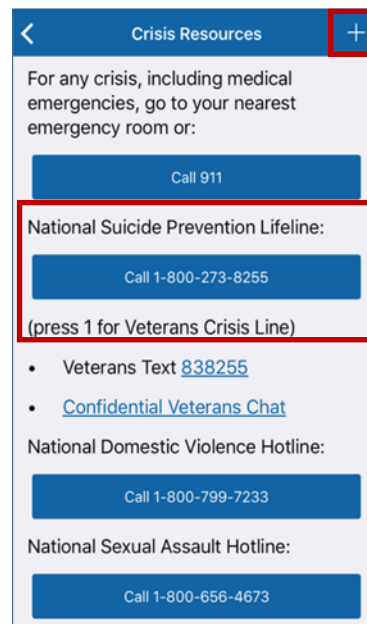
FEATURE 3: GET SUPPORT



Get Support helps you access Crisis Resources for immediate support. You can also tap the + and enter your own contacts.



Step 1:
Tap on **Get Support**
in your app's home screen.

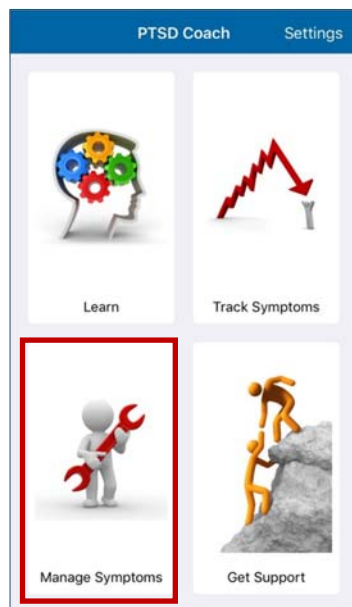


Step 2:
By tapping on the blue
boxes, you can call for
help when in crisis.

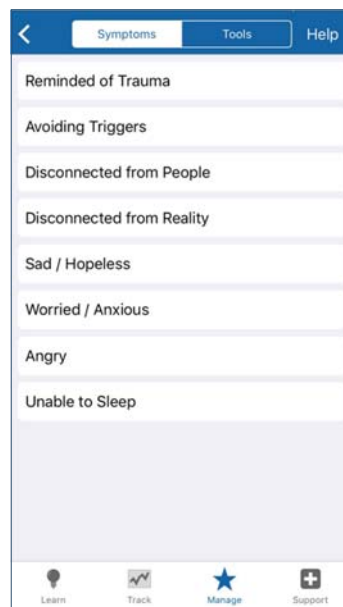
FEATURE 4: MANAGING SYMPTOMS



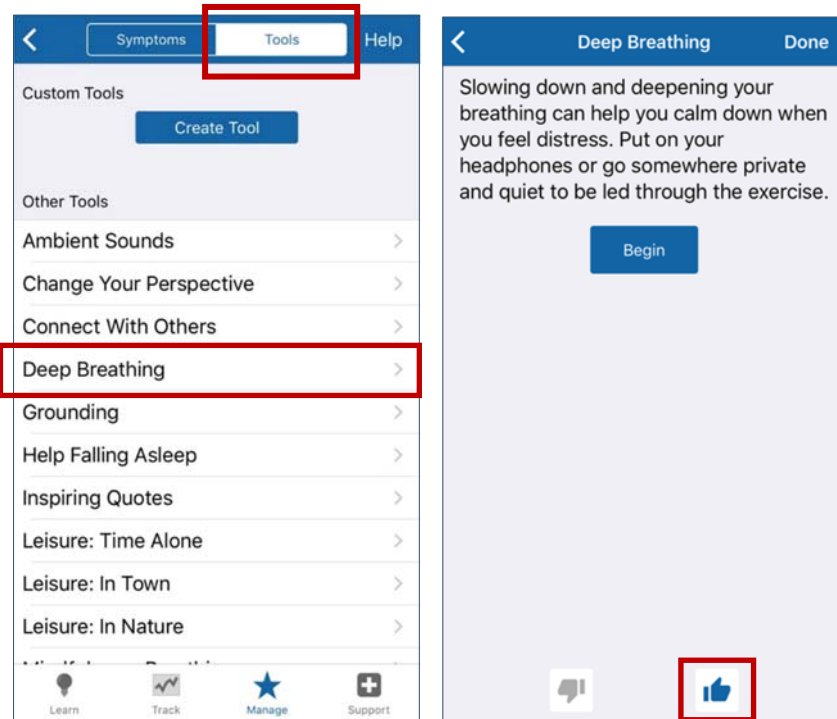
Managing Symptoms gives you tools to help you work through symptoms you may be experiencing. You may get to the tools by choosing the symptom you are experiencing. The app will suggest a tool that fits.



Step 1:
Tap on **Manage Symptoms** in your app's home screen.



Step 2:
Select and tap on the **symptom** you are experiencing.



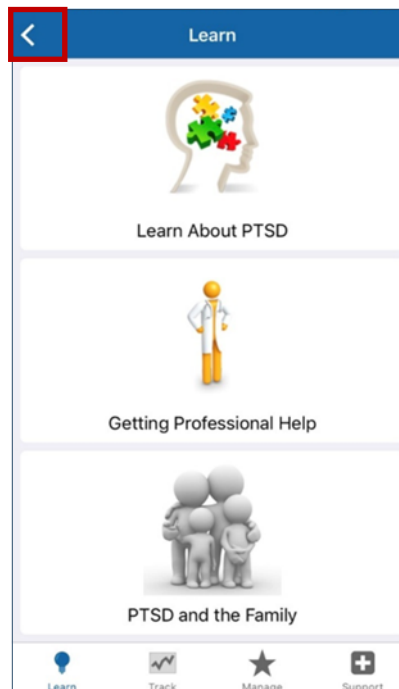
Tool Example: Deep Breathing

You also may choose which tool to use by tapping on **Tools** at the top of the screen.

If you like a tool and would like to use it more often, you can tap the **thumbs up button** at the bottom of the screen. This will turn the thumb blue and the tool will be added to your **favorite tools** on the **Tools** screen.

THINGS TO REMEMBER

- Feel free to explore the app.
- If you need to get back to the home screen, use the arrow symbol at the top left of the screen.
- Want to exit the app? Click your phone's home button or icon.
- Other available guides: **How to Download an App & Mobile Device Information.**



QUESTIONS?

Provider Name: _____

Provider Phone Number: _____

Need further technical assistance?

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

o Email: MobileMentalHealth@va.gov

Website: <https://mobile.va.gov/appstore>

For any crisis, including medical emergencies, go to your nearest emergency room or call 911.

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

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

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Palo Alto Health Care System

*Developed by the Palo Alto Geriatric Research, Education, and Clinical Center (GRECC)
with support from VHA Geriatrics and Extended Care Services for the Geri-Mobile Health
Project.*

Version 1.5, 08/14/2018

A large orange square containing a circular graphic. The graphic consists of a central orange circle, an inner ring divided into six segments of varying shades of orange, and an outer ring divided into six segments, one of which is white. The text "MOOD COACH" is written in white, sans-serif, uppercase letters in the upper right quadrant of the orange square.

MOOD COACH

A STEP-BY-STEP GUIDE
Apple® Devices

OVERVIEW

What is Mood Coach?

The Mood Coach application (app) can help with depression or stress. Mood Coach is based on a treatment called Behavioral Activation. Behavioral Activation works by having a person choose pleasant activities to do. Taking part in activities improves mood.

*This app is not intended to replace mental health care.

Why use Mood Coach?

Mood Coach helps you create a personalized plan for activities to do to improve your mood. Your plan is based on six values that you choose. Mood Coach uses your values to help you choose activities to do. Then, it helps you schedule time to do these activities.

Additional Details

Mood Coach is an app developed by the Department of Veterans Affairs National Center for Posttraumatic Stress Disorder (PTSD) and the Department of Defense.

You will need to read and accept the End User License Agreement to use the app.

APP FEATURES

Table of Contents

Page 3 — Finding & Using the Main Menu

Page 4 — My Plan & My Plan History

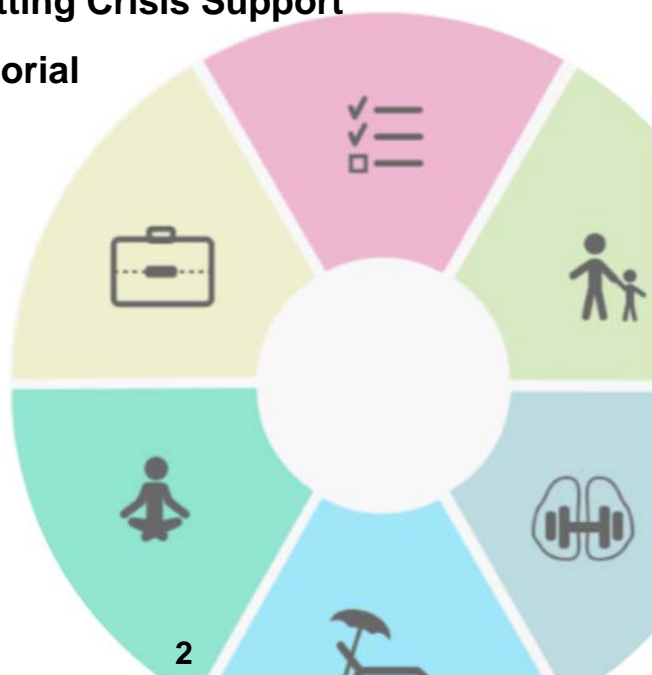
Page 5 — Daily Mood Ratings

Page 6 — Assess My Symptoms

Page 7 — Learn

Page 8 — Getting Crisis Support

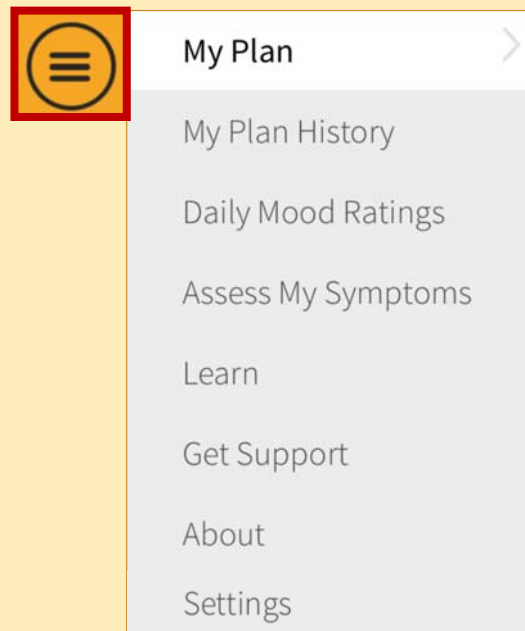
Page 9 — Tutorial



MOOD COACH MAIN MENU



Main Menu lists the features of the Mood Coach app. The **Main Menu** (shown below) can be found by tapping on the **Menu Icon** in the top left corner of your screen. The **Menu icon** is three horizontal bars within a circle.

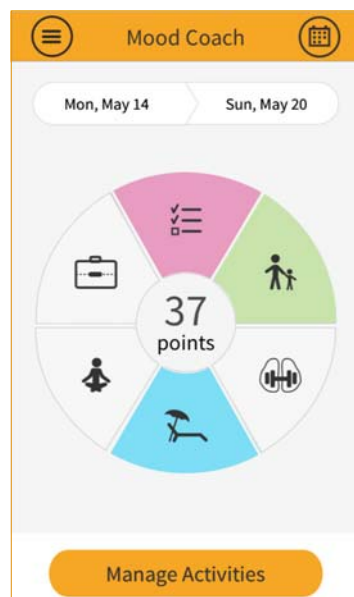


Use this **Main Menu** as you explore the app.

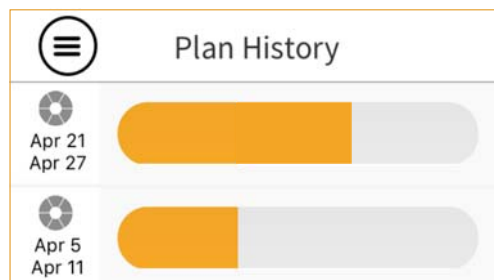
FEATURE 1: MY PLAN & HISTORY

My Plan allows you to track and view your current progress. The values not filled in with color are those on your **My Plan** that you have not yet worked on for the week.

My Plan



My Plan History



By tapping on **My Plan History**, you can see your past progress.

Each week is shown by a bar. Your progress is shown by the amount of orange in each bar. A full bar means 100% of your planned activities were completed.

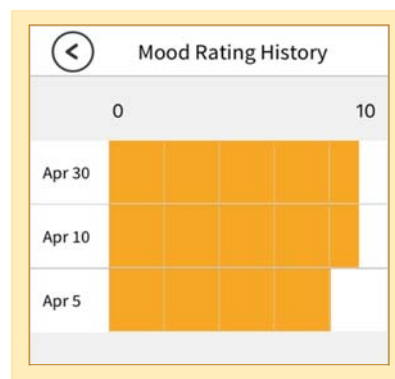
FEATURE 2: DAILY MOOD RATINGS

Daily Mood Ratings on Mood Coach allows you to track your mood each day. You can see your past ratings in your **Mood Rating History**.



Rate My Mood

Move the slider to show how you feel right now. You can drag the circle up or down.

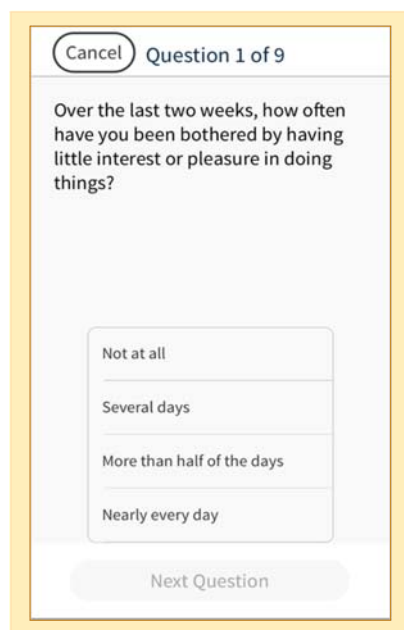


Mood Rating History

Here you can see your past mood ratings.

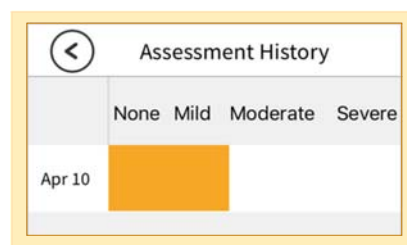
FEATURE 3: ASSESS MY SYMPTOMS

Assess My Symptoms allows you to take an assessment of your symptoms of depression. You can **Schedule Assessments** to keep track of how you are doing.



A screenshot of a mobile app interface for a depression assessment. At the top, there is a 'Cancel' button and the text 'Question 1 of 9'. The main text asks: 'Over the last two weeks, how often have you been bothered by having little interest or pleasure in doing things?'. Below this, there is a list of four options: 'Not at all', 'Several days', 'More than half of the days', and 'Nearly every day'. At the bottom, there is a 'Next Question' button.

Step 1:
Tap **Take Assessment** to begin.



A screenshot of a mobile app interface showing the 'Assessment History'. At the top, there is a back arrow and the title 'Assessment History'. Below this is a table with four columns: 'None', 'Mild', 'Moderate', and 'Severe'. The first row of data is for 'Apr 10', showing a solid orange square under the 'Mild' column.

	None	Mild	Moderate	Severe
Apr 10				

Step 2:
Tap **Assessment History** to see how your symptoms have changed over time.

FEATURE 4: LEARN

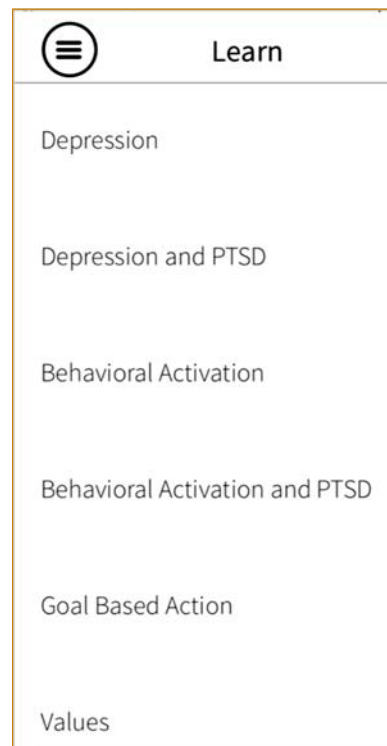
Learn allows you to read about how Mood Coach works. The Learn feature also has information about the treatment called Behavioral Activation.

Step 1:

Tap on **Learn** in the Main Menu.

Step 2:

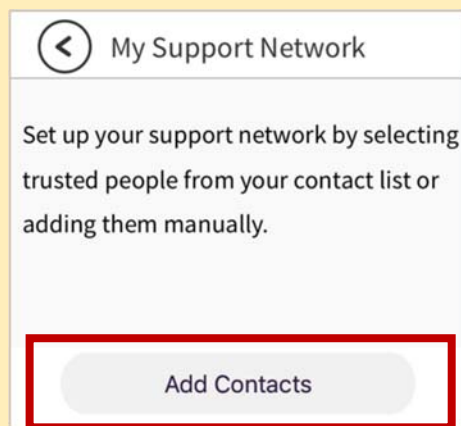
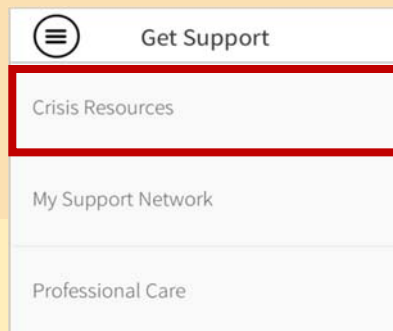
Tap on the subject that interests you. Explore each section and read about the ways Mood Coach may help you!



FEATURE 5: GET SUPPORT

Get Support helps you access **Crisis Resources** when you need help. You can use the app to call the **Veterans Crisis Line**.

Under **Professional Care**, there are VA contact numbers. You can add personal numbers and contacts from your phone to **My Support Network**. (See below)



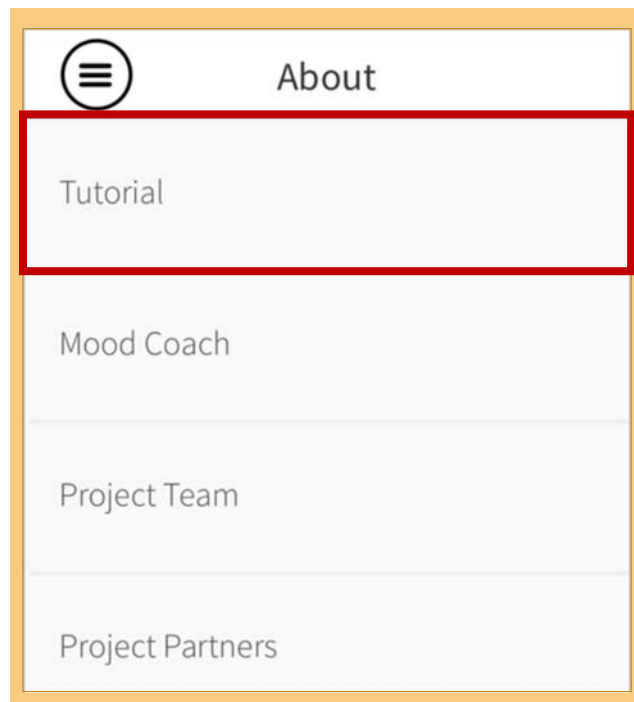
Tool Example: **MY SUPPORT NETWORK**

Tap on **My Support Network**. Then tap **Add Contacts** to make it easier to call your friends, family, and counselor when you use the app.

FEATURE 6: TUTORIAL

Tap on **About** in the **Main Menu** to find a **Tutorial** on how to use the app. This tutorial shows you how to make, edit, and use an activity plan.

It may be best to set up your first plan with a provider. You may use the tutorial at any time if you want to review how to make a new plan.



QUESTIONS?

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Provider Phone Number: _____

Need further technical assistance?

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

Email: MobileMentalHealth@va.gov

Website: <https://mobile.va.gov/appstore>

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