My HealtheVet Secure Messaging User Guide



U.S. Department of Veterans Affairs Veterans Health Administration My HealtheVet

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Secure Messaging — Feature Overview

Secure Messaging is an easy to use online messaging system available through My HealtheVet. It is for users who have a My HealtheVet <u>Premium</u> account and who have registered as a **Veteran/VA Patient**. Secure Messaging is safe and secure, because the messages you send and receive are all kept within My HealtheVet.

Secure Messaging improves the connection between you and your VA health care team and other VA Staff. You can use it to ask about your VA appointments, medications, and your lab results or to have routine questions answered. Similar to email, Secure Messaging allows you to write a message, save drafts, review your sent messages and maintain a record of your conversations. Since the lines of communication are open, it helps make your VA appointments more productive because your VA health care team has more than just notes from your last appointment.

You can set your preferences to notify you through your personal email when a Secure Message is waiting in your My HealtheVet inbox. Use Secure Messaging to keep your VA health care team informed. Secure Messaging is there when you need it - just as it should be. Start using Secure Messaging today to discuss your health with your VA health care team.

Secure Messaging is not for emergency situations

Secure Messaging should only be used for non-emergency and non-urgent matters

If you have already registered for a My HealtheVet account and need to check that you have registered as a **VA Patient**, you can do the following:

- Sign in to My HealtheVet
- Select the **PERSONAL INFORMATION** tab (Figure 1)
- Select the **My Profile** sub-tab (Figure 1)

Home 🗸	Personal Information A	harmacy 🗸 🧼 Get Care 🗸 Track Heal	th $arphi$ Research Health $arphi$ MI	HV Community V Secure Messaging V
8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Personal Information My Profile Download My Data	T		(+ Log Ou
Refill V.	In Case of Emergency My Account	Appointments View My VA Appointments Schedule a VA Appointment	Messages Inbox Compose Message	Health Records Blue Button Medical Reports Labs and Tests
Medica Resou		VA Facility Locator	Manage Folders	Electronic Sharing Options

Figure 1: My Profile Link

Under What is Your Relationship to VA, if you use the VA Health Care System, make sure you select the VA Patient checkbox (Figure 2)

What is your Relationship to VA?* Check all that apply*	✓ VA Patient✓ Veteran
	🗌 Health Care Provider
	Veteran Advocate/Family Member/Friend
	🗌 VA Employee
	CHAMPVA Beneficiary
	Service Member
	Caregiver
	Other

Figure 2: What is Your Relationship to VA?

> Select the **Save** button at the bottom of the screen (Figure 3)



Figure 3: Save/Cancel Buttons

Getting Started with Secure Messaging

Step 1 – Sign in to Secure Messaging

1) Sign in to your My HealtheVet <u>Premium</u> account by selecting the **Sign in** button on the upper right side of the screen. You must have already registered as a Premium user. If you do not have a My HealtheVet account, please register by selecting the **Register** button and completing the registration form (Figure 4). 2) Enter your My HealtheVet User ID and Password on the Login page. Or, log in using a Sign-in Partner.

An official w	ebsite of the United States governm	ent <u>Here's how you k</u>	now. 🗸			*,₩	Talk to the Veter	rans Crisis Line nov	v 🗲	
VA	My healthevet							Q Search Ab	out C	ontact
Home 🗸	Personal Information ~	Pharmacy 🗸	Get Care ∽	Track Health 🗸	Research Health 🗸	МІ	HV Community ~			
Sign in to M	anage Your Health Care							Sign in	Reg	gister

Figure 4: Sign-in/Register Buttons

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Step 2 – Access Secure Messaging

After signing in, there are three ways you can access Secure Messaging (Figure 5):

- 1) Select Messages or the Inbox link on the dashboard, or
- 2) Select the Secure Messaging tab at the top

NOTE: You can also select the **Compose Message** and **Manage Folders** links to directly enter those folders.

VA My healthevet			Q Search About Contact
Home V Personal Information V	Pharmacy 🗸 🛛 Get Care 🗸 Track Heal	th $ imes$ Research Health $ imes$ MHV Community	✓ Secure Messaging ∧
Welcome, Mark (Premium @			Secure Messaging Out
Account last accessed: 07 Apr 2021 @	1747 ET		Inbox
			Compose Message
A Pharmacy	Appointments	Messages	Manage Folders
Refill VA Prescriptions	View My VA Appointments	Inbox	Blue Button Medical Reports
Track Delivery	Schedule a VA Appointment	Compose Message	Labs and Tests
Medications Lists	VA Facility Locator	Manage Folders	Electronic Sharing Options
		Messa	age Alert

Figure 5: Inbox Link/Message alert

Step 3 – Composing a Secure Message

Secure Messaging opens to your **Inbox**. From the **Inbox**, you can do several things:

- 1. <u>Compose a new message:</u>
 - a) You can create a new message by selecting the **Compose a Message** button on the left side of the screen (Figure 6).

Compose a Message
Inbox (32)
Drafts [5]
Sent
Deleted [4]

Figure 6: Compose a Message Button

b) Select the VA health care team and other VA staff you wish to contact by selecting the drop-down arrow for **To.** Your participating VA Health Care Team and other VA staff will appear in the list. You can edit the list of groups listed in the **To** dropdown by selecting the **Edit List** link next to the **Select a group to send the message...** dropdown arrow (Figure 7).

Compose Mes	ssage	
Messages may be saved	to your health record at your health care team's discretion.	
* Indicates Required Info	rmation	
From*	MHVDAYMARK, MARK	
To*	Select a group to send the message 🗸	Edit List
Subject*	Select a group to send the message	ues
	DIMITAR TRIAGE GROUP_UAT2929	
	GPK_ENSEMBLE_GROUP	ng appointment
	JAZZ 1253528_MULTIPLE_TYPES OF ASSOCIATION_DAYT29	about medication
	JAZZ 711180 TG_APPOINTMENT_DAYT29	est or procedure
	JAZZ 939559 TG_CPRS ERROR IN PROD_LILETTA _DAYT29	
Subject Line	Lisa-Anisha	
	Ro Test	
Attachments	Siri111	
Message*	SMTG-Test Apr18	
	TestUATJune30	
	TG with &	
	UAT Test 11-09-18	
	UATReg_Mar19	
	Send Save as Draft Cancel	

Figure 7: Selecting a Group

Note: Check your preferences if the VA health care team you are expecting to see is not listed.

c) Select radio button associated with the related subject title for **Subject** (Figure 8):

Note: If the General subject title is selected you are required to add a Subject Line.

From*	MHVDAYMARK, MARK
To*	Select a group to send the message
Subject*	 General: Ask questions about non-urgent, non-emergency issues COVID: Ask COVID related questions Appointment: Request an appointment or ask about an existing appointment Medication: Request to renew a medication or ask a question about medication Test: Ask a question about a test/lab result or about a future test or procedure Education: Request health education information

Figure 8: Select a Subject Category

- d) Add Subject Line (Figure 9).
- e) Add any attachments (Figure 9).
- f) Type your message (Figure 9).

g) When you have completed the message, select the **Send** button. You also have the option to save the message as a draft (select the **Save as Draft** button) or cancel the message (select the **Cancel** button) (Figure 9).

From*	MHVDAYMARK, MARK
То*	Select a group to send the message
Subject*	 General: Ask questions about non-urgent, non-emergency issues COVID: Ask COVID related questions Appointment: Request an appointment or ask about an existing appointment Medication: Request to renew a medication or ask a question about medication Test: Ask a question about a test/lab result or about a future test or procedure Education: Request health education information
Subject Line *	
Attachments	& Add Attachment Instructions to attach a file
Message*	Name Title Send Save as Draft Cancel

Figure 9: Send/Save as Draft/Cancel buttons

Step 3 (a) - Include an Attachment with Your Message

A Secure Messaging Attachment is a file that you can include on a Secure Message to your VA health care team. Your attachment should relate to your message.

This feature allows you to share the results of tests, procedures, or health care summaries that you may have obtained from your non-VA providers with your VA health care team. It should not be used to send non-health related information. To include an attachment with your message:

Y

 Select the Add Attachment link (Figure 10) on a new Secure Message or on a Secure Message that you are replying to. The File Attachment folder opens (Figure 11).

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Compose M	essage
Messages may be sav	ed to your health record at your health care team's discretion.
* Indicates Required In	formation
From*	
To*	Select a group to send the message
Subject*	General: Ask questions about non-urgent, non-emergency issues COVID: Ask COVID related questions Appointment: Request an appointment or ask about an existing appointment Medication: Request to renew a medication or ask a question about medication Test: Ask a question about a test/lab result or about a future test or procedure Education: Request health education information
Subject Line	
Attachments	Add Attachment Instructions to attach a file
Message*	Send Save as Draft Cancel

Figure 10: Add an Attachment

File Attachment	х
You may attach up to 4 files which must be in one of the following form doc, docx, gif, jpg, pdf, png, rtf, txt, xls, xlsx. The file size for a single attachment cannot exceed 3 MB and the total s of the attachments cannot exceed 6 MB.	
Browse Attach Cance	

Figure 11: File Attachment

Use the **Browse** button to select the file on your computer that you would like to attach.

3. Then select the **Attach** button (Figure 11).

To provide you with outstanding health care services, your VA health care team may decide to save some of your **Secure Messaging Attachments** in your VA medical record. Doing this allows them the ability to refer to the information later.

Step <u>4 - Open Messages from the Inbox</u>

To open a message in your **Inbox**, select the name under the **From** column. The message displays on the **View Message** page (Figure 12).

Compose a Message	Secure Messaging SAMPLE OPreferences OUser Guide
Inbox (0) Drafts (61) Sent Deleted (9) My Folders Additional Folder Alternate folder 2 Another Folder asdf deelete 11	Note: It can take up to three business days to receive a response from a member of your health care team or the administrative VA staff member you contacted. Important: Please call your VA health care provider if you have an urgent health need. Letter text to search folder Inbox Select: All Nons Read Unread Move Selected Messages to Move
deelte11	MANYASAGAN, RAJESH Oppointment Report Were New Prime Opeointment Fram MARABAGAN, RAJESH Spointment Fram MarabaGAN, RAJESH Spointment Spointment <t< td=""></t<>

Figure 12: View Message

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Step 5 - Print a Message

You can print messages. 1) Select the name under the **From** column of the message you want to open. 2) On the **View Message** page, select the **Print** button. 3) Select the **Print** button on the **Print Message** page. The print window opens in your browser. 4) Select the **Print** button (Figure 13).

nbox (0)	OPreferences OUser Guide
rafts [61]	Note: It can take up to three business days to receive a response from a member of your health care team or the administrative VA staff member you contacted.
ent	Important: Please call your VX health care provider if you have an urgent health need. 1-600-275-4255 XESI 0 SAMPLE
eleted [9]	SAIVIPLE Entertext to search folder
idditional Folder Uternate folder 2	Inbox Advanced Search
nother Folder sdf	Select: All None Read Unread Move Selected Messages to 🕑 Move
feelete11	From ¢ Subject of View Message
eelte11	
	Reply Move Message to V Move Print Close
	Freem BANDOLGACIAN, RAJESH (*****ABC TRACE 02 Feb 2018 @ 1014 ET 3
	Free: MARRASAGAA, RAJESH (****/AECTRAGE 02 Feb 2018 (0 1014 ET -
	Free INVERSES AN RACES (***** AGC TRACE 02 Feb 2018 @ 1014 ET GROUP****) To MP/TP, SULY S Print Message Heat The printable information appears within this border
	Frem INVEXEDAN, RAESH (**** ABCTRAGE 02 Feb 2018 @ 1014 ET GOL(#****) Te INVEXED SALV So Print Message Hessage Hessage
	Frem MUNU/CACAUAL, RALESH (****ABC TRACE 02 Feb 2018 @ 1014 ET 3 To MOTTP, SULV S Frem Motosage The potentiable information appears within this border Message The potentiable information appears within this border
	From NUMPLAGAMA, RALESH (*****ABC TRACE 02 Feb 2018 @ 1014 ET 3 To IMATE, SULV 5 Print Message 1

Figure 13: Print a Message

Step 6 - Reply to Messages

After reading a message in your **Inbox**, you can reply by selecting the **Reply** button. On the **Reply to Message** page, type your message in the **Message** box. Select the **Reply** button. Your reply message move to you **Sent** folder (Figure 14).

	aging		O Preferences	🔁 User Guide			
Reply to Mes	sage						
From	MHVTP, SULLY						
То	MANIVASAGAM, RAJESH (*****ABC TRIAGE GI	ROUP*****)					
Message ID	6831308						
Subject	Appointment: Appointment Inquiry-2						
Attachments	&Add Attachment Instructions to attach a file						
Message*			7				
	SAMPLE SAMPLE SAMPLE	SAMPLE					
	Reply Save as Draft Car	ncel					
			_	-			Next-
	-	Reply Mov	e Message to	V	Move	Print	Next -
		Reply Mov	e Message to	V	Move	Print	Close
	-		MANIVASAGAM, R			Print 02 Feb 2018 @ 1014 ET	
		From	MANIVASAGAM, R GROUP*****)				Close
		From	MANIVASAGAM, R GROUP*****) MHVTP, SULLY	AJESH (*****ABC	TRIAGE		Close
		From To Subject	MANIVASAGAM, R GROUP*****) MHVTP, SULLY Appointment: App	AJESH (*****ABC	TRIAGE		Close
		From	MANIVASAGAM, R GROUP*****) MHVTP, SULLY Appointment: App	AJESH (*****ABC	TRIAGE		Close
	Mess	From To Subject Message ID	MANIVASAGAM, R GROUP*****) MHVTP, SULLY Appointment: App	AJESH (*****ABC	TRIAGE		Close
	Mess	From To Subject Message ID age	MANIVASAGAM, R GROUP*****) MHVTP, SULLY Appointment: App	AJESH (*****ABC	TRIAGE		
	Mess	From To Subject Message ID	MANIVASAGAM, R GROUP*****) MHVTP, SULLY Appointment: App	AJESH (*****ABC	TRIAGE		Close

Figure 14: Reply to Message

Message Management

Secure Messaging allows you to communicate with your participating VA Health Care Team and other VA staff in a secure environment within the My HealtheVet portal. You can send and receive messages from your VA Health Care Team, as well as manage and maintain your messages within your Secure Messaging account.

Open your Inbox, Drafts, Sent, and Deleted folders for your Secure Messaging account: Under the **Compose a Message** button, select the quick link for the desired folder. Secure Messaging will open the folder you selected. *** Notice** the number in parenthesis () next to the links illustrated above; this number tells you how many messages are currently in this folder (Figure 15).

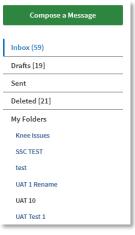


Figure 15: My Folder Links

Create your own folders: Under **Manage Folders** (Figure 16), enter a name for your folder and select the **Add** button (Figure 17).

Compose a Message
Inbox (59)
Drafts [19]
Sent
Deleted [21]
My Folders
Knee Issues
SSC TEST
test
UAT 1 Rename
UAT 10
UAT Test 1
Manage Folders

Figure 16: Manage Folders

Compose a Message	Secure Mess	aging		Preferences 🚯 User Guide
nbox (0)	Manage Fold	ers		
Drafts [61]	Add New Folder			
Sent		1		
Deleted [8]			Add Ca	ncel
My Folders	Edit My Folders		Add	ncel
	Edit My Folders Folder Name	Total Messages	Unread Messages	I want to

Figure 17: Adding a New Folder

Later, if you want to make changes to a folder you have created (for example rename the folder), select the desired link under the **I want to...** column and then make the desired changes (Figure 18).

Edit My Folders

Folder Name	Total Messages	Unread Messages	I want to
Cloud testing	15	5	<u>Rename</u> <u>View / Move Messages</u> <u>Delete</u>

Figure 18: Editing Folders

Rename a Folder: 1) Select the **Rename** link under the **I want to...** column.

2) In the **Rename a Folder** window, enter the new name of the folder. 3) Select the **Rename** button. The new name of the folder will display as a quick link (Figure 19).

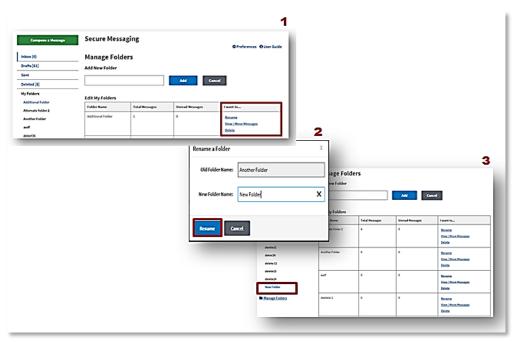


Figure 19: Renaming a Folder

Move a Message: 1) Under Manage Folders, select the View/Move Message link (Figure 20). 2) Select the check box for all messages you desire to move. 3) Move the selected messages to a folder by selecting the drop-down arrow under Move Selected Messages to...
4) Select from the list where you want to move the message (Deleted or one of your other personal folders under My Folders) and then select the Move button (Figure 21).

Manage Fo	lders		
dd New Folder			
		Add	Cancel
		Add	Cancer
the second second second			
dit My Folders	Total Macragan	Uproad Mossages	Lugatto
dit My Folders Folder Name	Total Messages	Unread Messages	I want to
	Total Messages	Unread Messages	I want to
Folder Name			Rename
Folder Name			Rename View / Move Messages
Folder Name			Rename

Figure 20: View/Move Messages

					O Preferences O User Guide
Inbox (0) Drafts (61) Sent Deleted (9)	. 0	health care team or the ad	dministrative VA st	ive a response from a member of yo aff member you contacted. provider if you have an urgent healt?	Crisis Line
My Folders	Enter	text to search folder			Search
Additional Folder Alternate folder 2 Another Folder	Inb			Move Selected Messages to Deleted Additional Folder	Advanced Search Move
asdf deelete11		From O		Alternate folder 2	
deeltell		MANUASAGAH, RAJESH	Appointmen	Another Folder asdf deelete11	11403.00407
deket36	0	MANDASAGAN, RAJESH	General	deelte11 deket36	128 (0 2014 ET
				delete 11	217 @ 1151 ET
delete 11 delete 12	0	Bouette, Johnnie	Secent	delete 12 delete 15	and the second sec
delete 11	0	Boustia, Johnnis	Secent	delete 12 delete 15	10-contenter
delete 11 delete 12	-			delete 15	

Figure 21: Move Selected Messages to ...

Note: Secure Messages stay in all your folders (including the Deleted folder) until they are permanently deleted by you. The most recent Secure Messages displays at the top of the Inbox. You may choose to move older messages to Personal folders. You can also change the default date range of Secure Messages to display via the **Message Display Setting** on your <u>Preference</u> page.

VA Patients cannot reply to messages older than 120 days.

Search for messages: You can search for a particular message. 1) Enter text in the search box. 2) Click on the **Search** button. The **Reset** button clears the text in the search box. The **Cancel** button cancels the search (Figure 22).

Compose a Message	Secure Messaging	ferences 🚯 User Guid
Inbox (0) Drafts [61] Sent Deleted [9]	 Note: It can take up to three business days to receive a response from a member of your health care team or the administrative VA staff member you contacted. Important: Please call your VA health care provider if you have an urgent health need. 	Veterans Crisis Line 1-800-273-8255 78255 0
My Folders	Enter text to search folder Search Reset	Cancel
Additional Folder Alternate folder 2	Inbox	Advanced Searc

Figure 22: Search for Messages

An advanced search is available. Select the **Advanced Search** link and enter the criteria on the next page Figure 23().

Inbox (0)	♦ Preferences Ø User Guide	
10.40 0.00 0.00	Note: It can take up to three business days to receive a response from a member of your	
Drafts [61]	health care team or the administrative VA staff member you contacted.	
Sent	Important: Please call your VA health care provider if you have an urgent health need. 1-800-273-8255 MEILO	
Deleted [9]		Back to Regular Searc
My Folders	Enter text to search folder Search Reset Cancel	1
Additional Folder	Inbox Advanced Search	1 V
Alternate folder 2		
-	Advanced Search	Regular Search
	Message Id	
	From	Exact Match
	subject	2
	Subject Line	Exact Match
	Date Range mm/dd/yyyy to mm/	(dd/yyyyy

Figure 23: Advanced Search

User Preferences

My HealtheVet Secure Messaging allows you to set various preferences within your account. To access the Preferences section, select the **Preferences** link. On the **Preferences** page, select your preferences for **1**) **New Secure Message Notifications** sent to your personal email, **2**) **Signature Settings** for a signature block, **3**) **Message Display Settings** to set a time period of messages to display in the inbox, and **4**) **My Secure Messaging Contact** List to select which Triage Groups display on your Compose Message To dropdown list. When you are finished selecting your preferences, select the **Save** button (Figure 24).

Secure Messaging Set	-		
* Indicates Required Info	ormation		
New Secure Message Notifications	🔿 an 👝 atr		
Email Address			
Frequency	Select Frequency	-	
Signature Settings		-	
Signature Name			
Signature Title			
Signature Title	Include Outgoing Signature		
Signature Title Message Display Settings	 Include Outgoing Signature Display Messages from past 12 months 	2	
Message Display Settings			n "To" List of Contacta
Message Display	Display Messages from past 12 months		n "To" List of Contacta
Message Display Settings	Display Messages from past 12 months Triage Group Name	Display o	
Message Display Settings	Display Messages from past 12 months	Display o	⊖ No
Message Display Settings	Display Messages from past 12 months	Display o Ves Yes	No No
Message Display Settings	Display Messages from past 12 months	Display o Yes Yes Yes	No No No

Figure 24: Preferences

Additional Information on Secure Messaging

* * * **Remember**: Secure Messaging should be only used for **non-urgent**, **non-critical** communication.

If you need help while using Secure Messaging, select the <u>User Guide</u> (Secure Messaging>Compose a Message>User Guide) link located at the top left of the screen to review this guide (Figure 25).

Compose a Message	Secure Messaging
Inbox (0) Drafts [62] Sent	 Note: It can take up to three business days to receive a response from a member of your health care team or the administrative VA staff member you contacted. Important: Please call your VA health care provider if you have an urgent health need.
Deleted [9] My Folders Another Folder asdf	Enter text to search folder Search Reset Cancel Inbox
deelete11 deelte11 deket36	Select: All None Read Unread Move Selected Messages to Image: Comparison of the selected Messages to From \$\$ Subject \$\$ Subject Line \$\$ Date \$\$

Figure 25: User Guide Link

Protecting Your Personal Information

The Department of Veterans Affairs takes safeguarding and protecting your information very seriously. You should, too. You control access to your personal information. It is your responsibility to keep your information private and protected. To help protect your privacy, My HealtheVet provides some important points to remember. Visit <u>Protecting Your Personal Information</u> to learn more.

Where to Find Help

Frequently Asked Questions, Help and Contact MHV

- 1. Select **FAQ** to go to **Frequently Asked Questions** and get commonly asked questions and answers about Secure Messaging.
- 2. Select **Help & User Guides** for general guidance on using My HealtheVet and User Guides for My HealtheVet features (Figure 26).

About Site Overview Site Map Help & User Guides FAQ Privacy & Security Terms and Conditions	Policies Privacy Policy Web Policies FOIA Accessibility System Use	Important Links VA Home White House USA.gov Inspector General Facility and Service Locator	Quick Links Mobile Apps TriCare VA Dental Insurance Find a VA Form		Subscrib Updates Your email Submi	address	eive My	' Health	neVet	
My health My Healthe				You can c			C ons or co	00 p.m. (1- 1-800-8 ontact M oncerns a	Central 877-327 77-8339 Iy Healt bout thi	Time) 7-0022 9 (TTY) heVet is site.

Figure 26: FAQ, Help and Contact information

3. Select **Contact** (Figure 27) to send a message to the My HealtheVet Help Desk or contact them at (877) 327-0022 or for TTY dial 711.



Figure 27: Contact Button