



VA-VMC Information Sheet – macOS Desktop Version

We are excited for you to join us in the Department of Veterans Affairs (VA) / Department of Defense (DoD) Virtual Medical Center (VMC). This information sheet may answer questions you have about the VMC.

What is the VA-VMC?

- The VA Virtual Medical Center (VMC) is a collaborative care and learning environment used by VA and DoD to enhance patient education and clinical outcomes.
- Resources can be accessed anytime from anywhere.
- Users can meet virtually with their clinicians, research trusted electronic medical resources, and utilize various learning platforms (from e- games to virtual conferences).
- The VMC will allow geographically separated VA and DoD staff and patients to interact in a mutually beneficial avatar-based environment. Patients are defined as: Veterans, active-duty military, and beneficiaries.
- In-world opportunities can provide important care resources and valuable educational experiences for all learners.

What about my privacy?

- Participants can join the Virtual Medical Center (VMC) from the privacy of their homes. During live virtual sessions, the VA will share neither personally Identifiable Information (PII) nor personal health information (PHI). If needed, such information will be transmitted through My HealthVet or TRICARE On-line Secure Messaging systems. Only providers will have access to this information.
- As in any group setting, please honor the confidentiality of all members. Please remember, you should not share PII (e.g., social security number, home addresses/phone numbers, etc.) during group sessions.

What are the computer requirements for the macOS Desktop version?

Operating System	
Minimum Version	10.12 Sierra
Recommended Version	12.x Monterey

Minimum Hardware	
System RAM	4GB
Video RAM	512MB
Graphics	Any 3D graphics card that supports Shader Model 2.0 or greater

Storage	700MB available for installation
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Recommended Hardware	
System RAM	8GB or greater
Video RAM	1GB or greater
Graphics	Discrete (dedicated) graphics card that supports Shader Model 3.0 or greater
Storage	700MB available for installation

If you prefer not to install the Desktop version and your computer is relatively up to date, you can access Web 3D version by logging in at www.vavmc.com.

VA-VMC Initial Set-up

Below are basic instructions for:

- Registration
- VMC Set-up
- Logging into the 3D Environment via Desktop (macOS)

For help, call the VA-VMC Help Desk at (855) 578-1820, 8:00 am. to 5:00 p.m. ET, Monday – Friday, or email support@vavmc.com.

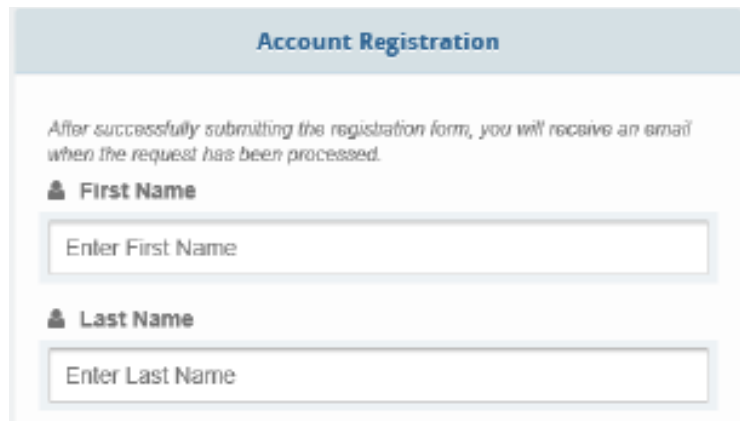
Note: Computer speakers and microphone are required to use voice features of the Desktop version.

Registration

1. Visit <https://www.vavmc.com>.
2. Click **Register** in the upper right corner of the page.



3. Complete the **Account Registration** form and click **Submit**.



Account Registration

After successfully submitting the registration form, you will receive an email when the request has been processed.

First Name

Enter First Name

Last Name

Enter Last Name

4. The system will accept your registration, typically within 24 hours.
5. You will receive an e-mail confirmation once your registration is approved. Then, you can begin the steps below. Remember to save this e-mail confirmation, as it contains an abundance of helpful information.

Installing the VA-VMC Desktop Version

*If you are a government employee and are unable to download VA-VMC Desktop Version to your government computer, please contact your IT Administrator.

1. Go to <https://www.vavmc.com> and scroll down until you see “Download Desktop Version > MAC OS”.

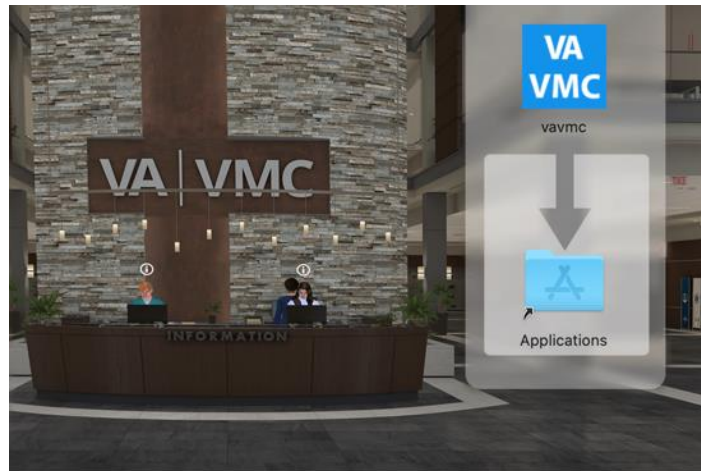


Download Desktop Version

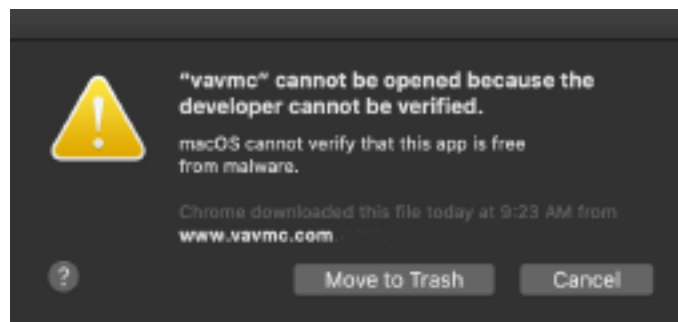
WINDOWS

MAC OS

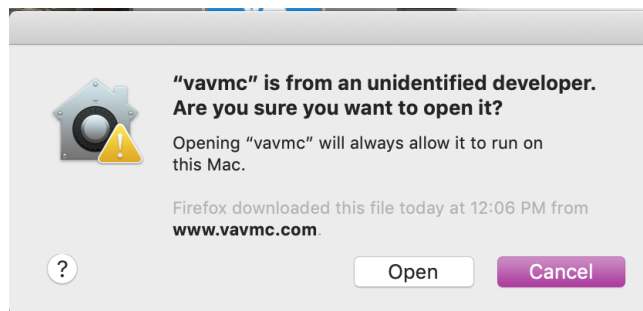
- *Be sure to verify that your computer meets the computer requirements mentioned above, also located on the Support page (<https://vavmc.com/support>).
2. Download *vavmcSetup.dmg* file using a modern web browser (Chrome latest or Edge 79+).
 3. **Launch the disk image *vavmcSetup.dmg*.**
 4. Drag the VA-VMC icon onto the Applications folder:



5. Navigate to the Applications folder and double-click on the **VA-VMC** icon.
6. You may encounter a pop-up similar to the one below. This message is the result of Apple security preferring applications downloaded from the App Store. The VA-VMC application is safe to install on your computer. Click **Cancel**.

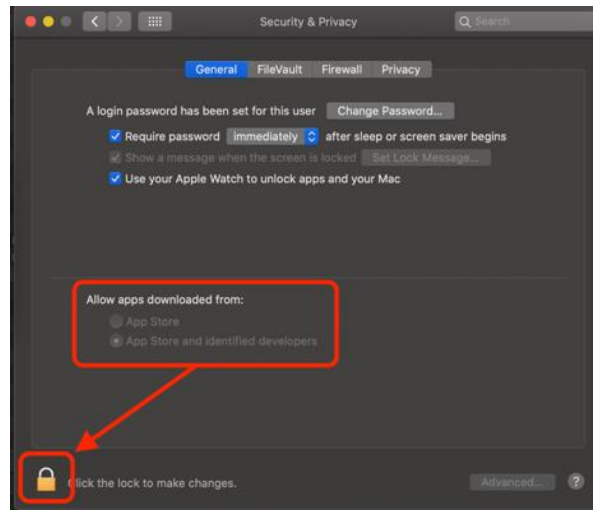


There are two options to get past the security screen. One, simply right click on the set-up file and choose Open. Or two, right click on the shortcut and choose Open.

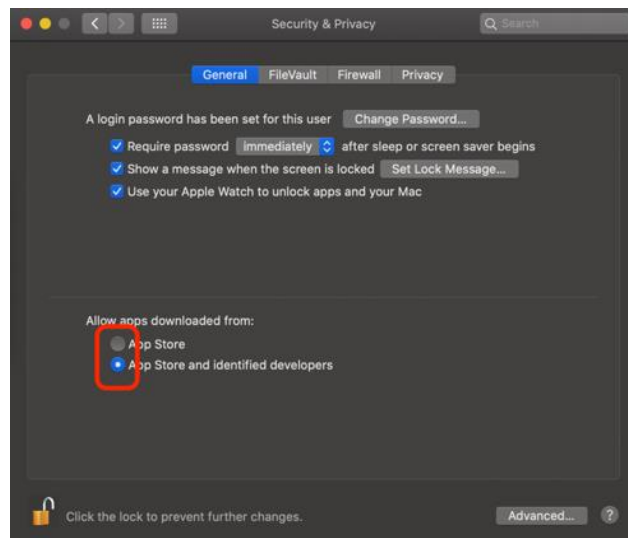


Or you can disable the security feature by following these steps:

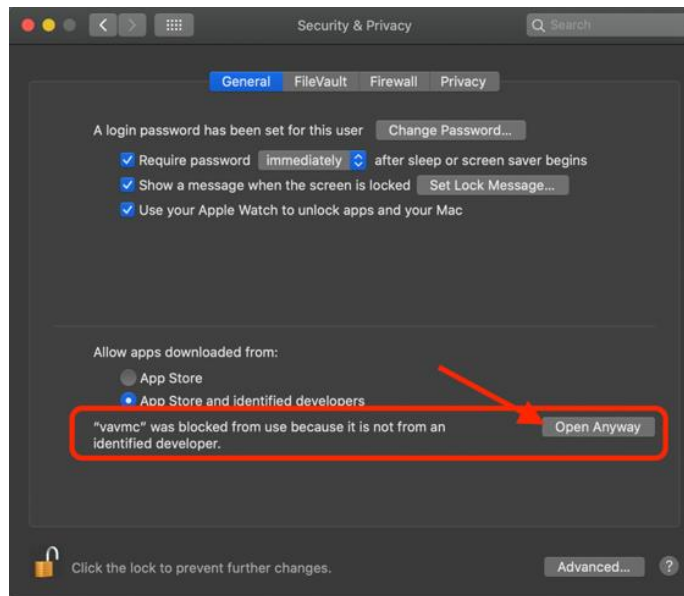
- a. Open System Preferences and click through to **Security & Privacy > General**.



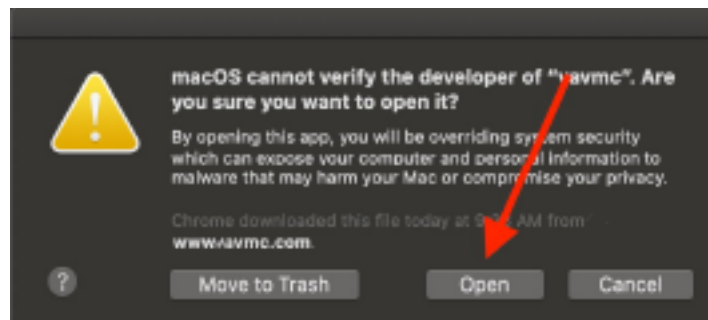
- b. Click the lock to enable making changes and enter the administrator username and password.
- c. Change **Allow apps downloaded from:** to **App Store and identified developers**.



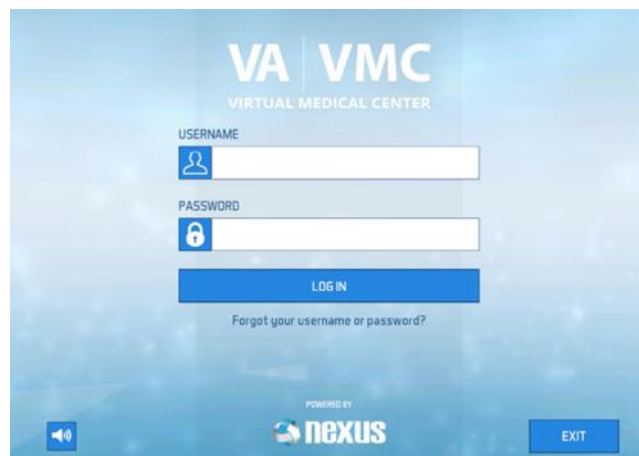
7. Return to the Applications folder and double-click on the **VA-VMC** icon.
8. You may be presented with the message *“vavmc” was blocked for use because it not from an identified developer.* Click **Open Anyway**.



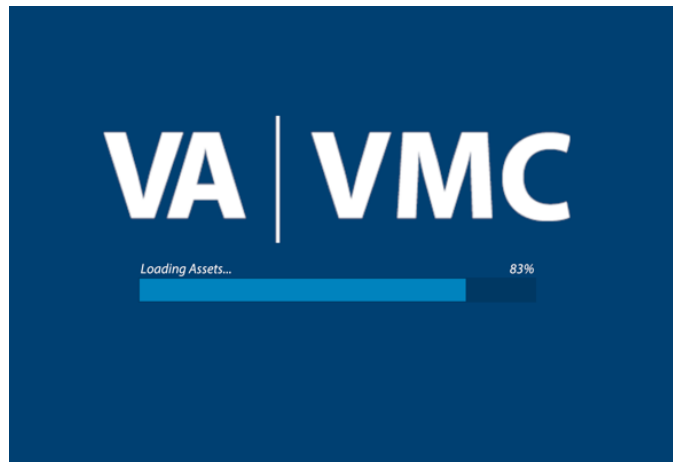
- Return to the Applications folder and double-click on the **VA-VMC** icon.
- Click **Open**.



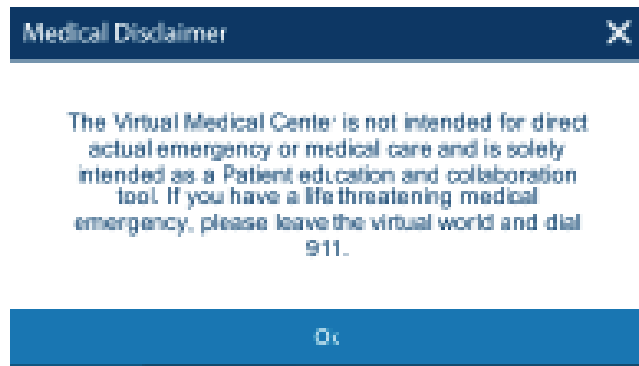
- Enter your **USERNAME** (email address) and **PASSWORD** you created during the registration process and then click **LOGIN**:



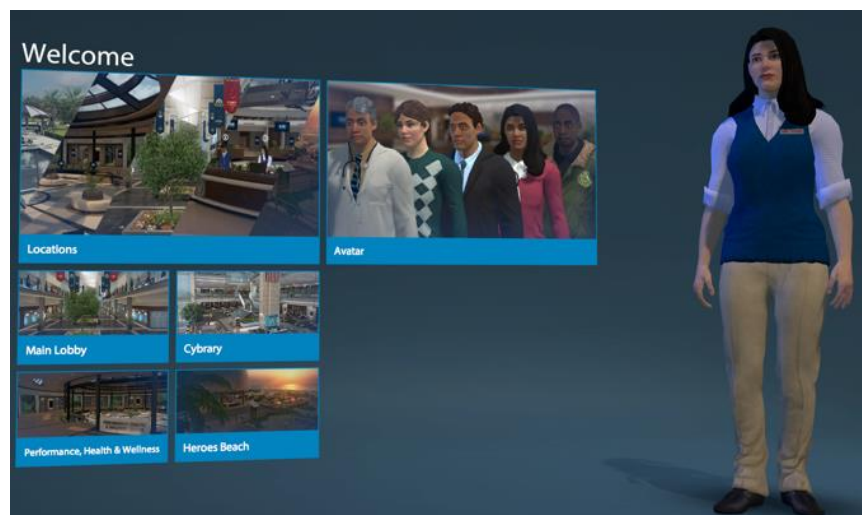
12. The VA-VMC will begin to load assets, which could take a few minutes.



13. Read the medical disclaimer and click **OK**.



14. Customize your avatar and join the 3D VA-VMC world!





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