



VA-VMC Information Sheet – Web 3D 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 Web 3D version?

Operating System	Windows	macOS
Minimum Version	8.1	10.12 Sierra
Recommended Version	10	12.x Monterey

Graphics Hardware	Windows	macOS
Minimum Version	Integrated graphics card 512MB video RAM	Integrated graphics card 512MB video RAM
Recommended Version	Discrete (dedicated) graphics card 4GB video RAM	Discrete (dedicated) graphics card 4GB video RAM

If the VA-VMC Web 3D version does not load or performance is unsatisfactory, please download and install the VA-VMC Desktop version from www.vavmc.com.

VA-VMC Initial Set-up

Below are basic instructions for:

- Registration
- Logging into the 3D Environment via Web

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.

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**.

A screenshot of the 'Account Registration' form. The form has a light blue header with the title 'Account Registration'. Below the header, there is a message: 'After successfully submitting the registration form, you will receive an email when the request has been processed.' There are two input fields: 'First Name' and 'Last Name'. Each field has a person icon to its left and a placeholder text 'Enter First Name' and 'Enter Last Name' respectively.

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.

Accessing the VA-VMC Web Version

1. Go to <https://www.vavmc.com> and click **LOGIN**.



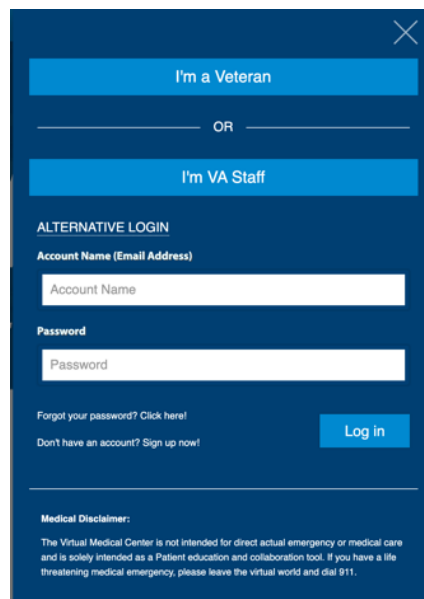
Register or Login

REGISTER

LOGIN

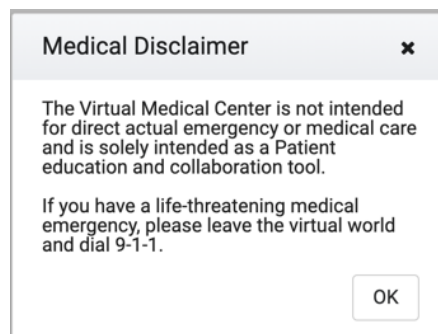


2. Log in under **ALTERNATIVE LOGIN** using the account information you created above.



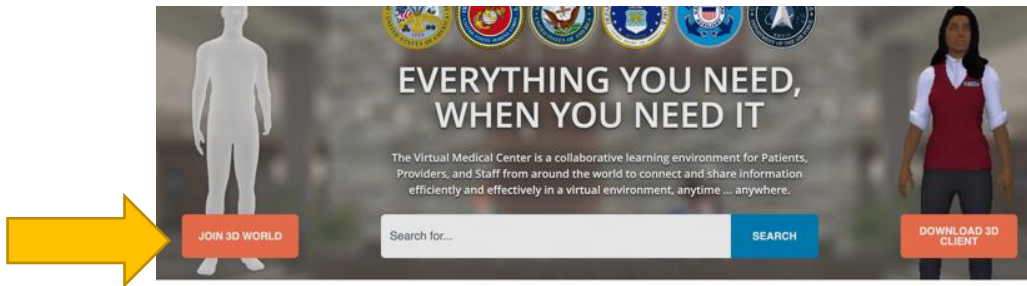
The screenshot shows a login interface with a dark blue background. At the top, there are two blue buttons: "I'm a Veteran" and "I'm VA Staff", separated by "OR". Below these is the "ALTERNATIVE LOGIN" section, which includes a label "Account Name (Email Address)" and a text input field containing "Account Name". Below that is a "Password" label and a text input field containing "Password". At the bottom of the form, there are two links: "Forgot your password? Click here!" and "Don't have an account? Sign up now!". A blue "Log in" button is positioned to the right of the password field. At the very bottom, there is a "Medical Disclaimer" section with small text.

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

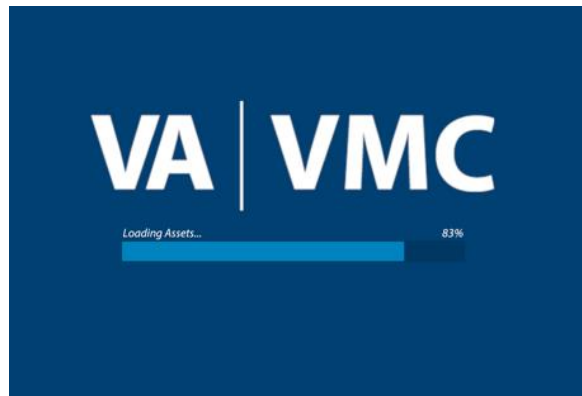


The screenshot shows a "Medical Disclaimer" dialog box with a white background and a grey border. The title bar says "Medical Disclaimer" with a close button (x). The main text reads: "The Virtual Medical Center is not intended for direct actual emergency or medical care and is solely intended as a Patient education and collaboration tool. If you have a life-threatening medical emergency, please leave the virtual world and dial 9-1-1." At the bottom right, there is an "OK" button.

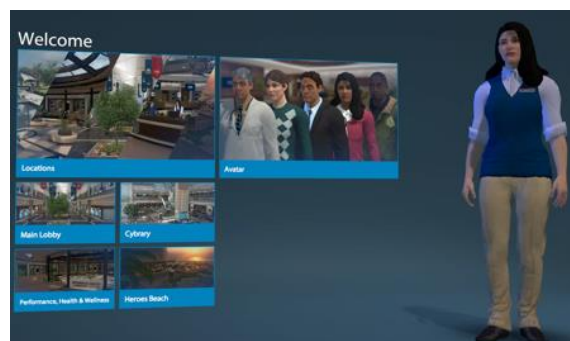
4. Click **JOIN 3D WORLD**.



5. The VA-VMC will begin to load assets. Your first visit from a web browser may take a few minutes to load and you may experience slower loading times as you move around in-world. The assets will be cached (stored) in your web browser, speeding up subsequent visits.



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



7. If you have any questions or need additional assistance, please 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.