#### **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

<sup>\*</sup>The PTSD Coach app has been updated and a corresponding guide can be requested from the authors.



### STEP 1:

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

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

#### Font size

**STEP 3:** 

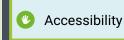
Scroll down to

Font and Screen Zoom.

Accessibility > Vision

#### **STEP 2:**

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

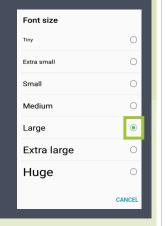


Vision

\*The menu layout may vary by Android phone.

## STEP 4:

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



## **CONNECT TO BLUETOOTH**

#### **STEP 1:**



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

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

#### STEP 3:

Select which device you wish to pair using Bluetooth.

Connect to hearing aids and audio devices.

#### **STEP 2:**

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



## **WANT TO LEARN MORE?**

**Explore other features on your own or with your provider!** 

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Version 1.5 08/14/2018



### **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

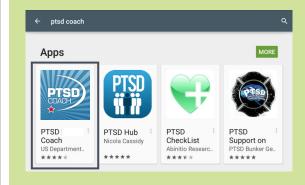
**3.** Search for the name of the app. For example, type in: **PTSD Coach**.

X

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

← ptsd <u>coach</u>

Tap the app icon.



### STEP 3: INSTALL APP

5. Tap Install.



Remember: You can always uninstall the app.

## STEP 4: OPEN AND USE

UNINSTALL

**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?**

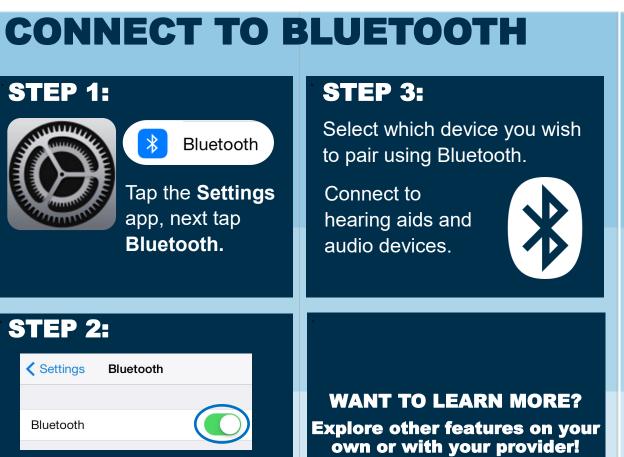
Call the VA Mobile Apps Help Desk 1-877-470-5947 (7am-7pm CT Mon-Fri) email: MobileMentalHealth@va.gov https://mobile.va.gov/appstore





Adjust font size.

Scroll until you find **Accessibility.** 



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Tap the button to turn on your

Bluetooth connection.



# 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.



Download on the App Store

# **STEP 2:** SEARCH FOR THE APP

# Search ptsd coach Cancel

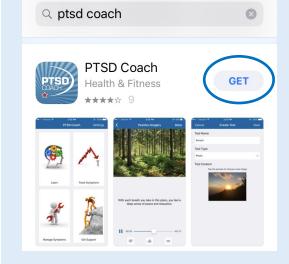
**3.** Search for the name of the app. For example, type in: **PTSD Coach**. Look for the app.

**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.

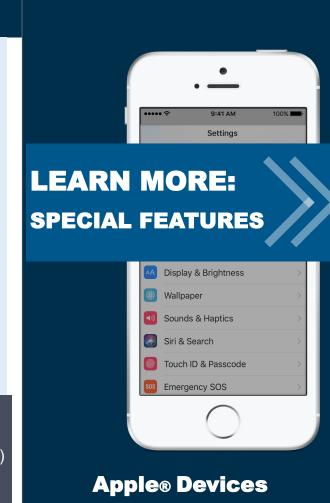




**7.** When app is installed, tap the icon on your home screen. Follow on-screen instructions.

#### **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



# 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)

## 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)

## Symbols Glossary Android™



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)

Арр	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.

Data	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.  Your cellular plan has unlimited or limited data. (see Cellular Plan)
Data Plan	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.
End-User License	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.
Agreement	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.

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.

Wi-Fi or Wireless Network	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.
Your Data	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.
	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.

#### **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.





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Version 1.5, 08/14/2018

# MOBILE DEVICE INFORMATION

Symbols | Glossary | FAQs

**Apple iOS®** 

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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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Version 1.5, 08/14/2018



# 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?

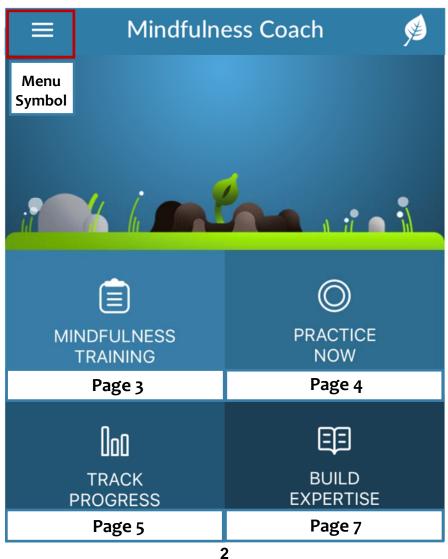
Mindfulness Coach helps you learn about mindfulness. It leads you through exercises. You can also track your progress.

#### **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



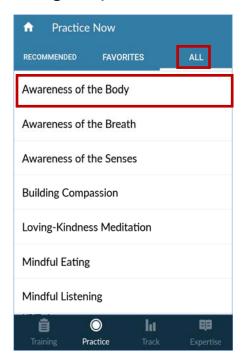
**Mindfulness Training** guides you to improve your skills one level at a time. It recommends different activities based on your level. As you advance a new level, your tree on the app home screen will grow.



## **FEATURE 2: PRACTICE NOW**

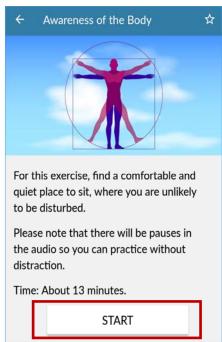


**Practice Now** offers a list of guided mindfulness practice. The app will guide you with audio. You can also guide yourself.



#### Step 1:

practices. Tap on Awareness of the Body.



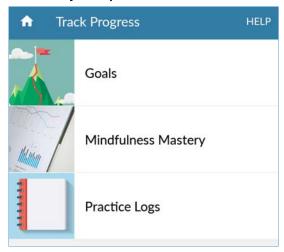
#### Step 2:

Select All to see a list of all the Tap Start to begin. When you finish, tap Next to log the exercise.

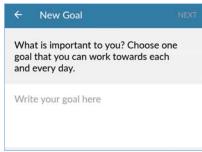
# FEATURE 3: TRACK PROGRESS

000

**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.



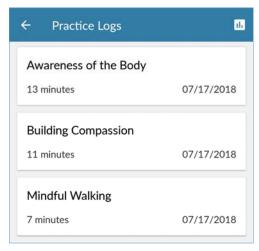
**Example:** Entering a new **Mindfulness Goal** 



## **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.

# SIDE MENU & SYMBOLS

#### **SIDE MENU**

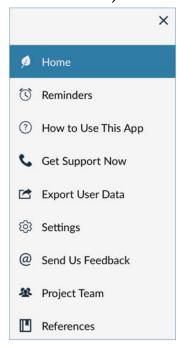


### Mindfulness Coach



#### 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.

# 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.

#### Mome

- (S) Reminders
- ? How to Use This App
- Get Support Now
- **Export User Data**
- Settings
- @ Send Us Feedback
- Project Team
- References

### **Example 3: SETTINGS**

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

## **QUESTIONS?**

Provider Name: _	
Provider Phone I	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**.



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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 apps 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

### **Table of Contents**



Page 3



Page 5



Support

Page 6



Page 7

# FEATURE 1: LEARN



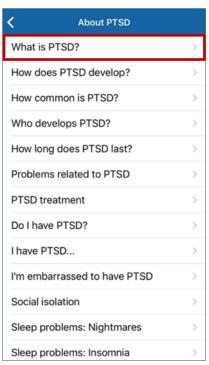
**Learn** teaches common symptoms and coping strategies. You can learn how to involve friends and family in treatment.



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



**Step 2:** Tap on the section that interests you.



#### **About PTSD** What is PTSD? 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). The good news: PTSD is treatable. PTSD includes 4 types of symptoms: Re-experiencing or reliving the trauma, such as: · 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: · Avoiding memories or thoughts about the trauma

· Avoiding places, people or

conversations that remind you of the

### **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.

# 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 2:

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

# FEATURE 4: MANAGING SYMPTOMS



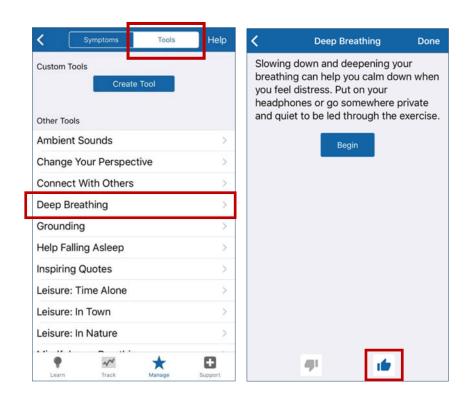
**Managing Symptoms** gives you tools to help you work through symptoms you may be experiencing. You may get to the tools by choosing the symptom you are experiencing. The app will suggest a tool that fits.



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**

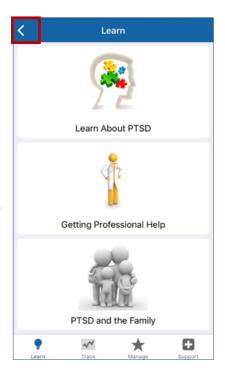
You also may choose which tool to use by tapping on **Tools** at the top of the screen.

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





### **QUESTIONS?**

Provider Name: \_\_\_\_\_\_Provider Phone Number: \_\_\_\_\_

### Need further technical assistance?

Call: VA Mobile Apps Help Desk

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### 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

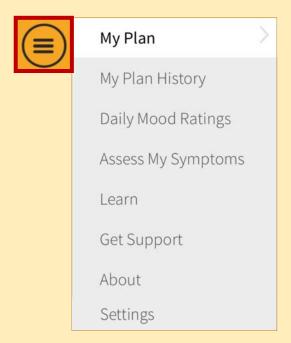
Page 8 — Getting Crisis Support



# 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.** 

(<)

Apr 30

Apr 10

Apr 5



**Mood Rating History** Here you can see your past mood ratings.

**Mood Rating History** 

10

### Rate My Mood

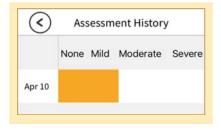
Move the slider to show how you feel right now. You can drag the circle up or down.

# 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.



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



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

# FEATURE 4: LEARN

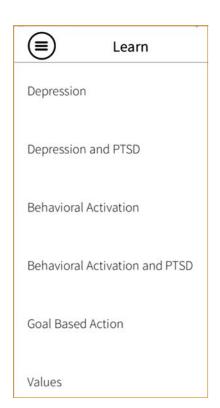
**Learn** allows you to read about how Mood Coach works. The Learn feature also has information about the treatment called Behavioral Activation.

### 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!



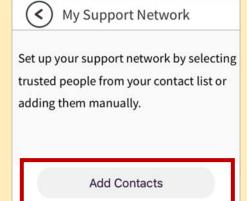
# FEATURE 5: GET SUPPORT

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)



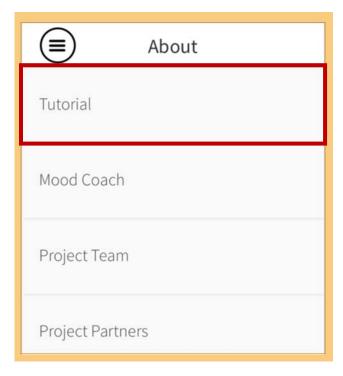
### Tool Example: MY SUPPORT NETWORK

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?**

Provider I	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**.



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