



VA VIRTUAL HEARING VIDEO CONNECT TEST

VIRTUAL HEARINGS

The Board of Veterans' Appeals (Board) has launched a new Virtual Hearing option that provides Veterans with the flexibility and convenience of attending Board hearings with Veteran Law Judges (VLJs) and the Veteran's representatives through live video on most computers, tablets, or mobile devices with a reliable internet connection.

GETTING STARTED

Using VA Video Connect. If you meet the connectivity requirements described below and wish to convert your docketed hearing to a virtual format, please reach out to your representative and your Board Hearing Coordinator (find yours by clicking here: [Hearing Coordinators](#))

INTERNET & DEVICE REQUIREMENTS

- **Google Chrome**  is the preferred browser for the VA Video Connect.
- Secure and reliable high-speed internet is required.
- For **Windows or Android devices**, no application download is required. The hearing will launch automatically in your web browser after you click the link.



Android



Laptop



iPad



iPhone

- If you are using an **Apple device**, such as an iPhone or iPad, you will need to download the free VA Video Connect app from the App Store: <https://itunes.apple.com/us/app/va-video-connect/id1224250949?mt=8>

TEST YOUR DEVICE

We recommend you test your device at least **three days** before your scheduled Board Hearing date and at the same location from which you plan on participating. Click on the link below to test your microphone and speakers from the device you plan to use for your hearing:

https://vc.va.gov/webapp2/conference/test_call?name=Veteran&join=1

Need Help? VA can help you get set up or troubleshoot technical problems. Call the VA National Telehealth Technology Help Desk at (855) 519-7116 and press "4" for the Board of Veterans' Appeals Support. You may also reach out to your Board Hearing Coordinator for further assistance.

ON YOUR HEARING DAY

We recommend joining **five minutes** before your hearing start time by clicking on the hearing link provided in the Board-issued email. You may click on the link or copy and paste the link into the address field of your web browser. Once in the Virtual Hearing room (shows Board information), the Judge will join you shortly!

Here's an example of what your link will look like: ["Click Here to Join the VA Video Connect appointment"](#)