  
  
**Health and Benefits App  
Secure messaging**

**App release 2.55.0**

# Messages

## General

Users can use secure messages to communicate with their health care team. This functionality in the app is a limited version of the web-based Secure Messaging MHV experience. In the app, users can:

* Review messages
* Reply to messages
* Compose and send a new message
* Compose and save a draft message
* Attach a file to a message
* Move messages to and from folders
* Delete messages
* For all other functionality, users must use MHV on the web

Noted differences between the app and web-based MHV version:

* User Preferences
  + Users cannot manage their preferences within the app.
  + Some default user preferences or preferences customized on MHV DO carry over to the app (e.g., how far back in the past users' messages appear in the inbox and allowing users to toggle who they see in their contact list when composing a message).
  + Some default user preferences or preferences customized on MHV DO NOT carry over to the app in this first iteration (i.e., signature preference).
* For brevity and space, the app calls this functionality Messages instead of the full name of Secure Messaging.

To access messages, users tap the Health icon on the bottom navigation bar (bottom of the screen). In the Health section, users tap on Messages. The user then lands on the Messages landing screen, which has 2 tabs containing their inbox and folders.

### General screens

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| **Home screen** | **Health screen** | **Messages home** |
| Graphical user interface, application  AI-generated content may be incorrect. | **Graphical user interface, application  AI-generated content may be incorrect.** |  |

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| **Message details** | **Sent folder** |
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## Sending a message

To send a secure message to a VHA care team:

1. Tap **Health** in the bottom menu.
2. Tap **Messages**.
3. Tap **Start new message** button.
4. Tap **Pick a care system** field.
5. Select a care system from options. These will be the VHA care systems in which the user has a health record.
6. Tap the **To** field.
7. Select a care team from either:
   1. Review the **Recent care teams** section and select;
   2. Enter a search term in the **Search for VA health care team** and select from results; or
   3. Scroll through **All care teams** and select.
8. Tap the **Category** field.
9. Select a message category from the options.
10. Enter a value in the **Subject** field.
11. Tap **Add files** to add any attachments from the user’s mobile device.
12. Enter a message in the **Message** field.
13. Tap **Send**.

To save a draft message, tap **Save** in upper right corner.

### Sending a message screens

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| **Home Screen** | **Health Screen** | **Messages home** |
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|  |  |  |
| --- | --- | --- |
| **Start a new message** | **Pick a care system** | **Pick a care team** |
| Graphical user interface, application  AI-generated content may be incorrect. |  | **Graphical user interface, text, application, email  AI-generated content may be incorrect.** |

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| --- | --- | --- |
| **Pick a category** | **Enter subject** | **Attach file** |
| Graphical user interface, text, application  AI-generated content may be incorrect. | **Graphical user interface, application  AI-generated content may be incorrect.** | **Text  AI-generated content may be incorrect.** |

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| **Enter message** | **Send confirmation** |  |
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