Virtual Hope Box

A Guide for Clinicians

This Clinician's Guide to the Virtual Hope Box describes the purpose, features, and functions of the Virtual Hope Box mobile app, and offers clinicians of all technical skill levels step-by-step directions for implementing the app in their practices. As well as detailed user instructions, the guide includes a brief outline of mobile health, explains the therapeutic principles behind the development of the Virtual Hope Box app, and helps the clinician determine whether or not the VHB might be useful for their practice.

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OVERVIEW

- *What is the Virtual Hope Box?*
  The Virtual Hope Box (VHB) is a free mobile application ("app") for mental health providers to use with patients.

- *What is the purpose of the VHB?*
  The purpose of the VHB is to help patients decrease their experience of distress by encouraging and facilitating healthy coping and emotion regulation skills.

- *Who developed the VHB?*
  The VHB was developed by the National Center for Telehealth and Technology (T2), a Defense Center of Excellence for Psychological Health and Traumatic Brain Injury.

- *Who should use the VHB?*
  The VHB app has been developed specifically for use by patients who are engaged in treatment with a mental health provider.   The VHB should be employed by providers as an adjunct to ongoing psychotherapy and is not designed to be a tool for patients to use without the guidance of a mental health provider. The use of the VHB by mental health patients should always be subject to the clinical judgment, oversight and scrutiny of a clinician.

- *How does the VHB work?*
  Patients download the free VHB app to their personal mobile devices, including smartphones and tablet computers. Beginning in the clinic, users work with their mental health providers to add individually tailored and customized content into various sections of the app. Once oriented to the process, patients may continue to add content at any time. That highly personalized content is then available to patients at any time they have access to their mobile device, which means that the VHB tools and content are highly portable and almost always available to a user in distress.

- *What kind of content and tools does VHB provide?*
  Patients can use the VHB to store a variety of rich multimedia content that they find personally supportive in times of need. For example, with the assistance of their provider a patient can include family photos, videos and recorded messages from loved ones, inspirational quotes, music they find especially soothing, reminders of previous successes, positive life experiences and future aspirations, and affirmations of their worth in their VHB. A patient also collaborates with their clinician to create coping cards to use in response to personal problem areas they experience.   Finally, the VHB provides the patient with positive activity planning, distraction tools, and interactive relaxation exercises including guided

imagery, controlled breathing and muscle relaxation.

- *Where can I get the VHB?*
  The VHB and all other T2 apps are free and available at the iTunes App Store, Google Play, or the Amazon AppStore for Android.

WHAT IS MOBILE HEALTH?

The Military Health System's (MHS) Mobile Application Framework defines mobile health as, "the use of mobile devices to wirelessly deliver health care services" (MHS Mobile Application Framework, 2012) and, a mobile device as "a portable computing device such as a phone or tablet, typically having a display screen with touch interface and/or a miniature keyboard." Mobile devices include mobile phones or smartphones, tablets, computers, e-readers, and wearable body sensors that can record various physiological measures. For purposes of this manual, mobile health includes delivery of health care services using mobile devices, whether or not they are connected to a network.

A mobile application (app) is software designed to run on mobile devices such as smartphones and tablets. Apps are readily available via the Internet in a variety of marketplaces. The principal mobile operating systems (and their mobile app marketplaces) are Apple's iOS (iTunes AppStore), Android (Google Play and Amazon AppStore), Windows Mobile (Windows Phone Store), and BlackBerry (BlackBerry World). Android and iOS currently command the majority of the app market. Accordingly, most all of the mobile apps developed by T2 have been designed to operate on either one or both of these systems.

BACKGROUND

Current evidence-based treatments such as Cognitive Therapy (CT), Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT) and Acceptance and Commitment Therapy (ACT) often include therapeutic approaches to increasing a patient's repertoire of coping skills to manage increased distress and improve emotion regulation. Although the theoretical approach to this goal varies between types of treatment, there is overlap in the practical application. Many of the treatments include encouraging or helping the patient to create a physical representation (such as a "box" of helpful items) of their identified coping skills. The name of this therapeutic tool is commonly called a "hope box," "crisis kit," "self-soothing kit" or similar.

Specific items included in an individual's hope box vary from patient to patient but typically encompass a core of essential elements: reminders of previous successes, positive life experiences, existing coping resources, affirmations of their worth from loved ones, and other reasons for living. For example, a patient might store items such as a favorite CD, family photographs, letters from family, or reminders of accomplishments and future aspirations. Another focus of a hope box is to provide the patient with a means for self-soothing. They are encouraged to put items in their hope box that engage multiple senses. These might include a scented soap, a soft cloth, a puzzle or a piece of sour candy.

The behavioral health provider supports the patient in constructing and customizing a "hope box" and encourages the patient to access it as needed to mitigate feelings of hopelessness or distress. For many individuals, the process of constructing the box is itself therapeutic. Building the hope box requires a person to evaluate/reevaluate what is most important to him/her, and identify positive reasons for living which can be represented by items in the hope box—in some cases these cognitive activities can moderate risk of self-harm, and constitute skills for decreasing risk when such ideation emerges. Providers also find the hope box construction process useful in guiding and focusing their therapeutic process in the clinic.

The VHB takes the often-used practice of creating a physical "hope box" and uses mobile features to enhance the experience. The rich multimedia features on a mobile device allow more varied options. Furthermore, these devices are already a common repository for user-generated and user-preferred media, which will allow for a highly personalized VHB that is highly portable and almost always available to a user in distress.

IS THE VHB RIGHT FOR YOUR PRACTICE?

The first step in deciding if using an app like the VHB is right for your practice is to assess your own comfort and skill with technology. This guide is intended to provide a means for any provider (regardless of skill level) to be able to utilize VHB in their practice. However, it does help to know your own app-literacy before implementing something like the VHB into clinical practice. When clinicians consider implementing mobile health technologies, common questions and concerns arise.   Below, we address some of these clinician concerns.

- ✓ "I don't own a mobile device."
    - o *You don't have to own a mobile device, but your patient does! However, we strongly recommended that you familiarize yourself with set-up and utilization of the VHB app.*

- ✓ "I'm not a supporter of technology – it's making us more isolated."
    - o *This app was designed as an accessory to treatment, not to replace treatment itself. The intent of the app is to increase the patient's use of coping skills, and therefore reduce the isolation a patient may potentially experience.*

- ✓ "This will involve more work on top of my already busy schedule."
    - o *While it may be reasonable to expect a modest increase in workload when learning how to implement the app into practice, we do not anticipate increased workload beyond initial familiarization. Providers already using VHB have commented on its utility in the clinic- "I find the VHB to be a great tool for completing, working, collaborating with a client, actively, in session. When I find that the focus of a session turns to themes of "I can't do anything"; "Nothing will work"; "I won't do that", this tool enables collaboration to happen..." (VA DBT Clinic Provider). Use of the app may also increase your ability to evaluate and discuss the success of coping skills used outside of the therapy session.*

- ✓ "Does this mean that patients can email me 24/7?"
    - o *The VHB does not provide any supplemental email service between the clinician and the user. The clinical boundaries you set as a clinical provider are still entirely up to you. This app allows your patient to be able to more easily access the work you have done together in session, but it does not have to alter how frequently your patient contacts you.*

- ✓ "How do I establish a therapeutic alliance using a mobile app?"
    - o *Once again, it is critical to emphasize that this app is intended to augment clinical care, not replace it.*

- ✓ "Is it secure?"
    - o *Any data created through the use of the VHB is as secure as the phone/device it's installed on. It is helpful to discuss security of personal information- and the limitations of security with your patients who choose to utilize the app. If a patient is especially concerned about security it may be useful to demonstrate or review with them setting up a passcode on their device.*

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HOW TO INTEGRATE THE VHB INTO YOUR PRACTICE

Before introducing the VHB into your practice it is essential that you become as familiar and facile as possible with the app. We strongly recommend that each provider sets up and practices using the VHB until they feel sufficiently proficient to guide patients in construction and use of the app. By creating a demonstration version of the VHB for your patients, it also provides an example for the patient to look at in the initial set-up phase.

PRACTICAL APPLICATION – THE FIRST SESSION

To determine whether the VHB might be of benefit to your patient, the essential first step is to assess their use and understanding of mobile device technologies.

Questions to ask your patient might include:

- ✓ Do you own a mobile device?

    - ○ *Patients should own a mobile device and have Internet connectivity.*

- ✓ Are you familiar with mobile device applications (apps) and how to download an app?

    - ○ *Providers should <u>not</u> assume that patients are necessarily skilled in logging on to an app store or know how to download an app.*

- ✓ Have you ever used a health-related app to help with wellness and health, for example with nutrition, sleep problems, exercise tracking, depression, etc.?

    - ○ *Providers should have core knowledge about the rationale for using a mobile health approach and be able to identify benefits.*

Assisting patients with the "how-to" is crucial to ensuring success with implementing mobile technologies into a treatment regimen. The below hypothetical scenario provides an example of the "how-to" process of introducing the VHB app.

CASE SCENARIO

You do an assessment with Tabetha, a 32-year old Asian-American female who has a spouse currently deployed as an active duty service member. She reports increased irritability and agitation, difficulty sleeping, decreased appetite and often has thoughts like, "maybe it would be better if I wasn't here any more." You determine a treatment plan for Tabetha, which includes increasing her emotion regulation and coping skills. To increase the likelihood that she will utilize coping skills outside of therapy sessions, you decide to inquire about her interest in using the VHB app in her treatment plan. (You do your homework in setting up your own VHB and familiarize yourself with the app and the User Guide.) In your next session with her, you have the following conversation:

Provider: Tabetha, do you own a mobile device?

Tabetha: *Yes, an iPhone.*

Provider: Do you use the phone for calls and for texting?

Tabetha: *Yes.*

Provider: Anything else?

Tabetha: *I use it to take pictures of my kids and sometimes for shopping.*

Provider: Are you familiar with how to download apps from the AppStore?

Tabetha: *Sure, I have dozens of apps on my phone.*

Provider: Are any of the apps that you've downloaded health-related?

Tabetha: *Health-related?*

Provider: Yes. For example, an app that counts calories or teaches stress management.

Tabetha: *I've heard about those kinds of apps but have never used anything like that.*

Provider: Would you be interested in learning more about an app that we could use in your treatment?

Tabetha: *Sure. I'm willing to try it, if you think it will help me.*

Provider: Ok, great. First, I want you to log on to the AppStore with your phone, search for an app called "Virtual Hope Box" and download it.

Tabetha: *Download it? How much is it?*

Provider:	It's free. It was developed by a team at the National Center for Telehealth & Technology, one of the Dept. of Defense Centers of Excellence.
Tabetha:	*What does it do?*
***Provider*.**	It allows you to take many of the coping skills we will work on in our sessions and utilize them in your day-to-day life, by means of your phone. For example, you will have relaxation exercises like guided imagery, distraction skills such as puzzles, as well as places to put quotes that inspire you and songs, pictures and videos that are meaningful to you. You will have all of these things at your fingertips- so that when you are feeling distressed or are just having a tough day, you can use your phone to practice your skills.
Tabetha:	*Wow, that sounds like a lot of tools for me to use. I guess it would be nice to have all of those things available to me on my phone, since that is the one thing I seem to have with me at all times!*
Provider:	That's great to hear. We could start the set-up today in session, and then you will take it with you and access it as you go through your week. We will make it personalized for you-

You show Tabetha your sample VHB you have on your mobile device in your office and begin demonstrating some of the features.

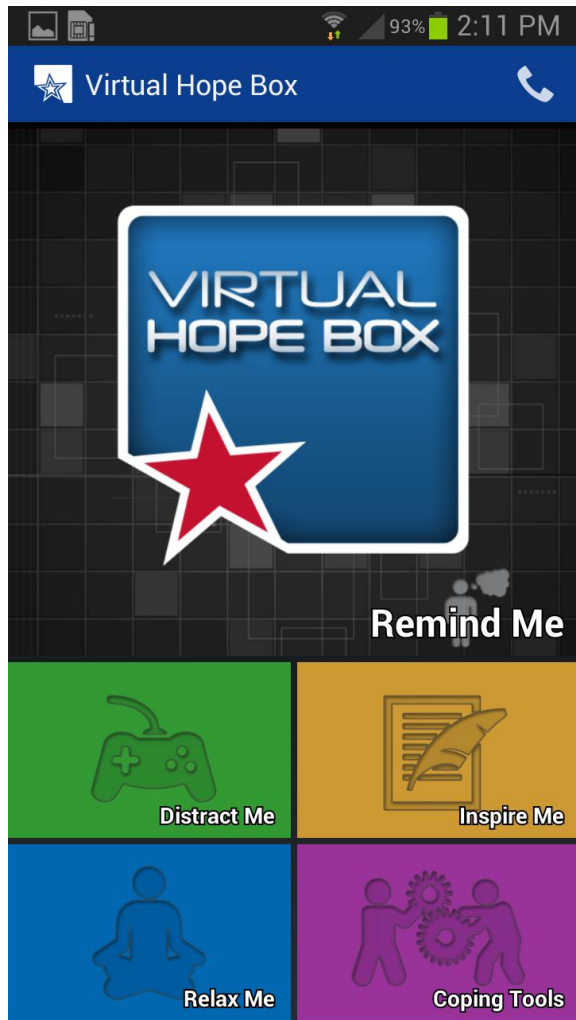|	
Tabetha:	*The app has a lot of great features. Is there a help guide?*
Provider:	Yes, the app has "Help" functions within the sections. I will also provide you with a paper-copy User Guide.
Tabetha:	*What about security of my information? Will other people be able to see what I am writing in my phone?*
Provider:	Great question! There are no specific security features built directly into the app. However, you should feel free to utilize whatever security options your phone has built into it, such as a passcode lock, so that you can maximize the security of your phone- and as a result, the contents of the app.
Tabetha:	*Oh, ok. I already use a passcode, so that should work fine for me.*

The next section is the User's Guide. The purpose of the User's Guide is to help Clinicians familiarize themselves with the VHB app. Clinicians also can separate the stand-alone User's Guide from the Manual and give it to patients when they are learning how to set-up and use the app.

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VHB USER'S GUIDE For Android

WHAT'S IN THE VHB?

REMIND ME
The Remind Me section of the VHB is a place for the user to store supportive photos, videos, recorded messages, and music.

DISTRACT ME
The Distract Me section of the VHB includes Sudoku puzzles, photo puzzles, word search, and Mahjong solitaire.

INSPIRE ME
The Inspire Me section of the VHB has preloaded inspirational quotes that can be replaced or supplemented with quotes chosen by the user from any source.

RELAX ME
The Relax Me section of the VHB includes three types of interactive relaxation exercises: controlled breathing, muscle relaxation, and guided meditation.

COPING TOOLS
Coping Cards enable the user to store coping skills to use in response to common problem areas they experience.
The Positive Activity Planner enables the user to plan activities with anyone from their contacts list.

SUPPORT CONTACTS
The Support Contacts section of the VHB allows for quick access to preselected contacts by the user.

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HOW TO DOWNLOAD THE VHB

The VHB app can be downloaded from the Android Marketplace (Google Play or the Amazon AppStore for Android). Search for "Virtual Hope Box" and look for the Virtual Hope Box icon.

BUILDING AND PERSONALIZING YOUR VHB

- Before you begin personalizing your VHB, it may be helpful to refresh yourself on a few of the main user features of your phone. For example, each phone has a <u>Menu</u> key, a <u>Home</u> key and a <u>Back</u> key. These might look different from phone to phone, but they are essential to help you navigate through the VHB. Consult with your phone user's manual if you have any questions about what the keys look like on your specific phone.

  - When you select the <u>Menu</u> key in the VHB, this will often give you several options to choose from within the designated section of the VHB. The options you might see are dependent on which section you are currently in.

  - When you select the <u>Home</u> key in the VHB, it will take you to the home screen of your phone (and not the home screen of VHB).

  - When you select the <u>Back</u> key in the VHB, this will take you back one step from the button you just selected. This may be helpful to utilize if you find that you do not know how to get out of the section you are currently in on the VHB. Press the <u>Back</u> key until you are on a screen you recognize.

REMIND ME

When distress levels rise or problem areas occur, one way to combat difficult feelings, thoughts, and situations is to go to the Remind Me section of your VHB. Look through pictures you have placed in this section, listen to a song you have chosen, read a message of support from a loved one, or listen to a voice recording of someone who can help improve your mood.

▪ To set up your Remind Me section of the VHB, select Remind Me from the main menu.
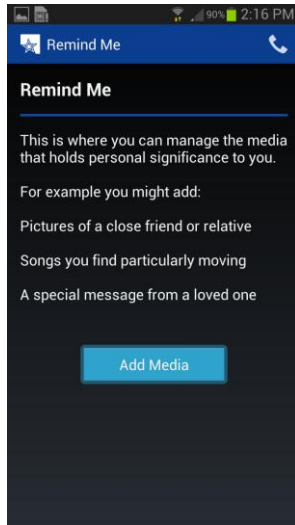
- Select Add Media and then select the media type, either Video, Photo, Music, or Recorded Message. Note that once you have added one type of media, you can add more media by selecting the menu ("+") button in the upper right corner of the screen.

- If you select Video, you will be given the option to select either Record, From Storage, or From YouTube.

    ▪ If you select Record, you will be able to directly record the video for the VHB. After recording, select the "check" to add the video to your Remind Me section.

▪ If you choose a video From Storage, simply select the video you would like to use from your available videos. If you do not have previously recorded videos, you will need to record a video.

▪ If you prefer to choose a video From YouTube, you can type in a search bar at the top of your device using the device keyboard.

▪ To add a Photo, select either Capture or From Storage.
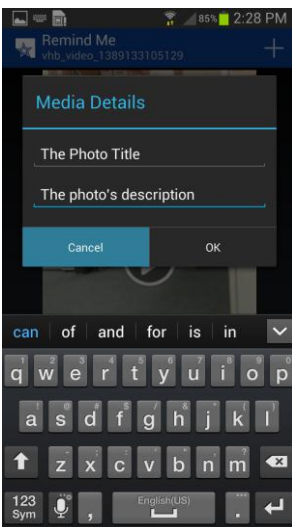
- If you choose Capture, you can name the photo at the next prompt, under Media Details. You are given the option to type a Title and Description. When you press the Title or Description prompt, a keyboard will come up and you can label the photo as you desire. Select Next and then OK when complete. The next screen will allow you to take a photo and select the "check" to add your photo.

- If you choose From Storage, select the photo you would like to add to the VHB.

- To add Music, the VHB app will allow you to choose music that is already in the music library of your phone.
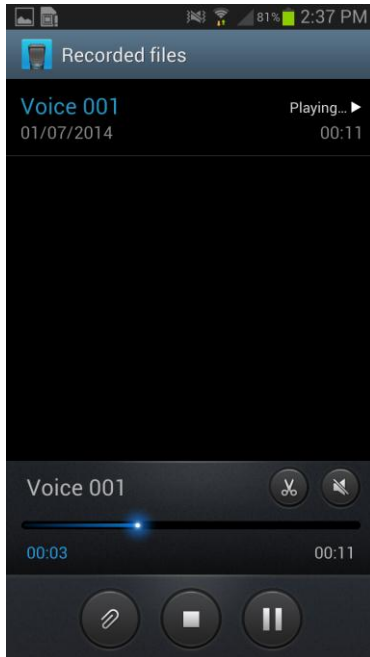
- To add a Recorded Message, choose from either Record or From Storage.

  - To Record a message, you will see a screen that has a "circle" record button. Press that button once and the "square" stop button after the recording is complete. Select Done when complete or Discard to erase and go back to the Remind Me main menu.

  - To select a recorded message From Storage, select the previously recorded message and then OK.

- An additional feature of the Remind Me section is the ability to filter what is seen on your app. Once in the Remind Me section, press the Menu button on your phone and choose Filters. Select or deselect the type of media you would like to have visible on the app. These settings can always be changed via the Filters menu.

- To remove media from the Remind Me section, you can select the trash can icon in the upper right corner of your screen or you can press and hold the item you would like to remove.

  - If you press and hold the media, you will have an option to Remove Media or Add Media. Press Remove Media to remove it from your Remind Me section of the VHB.

- You can always select the Menu button and choose the Help button to receive help with the Remind Me section.

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DISTRACT ME

Use the Distract Me section of the VHB to help provide a change in your attention and to focus on something else when difficult feelings, thoughts, or situations occur. There are several options within the Distract Me section that you can choose from, with several levels of difficulty in each activity. If you find that you have gone through all the levels on all the activities, keep in mind there are a wide variety of similar games available to you through on-line resources, as well as in paperback.

An important aspect of utilizing the Distract Me section is to work with your provider to use the Distract Me section in a balanced manner. Distraction is an important skill to be able to use when you are feeling distressed and want to attempt to quickly change your level of distress. However, be cautious; it is important to use other coping strategies once you have reduced your distress level so that you don't over-utilize your distraction skills. For example, some people will start to use distraction to the point that they begin to avoid emotions all together. It is helpful to try and use many different types of coping skills. As always, be sure to consult with your provider if you have a specific question on how to use the distraction skills.

Sudoku Puzzle

- Select Sudoku Puzzle from the Distract Me menu.

- If there is already a puzzle on the screen, look in the upper left corner to see the title and difficulty of the puzzle. For example, Easy #3.

- To change the difficulty of the puzzle, touch the Menu button in the lower left corner. Touch the Change Puzzle button to give you options.

- Select from the horizontal buttons at the top of the screen; either Easy, Medium, Hard, or Expert.

- Once you choose the difficulty level, you can then select a numbered puzzle to correspond with difficulty (for example, Med.#5). There are 50 puzzles for each difficulty level.

- To play the puzzle, select the blank box you would like to place a number into, and then select the number from the number pad below.

- You can also select the Menu button to:
  - Get Instructions.
  - Select the Get Hint to get help on the puzzle.
  - Select Verify Answers to check your work.
  - Select Change Puzzle to find a new puzzle to try.
  - Select Reset Puzzle to clear your answers from the puzzle and start again.

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Photo Puzzle

- Select Photo Puzzle from the Distract Me menu.

- One of your Remind Me photos will appear scrambled.

- Touch two tiles to swap them in order to recreate the original photo image.

- Touch the Menu button to:

  - Change Photo will give you another photo image to work on.

  - Settings will give you a Rows and Columns option.

   - Select Rows and then select a number from the numerical keypad. Select Ok. You can do the same for Columns.

Word Search

- Select Word Search from the Distract Me menu.

- Find the words listed on your screen (under Word List) in the puzzle. Words can be arranged forwards, backwards, diagonal, vertical, and horizontal. Once you find a word, simply touch the letters in one stroke, and the word will highlight as you touch the letters.

  - Use the Menu button to Get Hint as needed.

  - Once you complete a puzzle, VHB will give you a new puzzle to complete.

Mahjong Solitaire

- Select Mahjong Solitaire from the Distract Me menu.

- If there is already a puzzle on the screen, look in the upper left corner to see the title and difficulty of the puzzle. For example, Expansion – Easy #1.
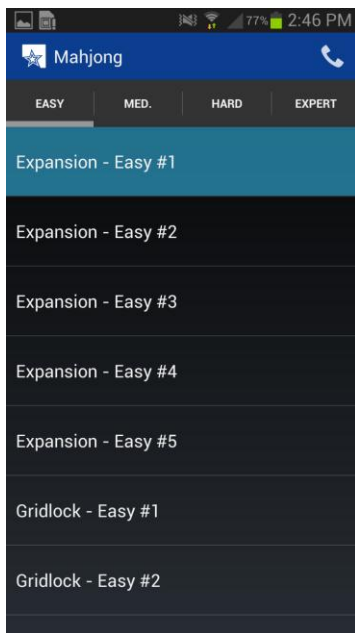
- To change the difficulty of the puzzle, touch the Menu. Touch the Change Puzzle button to give you options.

- Select from the horizontal buttons; either Easy, Moderate, Difficult, or Expert. Once you choose the difficulty level, you can then scroll through the options to select a numbered puzzle (for example, Gridlock – Hard #2).

- Select the Menu button to:

  - Get Instructions on how to play Mahjong Solitaire.

  - Get Hint.

  - Toggle Highlighting.

  - Change Puzzle.

  - Reset Puzzle.

  - Change or view Settings for your game.

    - You can change the Background Image by selecting this button. When a menu comes up, touch the circle that corresponds to the background image you would like for the game.

INSPIRE ME

The Inspire Me section is helpful to access when you could use an increase in support or motivation. If you are feeling low, depressed, distressed, or maybe just a little unmotivated, it can be helpful to read your pre-selected quotes to provide some wisdom.

▪ When you select Inspire Me, quotes that are automatically loaded, as well as quotes you have manually entered into the Inspire Me section will appear.

▪ To add a quote, press the "+" button in the upper right portion of your screen. Then in the Quote box, type the quote using the keypad. Next, select the Author box and then type in the author using the keypad. Press Done to add the quote to your VHB or Revert to start over.
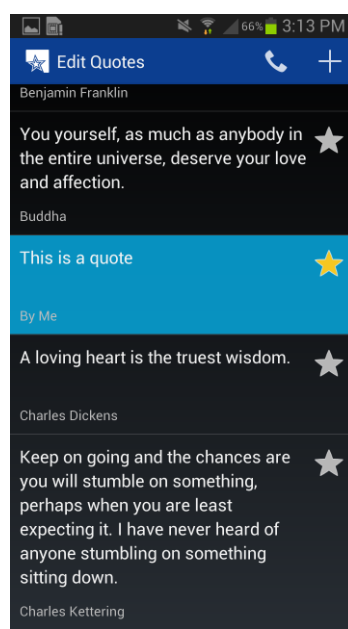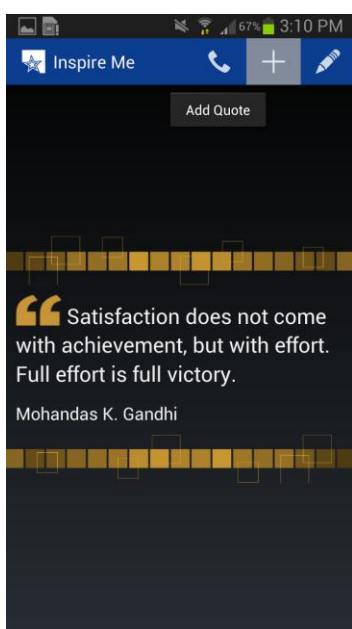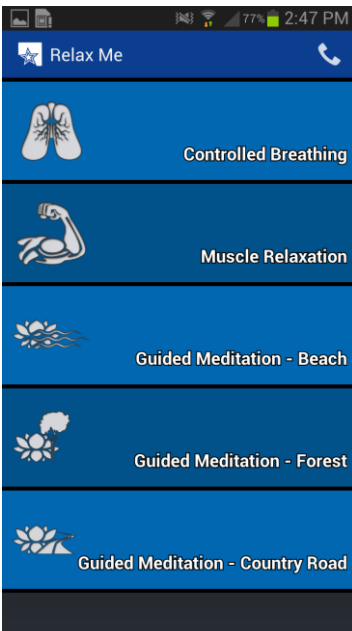

▪ To edit and manage your quotes, select the pencil icon in the upper right hand corner of the screen.

- All of the quotes in your VHB will appear. Press and hold the quote you would like to edit. From this menu, you can:

  ▪ Add to Favorites. Once you add a quote to your favorites, a gold star will appear on the right side of your screen next to the quote. You can also select or deselect the gold star from the Edit Quotes screen.
  ▪ Edit Quote.
  ▪ Remove Quote.

- You can modify what you see by using the <u>Menu</u> button to:

  - <u>Remove Quote</u>.

  - The <u>Settings</u> button will allow you to alter the <u>Slideshow Delay</u> or set up a <u>Daily Reminder</u>.

    - The <u>Slideshow Delay</u> allows you to select the time you would like a quote to appear on the screen before it changes to the next quote.
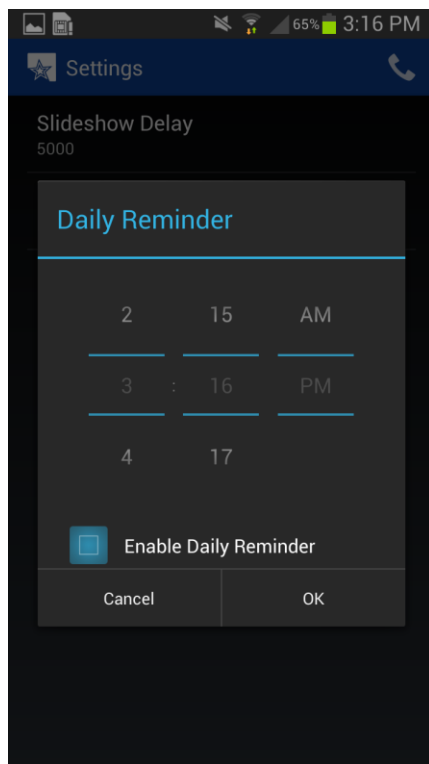
- The <u>Daily Reminder</u> button will allow you to select a time every day for a quote to pop-up on your mobile device.

- First, select the box to the left of <u>Enable Daily Reminder</u>, then choose the time you want the daily reminder to occur.

RELAX ME

The _Relax Me_ section of the VHB has a _Controlled Breathing_ coach, a _Muscle Relaxation_ tool, and three interactive _Guided Meditation_ sessions. All of these options are excellent choices to try when you are feeling distressed, and are good techniques to practice when you are not. Practicing your relaxation skills in day-to-day life (even when you feel good!) will increase the likelihood of success in using the relaxation skills when you are feeling distressed.

As with most aspects of the VHB, if you enjoy the relaxation exercises, but you want to try out some other types of relaxation exercises, there are many other resources that you can seek out that may have similar benefits. Talk to your provider to get further ideas about where to look for more relaxation apps.

Controlled Breathing

- Select Controlled Breathing and simply tap the screen to start the exercise.

  - If you would like to change the settings for the exercise, select the Menu button and press Settings.

  - You can modify the Session Duration, Inhale Duration, Exhale Duration, Hold Duration, and Rest Duration.

    - For Session Duration, you can select "0" for unlimited session duration or you can choose a number between "1" and "200" minutes.

    - For Inhale Duration, Exhale Duration, Hold Duration, and Rest Duration, it is highly recommended that you consult with your provider to help create optimal times in your settings for controlled breathing exercises.

    - On each page, the app will give you guidance on how to set up the breathing exercise. Each duration prompt will ask you to Press & Hold the button for the specified portion of the breathing exercise. Once you have a time on the screen, you can select either Done to move on or Revert to start over.

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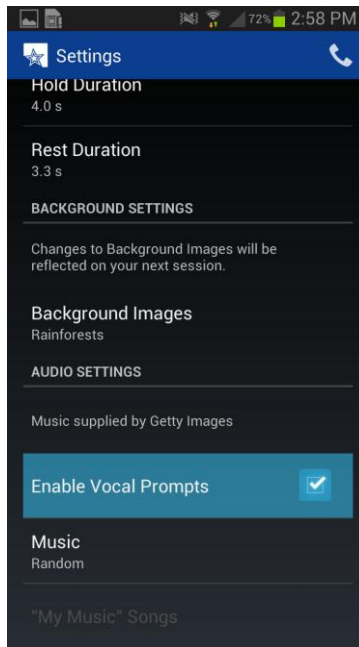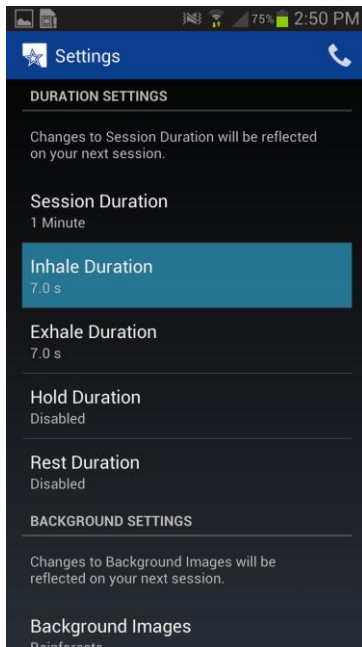
- You can also modify <u>Background Images</u> through the <u>Settings</u> menu. Select either <u>No Background</u>, <u>My Images</u>, <u>Rainforests</u>, or <u>Beaches</u>. The <u>My Images</u> option will use photos from your images on the VHB.

- There are Audio Settings in the Settings menu that allow you to <u>Enable Vocal Prompts</u> and set <u>Music</u>.

  - Either select or deselect the box to the right of <u>Enable Vocal Prompts</u> to turn on or off the voice prompts in the Controlled Breathing exercise.

  - Select <u>Music</u> to modify music settings. You can choose <u>No Music</u>, <u>My Music</u> or several pre-loaded music options for the exercise. If you choose <u>My Music</u>, you can then choose <u>My Music</u> from the <u>Settings</u> menu to add "+" music from your music library on your phone.

- Once you are satisfied with the settings you have selected, press the <u>Back</u> key and tap the screen once to begin the exercise. You can modify the pace of the exercise by selecting the "+" or the "-" key on the main screen while you are doing the breathing exercise. If you press the screen again, it will <u>Pause</u> the exercise for you. You may restart the exercise by pressing the screen once more.

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Muscle Relaxation

- Select <u>Muscle Relaxation</u> and simply tap the screen to begin the exercise. If you press the screen again, it will <u>Pause</u> the exercise for you. You may restart the exercise by pressing the screen once more.

- If you have injuries such as back pain or a knee injury you should avoid tensing muscles that might affect that injury.

  - To Disable Captions, press the <u>Menu</u> button on your phone and then select either <u>Disable Captions</u> or <u>Enable Captions</u>.

Guided Meditation

- Select any of the three <u>Guided Meditation</u> exercises from the <u>Relax Me</u> menu (<u>Guided Meditation- Beach</u>, <u>Guided Meditation- Forest</u>, <u>Guided Meditation- Country Road</u>).

- Press <u>Play</u> to begin the selected meditation exercise.

  - It may be helpful to adjust the volume on your device or to use headphones while listening to the exercise.

  - There will be text on your phone that corresponds to the audio you hear while listening to the exercise. Use the <u>Pause</u> and <u>Play</u> button as necessary to control your listening experience.

  - If you are listening to the guided meditation and your phone goes into sleep mode (it powers off by itself), you may have to turn the power back on to restart the meditation. It may be helpful to go to the Settings menu of your phone and select a longer time period before your phone goes to sleep while you do the meditation section. Check your phone owner's manual for more instruction on how to modify sleep settings on your phone.

COPING TOOLS

There are two sections in the <u>Coping Tools</u> portion of the VHB. The first is <u>Coping Cards</u> and the second is the <u>Positive Activity Planner</u>. The <u>Coping Tools</u> section of the VHB should be created as a collaborative effort between the provider and patient.
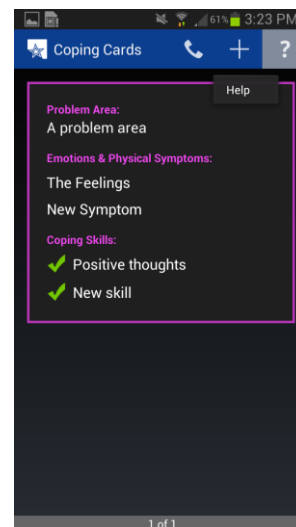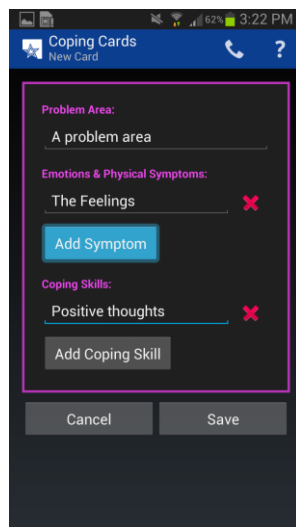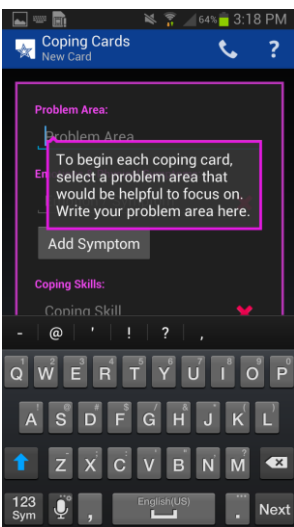
Coping Cards

If you have feelings, thoughts, or overall difficulties ("Problem Areas") that you would like to improve upon, you can use your Coping Cards to help you manage your ability to cope with your chosen Problem Areas. When you experience a Problem Area, that is an ideal time to open up the Coping Cards section and read which Coping Skills you have decided would be a good strategy to implement. You can use this section to create a card that identifies Emotions and Physical Symptoms to go with Problem Areas. If you should start feeling any of those symptoms or emotions, you can look through your Coping Cards to trouble shoot which Problem Area you might be encountering. Then, decide which Coping Skill to try first.

- Categories within the <u>Coping Cards</u> section include <u>Problem Areas</u>, <u>Emotions & Physical Symptoms</u> and <u>Coping Skills</u>. Each category has instructions that can be accessed by selecting the "?" in the upper right hand corner of the screen. Examples for each category are shown in Table 1.1 (Coping Card Examples).

- <u>Problem Areas</u>
    - To determine what Problem Areas you might want to list, think about areas in your life that you would like to see improved. Your Problem Areas could be focused on feelings, thoughts, or overall difficulties that are preventing you from living the life you would like to live (see Table 1.1 for examples).

- <u>Emotions & Physical Symptoms</u>
    - Once you have identified a Problem Area to focus on, spend some time considering what emotions and physical responses go along with the Problem Area. It may be helpful to spend a few days recording these in a journal if you are not already familiar with which emotions go with the problem areas.

- <u>Coping Skills</u>
    - Coping Skills for your problem areas are particularly helpful to develop with your mental health provider. Coping Skills should be tailored specifically to your Problem Area. Select at least three coping skills to go with each Problem Area so you have a variety from which to choose. Coping Skills can be an action you will take, a positive fact about yourself that might negate the designated Problem Area, or a quote or affirmation that helps you to cope with difficult moments.

(Table 1.1) Coping Card Examples

	Problem Areas	Emotions & Physical Symptoms	Coping Skills
1	Struggling with Self Esteem	Sad, angry, migraine	- Some days are hard but I know they won't always be difficult - My friend Joe said I'm a good listener - Woman at bus stop smiled at me
2	Feeling Overwhelmed	Anxious, heart racing, muscle tension	- Make sure I took my medications - Call my mom for support - Do Sudoku puzzles in my VHB app
3	Difficulty with loneliness	Sad, lonely, stomach ache	- Call my brother - I have had meaningful relationships in the past; there will be more in the future - Plan a social activity for tomorrow
4	Feeling really irritable	Frustrated, pissed off, sensitive, nauseous	- Remember that I won't always feel this way, "this too, shall pass" - Do a photo puzzle in the VHB - Buy myself something new
5	Thoughts about not being good at anything	Depressed, helpless, shameful	- I completed two community college courses last semester - Call my dad and ask him to remind me what I have done well in the past - I paid my bills on time last month
6	Feeling short-fused, angry	Moody, angry, irritated, headaches	- Do my deep breathing exercises - Remind myself that anger is an emotion and emotions are okay to experience - Plan a new activity in the Activity Planner

- To start your <u>Coping Card</u>, select the "+" sign in the upper right hand corner of the screen.

  - Type in your <u>Problem Area</u> using the keypad.

  - Select "Next" on the keypad or just select the <u>Emotion/Symptom</u> box and begin typing the Emotions or Physical Symptoms. Once you have written an Emotion or Physical Symptom in the designated space, hit the <u>Add Symptom</u> button. You can always hit the red "X" next to the Emotion/Symptom to delete your entry.

  - Select "Next" on the keypad or just select the <u>Coping Skill</u> box and begin typing your chosen Coping Skill. Once you have written a Coping Skill in the designated space, hit the <u>Add Coping Skill</u> button. You can always hit the red "X" next to the Emotion/Symptom to delete your entry.

  - When complete, hit the <u>Save</u> button. Hit <u>Cancel</u> to revert to previous page (your changes will not be saved if you hit <u>Cancel</u>.)


- To get help, select the "?" in the upper right hand corner of the screen at any time to get further instructions on how to complete the Coping Card.

- Once you have created a Coping Card, you can select the Menu button to <u>Edit Card</u> or <u>Delete Card</u>. To <u>Edit Card</u>, delete or modify text as necessary and then select <u>Save</u>.

- If you have more than one Coping Card, you can scroll between cards by swiping the screen with your finger in a left and right motion.

## Positive Activity Planner

The Activity Planner section of the VHB allows you to schedule events and activities with anyone from your contact list. A critical part of improving your day-to-day mood is engaging in activities that you find meaningful. Although this is often a difficult task when you feel depressed or down, inviting someone else to do the activity with you can help to get you to complete the activity.

- Select Activity Planner

  - Touch the space below the Activity prompt. You will see a list of preselected activities to choose from. Select which activity you would like to schedule.

    - If you would like to add your own activities, select the Menu button and then select Edit Ideas. From this page, you can hit the "+" button in the upper right corner to Add activity idea. Hit Ok. You can also hit the "star" to the right of the activity to make it a favorite so it will be at the top of your activity list. The star will turn yellow once it is a favorite.
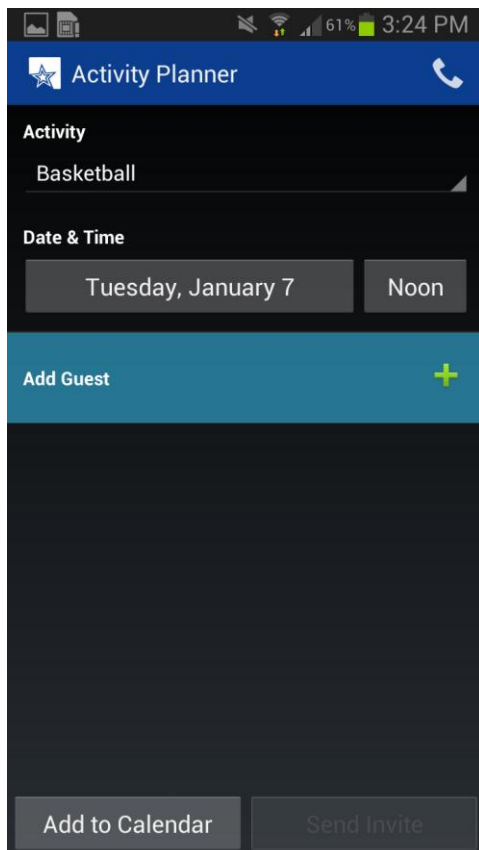
  - To schedule the chosen activity, touch the date below the Date & Time prompt. Choose the date by swiping your finger in an up and down motion over the month, day, and year. Select Done when complete. Next choose the time button and swipe your finger over the preferred time. Press the AM or PM prompt to select the appropriate setting. Select Done when complete.

  - You can also put the activity in your calendar by selecting Add to Calendar at the bottom of the screen. Choose a calendar will be the next prompt. Select the calendar of your choice.

- The next step is to invite people to your activity. Touch the green plus "+" sign on the right side of the screen, opposite the Add Guest prompt.

    - Search for and then choose a contact by selecting the contact to send the invite.
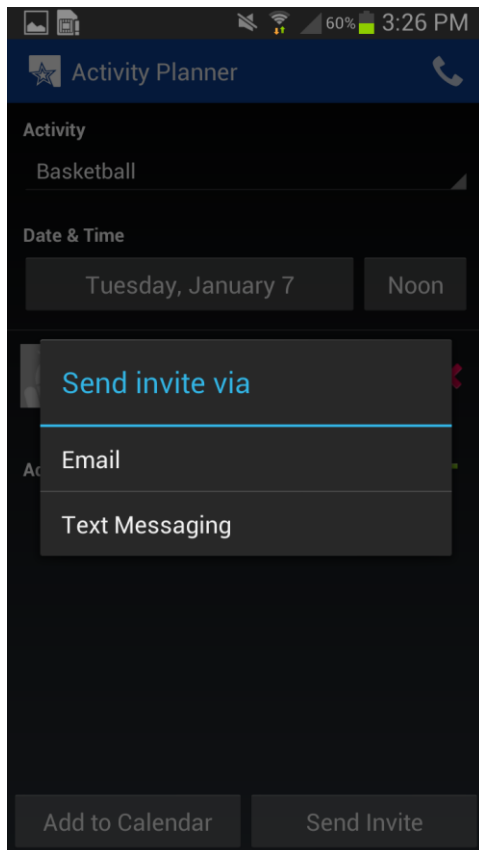

- Touch the button in the right lower corner, Send Invite.

- A new box will pop-up, Send invite via.

- Touch either the Email or Text Messaging prompt.

- Your device will ask you how you want to send your email. Select the method you would like to utilize.

- You can also put the activity in your calendar by selecting Add to Calendar at the bottom of the screen. Choose a calendar will be the next prompt. Select the calendar of your choice.
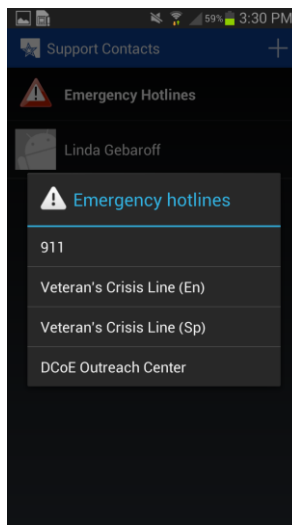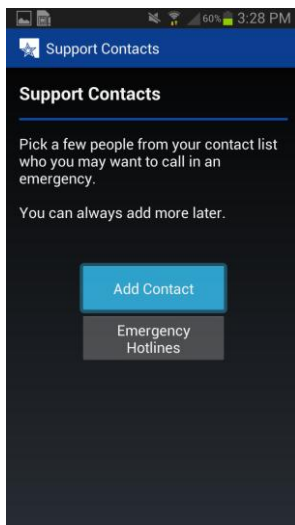
SUPPORT CONTACTS

The Support Contacts section of the VHB is designed to give you quick access to contacts of your choosing. Additionally, the Support Contacts section gives you quick access to Emergency Hotlines.
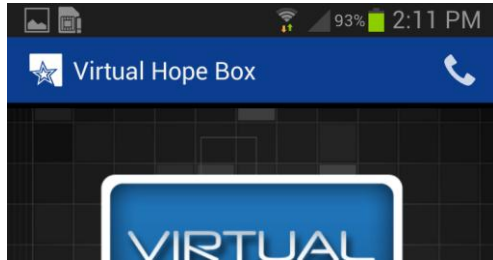
- You can access the Support Contacts section at any time by hitting the phone icon in the upper right-hand corner of the screen.

- To initially set up your Support Contacts section of VHB, select the phone icon in the upper right corner of your screen. You will have a choice to Add Contact or view the Emergency Hotlines.
    - When you select Add Contact, your phone will display your contacts that are already in your phone. Search for and/or select a contact from your list. The name will now appear in your Support Contacts list and can be accessed every time you press the phone icon in the VHB app.
    - The Emergency Hotlines will always be accessible through the Support Contacts function (by pressing the phone icon) of the VHB. The Emergency Hotlines include:
        - 911
        - Veteran's Crisis Line (English)
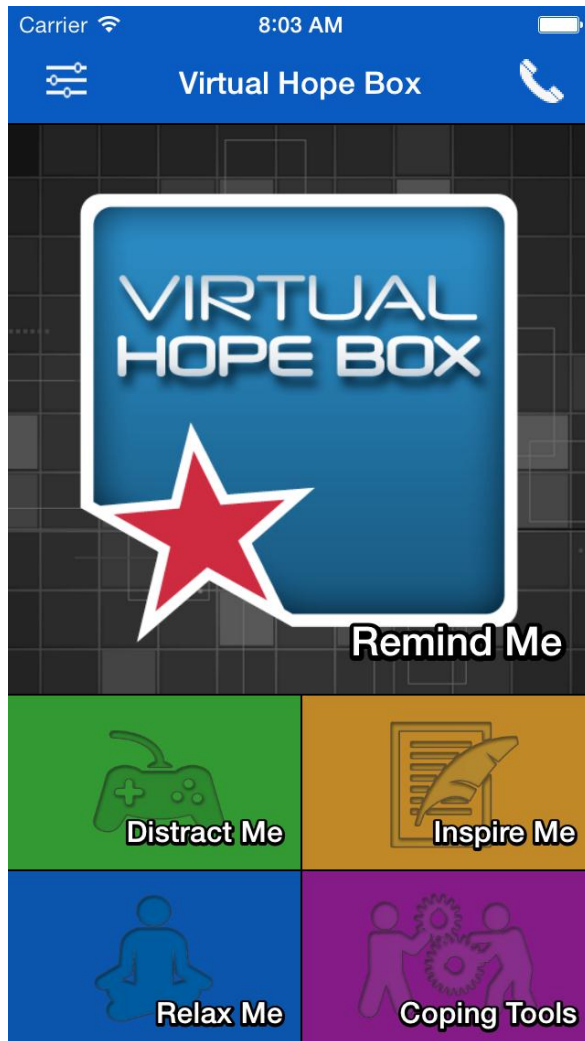   - Veteran's Crisis Line (Spanish)
        - DCoE Outreach Center

- To remove a contact from your Support Contacts list, press and hold the desired contact. A box will show up that gives you the option to Remove Contact.

END OF ANDROID USER'S GUIDE

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VHB USER'S GUIDE For iOS

WHAT'S IN THE VHB?

REMIND ME
The Remind Me section of the VHB is a place for the user to store supportive photos, videos, recorded messages, and music.

DISTRACT ME
The Distract Me section of the VHB includes Sudoku puzzles, photo puzzles, word search, and Mahjong solitaire.

INSPIRE ME
The Inspire Me section of the VHB has preloaded inspirational quotes that can be replaced or supplemented with quotes chosen by the user from any source.

RELAX ME
The Relax Me section of the VHB includes three types of interactive relaxation exercises: controlled breathing, muscle relaxation, and guided meditation.

COPING TOOLS
Coping Cards enable the user to store coping skills to use in response to common problem areas they experience.
The Positive Activity Planner section enables the user to plan activities with anyone from their contacts list.

SUPPORT CONTACTS
The Support Contacts section of the VHB allows for quick access to preselected contacts by the user.

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HOW TO DOWNLOAD THE VHB

The VHB app can be downloaded from the iTunes AppStore. Search for "Virtual Hope Box" and look for the Virtual Hope Box icon. Press the "Free" button to download the app onto your phone. You will likely have to enter your iTunes password to download the app.

## BUILDING AND PERSONALIZING YOUR VHB

- Before you begin personalizing your VHB, it may be helpful to refresh yourself on a few of the main user features of your phone. For example, each phone has a <u>Home</u> key. Consult with your phone user's manual if you have any questions about what the key looks like on your phone.

  - When you select the <u>Home</u> key in the VHB, it will take you to the home screen of your phone (and not the home screen of VHB).

- Throughout the VHB, you will have a prompt in the upper left corner of your screen that will allow you to go back to the previous page. The prompt given will vary depending on the screen you are on, but this is helpful to remember to aid in your navigation through the VHB.

- The VHB settings can be accessed from the main page of the VHB by selecting the settings icon in the upper left corner.

REMIND ME

When distress levels rise or problem areas occur, one way to combat difficult feelings, thoughts and situations is to go to the Remind Me section of your VHB. Look through pictures you have placed in this section, listen to a song you have chosen, read a message of support from a loved one, or listen to a voice recording of someone who can help improve your mood.

- To set up your Remind Me section of the VHB, select Remind Me from the main menu. In the bottom center of your screen, you can choose to add either Images & Videos or Music & Recordings.
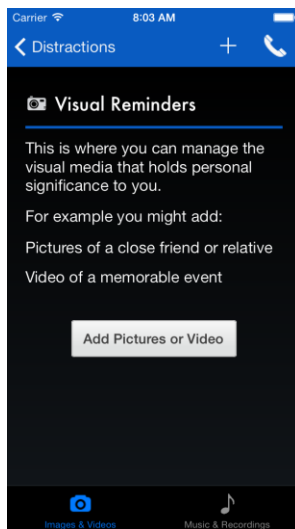
- Select Add Pictures or Video and then select the media type in the upper right corner, either Photos or Videos.

- Note that once you have added one type of media, you can add more media by selecting the menu ("+") button in the upper right corner of the screen.

- If you select Photos, you will be given the option to select either Select or Capture.

    - If you choose Select, you may get a prompt initially to allow VHB to access your photos. Choose Ok.

        - Select Camera Roll (or an album you have created).

        - Select the picture(s) you would like to place in your VHB.

    - If you select Capture, you will be able to directly take a photo from your camera on your phone. Press the white camera button to take the picture, and then select Use Photo if you would like to use the photo. You can press Retake and then Cancel to get back to the original Remind Me page.

- If you select Videos, you will be given the option to select either Select, Record, or YouTube.
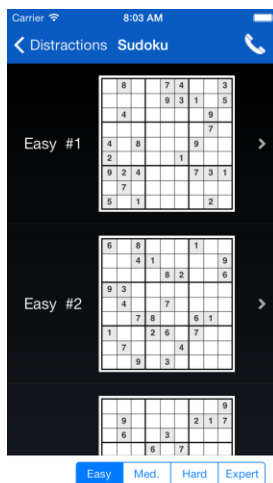
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- If you want to choose from a video on your phone, hit <u>Select</u>, then <u>Camera Roll</u>, <u>Videos</u> or an album you have already created. To choose the video, hit the <u>Use</u> button in the upper right corner of the box.

- To create a new video, hit <u>Record</u>. Press the red circular button to start recording and again to stop. Select <u>Use Video</u> to place in your VHB or <u>Retake</u> to record again.

- If you prefer to choose a video from <u>YouTube</u>, you can type in the search bar at the top of your device using the device keyboard.

- To add music or recordings, select <u>Music & Recordings</u>, and then choose either the <u>Add Music or Messages</u> button in the center of your screen or the "+" sign in the upper right corner of your screen.

  - To add <u>Music</u>, you can choose from music already in your music library or you can download music from the iTunes store. Choose <u>Cancel</u> to go back to the <u>Remind Me</u> page.

  - To add a recording, choose <u>Recordings</u> and then either <u>Select</u> or <u>Record</u>.

    - To choose a previously recorded message, hit <u>Select</u>.

    - To <u>Record</u> a message, you will see a small box in the center of your screen with a timer and a box with a circle and a square. To start recording, press the circle. To stop recording, press the square. The recording will store in your VHB.

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VIRTUAL
HOPE BOX

DISTRACT ME

Use the Distract Me section of the VHB to help provide a change in your attention and to focus on something else when difficult feelings, thoughts or situations occur. There are several options within the Distract Me section that you can choose from, with several levels of difficulty in each activity. If you find that you have gone through all the levels on all the activities, keep in mind there are a wide variety of similar games available to you through on-line resources, as well as in paperback.

An important aspect of utilizing the Distract Me section is to work with your provider to use the Distract Me section in a balanced manner. Distraction is an important skill to be able to use when you are feeling distressed and want to attempt to quickly change your level of distress. However, be cautious; it is important to use other coping strategies once you have reduced your distress level so that you don't over-utilize your distraction skills. For example, some people will start to use distraction to the point that they begin to avoid emotions all together. It is helpful to try and use many different types of coping skills. As always, be sure to consult with your provider if you have a specific question on how to use the distraction skills.

Sudoku Puzzle

- Select Sudoku Puzzle from the Distract Me menu.

- Select from the difficulty level buttons at the bottom, right side of the screen: Easy, Medium, Hard, or Expert.

- Once you choose the difficulty level, you can then select a numbered puzzle to correspond with difficulty (for example, Med.#5). There are 50 puzzles for each difficulty level.

- To play the puzzle, select the blank box you would like to place a number into, and then select the number from the number pad below.
  - Press Clear on the keypad to delete your entry or Invert to display which numbers you have eliminated as possible choices for that box.

- Select Puzzles in the upper left corner to return to the Sudoku Puzzle menu.

- You can also select the Menu button to:
  - Select Reset Puzzle to clear your answers from the puzzle and start again.
  - Select the Get Hint to get help on the puzzle.
  - Select Verify Answers to check your work.
  - Select Enable Highlighting to highlight a number throughout the puzzle.

Photo Puzzle

▪ Select Photo Puzzle from the Distract Me menu.

▪ One of your Remind Me photos will appear scrambled.

▪ Touch two tiles to swap them in order to recreate the original photo image.

▪ Touch the Menu button to:
  • Get a New Puzzle.
  • Show Hint.
  • Change Difficulty will give you choices of Easy, Medium, or Hard.

Word Search

▪ Select Word Search from the Distract Me menu.

▪ Find the words listed on the right side of your screen in the puzzle. Words can be arranged forwards, backwards, diagonal, vertical, and horizontal. Once you find a word, simply touch the letters in one stroke, and the word will highlight as you touch the letters. Once you complete a puzzle, VHB will give you a new puzzle to complete.

Mahjong Solitaire

▪ Select Mahjong Solitaire from the Distract Me menu.

  • To change the difficulty of the puzzle, touch the Menu. Touch the Change Puzzle button to give you options.

  • Select from the difficulty buttons in the lower right corner: Easy, Medium, Hard, or Expert. Once you choose the difficulty level, you can then scroll through the options to select a numbered puzzle (for example, Gridlock – Hard #2).

  • Select the Menu button to:
    ▪ Reset Puzzle.
    ▪ Enable Highlighting.
    ▪ You can change the Background Image by selecting this button. When a menu comes up, touch the circle that corresponds to the background image you would like for the game.

  • Select Puzzles in the upper left corner to return to the Mahjong menu.

INSPIRE ME

The Inspire Me section is helpful to access when you could use an increase in support or motivation. If you are feeling low, depressed, distressed, or maybe just a little unmotivated, it can be helpful to read your pre-selected quotes to provide some wisdom.

- When you select Inspire Me, quotes that are automatically loaded, as well as quotes you have manually entered into the Inspire Me section will appear.
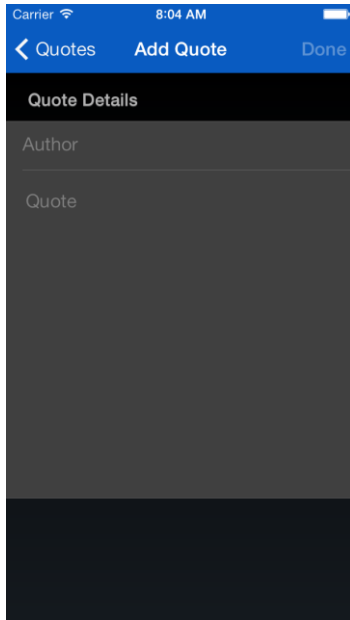
  - To add a quote, press the "+" button in the upper right portion of your screen. Then in the Quote Details box, type the quote using the keypad. Next, select the Author box and then type in the author using the keypad. Press Done to add the quote to your VHB.

  - To edit and manage your quotes, press and hold your finger over the quote for approximately two seconds. From this menu, you can:
    - Remove Quote.

    - Either Remove from Favorites or Add to Favorites. Once you add a quote to your favorites, a gold star will appear on the right side of your screen next to the quote.

    - Edit Quote.
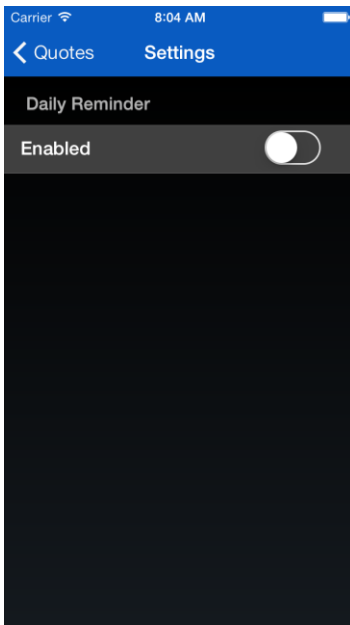
  - You can add a Daily Reminder by selecting the Menu button.

    - If the daily reminder is disabled, enable it by sliding the white button to the right. The button will turn green and a Time box will appear below. Select the time you would like to have an Inspire Me quote show up on your phone.

 - Select the Quotes button in the upper left corner to return to the Inspire Me page.

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VIRTUAL HOPE BOX

RELAX ME

The Relax Me section of the VHB has a Controlled Breathing coach, a Muscle Relaxation tool, and three interactive Guided Meditation sessions. All of these options are excellent choices to try when you are feeling distressed, and are good techniques to practice when you are not. Practicing your relaxation skills in day-to-day life (even when you feel good!) will increase the likelihood of success in using the relaxation skills when you are feeling distressed.

As with most aspects of the VHB, if you enjoy the relaxation exercises, but you want to try out some other types of relaxation exercises, there are many other resources that you can seek out that may have similar benefits. Talk to your provider to get further ideas about where to look for more relaxation apps.

Controlled Breathing

- Select Controlled Breathing and simply tap the screen to start the exercise.

- If you would like to change the settings for the exercise, select the Menu button.

  - You can modify the Session Duration, Inhale Duration, Exhale Duration, Hold Duration, and Rest Duration.
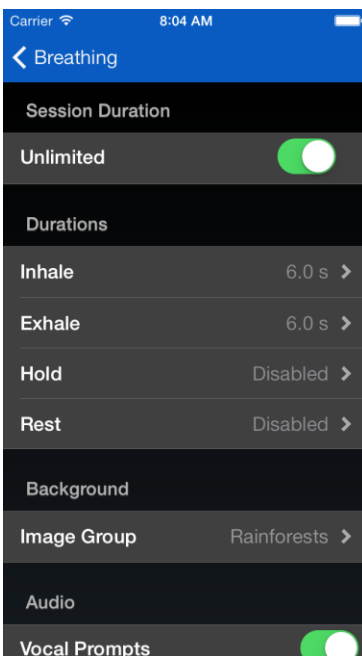

  - For Session Duration, you may toggle the Unlimited option on (the white button on the right will show green) and off (the white button will not have a green background).

  - If you toggle off the Unlimited feature, you can choose Session Length and select the minutes as you desire for the exercise.

  - For Inhale Duration, Exhale Duration, Hold Duration, and Rest Duration, there are instructions for each setting. Follow those instructions to set-up the times for the breathing exercise.

- Each duration prompt will ask you to Press & Hold the button for the specified portion of the breathing exercise. Once you have a time on the screen, you can select either Done to move on or Revert to start over.

- It is highly recommended that you consult with your provider to help create optimal times in your settings for controlled breathing exercises.

  - You can also modify Background under the Image Group key. Select either Rainforests, Beaches, or My Images. The My Images option will use photos from your images on the VHB.

  - There are Audio Settings that allow you to Enable Vocal Prompts and set Music.

    - Either select or deselect the box to the right of Vocal Prompts to turn on or off the voice prompts in the Controlled Breathing exercise.

    - Select Music to modify music settings. You can choose No Music, My Music, Random, Ambient Evenings, Evo Solution, Ocean Mist, Waning Moments, or Watermark.

- Once you are satisfied with the settings you have selected, press the Breathing key in the upper left corner and tap the screen once to begin the exercise.

- You can modify the pace of the exercise by selecting the "+" or the "-" key on the main screen while you are doing the breathing exercise.

- If you press the screen again, it will Pause the exercise for you. You may restart the exercise by pressing the screen once more.
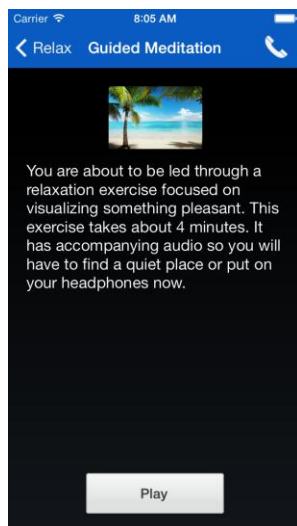
Muscle Relaxation
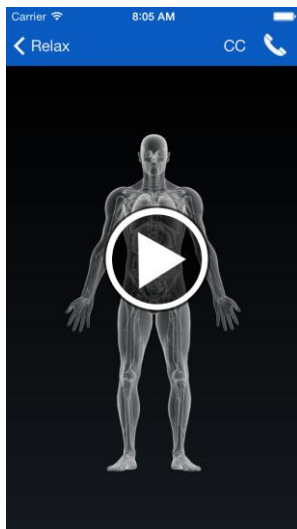
- Select <u>Muscle Relaxation</u> and simply tap the white Play button in the center of the screen to begin the exercise. If you press the screen again, it will <u>Pause</u> the exercise for you. You may restart the exercise by pressing the screen once more.

- If you have injuries such as back pain or a knee injury you should avoid tensing muscles that might affect that injury.

  - To Disable Captions, press the <u>CC</u> button in the upper right corner.

Guided Meditation

- Select any of the three <u>Guided Meditation</u> exercises from the <u>Relax Me</u> menu (<u>Guided Meditation- Beach</u>, <u>Guided Meditation- Forest</u>, <u>Guided Meditation- Country Road</u>).

- Press <u>Play</u> to begin the selected meditation exercise.

  - It may be helpful to adjust the volume on your device or to use headphones while listening to the exercise.

  - There will be text on your phone that corresponds to the audio you hear while listening to the exercise. Use the <u>Pause</u> and <u>Play</u> button as necessary to control your listening experience.

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Coping Cards

If you have feelings, thoughts, or overall difficulties ("Problem Areas") that you would like to improve upon, you can use your Coping Cards to help you manage your ability to cope with your chosen Problem Areas. When you experience a Problem Area, that is an ideal time to open up the <u>Coping Cards</u> section and read which Coping Skills you have decided would be a good strategy to implement.

You can use this section to create a card that identifies Emotions and Physical Symptoms to go with Problem Areas. If you should start feeling any of those symptoms or emotions, you can look through your Coping Cards to trouble shoot which Problem Area you might be encountering. Then, decide which Coping Skill to try first.

- Categories within the <u>Coping Cards</u> section include <u>Problem Area</u>, <u>Emotions & Symptoms</u> and <u>Coping Skills</u>. Examples for each category are shown in Table 1.1 below.

- <u>Problem Areas</u>
  - To determine what Problem Areas you might want to list, think about areas in your life that you would like to see improved. Your Problem Areas could be focused on feelings, thoughts, or overall difficulties that are preventing you from living the life you would like to live (see Table 1.1 for examples).

- <u>Emotions & Symptoms</u>
  - Once you have identified a Problem Area to focus on, spend some time considering what emotions and physical responses go along with the Problem Area. It may be helpful to spend a few days recording these in a journal if you are not already familiar with which emotions go with the problem areas.

- <u>Coping Skills</u>
  - Coping Skills for your problem areas are particularly helpful to develop with your mental health provider. Coping Skills should be tailored specifically to your Problem Area. Select at least three coping skills to go with each Problem Area so you have a variety from which to choose. Coping Skills can be an action you will take, a positive fact about yourself that might negate the designated Problem Area, or a quote or affirmation that helps you to cope with difficult moments.

(Table 1.1) Coping Card Examples

	Problem Areas	Emotions & Physical Symptoms	Coping Skills
1	Struggling with Self Esteem	Sad, angry, migraine	• Some days are hard but I know they won't always be difficult • My friend Joe said I'm a good listener • Woman at bus stop smiled at me
2	Feeling Overwhelmed	Anxious, heart racing, muscle tension	• Make sure I took my medications • Call my mom for support • Do Sudoku puzzles in my VHB app
3	Difficulty with loneliness	Sad, lonely, stomach ache	• Call my brother • I have had meaningful relationships in the past; there will be more in the future • Plan a social activity for tomorrow
4	Feeling really irritable	Frustrated, pissed off, sensitive, nauseous	• Remember that I won't always feel this way, "this too, shall pass" • Do a photo puzzle in the VHB • Buy myself something new
5	Thoughts about not being good at anything	Depressed, helpless, shameful	• I completed two community college courses last semester • Call my dad and ask him to remind me what I have done well in the past • I paid my bills on time last month
6	Feeling short-fused, angry	Moody, angry, irritated, headaches	• Do my deep breathing exercises • Remind myself that anger is an emotion and emotions are okay to experience • Plan a new activity in the Activity Planner

- To start your <u>Coping Card</u>, select either the "+" sign or <u>Edit</u> in the upper right corner of the screen.

- If this is the initial set-up for your card, or if you have pressed <u>Help</u>, you will get a text box with instructions for each section. Tap each help box to scroll through the prompts and then you can begin to enter text using the keyboard.
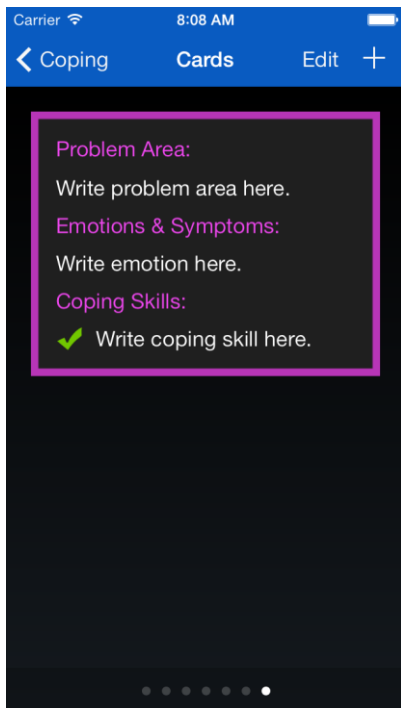
- Type in your <u>Problem Area</u> using the keyboard.

- Select the <u>Emotion & Symptoms</u> box and begin typing the Emotions or Physical Symptoms. You can always hit the red "-" next to the <u>Emotion & Symptoms</u> prompt to delete your entry.

- Select the <u>Coping Skill</u> box and begin typing your chosen Coping Skill. You can always hit the red "-" next to the Coping Skill box to delete your entry.

- Press <u>Done</u> in the upper right corner when complete.

- To read your Coping Cards, swipe the screen left and right to scroll through your entries. You can <u>Edit</u> the cards anytime by selecting <u>Edit</u> in the upper right corner of the screen.

- To get help, select the select <u>Help</u> in the upper right corner of the screen at any time to get further instructions on how to complete the Coping Card.

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Activity Planner

The Activity Planner section of the VHB allows you to schedule events and activities with anyone from your contact list. A critical part of improving your day-to-day mood is engaging in activities that you find meaningful. Although this is often a difficult task when you feel depressed or down, inviting someone else to do the activity with you can help to get you to complete the activity.
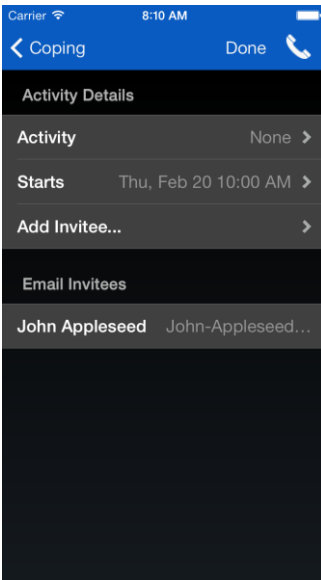
- Select <u>Activity Planner</u> from the <u>Coping Tools</u> menu.
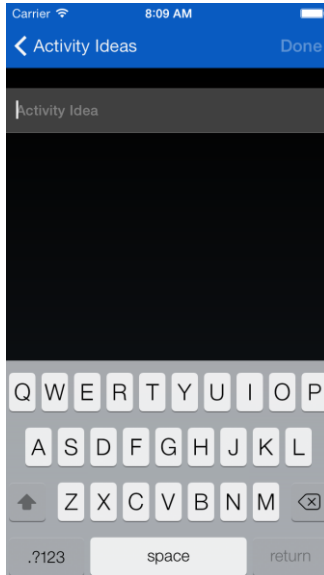
- Select the <u>Activity</u> prompt. You will see a list of preselected activities to choose from. Select which activity you would like to schedule.

- If you would like to add your own activities, choose the "+" button in the upper right corner. Type in your idea using the keypad and then hit "Done" in the upper right corner.

- You can further modify the list by individually selecting an activity with your finger for two seconds. You will be given the option to <u>Remove</u> or <u>Edit</u> the activity.
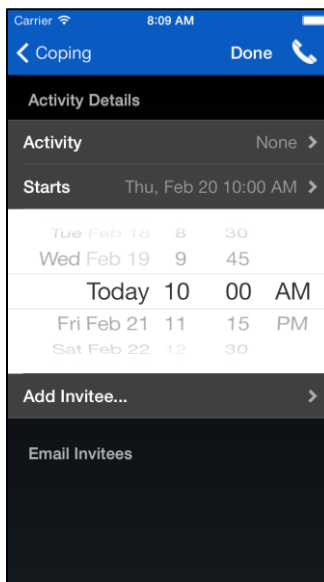
- To schedule the chosen activity, touch the <u>Starts</u> prompt under <u>Activity Details</u>.

- Choose the date by swiping your finger in an up and down motion over the month, day, and time. Press your finger anywhere outside of the white box once you have chosen a time and date.

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VIRTUAL HOPE BOX

Carrier 🔋 8:10 AM ▬
< Coping Done 📞

Activity Details

Activity None >

Starts Thu, Feb 20 10:00 AM >

Add Invitee... >

Email Invitees

John Appleseed John-Appleseed...

- The next step is to invite people to your activity. Touch the Add Invitee... prompt. You will be able to choose from contacts already on your phone.

  - Search for and then choose a contact by selecting the contact to send the invite.

  - Once you select an invitee, you will see the contact's email on the screen.

  - Press Done in the upper right corner.

- The next screen will show you a sample email you can send to your contact. You may modify the email by touching the text box. Modify the text as you wish using the keyboard.

  - Next, you can either Add to Calendar or Send Email Invites.

    - If you select Add to Calendar, the VHB will prompt you to gain access to your calendar.

      - Select OK if you would like to put the event in your calendar.

    - To send an email, Send Email Invites and then choose Send on the next screen, in the upper right corner. Modify the email as necessary before you send it.

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SUPPORT CONTACTS

The Support Contacts section of the VHB is designed to give you quick access to contacts of your choosing. Additionally, the Support Contacts section gives you quick access to Emergency Hotlines.
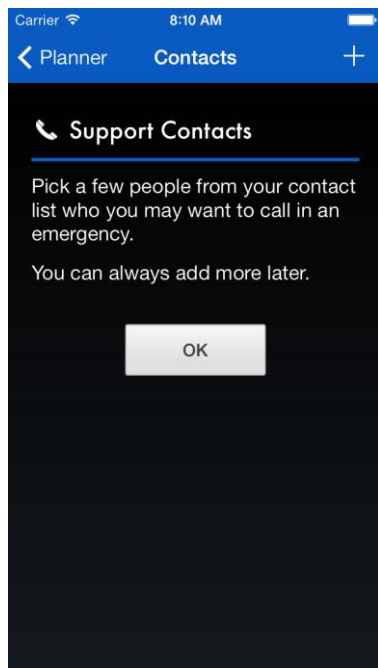
- You can access the Support Contacts section at any time by hitting the phone icon in the upper right corner of the screen.

- To initially set up your Support Contacts section of VHB, select the phone icon in the upper right corner of your screen. Select OK.

- To add more to your Support Contacts list, select the "+" in the upper right corner of the screen. Choose a contact from your list of contacts.

- To remove a contact from your Support Contacts list, press and hold the desired contact. A box will show up that gives you the option to Remove Contact.

- The Emergency Hotlines will always be accessible through the Support Contacts function (by pressing the phone icon) of the VHB. The Emergency Hotlines include:
  - 911
  - Veteran's Crisis Line (English)
  - Veteran's Crisis Line (Spanish)
  - DCoE Outreach Center

END OF iOS USER'S GUIDE

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