

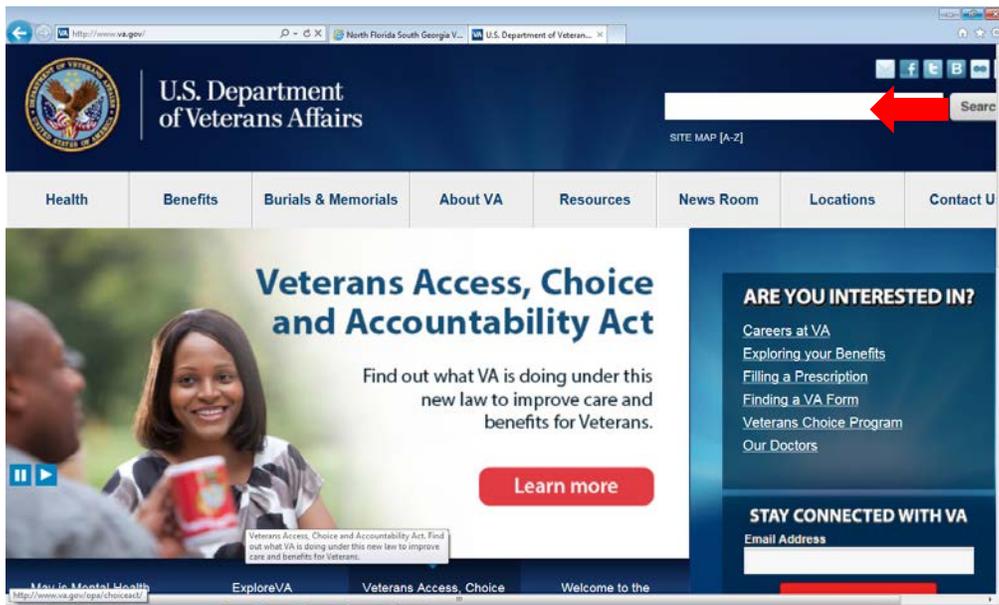
Instructions for Using the
RESCUE Messaging Center

Hello, and welcome to the CREST study. You will be communicating with the study Nurse over a secure messaging center. It is very similar to e-mail. During an initial phone call, the nurse will walk you through using the messaging center. During that call you can use the guide below to help you. If you have problems logging on in the future, you can use this guide.

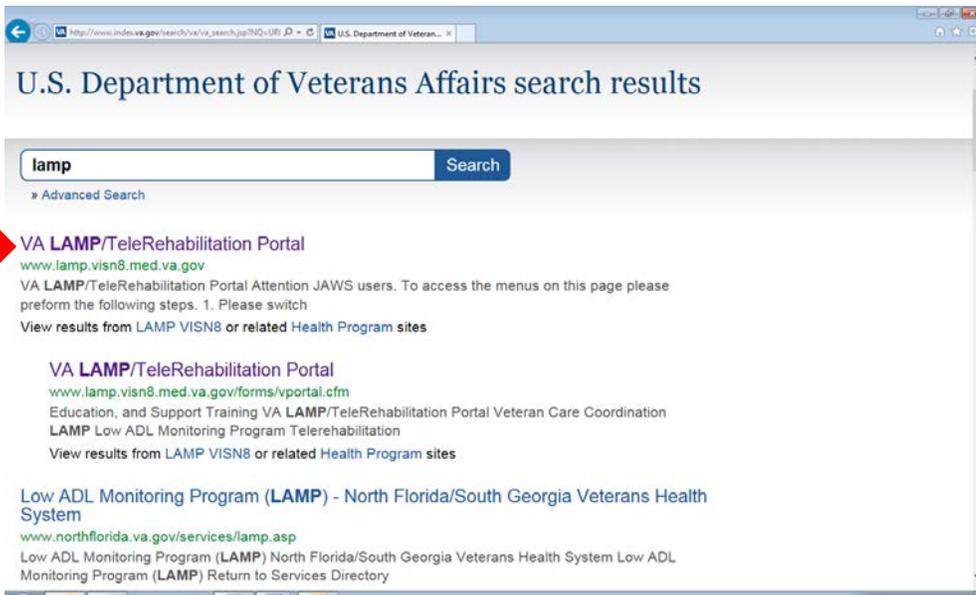
1. Getting to the RESCUE Messaging Center

To access the messaging center for the first time you can either:

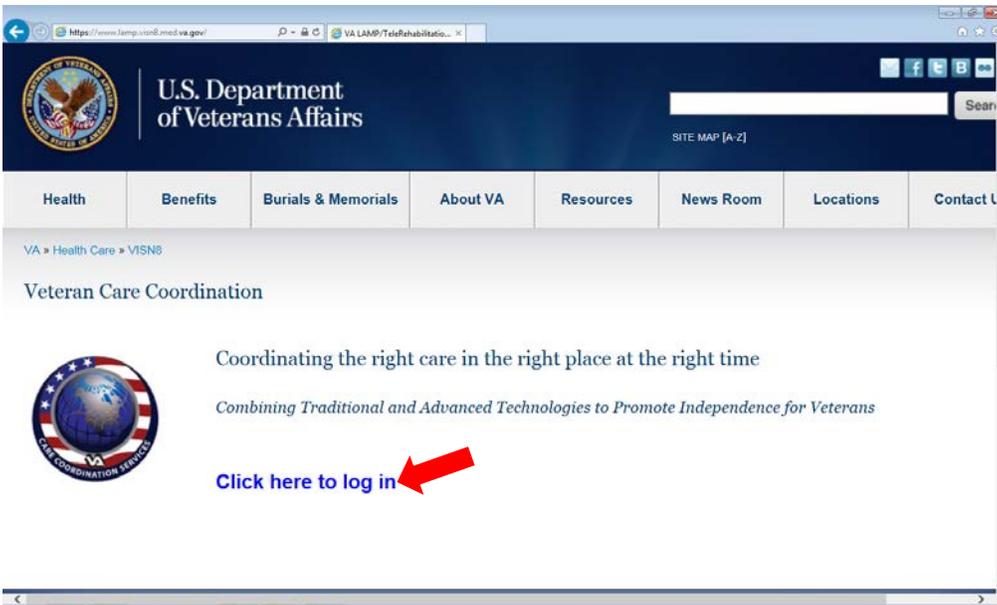
- a) Open the e-mail your nurse sent you from noreply@va.gov and click on the link <https://www.lamp.visn8.med.va.gov/>
- b) Type in the url <https://www.lamp.visn8.med.va.gov/> or
- c) Go to www.va.gov and type “lamp” into the search bar.



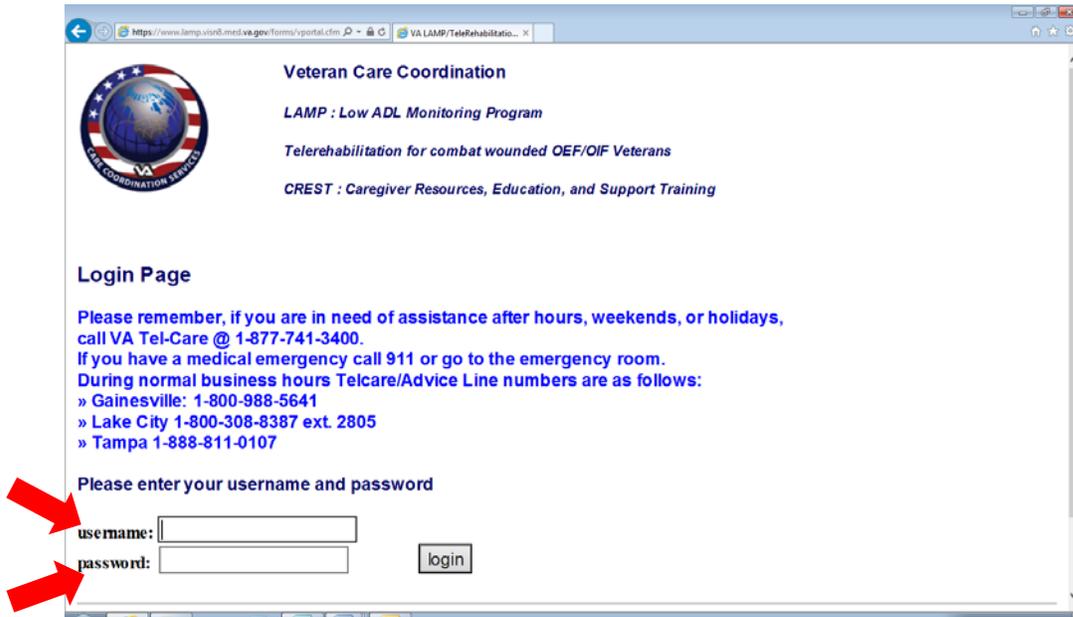
After searching in the va.gov site the very first option will be [VA LAMP/TeleRehabilitation Portal](#). Click on this link.



The page that loads will be titled **Veteran Care Coordination** and will have a globe logo on the left hand side. You will then click on “click here to log in”.



The **login page** will load. In the lower left-hand corner will be a title “please enter your username and password” next to a blank text box.



At this point, it is helpful to save this website so you can go directly here in the future. To save the website as a favorite:

1. Click the star in the upper right hand corner
2. A menu will appear, click the bar that says “Add to favorites”
3. This will make a box appear in the middle of the screen. You can label the site CREST
4. Then click “Add”
5. In the future, you can just click on the link in the favorites list

This process may vary depending on your Internet browser.

Veteran Care Coordination

LAMP : Low ADL Monitoring Program

Telerehabilitation for combat wounded OEF/OIF Veterans

CREST : Caregiver Resources, Education, and Support Training

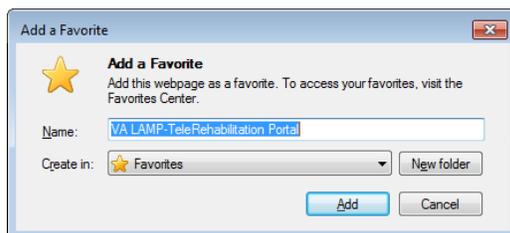
Login Page

Please remember, if you are in need of assistance after hours, weekends, or holidays, call VA Tel-Care @ 1-877-741-3400.
If you have a medical emergency call 911 or go to the emergency room.
During normal business hours Telcare/Advice Line numbers are as follows:
» Gainesville: 1-800-988-5641
» Lake City 1-800-308-8387 ext. 2805
» Tampa 1-888-811-0107

Please enter your username and password

username:

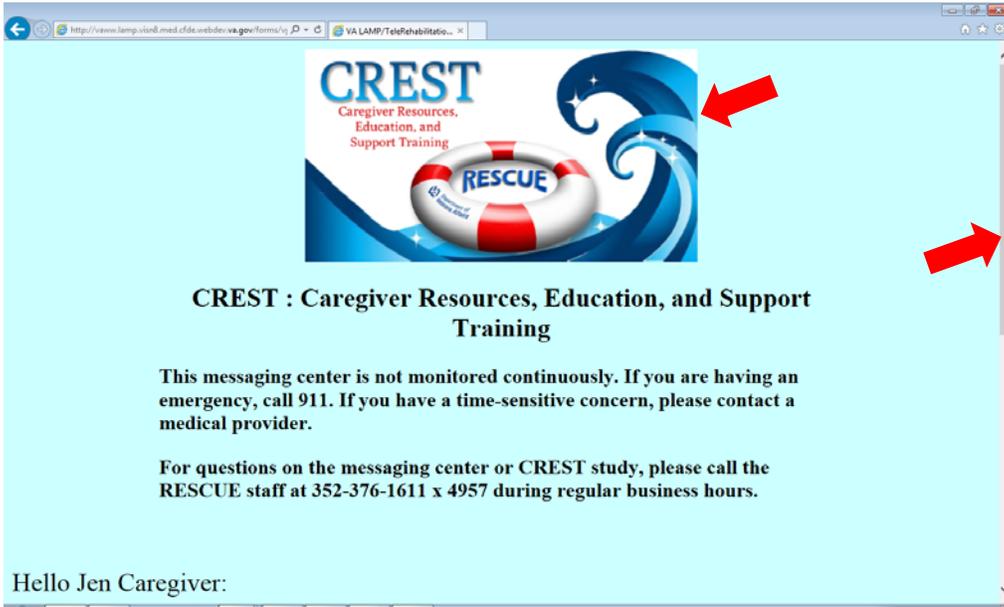
password:



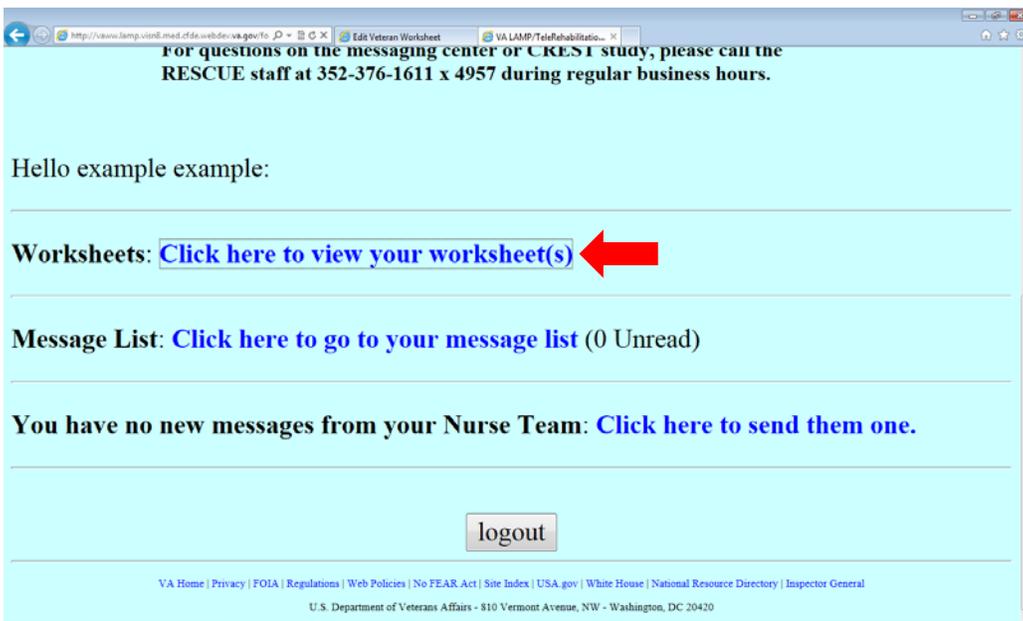
After you have saved the site, you can log in for the first time. Your user name and password are listed in the front of this workbook. Please keep it in a safe place, and do not share it with anyone. If you forget your password or need to change it, contact the nurse interventionist.

2. Using the Worksheets

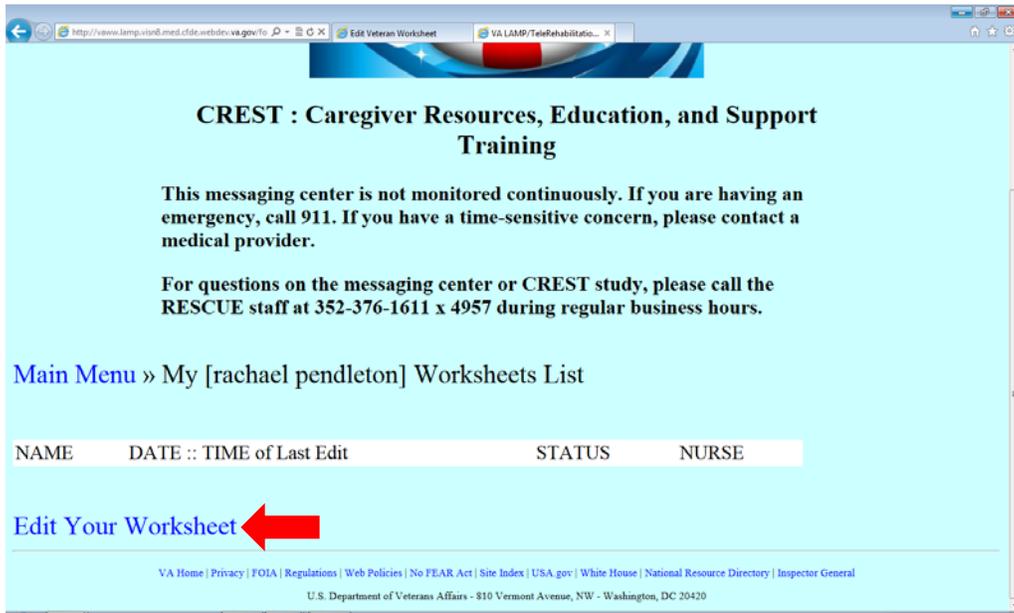
Once you log in the site looks like this. Anytime you want to get back to the HOME screen you will click on the logo with a wave. To see the rest of this screen, use the scroll bar on the right of the screen to go up and down.



When you pull the scroll bar all the way down, your screen will look like this. You can now click on the blue highlighted letters that say “click here to view your worksheet”.

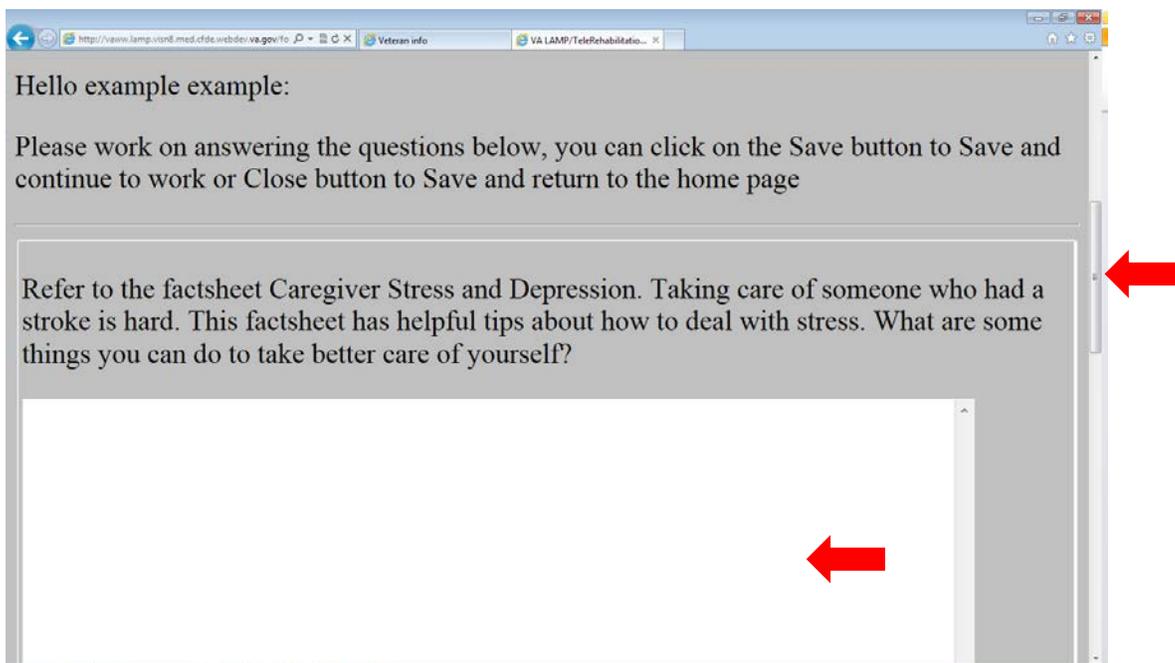


The page that opens will look like this. Since you don't have any worksheets yet, there are not any listed. To open your first worksheet that the nurse sent, click "edit your worksheet".

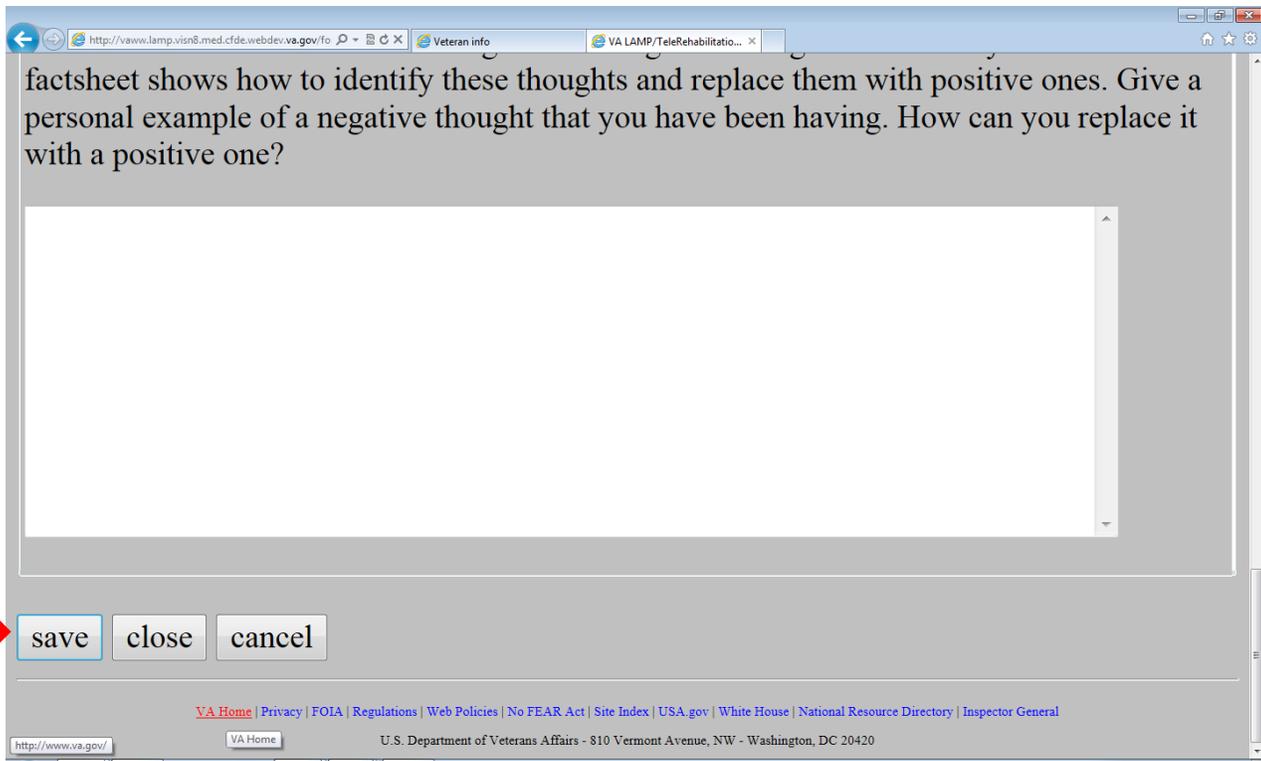


Your first worksheet will open and you can begin working on it. It looks like this. You can type your answers to the questions directly into the white box.

Important: Remember to use the scroll bar to scroll down the page and answer ALL the questions.

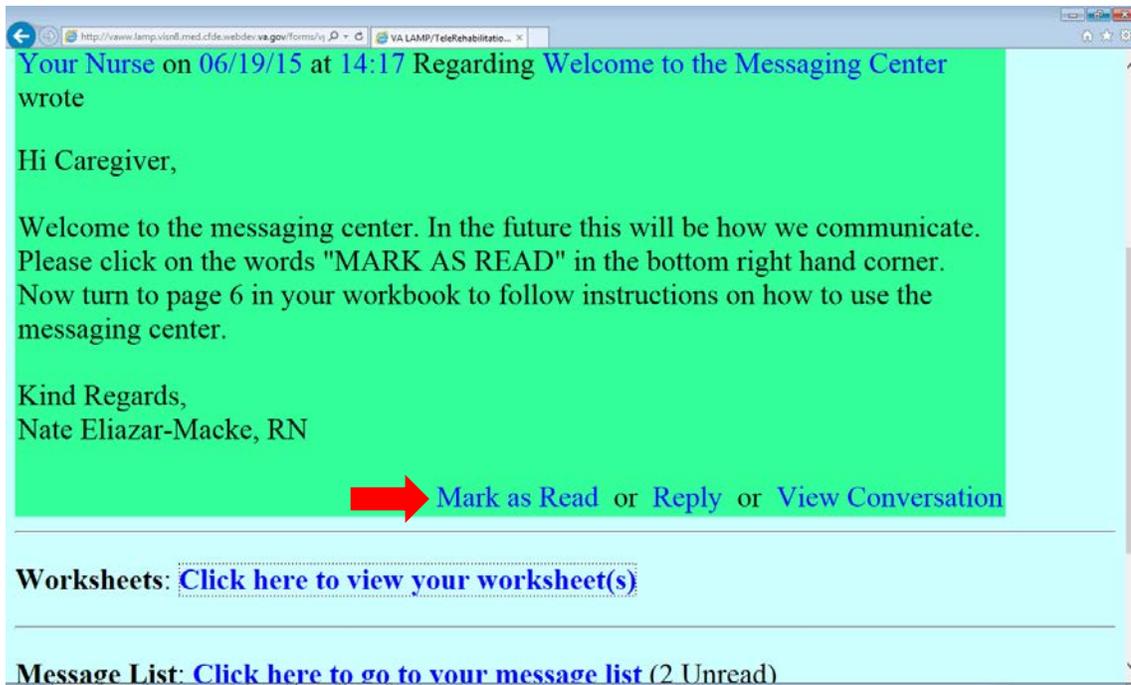


You are able to save what you have written and come back to it if you need to. At the bottom of the worksheet page is a save button. You can keep coming back to a worksheet and working on it until the Nurse locks it at the end of each week.

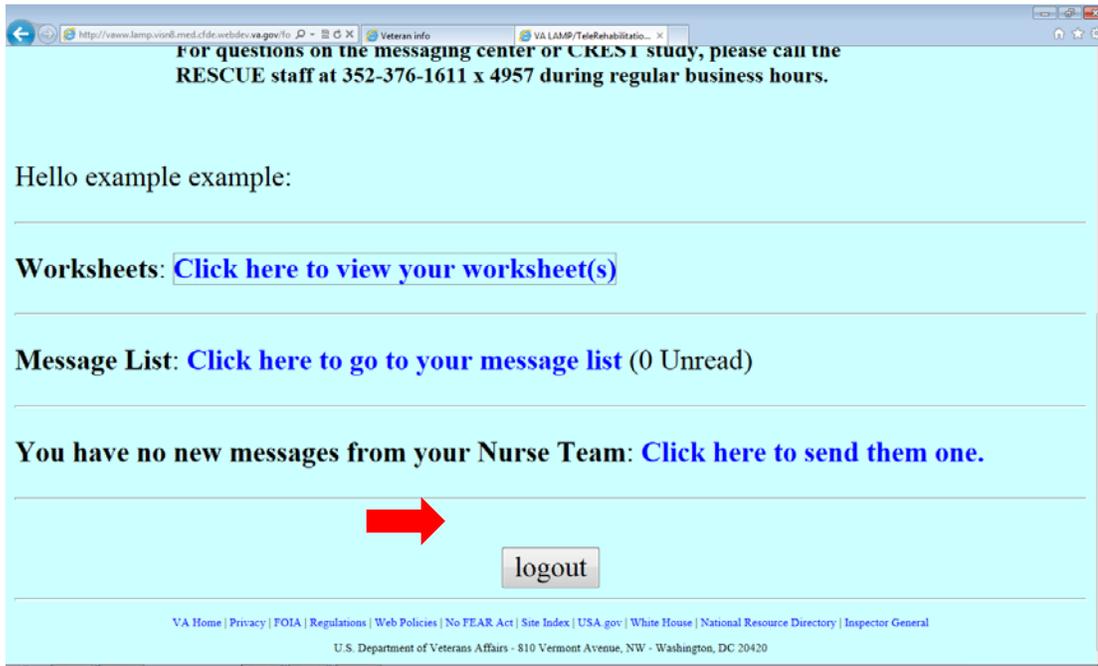


We will send you messages letting you know when your worksheets are ready. A message will come to your personal e-mail from noreply@va.gov. It will say, “You have a new message from the VA waiting for you at <https://www.lamp.visn8.med.va.gov>”.

New messages will display at the top of the homepage in a green box. Please read the message, click the “mark as read” button, then reply in the worksheet. The messages are used by the nurse to notify you of new worksheets; if you need to contact the nurse or a study staff member, please call during business hours (contact info on page 10) rather than sending a message.



To log off, you will click the wave logo at the top of any page. This will take you to the home screen. Scroll to the bottom of the home screen using the scroll bar. Then click “logout”.



Thank you for your participation in the CREST study and good luck!

If you have any questions or trouble navigating the site, call Nate at (352) 376-1611 x4951 or Jennifer at (352) 376-1611 x4957.