

## Purpose:

To instruct users on how to access the Train and Production environments for BC Virtual Visit from the BC Virtual Visit Provider Desktop Application.

Like any clinical application, BC Virtual Visit Train is used for the purpose of practicing and familiarizing yourself with the application, while BC Virtual Visit Production is where clinical consults with patients take place.

To distinguish between Train and Production, the logos below can be seen throughout the system. It is important to ensure you are in the right environment before scheduling or attending any appointments:



## Accessing the BC Virtual Visit Train and Production Environments on an Island Health Windows PC

Locate the BC Virtual Visit desktop application from your Island Health computer. The application can be found either on your desktop or by searching “BC Virtual Visit” from your Start Menu. The application icon is shown below:

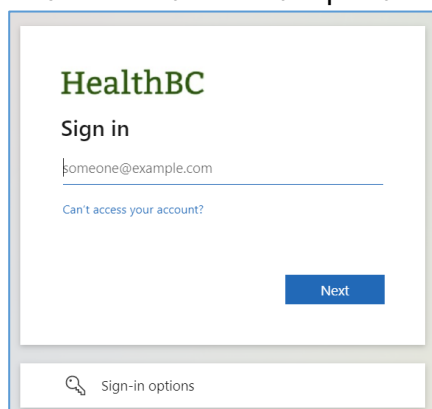


**NOTE:** You may also access BC Virtual Visit on a Chrome browser; however, it is recommended to use the desktop application for increased audio and video stability.

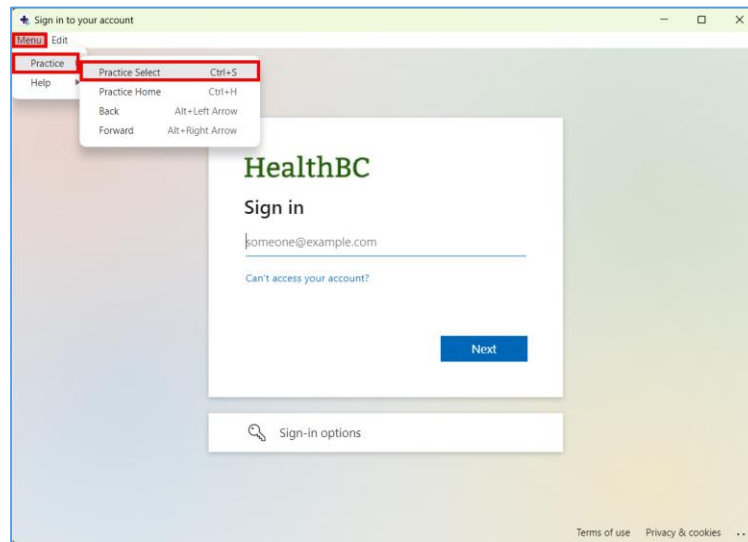
If you are working remotely from a personal device and are using a remote Citrix connection to access PowerChart or other Citrix applications, ensure that you do not use Chrome within Citrix to launch BC Virtual Visit.

Launch Gateway if required to access other resources such as email, PowerChart, etc.

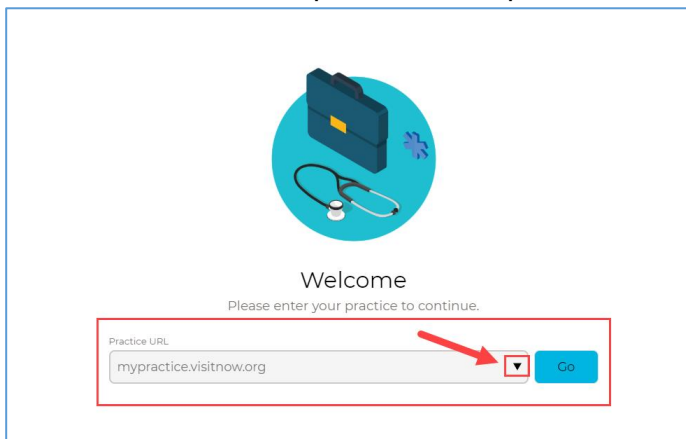
1. Double click the icon to open the desktop application. The login page will appear.



**NOTE:** If you need to change practices (i.e. from production to train or vice versa), click on **Menu > Practice > Practice Select**.



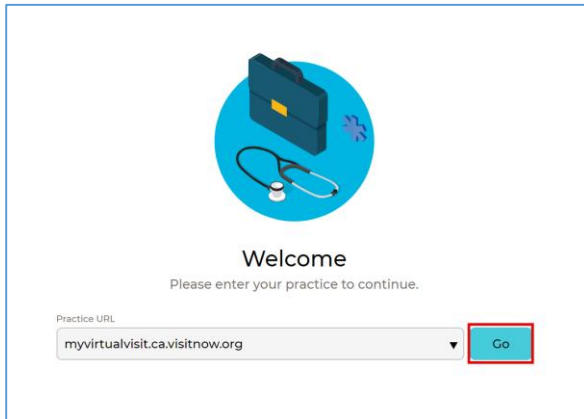
2. Select the Practice URL to continue. Both the Train and Production URLs will be available. Click on the down arrow to expand the list of practices.



By default, you will see two URLs that represent the BC Virtual Visit Train and Production environments:

- **Train:** [myvirtualvisit-testing.ca.visitnow.org](https://myvirtualvisit-testing.ca.visitnow.org)
- **Production:** [myvirtualvisit.ca.visitnow.org](https://myvirtualvisit.ca.visitnow.org)

3. After selecting the desired URL, click “Go” to be redirected to the appropriate BC Virtual Visit Environment.



## Accessing BC Virtual Visit Train and Production on a Personal Laptop or Desktop

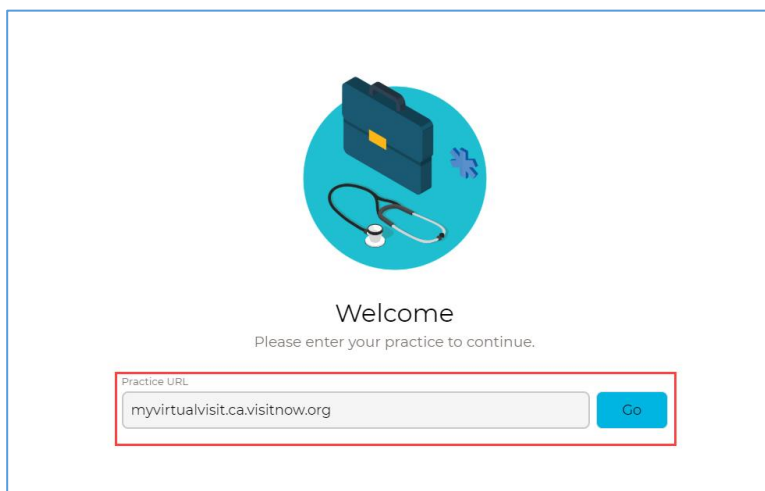
If you are using a personal computer, you can download the Teladoc Health Provider desktop application, or use one of the supported browsers such as Chrome, Firefox, Edge, or Safari. Please refer to this quick reference guide on how to [download and access the application on a personal Windows computer](#).

Depending on the type of personal device you plan to use, additional quick reference guides for each device type is available on the [BC Virtual Visit public website](#).

Once the desktop application has been downloaded, you will need to manually enter the **Train** and **Production** URLs the first time you use them:

- **Train:** [myvirtualvisit-testing.ca.visitnow.org](https://myvirtualvisit-testing.ca.visitnow.org)
- **Production:** [myvirtualvisit.ca.visitnow.org](https://myvirtualvisit.ca.visitnow.org)

Click **Go** to be redirected to your login page. See image below as a reference.



Similarly, if you are using a browser, enter the URLs for Train or Production into your browser's address bar to be redirected to the login pages.



**NOTE:** If joining from a personal device off the Island Health network, you will be prompted to complete multi-factor authentication (MFA) to validate your identity upon logging in.