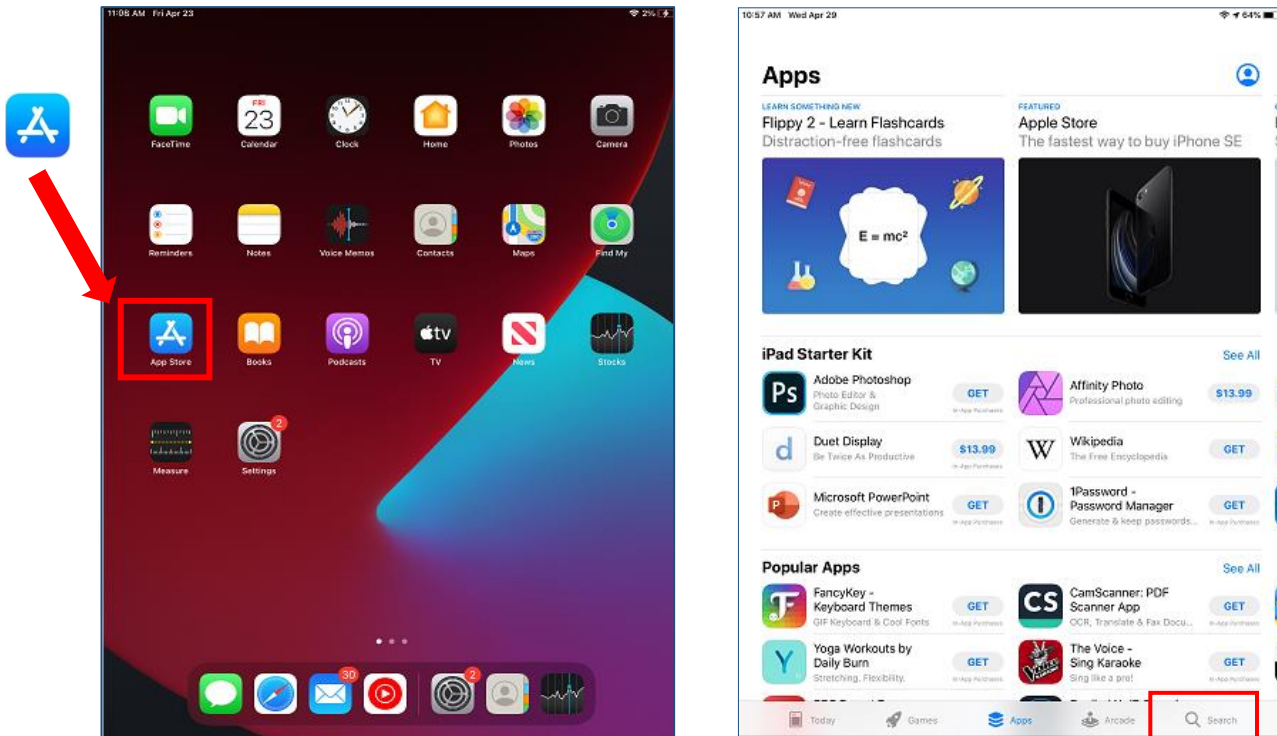| **Purpose:**	To provide instructions on how to download the BC Virtual Visit application for iPhone and iPad.

Option 1 – Downloading From the App Store

1. Open the App Store. Tap the **Search** icon 🔍 that will allow you to search for apps.

Downloading BC Virtual Visit iPhone or iPad App
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1

2. In the Search field, enter "*BC Virtual Visit*". Tap on the **BC Virtual Visit** app icon when it shows on your screen.
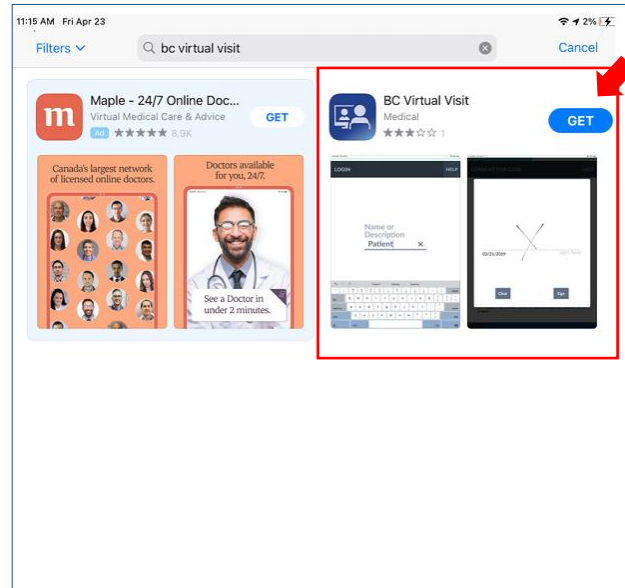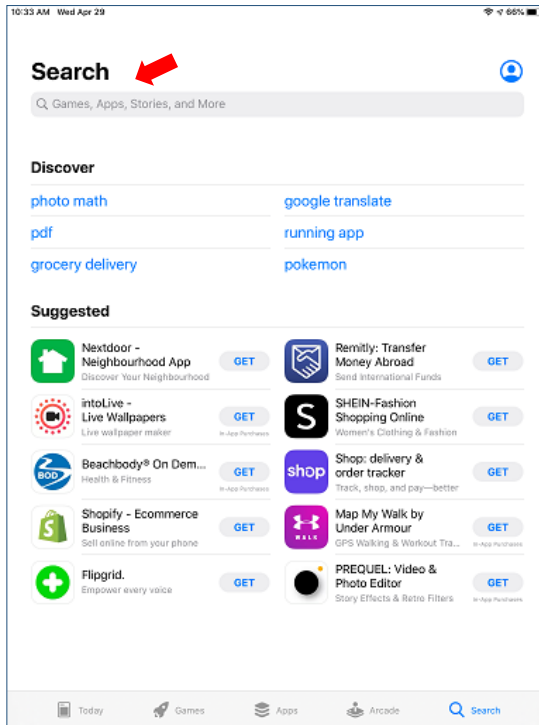

3. Download the app on your device by tapping the **GET** icon for the BC Virtual Visit app. You may be prompted to enter your device passcode, iTunes password, or use Fingerprint ID or Face ID to download the app. This will depend on the security settings of your device.
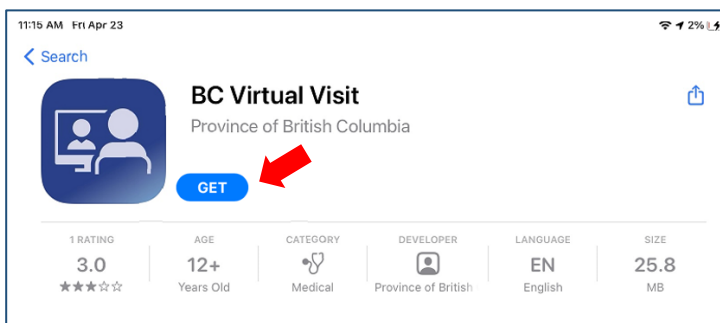
4. Once you have downloaded the application, open your BC Virtual Visit appointment invitation that you received via email or SMS text message. Click on the **Enter Waiting Room** button from your email invitation, or the link from the top of your SMS text invitation, to be redirected to the BC Virtual Visit app.

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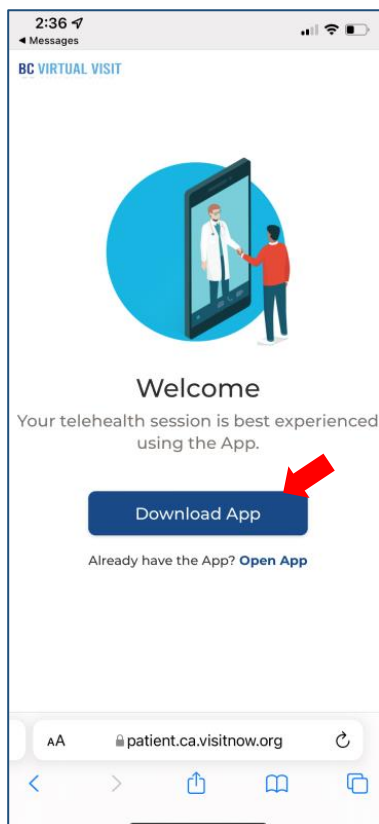
2

5. When the app opens, you will be prompted to allow the app to access/enable your Camera, Microphone, Notifications, Location, and Network. **You must allow access to your Camera, Microphone, and Network to proceed to the call.**

6. Tap **Check In** on the next screen to be connected to the virtual waiting room.
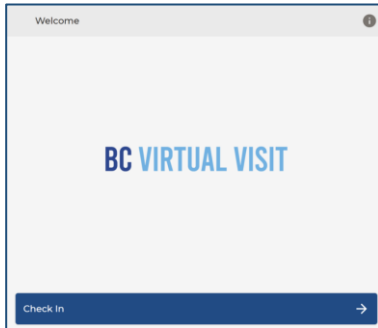
Option 2 – Downloading From Your Email or SMS Text Invitation

1. Click the **Enter Waiting Room** button from your email invitation, or the link from the top of your SMS text invitation, to be prompted to download or open the BC Virtual Visit App. To download the app, click the **Download App** button to be redirected to the app store. If you have already downloaded the application, simply click on **Open App** to open the application.

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3

2. Follow **Steps 3-6** from the Option 1 workflow above to download the app and check in for your virtual visit.

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4