

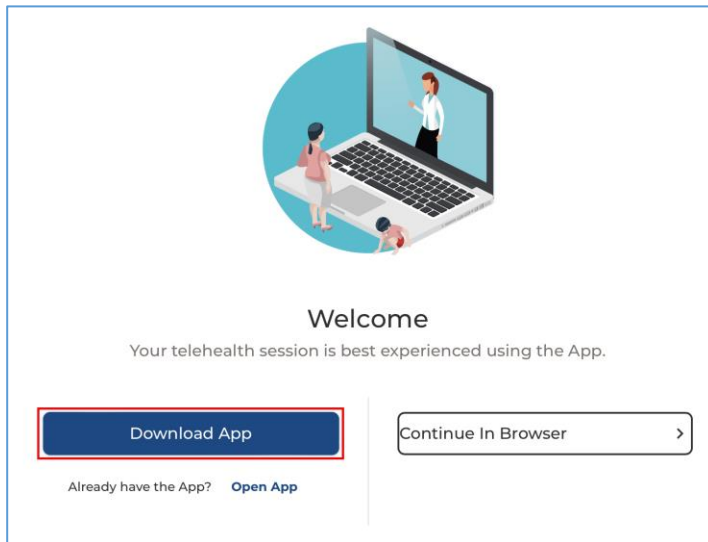
Purpose:

To provide instructions on how to download the BC Virtual Visit Desktop Patient Application on Apple Computers.

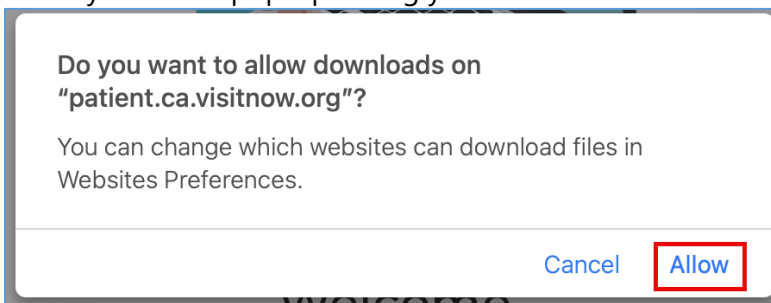
1. Click the **"Enter Waiting Room"** button from your email invitation.

ENTER WAITING ROOM

2. A browser window will open and ask if you would like to Continue in Browser, or Download App. Click **"Download App"** to start the download.

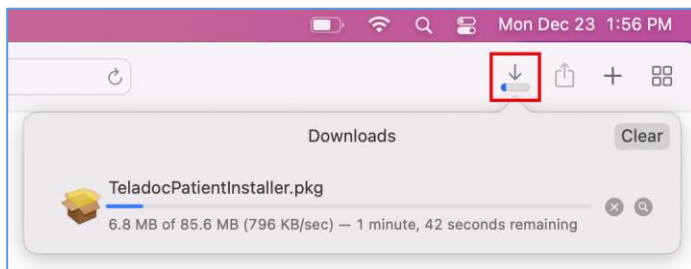


NOTE: You may receive a pop-up asking you to allow downloads from BC Virtual Visit. Click

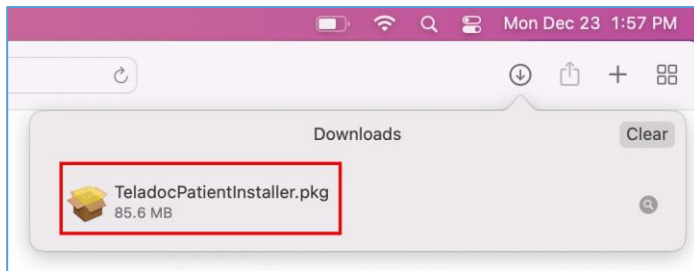


"Allow".

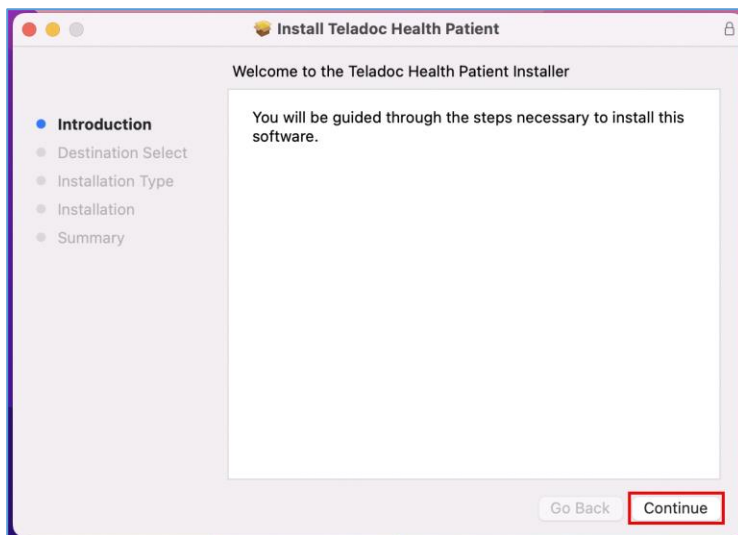
3. To see the download, click the **"Downloads"** icon at the top right corner of your browser window.



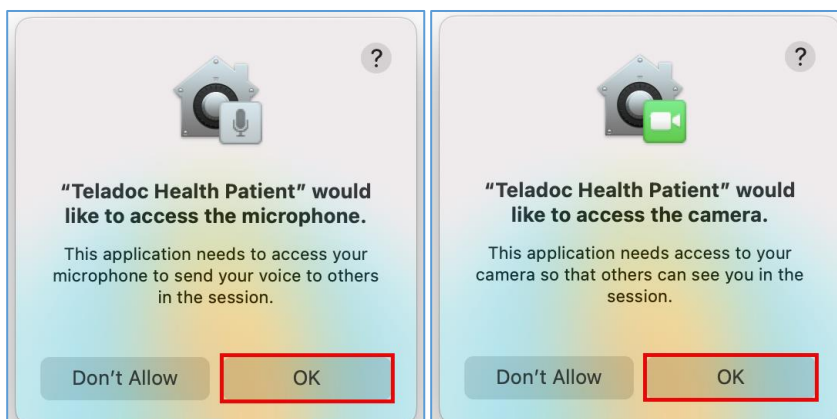
4. Double-click on the file after it has finished downloading.



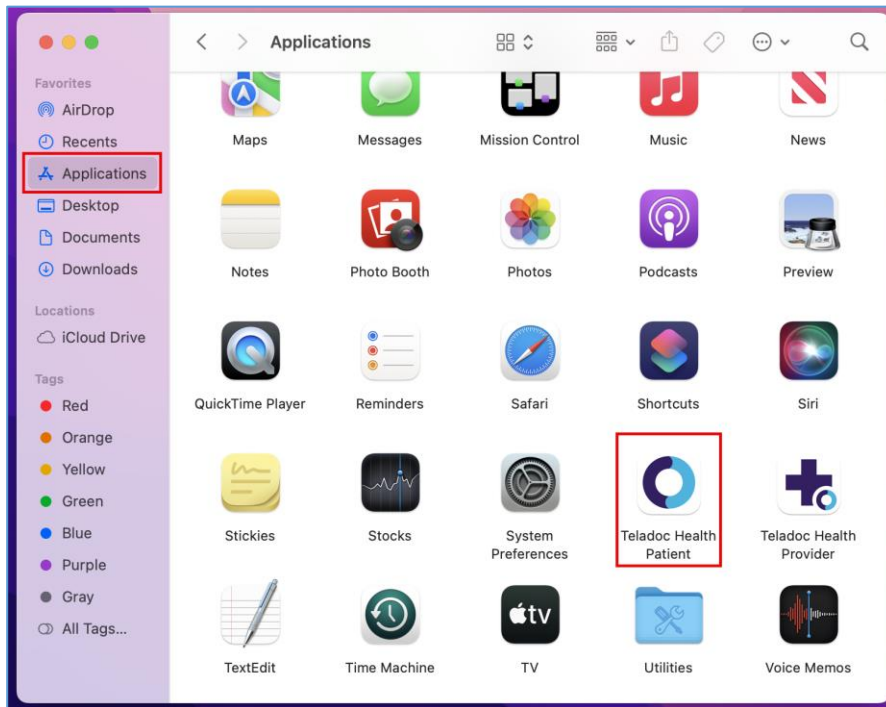
5. A pop-up box will appear with instructions to guide you through the installation steps. Click **"Continue"** in the bottom right-hand corner.



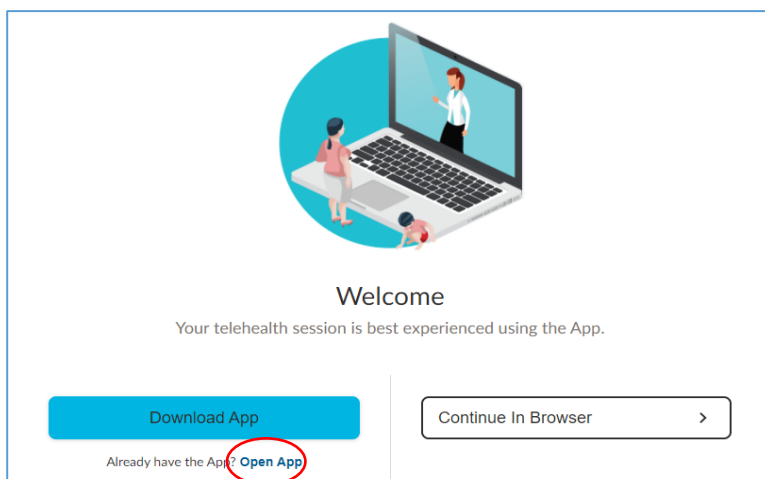
6. Once the installation is complete, the application will ask you to allow microphone and camera access. Click **"OK"** for both.



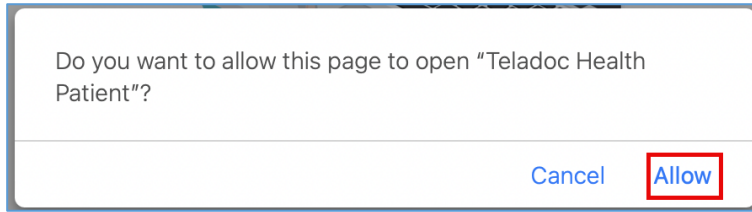
7. To ensure the application was successfully installed, open the **Applications** folder and look for the **"Teladoc Health Patient"** App.



8. Go back to your email invitation, and click the **"Enter Waiting Room"** button again. When you see the Welcome page, select **"Open App"**.



9. The browser will ask if you would like to open the App. Click "**Allow**".



10. The app will open, and you will be directed to the BC Virtual Visit check in page. Click "**Check In**" to enter the waiting room.

