

Purpose:

To provide instructions on how to download the BC Virtual Visit desktop app for personal MAC computers or laptops.



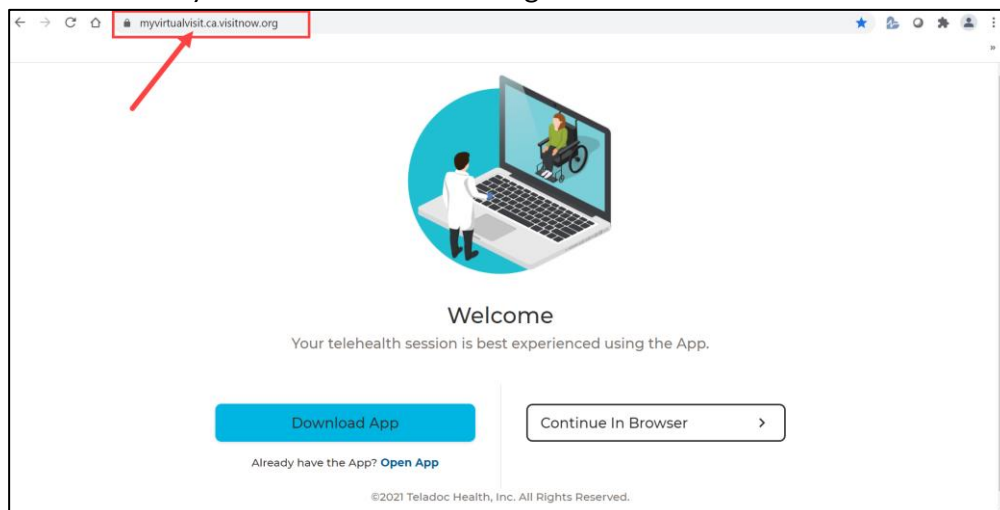
NOTE: If you are working remotely from a personal device and are using a remote Citrix connection to access Powerchart or other Citrix applications, PLEASE ensure that you do not use Chrome within Citrix to launch BC Virtual Visit.

Please download the BC Virtual Visit desktop app following the steps below or use a supported browser outside the Citrix connection to ensure optimum performance.

If required, launch Gateway to access other resources such as email, PowerChart, etc.

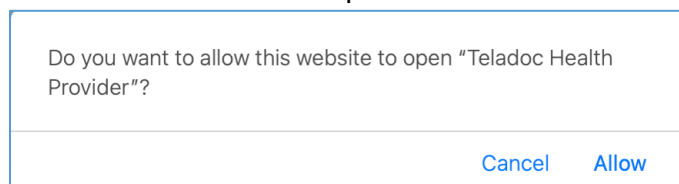
1: Enter the login URL into a supported browser, such as Safari, Chrome, Firefox, or Edge. The two URLs below represent the BC Virtual Visit training and production environments. In this example, enter the production URL into your browser as shown in the image below, and you will be redirected to a page for downloading the desktop app:

- **Training:** myvirtualvisit-testing.ca.visitnow.org
- **Production:** myvirtualvisit.ca.visitnow.org



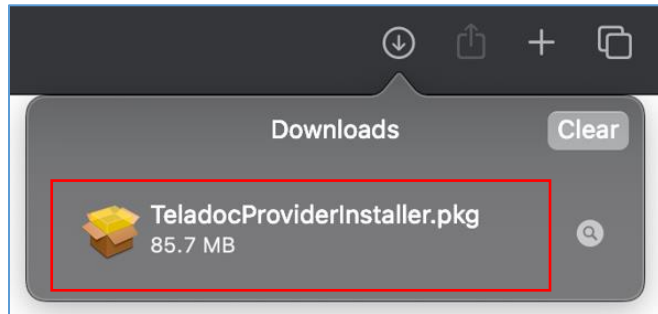
2: Click the **Download App** button. This will initiate the downloading of the Teladoc Health Provider Desktop Application on to your device's hard drive. If prompted:

- Allow the website to open "Teladoc Health Provider".

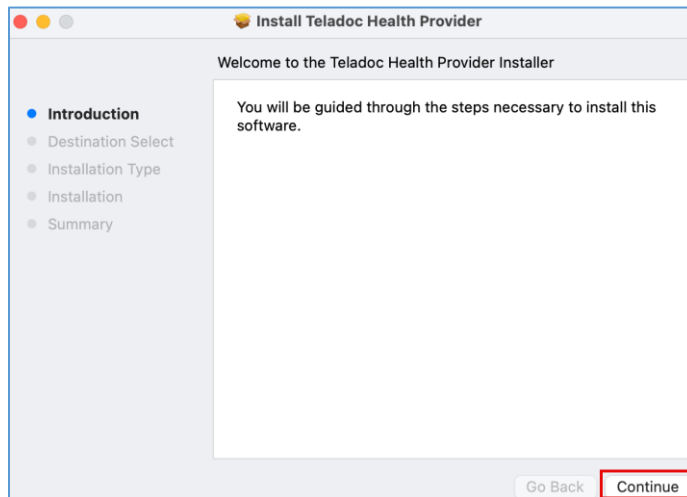


- Save the file anywhere on your device.

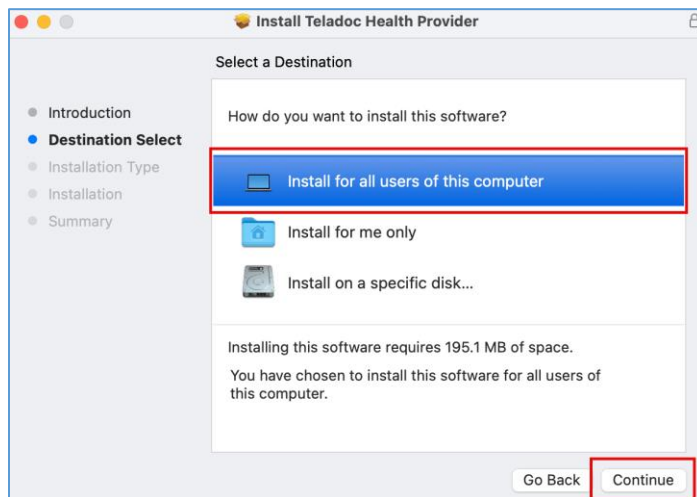
3: Once downloaded, double click on the **TeladocProviderInstaller.pkg** from the top right Downloads section of the browser.



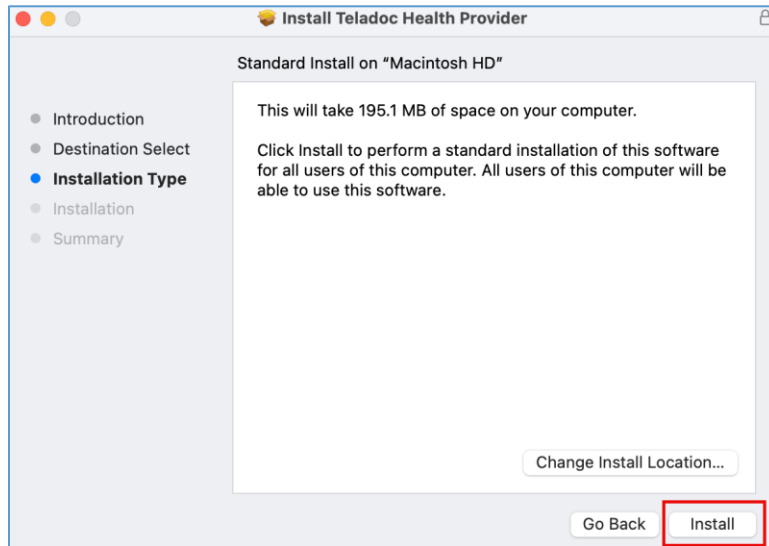
4. When the **Welcome to Teladoc Health Provider Installer** dialogue box appears, click **Continue**.



5. When the **Select a Destination** dialogue box appears, click **Install for all users of this computer** and then click **Continue**.

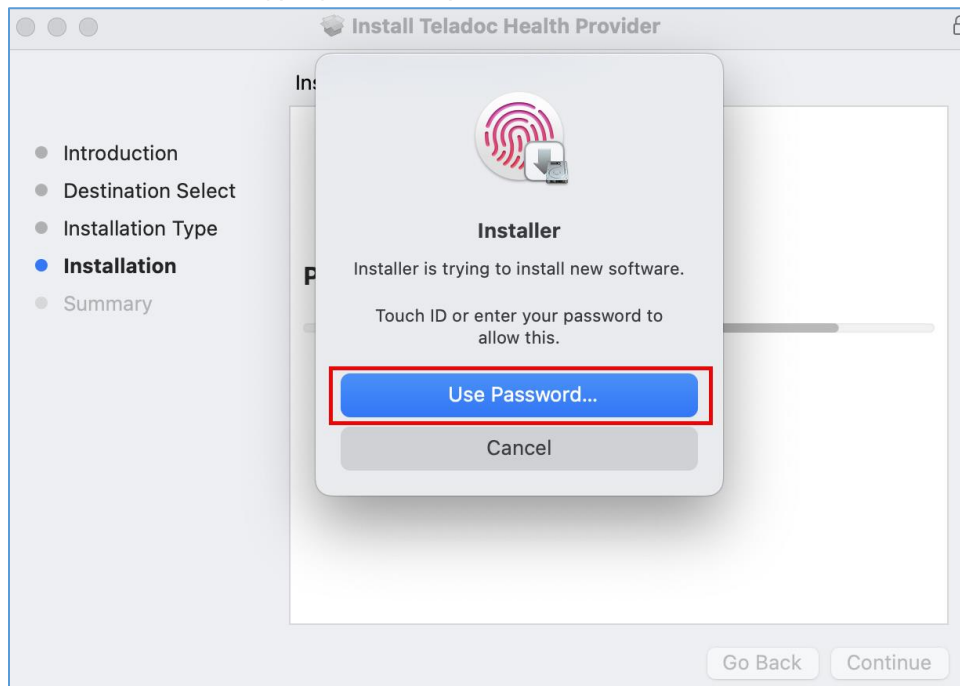


6. When the Standard Install on “Macintosh HD” message appears, click Install.



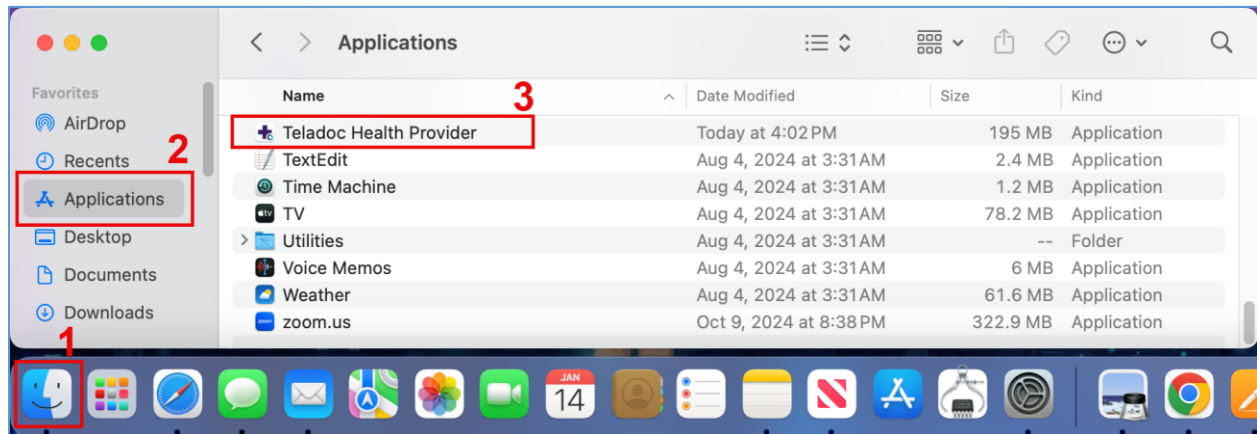
- A Preparing for installation message will appear.

7. When the **Installer is trying to install new software** message appears, use **Touch ID** or click **Use Password** and type your Mac password.

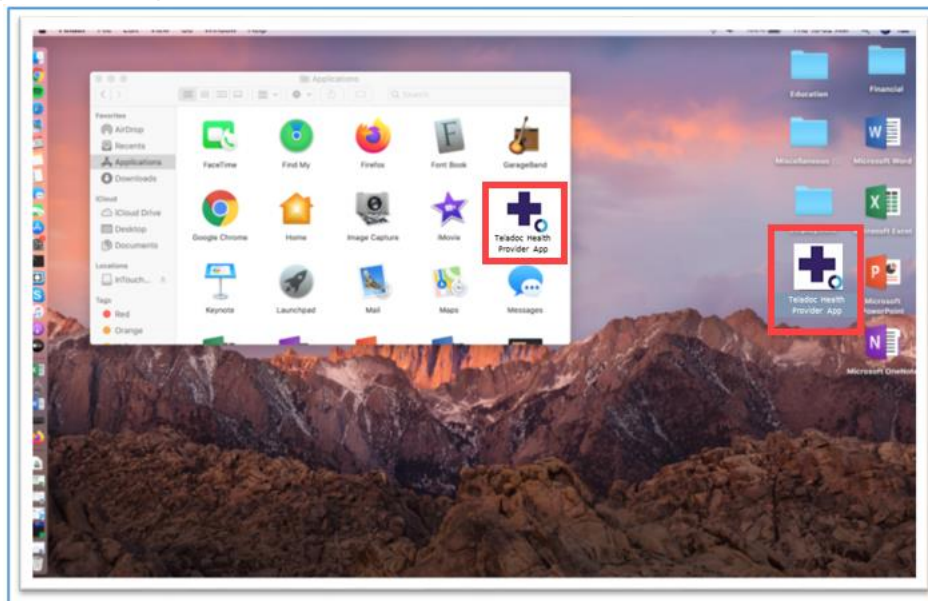


- Once completed, **The installation was successful** message will appear.

8. Once installation is complete, the Teladoc Health Provider (BC Virtual Visit) App should automatically launch. To locate the app, go to (1) Finder → (2) Applications → (3) Teladoc Health Provider.



You can also save it as a shortcut on your Desktop by dragging and dropping the app icon into your Desktop folder.



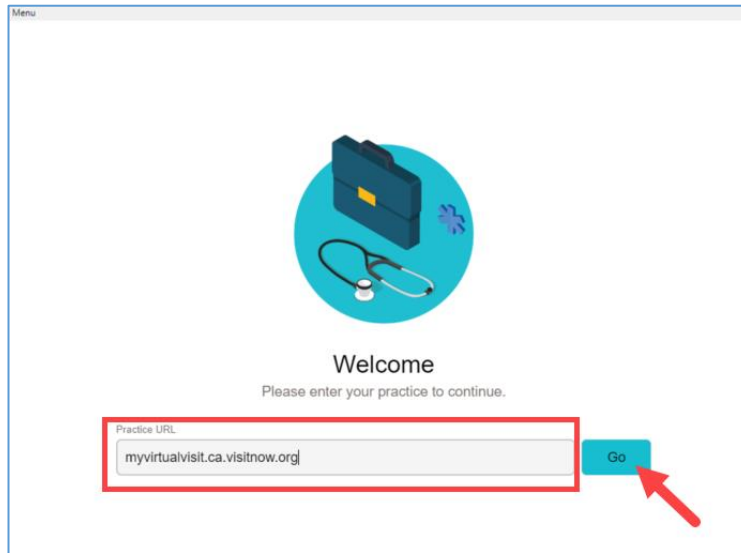
Logging into the BC Virtual Visit Teladoc Health Provider Desktop Application

1: Click the **Teladoc Health Provider App** icon from your Applications folder or Desktop to open the application.

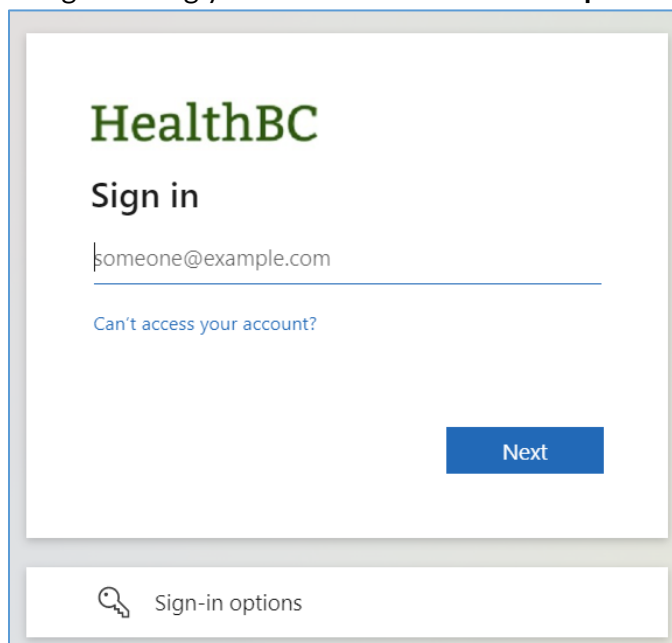


2: If it is your first time using the app, enter your practice URL ([myvirtualvisit.ca.visitnow.org](https://myvirtualvisit.ca/visitnow.org)). If it is not, URLs you have accessed previously will show in the dropdown list.

3: Tap Go.



4: Sign in using your Island Health email and password.



If prompted, allow “Teladoc Health Provider” to:

- Open the application
- Access the camera
- Access the microphone