

Purpose:

To instruct users on how to download the BC Virtual Visit Provider desktop app on non-Island Health Windows computers and laptops.

NOTE: All Island Health computers and laptops will have the BC Virtual Visit desktop app installed. Look for the icon below in your Start Menu or on your desktop



BC Virtual Visit

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.

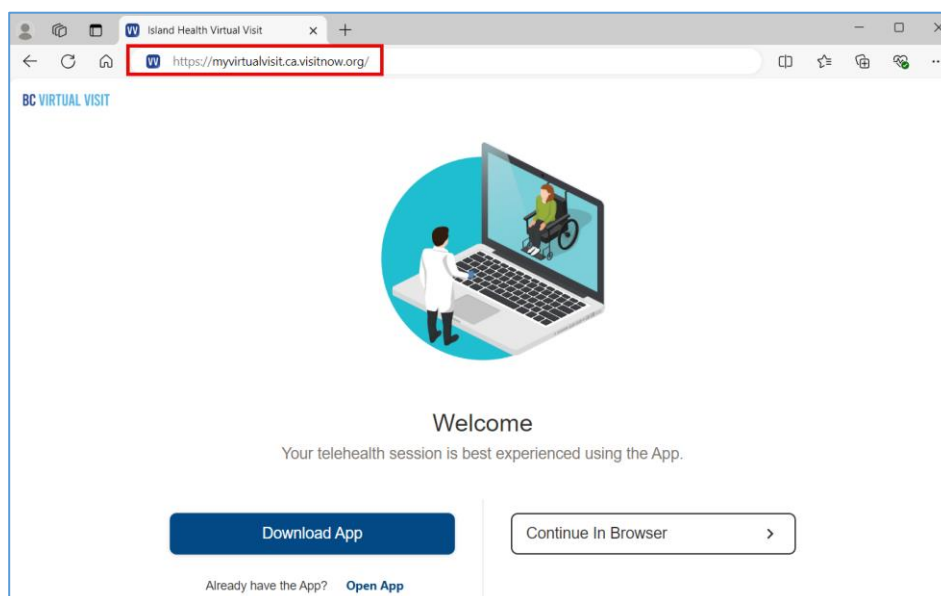
Please download the BC Virtual Visit desktop app following the steps below or use a supported browser outside the Citrix connection to ensure optimal performance.

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

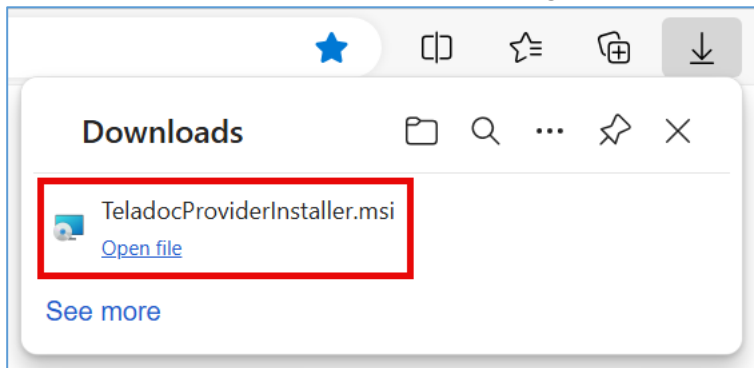
1: Enter your login URL into a supported browser, such as Chrome, Firefox, or Edge. The two URLs below represent the BC Virtual Visit Test and Production environments.

To begin, enter the Production URL into your browser, as shown in the image below. You will then be redirected to a page where you can download the desktop app.

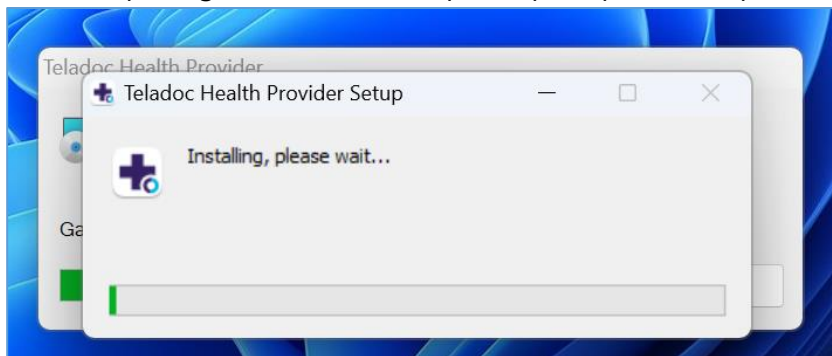
- **Test:** myvirtualvisit-testing.ca.visitnow.org
- **Production:** myvirtualvisit.ca.visitnow.org



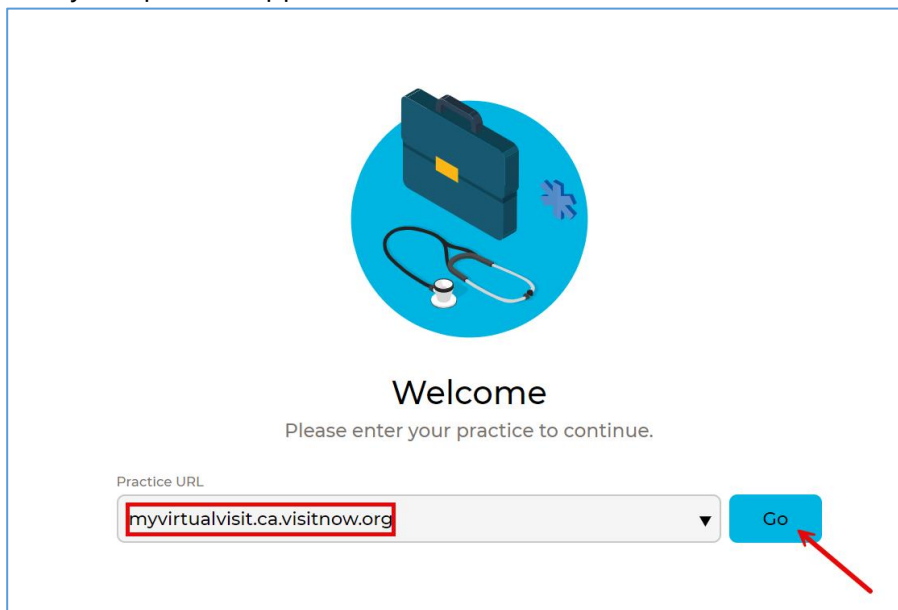
2: Click on "**Download App**". You will see an installer in the top right corner of your browser as marked in red below. Double click it to begin the installation process on your computer.



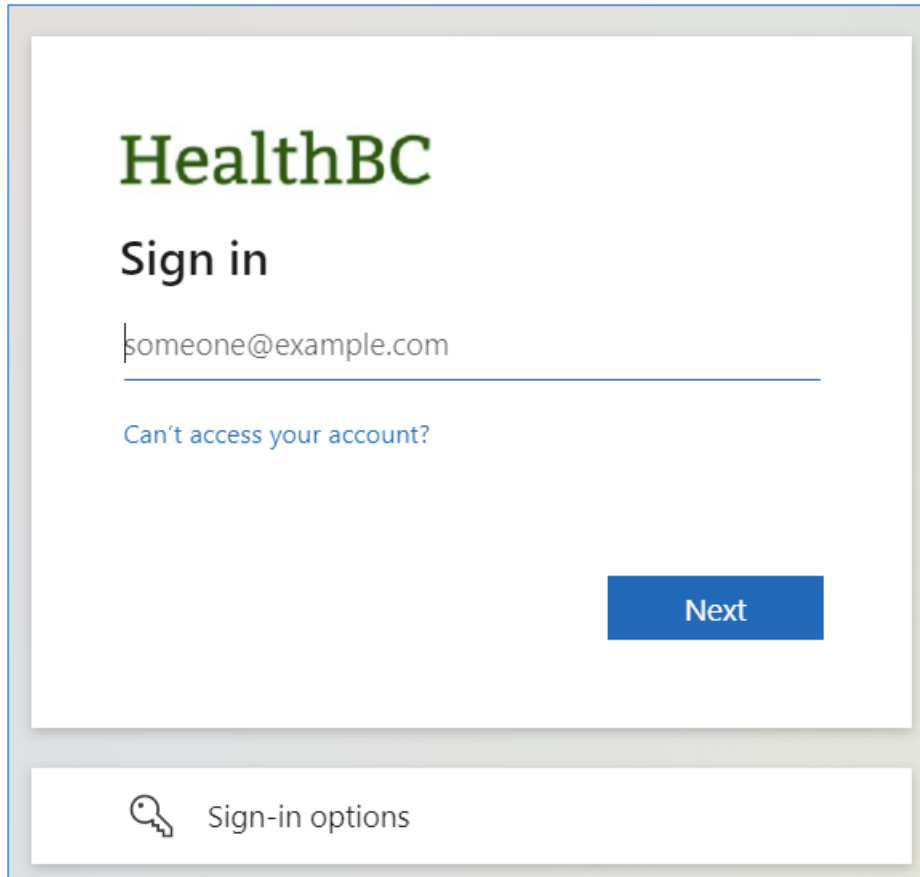
3: After opening the installer, accept the prompts to complete the installation of BC Virtual Visit.



4: Once the installation process is complete, the following window will open. Type in your Production login URL, then click **Go** to be redirected to the login page. The login URL will be remembered the next time you open the application.



4: You should now see the following BC Virtual Visit login screen. Use your Island Health email and password. If you require additional information regarding functionalities within BC Virtual Visit, please see our webpage on [Information for Health Care Providers](#).



The image shows a screenshot of the HealthBC Sign in screen. The screen has a white background with a light gray border. At the top, the text "HealthBC" is displayed in a large, green, sans-serif font. Below it, the text "Sign in" is displayed in a smaller, black, sans-serif font. Underneath "Sign in", there is a text input field containing the email address "someone@example.com". Below the input field, there is a blue link that says "Can't access your account?". At the bottom right of the main content area, there is a blue button with the text "Next" in white. At the bottom of the screen, there is a white box with a gray border. Inside this box, on the left, is a key icon, and to its right is the text "Sign-in options".