

Accessing the BC Virtual Visit Train and Production Environment

Information for healthcare professionals

Purpose:	To provide guidance on how to access the Train and Production environments for BC Virtual Visit from the desktop application using an Island Health and personal computer.
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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 clients take place.

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

<p>BC Virtual Visit Train</p> 	<p>BC Virtual Visit Production</p> 
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Accessing the BC Virtual Visit Train and Production Environments on an Island Health Windows PC, Yoga, Surface Pro or Tangent Device

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:



BC Virtual Visit

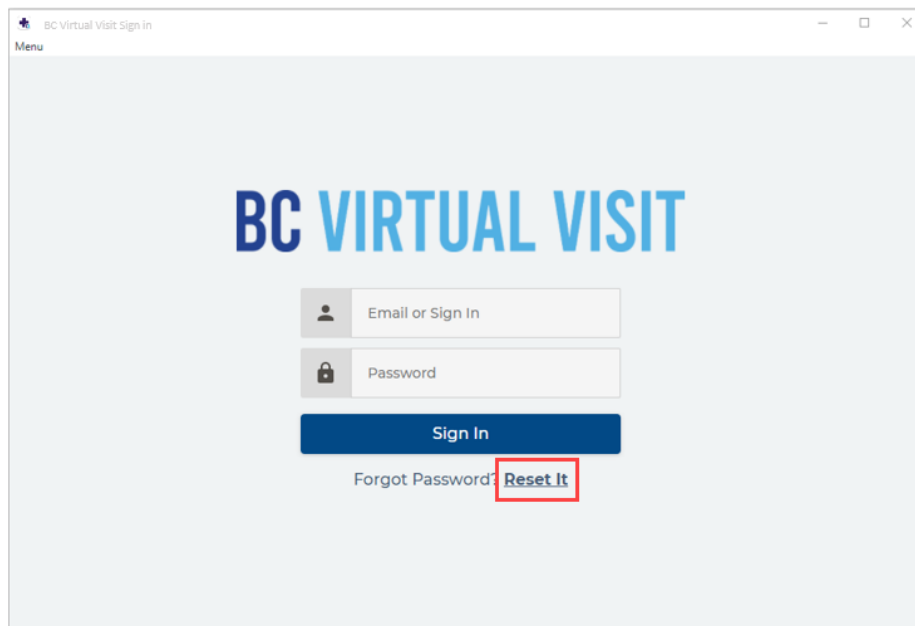
NOTE: You may also access BC Virtual Visit on a Chrome browser, however it is highly recommended to use the desktop application for stability in video and audio quality.

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Step 1: Double click the icon to open the desktop application; the BC Virtual Visit production login page will appear.

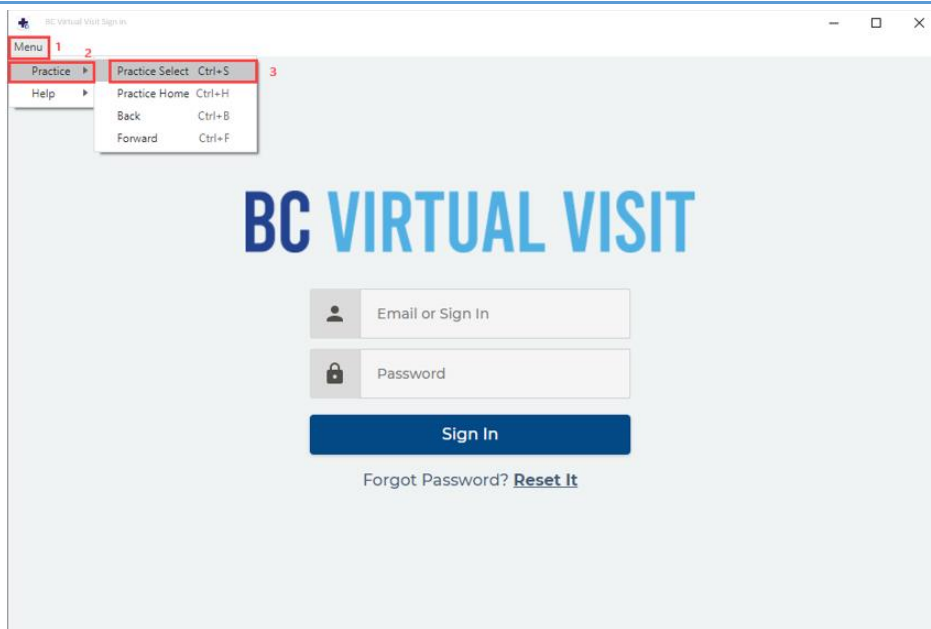
NOTE: If this is your first time logging in, you will be required to complete a password reset by clicking **Reset It** as shown on the image below. You will receive a password reset email prompting you to change your password. If you receive a browser incompatible error, copy and paste the link in the email into a supported browser, such as Chrome, Firefox, Edge or Safari.



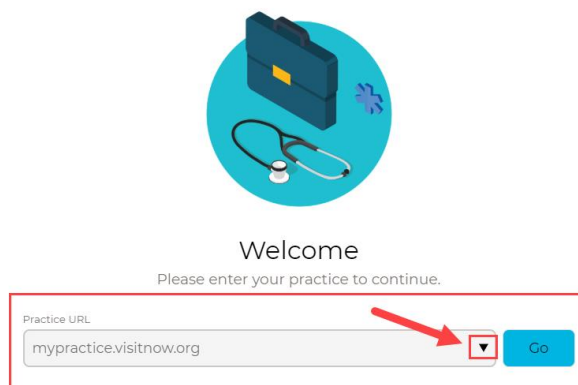
Step 2: Click on **Menu > Practice > Practice Select** to change from the production to train environment

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Step 3: Select the Practice URL to continue, both the TRAIN and PROD URLs be accessible. Click on the down arrow to expand the list of practices.



Step 4: By default, you will see two URLs that represent the BC Virtual Visit train and production environments:

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

Select the train URL to be redirected to the BC Virtual Visit Training Environment login page.

www.islandhealth.ca/bcvirtualvisit

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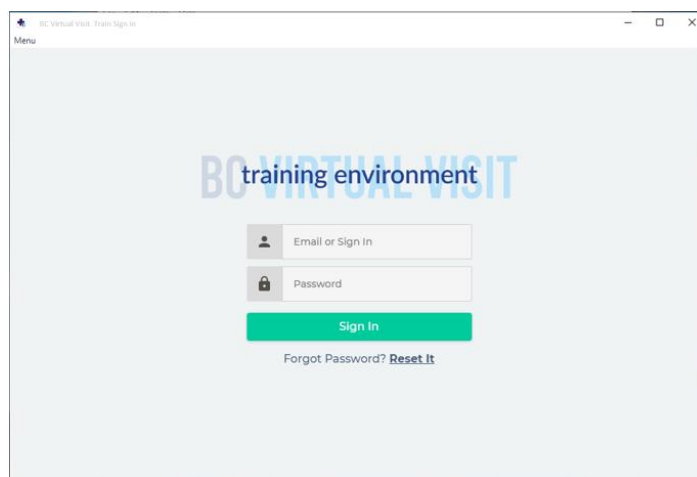


Welcome

Please enter your practice to continue.

Practice URL

myvirtualvisit.ca.visitnow.org
myvirtualvisit-testing.ca.visitnow.org ←



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

If you are using a personal computer, you can to download the Teladoc Health Provider desktop application or use one of the supported browsers such as Chrome, Firefox, Edge or Sa fari. 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 quickreference guides for each device type is available on the [BC Virtual Visit public website](#).

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- Once the desktop application has been downloaded, you will need to manually enter the **train** and **production** URLs the first time you use it:

Train: myvirtualvisit-testing.ca.visitnow.org

Production: myvirtualvisit.ca.visitnow.org

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



Welcome

Please enter your practice to continue.

Practice URL

Likewise, if you are using a browser, enter the URLs for Train or Production to be redirected to the login pages.

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