

# Downloading BC Virtual Visit Android App

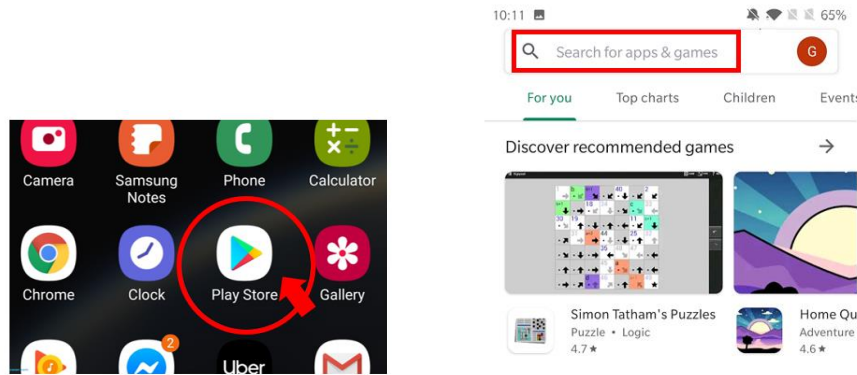
Information for Clients and Family Caregivers

<b>Purpose:</b>	To provide step by step instructions on how to download BC Virtual Visit App for Android devices
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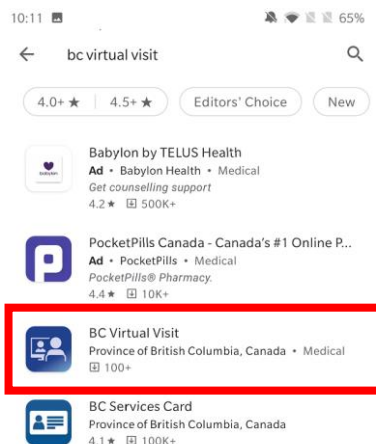
For each appointment, you will receive an invitation from your provider through email or SMS text. If you use an Android device you can use the BC Virtual Visit application (app) or applicable browsers (Chrome or Firefox) to attend your virtual visit appointment. If you choose to use the Android app, you will only have to download the app once. There are two options to download the app:

## Option 1 – Downloading from the Google Play Store in advance of your appointment

**Step 1.** Open the Google Play Store. Tap the **Search** bar that will allow you to search apps in the Play Store.



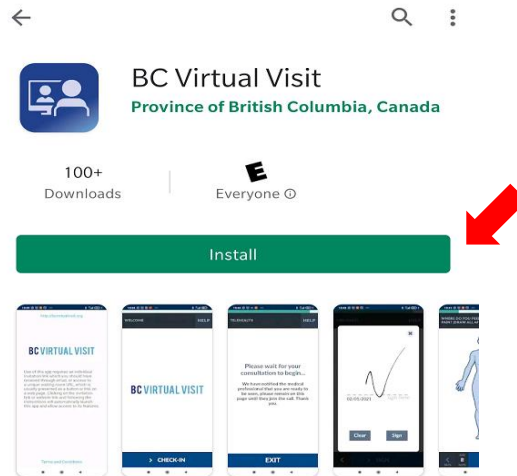
**Step 2.** In the Search field, enter 'BC Virtual Visit'. Tap on the **BC Virtual Visit** app icon when it shows on your screen.



[www.islandhealth.ca/bcvirtualvisit](http://www.islandhealth.ca/bcvirtualvisit)

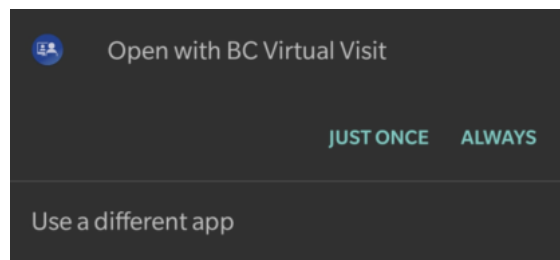
Technical Support: Please contact BC Virtual Visit Support 1-844-442-4433

**Step 3.** To download and install the app to your device, tap **Install** for the BC Virtual Visit app. You may be prompted to enter your device passcode depend on the security settings of your device.



**Step 4.** Once you have downloaded the BC Virtual Visit app, you will need to return to your email invitation and click on the **“Enter Waiting Room”** button to join into your appointment. You may then see a prompt similar to the image below asking how you would like to open BC Virtual Visit:

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



**Step 5.** If you see the screen indicated above, you may select either option. Tap **Check In** on the next screen to be connected to the virtual waiting room.

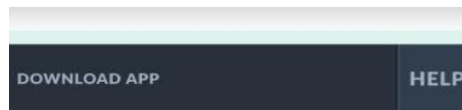


## BC VIRTUAL VISIT



### Option 2 – Downloading from your email or SMS text invitation

**Step 1.** Click the “Enter Waiting Room” button from your email invitation or the link from the top of your SMS Text to be prompted to download or open the BC Virtual Visit App. To download the app, click the **Google Play Store** button to be redirected to the application in the Play store.



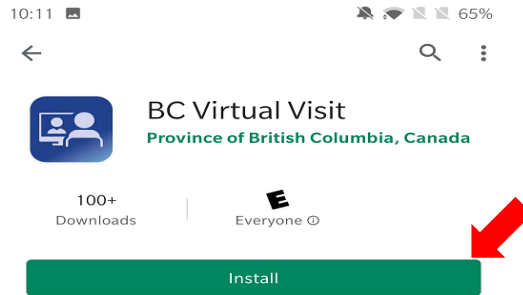
To continue with this device, you are required to download our FREE app from the Google Play by tapping the black "Google Play" button below or you could continue in the Supported browser ( Chrome v 71 or later).



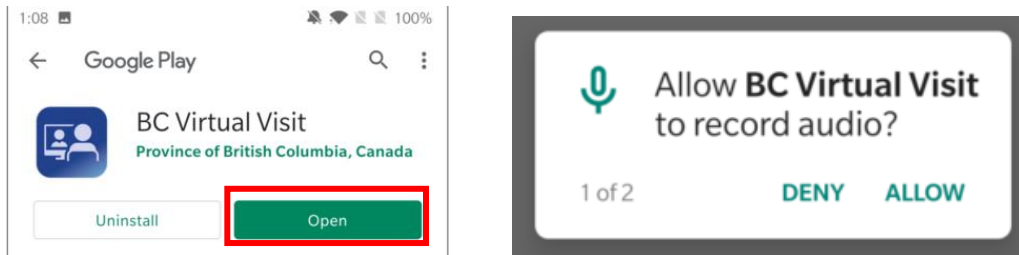
If you have already installed the app or use a supported browser, tap "Confirm" below.



**Step 2.** To download and install the app to your device, tap the **Install** icon for the BC Virtual Visit Patient app. You may be prompted to enter your device passcode depend on the security settings of your device.



**Step 3.** Once you have downloaded the application, you can click **Open** icon. Then, the app will ask you to allow audio and video.



**Step 4.** Tap **Check In** on the next screen to be connected to the virtual waiting room.



**BC VIRTUAL VISIT**

