

Downloading BC Virtual Visit Windows Desktop App

Information for Clients and Family Caregivers

Purpose:

To provide step by step instructions on how to download the BC Virtual Visit Desktop Application on Windows Computers.

Step 1. Click on the “Enter Waiting Room” button from your email invitation



Step 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.



Welcome

Your telehealth session is best experienced using the App.



Already have the App? [Open App](#)



NOTE: If you are using Internet Explorer, you will need to copy and paste the link into one of the supported browsers, such as Chrome, Firefox, or Microsoft Edge.

Step 3. You will see a prompt similar to the image below.

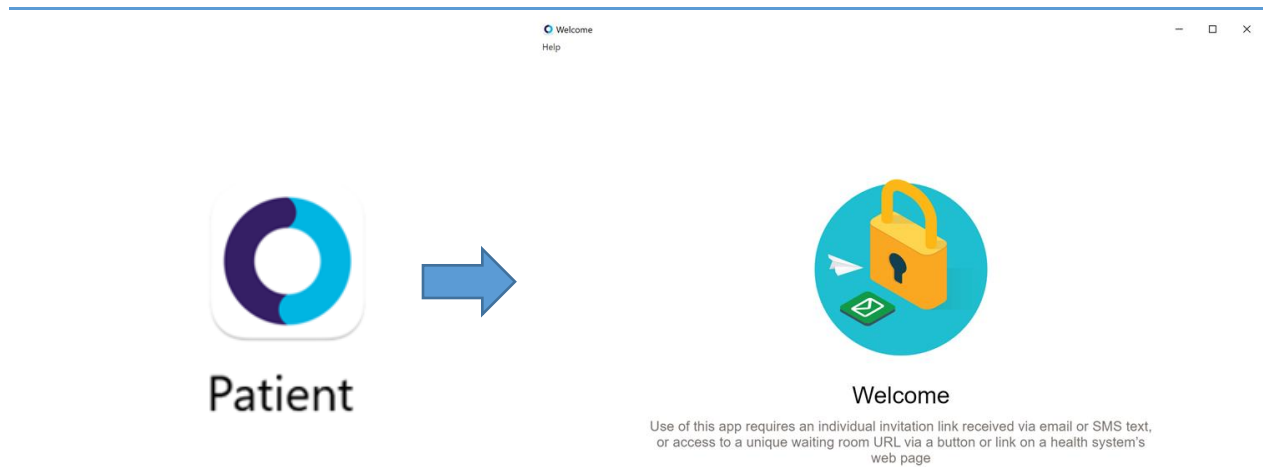


Step 4. Click **Run** to begin installing the app. If you do not see the option to Run, this indicates the app is already installed onto your device.

Step 5. Once the app is installed, you will see the following app icon and pop up on your computer.

www.islandhealth.ca/bcvirtualvisit

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



Step 6. Go back to your email invitation, and click on the “Enter Waiting Room” button again. You will be redirected to the same welcome page you saw before, however, this time, click on **Open App**. If you are asked to switch apps, choose **YES** to go to the patient check-in page for MyVirtualVisit.

