

## Downloading the Provider App on a Personal Mac Desktop

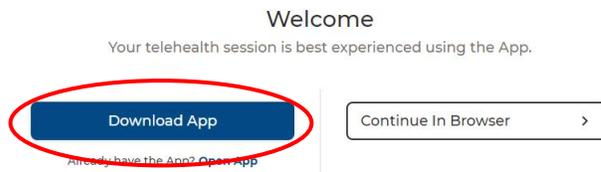
Information for healthcare professionals

### Downloading the BC Virtual Visit Provider Application on a personal Mac Desktop

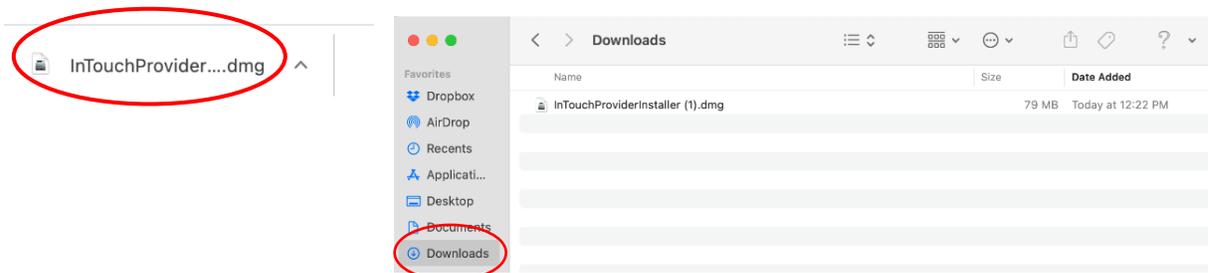
**IMPORTANT:** You should use the **BC Virtual Visit Provider** app to connect to all of your appointments. If you are using a personal or unmanaged device please download the BC Virtual Visit Provider App from your app Store.

**Note:** Depending on your App Store settings, you may be prompted to enter a password, use Face ID or Touch ID to complete the download process. If you require assistance at this step, please refer to support documents on the Apple website as required: Resetting Apple ID, Touch ID, Face ID.

1. Open a browser window (Chrome, Firefox or Safari) and enter the Health Authority or Health Organisation specific URL.
2. You will be directed to the webpage shown below. Click the **Download App** button. This will initiate the downloading of the Desktop Application on to your device's hard drive.



3. Click on the downloaded file icon located on your browser's download bar OR open the **Download** folder in **Finder** to locate the DMG file. Click the **DMG** file.



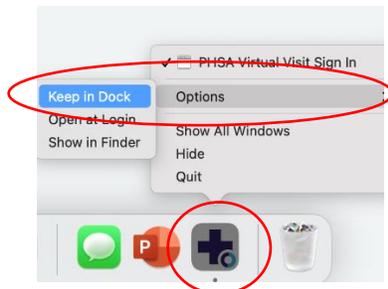
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4. Drag and drop the Teladoc Health Provider App icon into the Applications folder to initiate installation.



5. Once installation is complete, locate the **Teladoc Health Provider** app in your **Launchpad**, or **Applications** list (via Finder). Note that the app icon location or page within Launchpad may vary. Depending on your MacOS version, a shortcut may be automatically created on your desktop. You can also choose to **Keep in Dock** for ease of access.



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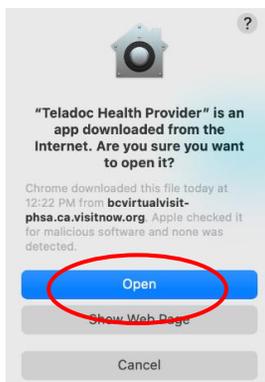
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### Logging in to the BC Virtual Visit Teladoc Health Provider Application on a Mac desktop

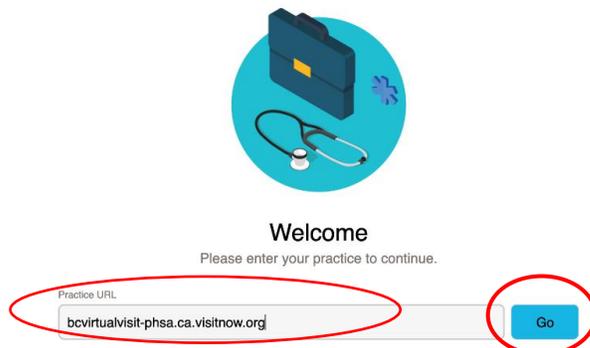
1. Click the **Teladoc Health Provider** app icon from **Launcher** or on the Desktop to open the application.



2. You may be prompted to verify that you want to open the app downloaded from the Internet. Click “Open.”



3. Allow the application to access your device’s camera and microphone, if requested.
4. If it is your first time using the app, enter the practice URL for your appropriate health organization (see top of document for details of “Production” environment URLs). If it is not your first time using the app, URLs you have accessed previously will show in the dropdown list. Select your desired URL. Tap **Go**. For accessing the TRAIN environment, please contact your virtual Health team.



5. You will now see the login screen, please enter your credentials to sign in.