

Downloading the Provider App on a Personal Windows Desktop

Information for healthcare professionals

Downloading the BC Virtual Visit Provider Application on a personal Windows Desktop

1. Open a browser window (Chrome or Firefox) and enter your 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.

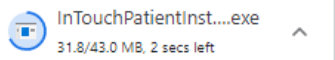


Welcome

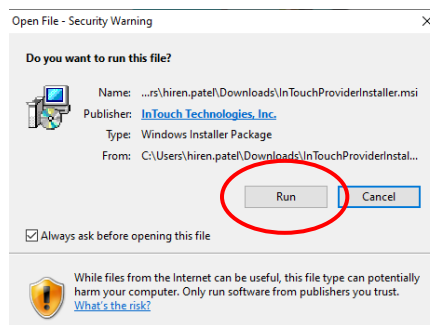
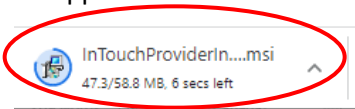
Your telehealth session is best experienced using the App.



3. You will see the download at the bottom of your browser window.



4. Click on the file after it has finished downloading. If you get a pop-up window, click **Run** to begin installing the app.



5. Once the app is installed, you will see the app icon on you desktop.



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

1. Double click the **BC Virtual Visit** app icon on the desktop to open the application.



2. Allow the application to access your device's camera and microphone, if requested.
3. 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 a dropdown list. Select your desired URL. Tap **Go**. For accessing the TRAIN environment, please contact your virtual health team.



Welcome

Please enter your practice to continue.

Practice URL

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