

Downloading BC Virtual Visit MAC Desktop App

Information for Clients and Family Caregivers

Purpose:

To provide step by step instructions on how to download BC Virtual Visit Desktop App on Mac

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

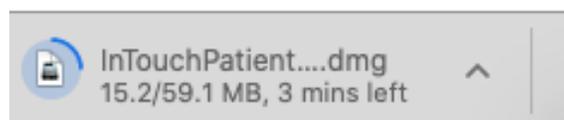
Your telehealth session is best experienced using the App.



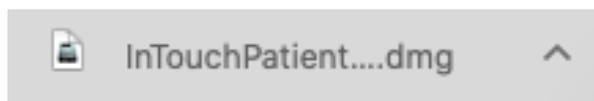
Already have the App? [Open App](#)



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

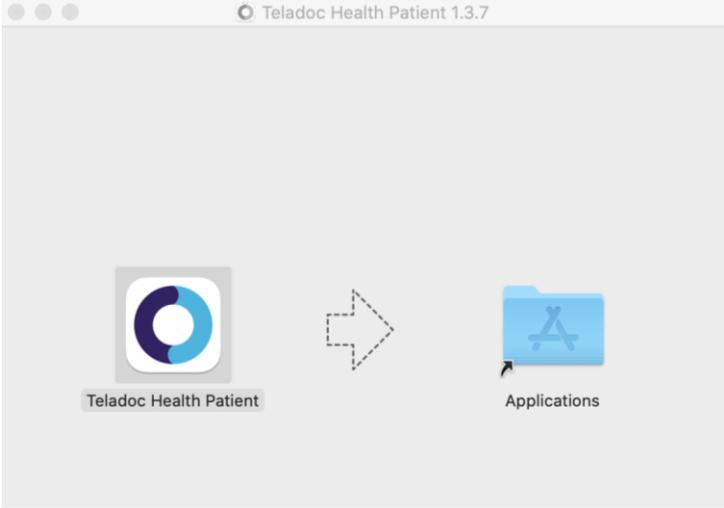


Step 4. Double-click on the file after it has finished downloading.



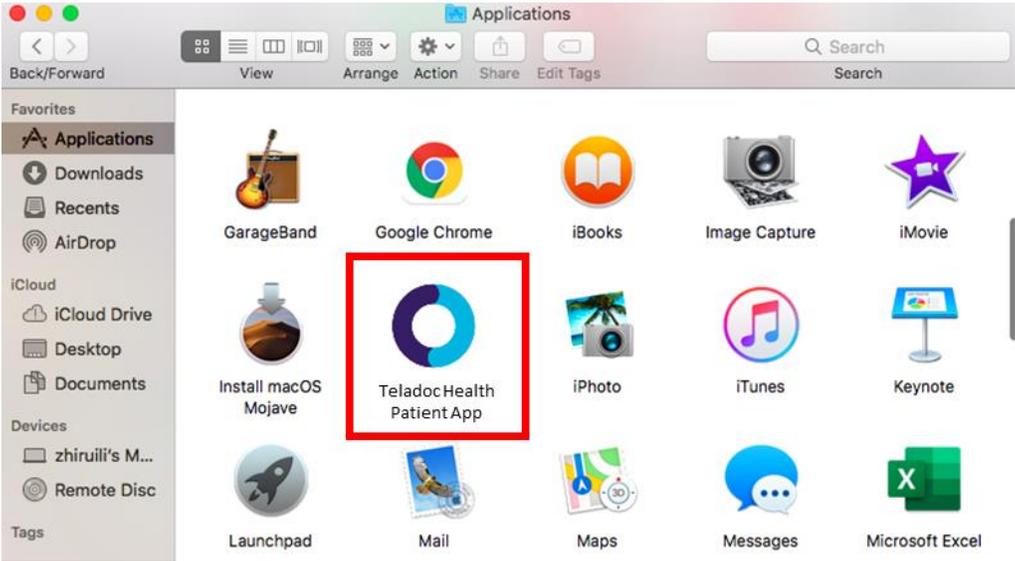
Technical Support: Please contact Patient Virtual Health Care Tech Support 1-844-442-4433

Step 5. A pop-up box will appear that allows you to *drag* the **Teladoc Health Patient App** to the **Applications** folder. Drag the app to the folder.

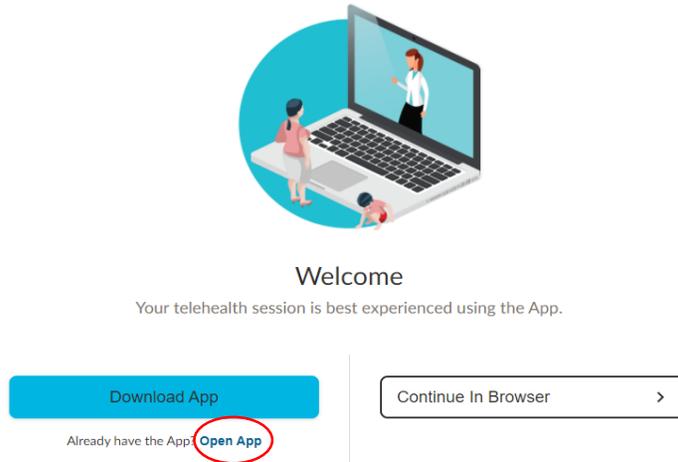


Step 6. Double-click on the **Applications** folder

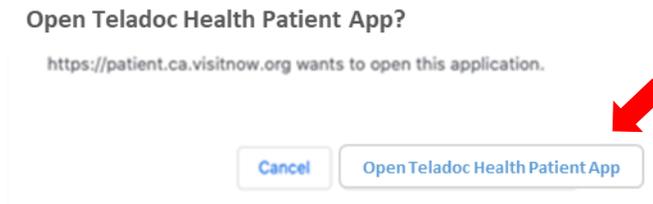
Step 7. Look for **Teladoc Health Patient App** to ensure it has been installed.



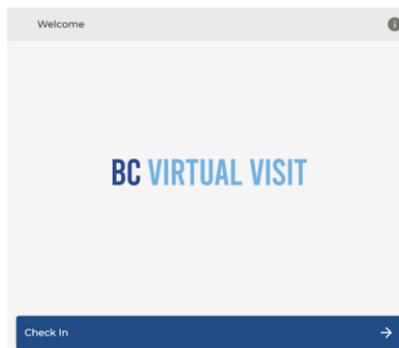
Step 8. Go back to your email invitation, and click on the “Enter Waiting Room” button again. When you see the Welcome page, select “Open app”.



Step 9. The browser will ask if you would like to open the App, click **Open Teladoc Health Patient app**.



Step 10. The app will open and you will be directed to the BC Virtual Visit check in page. Click **CHECK-IN** to enter waiting room.



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