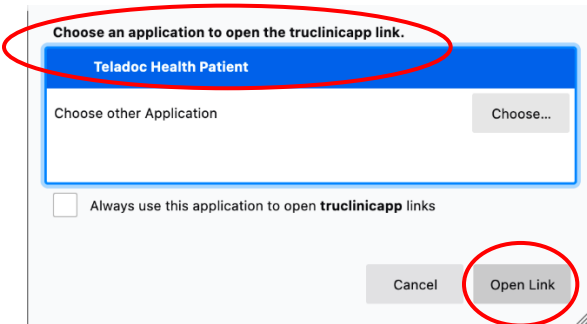


Downloading the BC Virtual Visit app on a Mac desktop

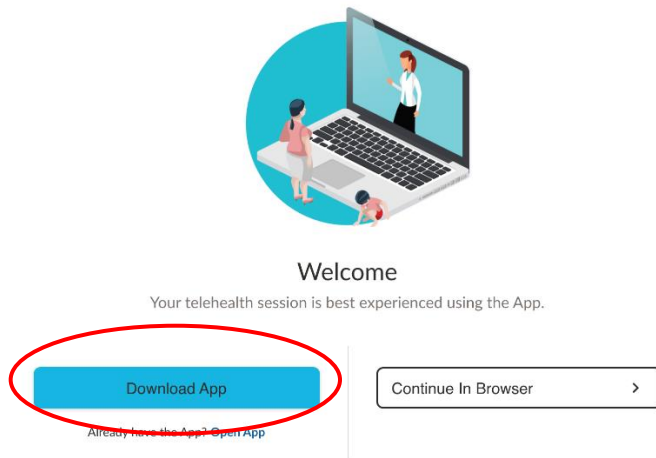
1. Click on the “Enter Waiting Room” button from your email invitation.



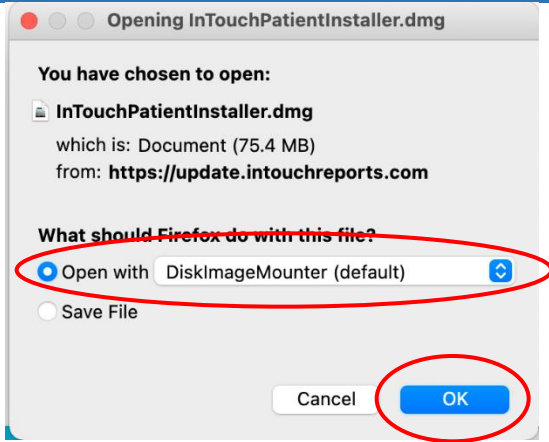
2. You may get a browser prompt asking if you would like the site to open the download link. Click “Choose Application” and then “Teladoc Health Patient” and “Open Link”.



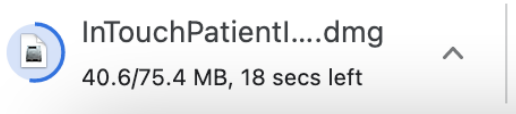
3. A browser window will open and ask if you would like to Download App or Continue in Browser. Click **Download App** to start the download.



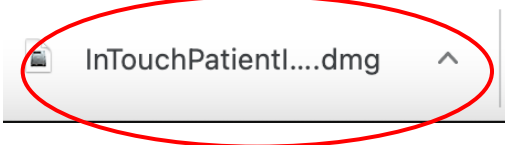
4. **A:** If you are using a **Firefox browser**, you may receive a prompt asking how you would like to open the file. Click “Open with DiskImageMounter (default)”, then click **OK**.



**B:** If in **Chrome**, you will see the download at the bottom of your browser window.



Click on the file after it has finished downloading.



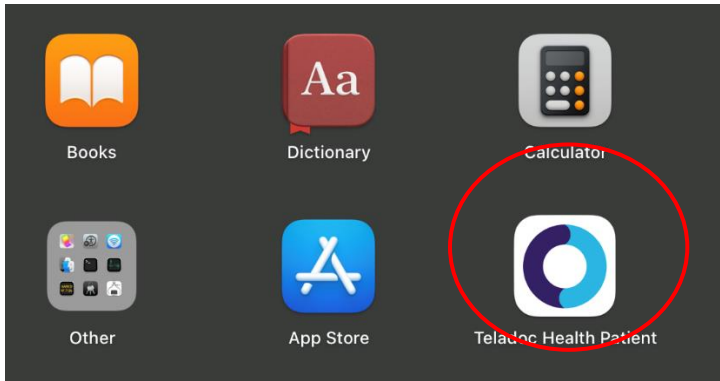
5. A dialog box will appear that prompts you to drag the **“Teladoc Health Patient”** app to the **“Applications”** folder icon. Drag the app to the folder.



6. Click the **Launchpad** icon.



7. Look for “**Teladoc Health Patient**” to ensure the app has been installed (position or page may vary).



8. 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, this time click on **Open App**. You may receive a pop-up window asking to “Open Teladoc Health Patient?”, if so, click “**Open Teladoc Health Patient**”.



Welcome

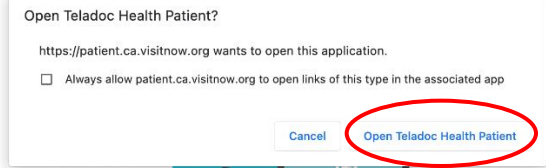
Your telehealth session is best experienced using the App.

Download App

Continue In Browser >

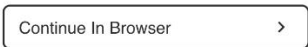
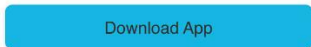
Already have the App? **Open App**

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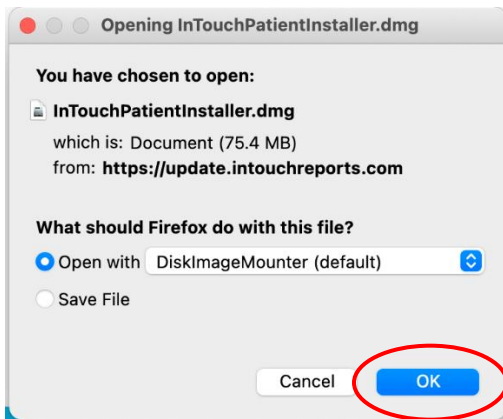
Welcome

Your telehealth session is best experienced using the App.



Already have the App? Open App

- 9. You may be prompted to confirm that you want to open the app downloaded from the internet. Click **“Open”**.



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

WELCOME

HELP

# BC VIRTUAL VISIT

> CHECK-IN

Click [here](#), or visit [www.bcvirtualvisit.org](http://www.bcvirtualvisit.org) to learn more about attending your **BC Virtual Visit**.