

Downloading BC Virtual Visit Windows Desktop App

Information for Clients and Family Caregivers

Purpose:

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

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.



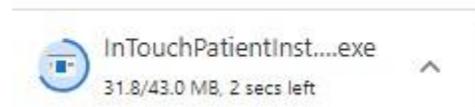
Welcome

Your telehealth session is best experienced using the App.



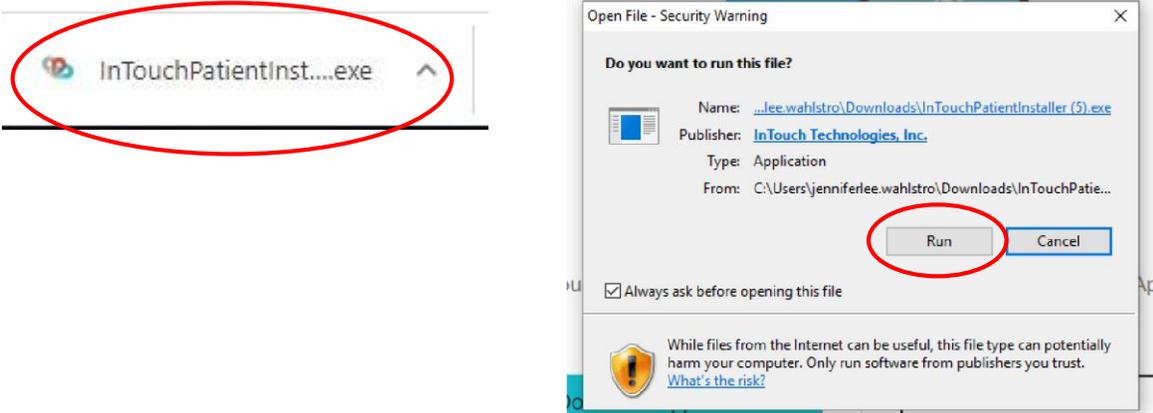
Already have the App? [Open App](#)

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

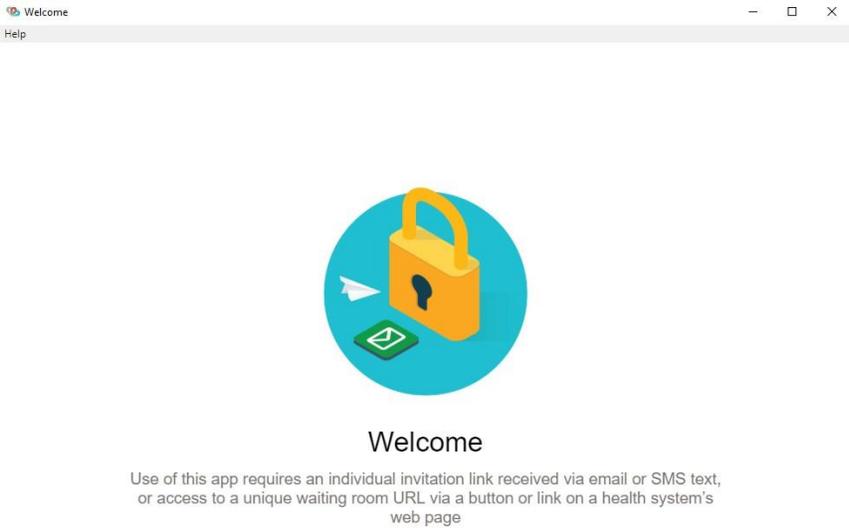


Technical Support: Please contact Patient Virtual Health Care Tech Support 1-844-442-4433

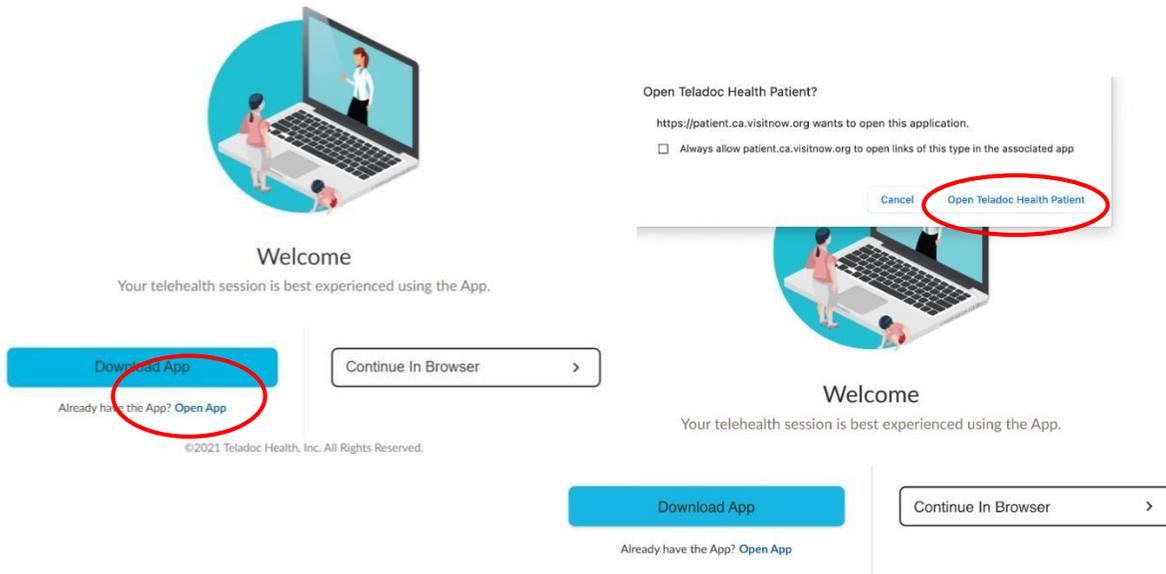
Step 4. Double-click on the file after it has finished downloading. If you get a pop-up window, click **Run** to begin



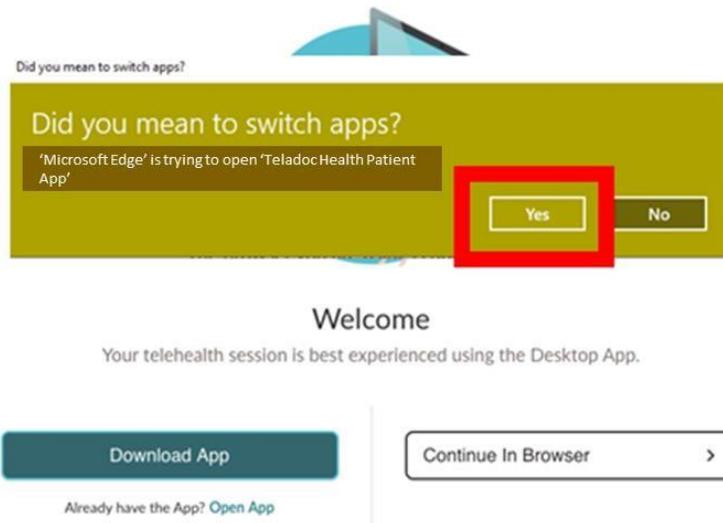
Step 5. Once the app is installed, you will see the following window pop up:



Step 6. Go back to your email invitation, and click on the **Enter Waiting Room** button. You will be redirected to the same welcome page you saw before. This time **click Open App**. You may receive a pop-up window asking to “**Open Teladoc Health Patient?**”, if so, click **Open Teladoc Health Patient**.



You might be asked to switch apps, if so, click **YES** to go to the patient check-in page for BC Virtual Visit.



Step 7. The app will open and you will be directed to the BC Virtual Visit check in page. Click **CHECK-IN** to enter waiting room.

