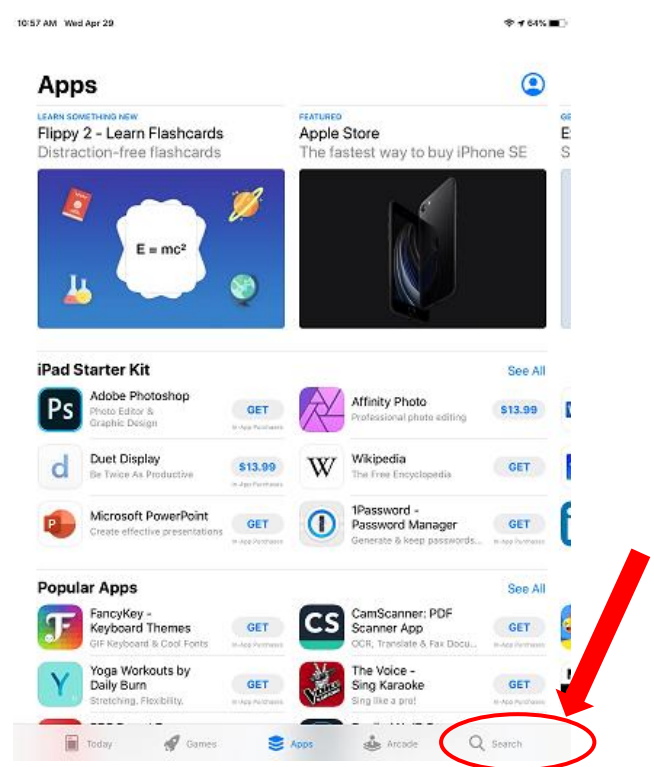
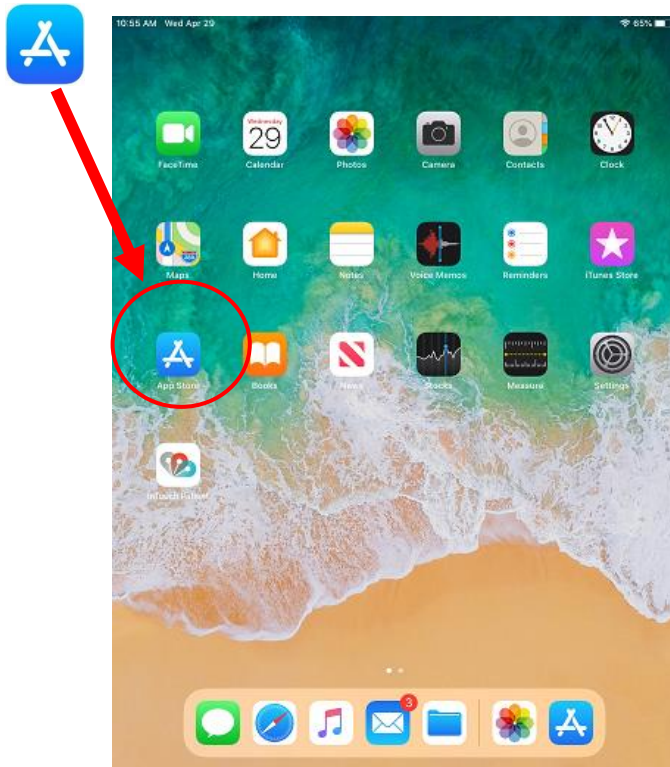


### Downloading the BC Virtual Visit application on your iPad

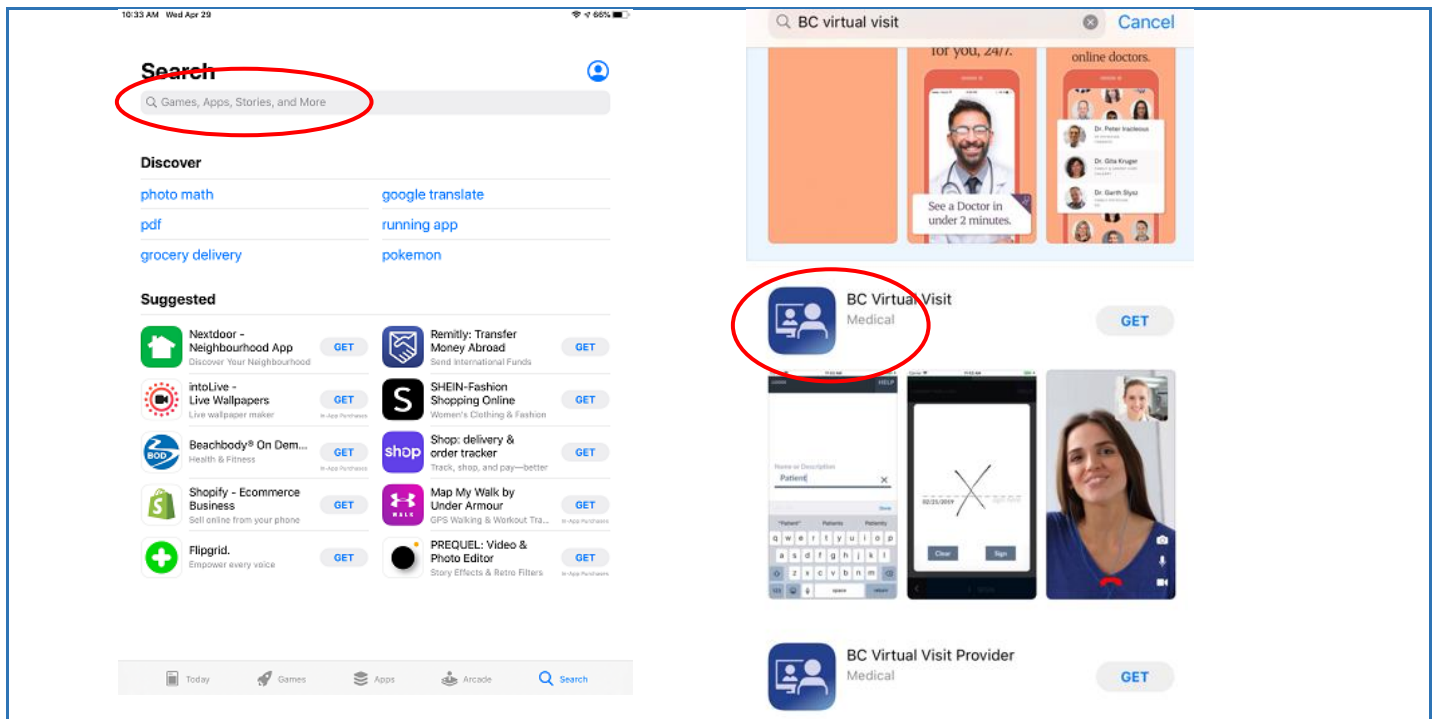
If you use an iPad you must use the BC Virtual Visit application (app) to attend your BCVirtual Visit appointment. You will only have to download the app once. For each appointment, you will receive an invitation from your provider through email or SMS text. Please see below for how to download the app directly from App Store or via your BCVirtual visit invitation.

#### Option 1 – Downloading from the App Store in advance of your appointment

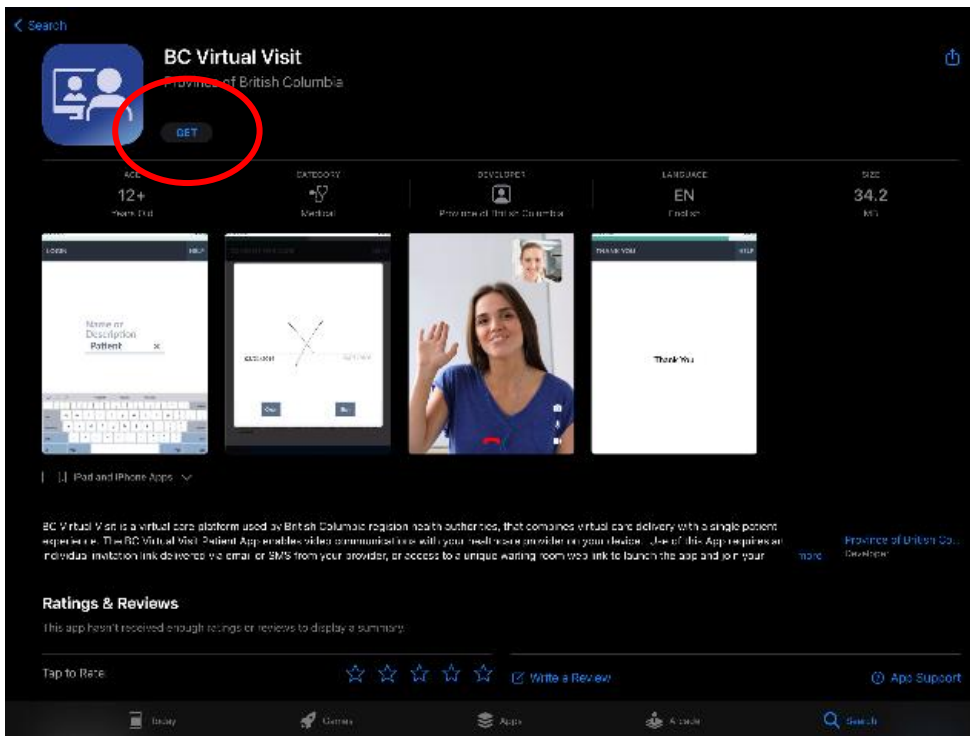
1. Open the App Store by tapping on the **App Store** icon. Tap the **Search** icon  to allow you to search apps in the App Store.



2. In the Search field, enter **BC Virtual Visit**. Tap on the **BC Virtual Visit** app icon when it shows on your screen.



3. To download and install the app to your iPad tap the **GET** icon for the BC Virtual Visit app. You may be prompted to enter your device passcode, iTunes password, or use Fingerprint ID or Face ID to download the app. This will depend on the security settings of your device.



For technical support, please contact the Citizen Support Desk at **1-844-442-4433**

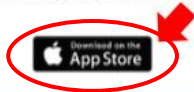
**Option 2 – Downloading from your email invitation**

1. Click the “**Enter Waiting Room**” button from your email invitation to be prompted to download or open the BC Virtual Visit app. Click the **App Store** button to be redirected to the BC Virtual Visit app in app store.

If you have already downloaded the app, simply tap “**Confirm**” to open the app.



To continue with this device, you are required to download our FREE app from the App Store by tapping the black “App Store” button below. If you have already installed the app, tap “Confirm” below.

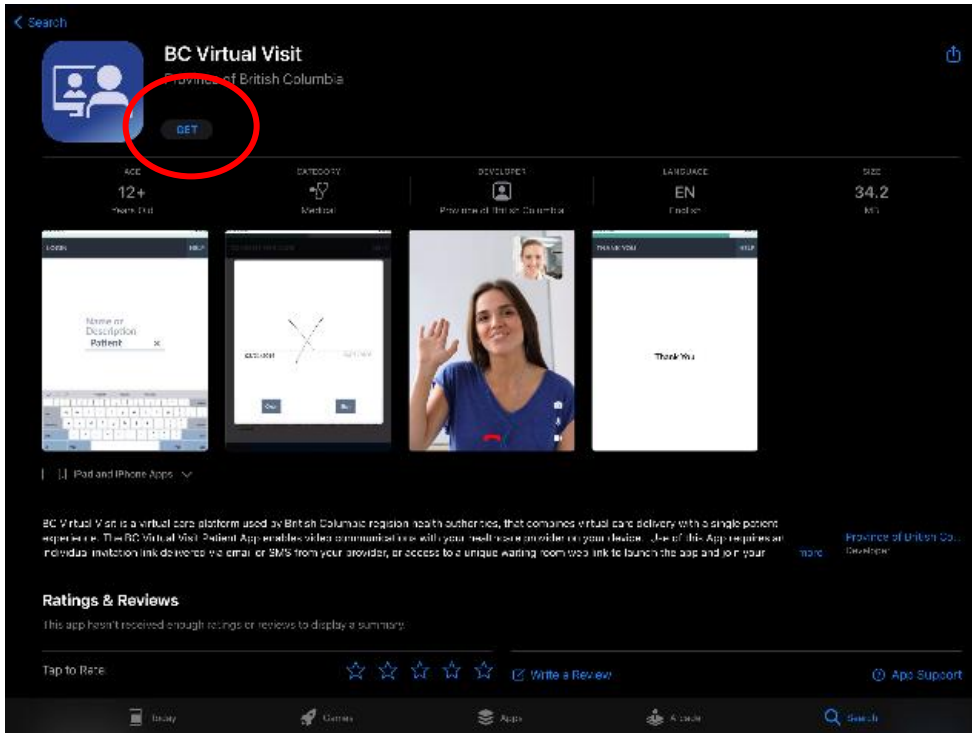


Please make sure to return to this page after you have successfully installed our application and continue with the check-in process by tapping “Confirm” below.



2. In App Store tap the **GET** icon for the BC Virtual Visit app. You may be prompted to enter your device passcode, iTunes password, or use Fingerprint ID or Face ID to download the app. This will

depend on the security settings of your device.



3. Once you have downloaded the app, you will need to return to your invitation to enter the waiting room. Click on the **“Enter Waiting Room”** button from your email invitation again to be prompted with the page below. This time, tap **CONFIRM** at the bottom of the page. Tap **Open** in the small pop up window that appears.



To continue with this device, you are required to download our FREE app from the App Store by tapping the black "App Store" button below. If you have already installed the app, tap "Confirm" below.



Please make sure to return to this page after you have successfully installed our application and continue with the check-in process by tapping "Confirm" below.



4. Tap **CHECK-IN** on the next screen to be connected to the virtual waiting room.



## BC VIRTUAL VISIT



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