

Purpose:

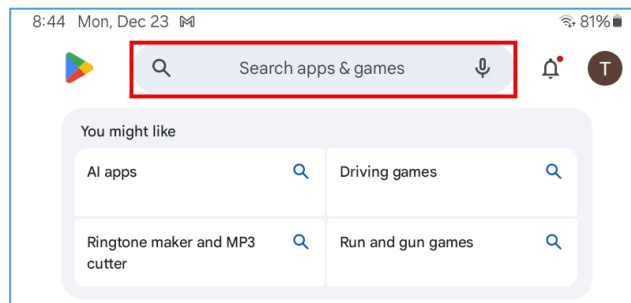
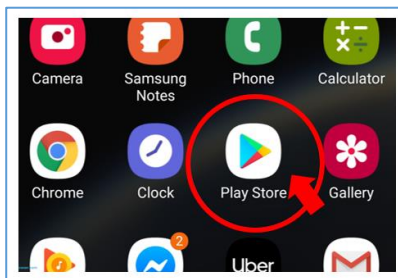
To provide step by step instructions on how to download the BC Virtual Visit App for Android devices.

For each visit, you will receive an invitation from your health care provider through email or text message. If you use an Android device, you can use the BC Virtual Visit application (app), or a browser (Chrome or Firefox) to attend your virtual visit. If you choose to use the Android app, you will only have to download the app **once**. There are two options to download the app:

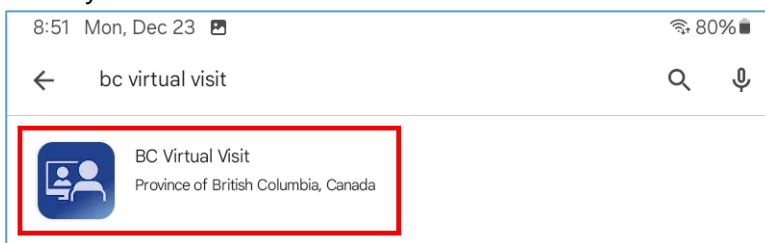
NOTE: You may also access BC Virtual Visit on a Chrome browser; however, it is recommended to use the mobile application for increased audio/video stability.

Option 1 – Downloading from the Google Play Store before your visit

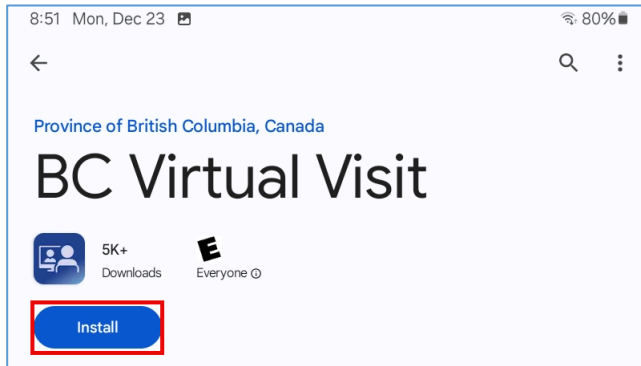
1. Open the Google Play Store. Tap the **Search** bar that will allow you to search for apps in the Play Store.



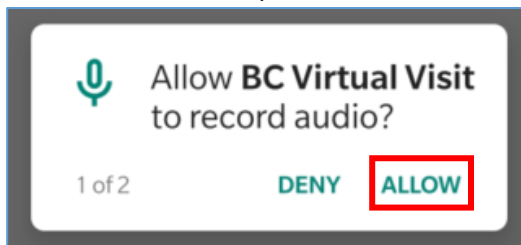
2. In the Search field, type "**BC Virtual Visit**". Tap on the **BC Virtual Visit** app icon when it shows on your screen.



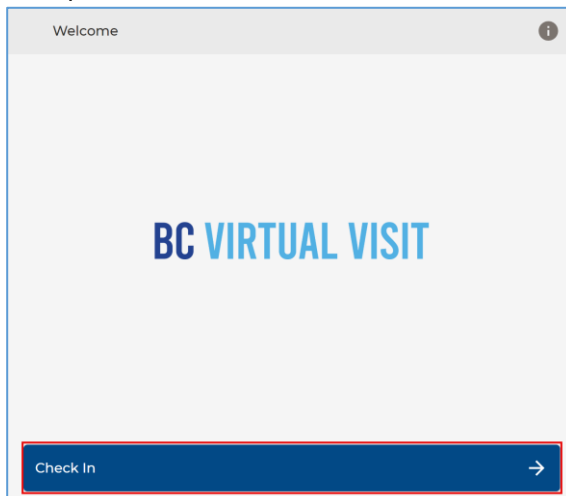
3. To download and install the app to your device, tap "**Install**" for the BC Virtual Visit app. You may be prompted to enter your device passcode depending on the security settings of your device.



4. Once you have downloaded the BC Virtual Visit app, you will need to return to your invitation and tap the **"Enter Waiting Room"** button or **link** to join your visit. Then, the app will ask you to allow audio and video. Tap **"Allow"**.

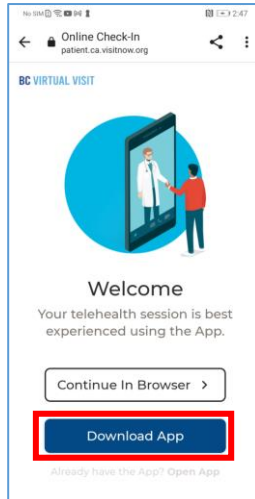


5. Tap **"Check In"** on the next screen to be connected to the virtual waiting room.

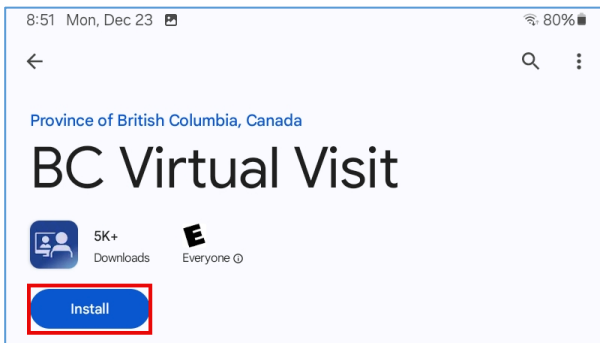


Option 2 – Downloading from your email or text invitation

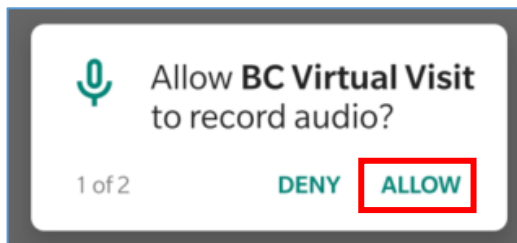
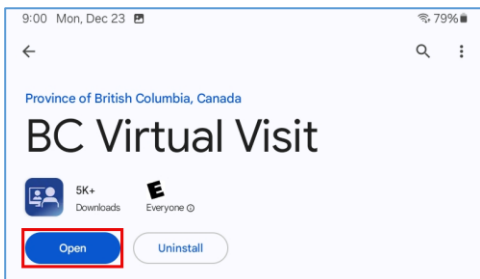
1. Click the **"Enter Waiting Room"** button from your email invitation, or the link from the top of your SMS text to be prompted to download or open the BC Virtual Visit App. Click the **"Download App"** button to be redirected to download the application in the Google Play store.



2. To download and install the app to your device, tap the **"Install"** icon for the BC Virtual Visit app. You may be prompted to enter your device passcode depending on the security settings of your device.



3. Once you have downloaded the application, you can click the **"Open"** icon. Then, the app will ask you to allow audio and video. Tap **"Allow"**.



4. Tap **"Check In"** on the next screen to be connected to the virtual waiting room.

