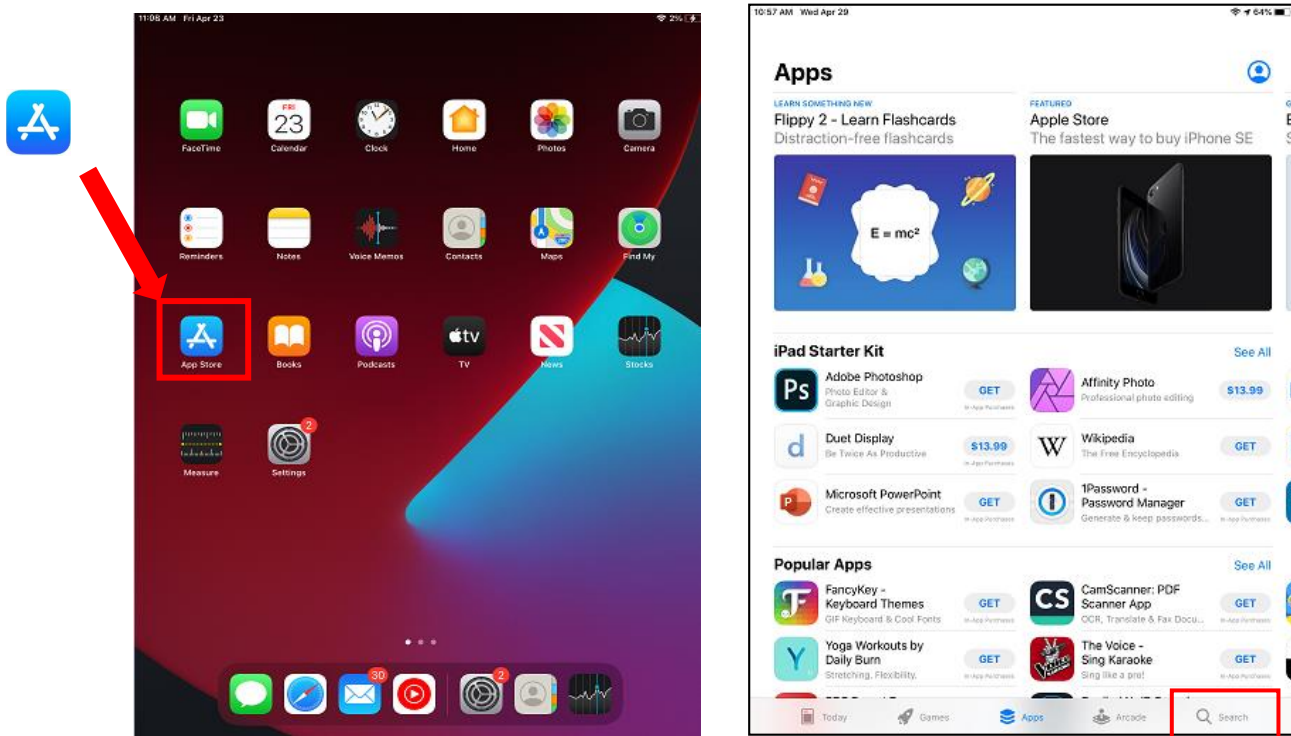# Downloading BC Virtual Visit iPhone or iPad App
Information for Clients and Family Caregivers

Purpose:	To provide step by step instructions on how to download BC Virtual Visit App for iPhone or iPad

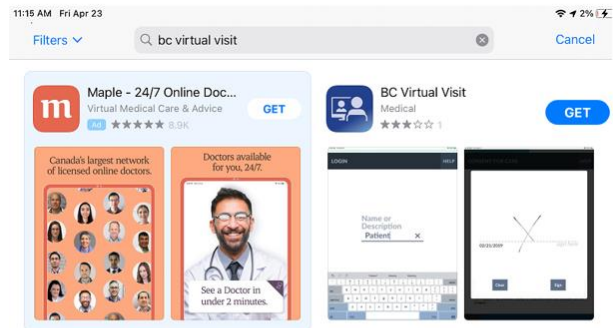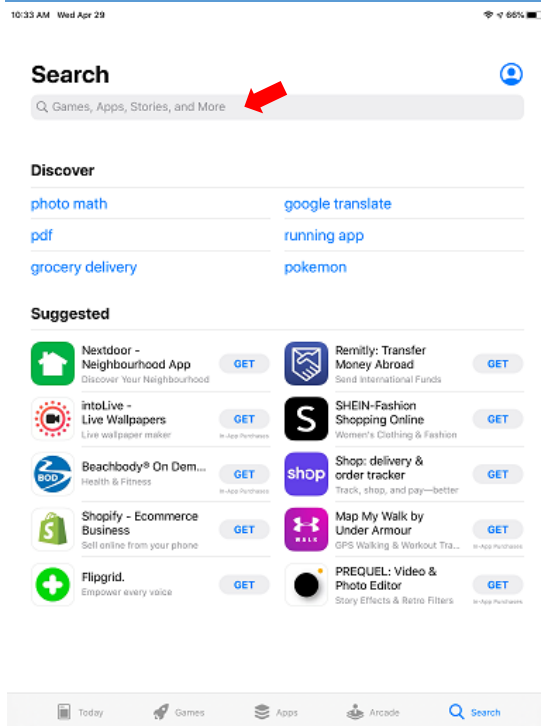## Option 1 – Downloading from the App Store

Step 1. Open the App Store. Tap the **Search** icon 🔍 that will allow you to search apps in the App Store.
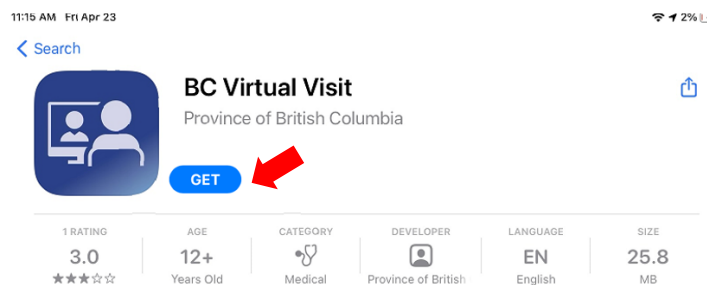

Step 2. In the Seach field, enter '*BC Virtual Visit*'. Tap on the **BC Virtual Visit** app icon when it shows on your screen.

Downloading the Patient iPhone or iPad App

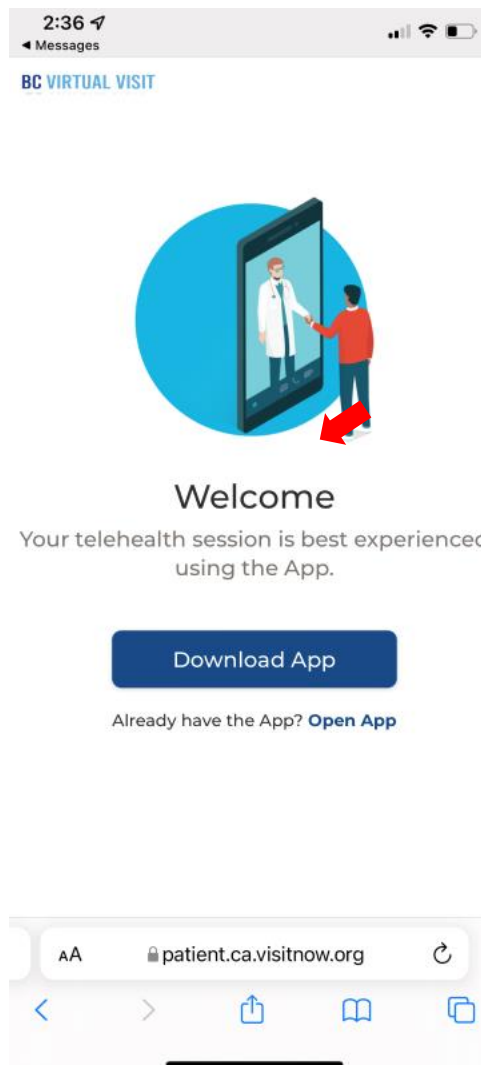**BC VIRTUAL VISIT** | island health

Step 3. Download and install the app to your device by tapping 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.

Step 4. Before your appointment you will need to return to your email invitation and click on the "Enter Waiting Room" button. Tap on the **CONFIRM** at the bottom of the page and select **Open** when you see a prompt. The app will open and you may click **CHECK-IN** to enter waiting room. Please see **step 3-4 on the next page** for screenshots.

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Option 2 – Downloading from your email or SMS text invitation

Step 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. To download the app, click the **App Store** button to be redirected to the application in the app store. If you have already downloaded the application, simply click on "Open App" to open the application.

Step 2. Download and install the app to your device by tapping 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.

www.islandhealth.ca/bcvirtualvisit
Technical Support: Please contact BC Virtual Visit Support 1-844-442-4433

Step 3. Once you have downloaded the application, you will need to return to your invitation to enter the waiting room. Click on the "Enter Waiting Room" button from your email invitation, or the link from your sms text invitation to be redirected to the BC Virtual Visit app.

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