Downloading MAC Desktop App
Information for healthcare professionals

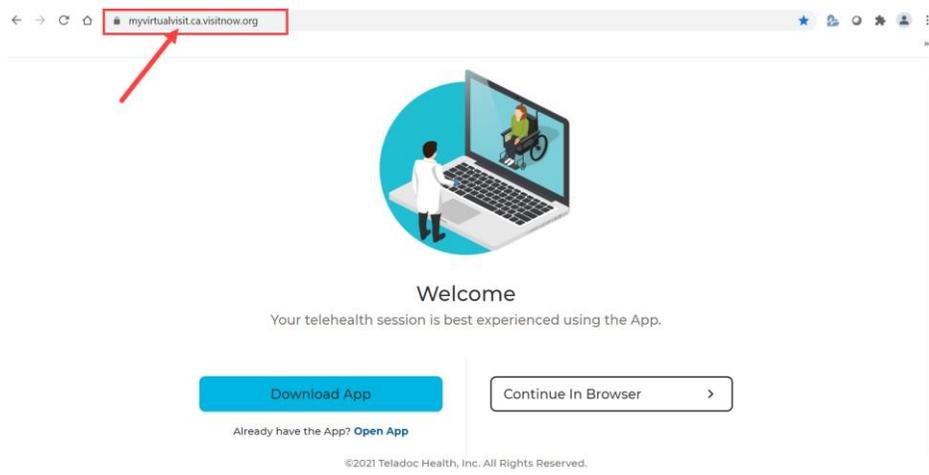| Purpose:	To provide guidance on how to download the BC Virtual Visit desktop app for personal MAC computers or laptops.

> **NOTE:** If you are working remotely from a personal device and are actively using a remote Citrix connection to access Powerchart or other Citrix applications, PLEASE ensure that you do not use Chrome within Citrix to launch BC Virtual Visit.
>
> Please download the BC Virtual Visit desktop app following the steps below, or use a supported browser outside the Citrix connection to ensure optimum performance.
>
> Launch Gateway if required to access other resources such as email, PowerChart etc.

Step 1: Enter your login URL into a supported browser, such as Chrome, Firefox or Edge. The two URLs below represent the BC Virtual Visit test and production environments. In this example, enter the production URL into your browser as shown in the image below, and you will be redirected to a page for downloading the desktop app:

- **Test:** myvirtualvisit-testing.ca.visitnow.org
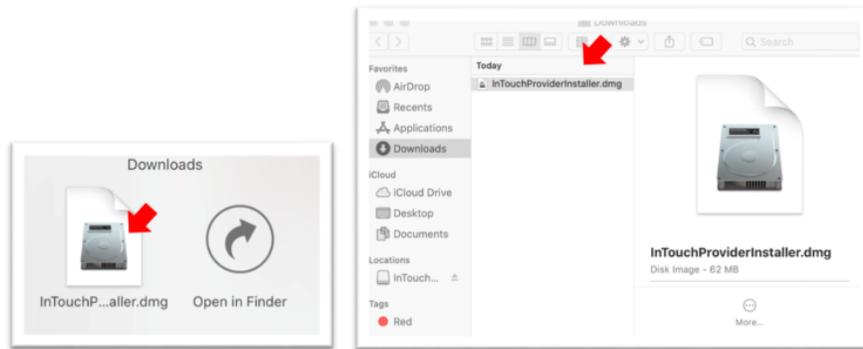- **Production:** myvirtualvisit.ca.visitnow.org

Step 2: Click the **Download App** button. This will initiate the downloading of the InTouch Provider Desktop Application on to your device's hard drive
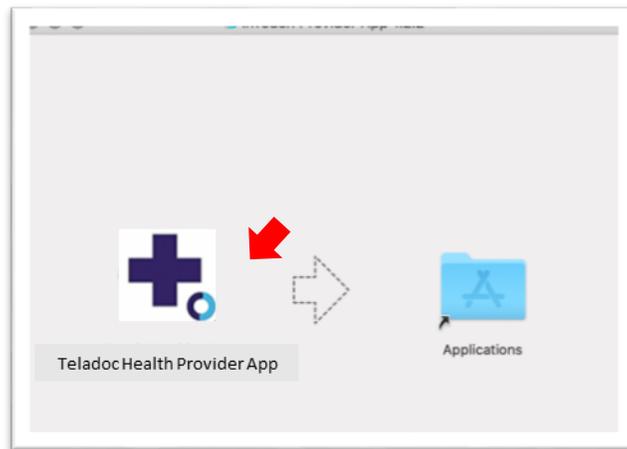
Step 3: Click on the **Download icon** located on your device's dock OR open the **Download folder** to locate the DMG file. Click the **DMG** file.
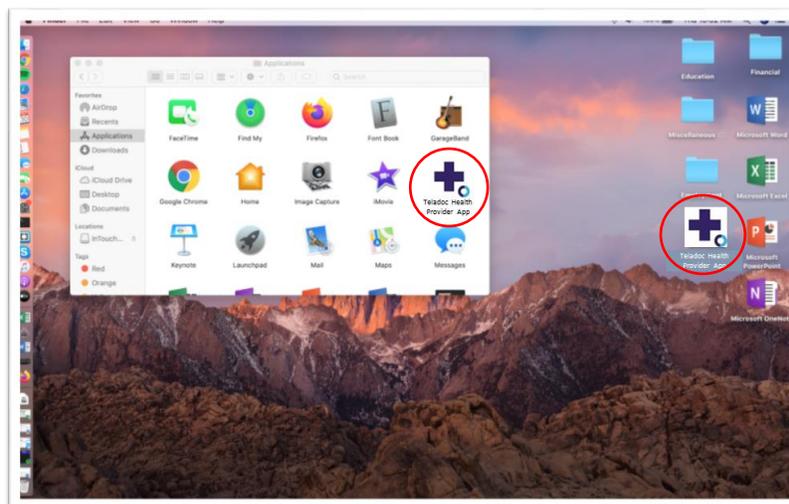
www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Step 4. Drag and drop the InTouch Provider App icon into the Applications folder to initiate installation

Step 5. Once installation is complete, locate the Teladoc Health Provider App in your Applications folder. Save it as a shortcut on your Desktop by dragging and dropping the app icon into your Desktop folder
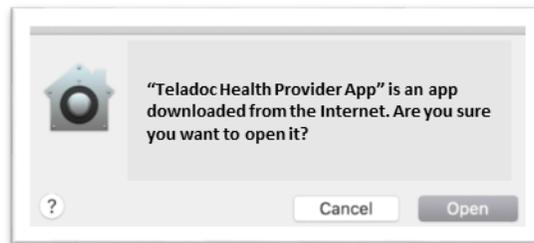

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Logging into the BC Virtual Visit Teladoc Health Provider Desktop Application
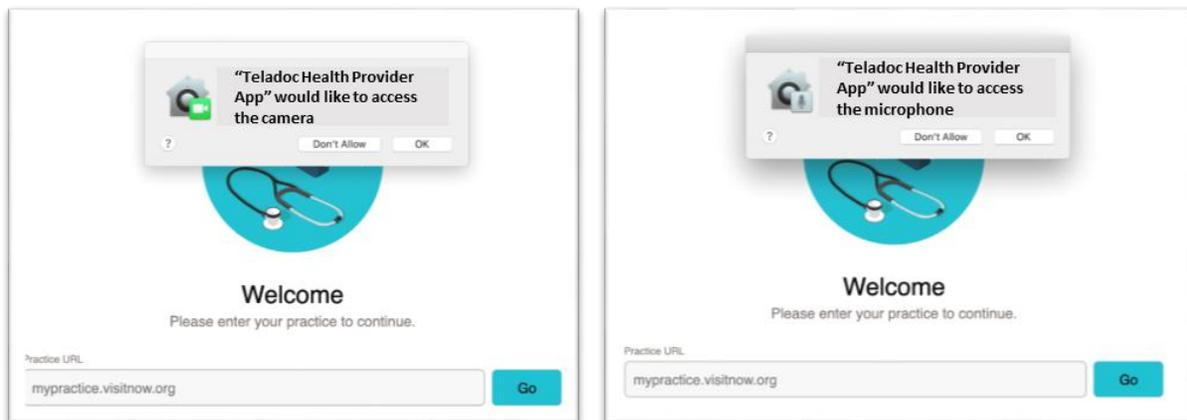
Step 1: Click the **Teladoc Health Provider App icon** from your Applications folder or Desktop to open the application

Step 2: Click **Open**

Step 3: Allow the application to access your device's camera and microphone

Step 4: If it is your first time using the app, enter your practice URL (**myvirtualvisit.ca.visitnow.org**). If it is not, URLs you have accessed previously accessed will show in the dropdown list.

Tap **Go**

Menu

Welcome

Please enter your practice to continue.

Practice URL

myvirtualvisit.ca.visitnow.org

Go

Step 5: Sign in using your **Island Health email and password.**

HealthBC

Sign in

someone@example.com

Can't access your account?

Next

Sign-in options

www.islandhealth.ca/bcvirtualvisit

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Last updated: May 9, 2023