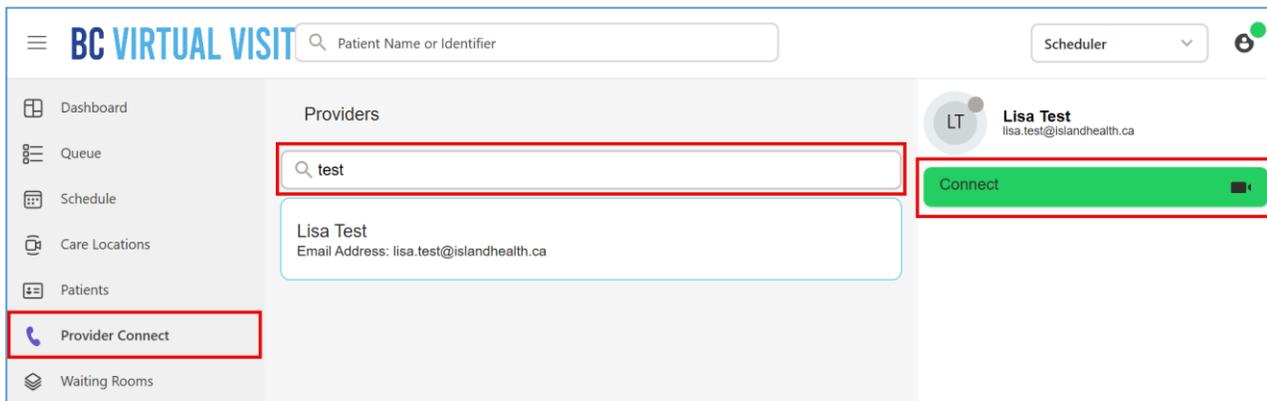


Purpose:

To offer instructions on how to use the **Provider Connect** tab to initiate direct calls to, and respond to direct calls from, another BC Virtual Visit (BCVV) user.

Direct Calling another BC Virtual Visit User

- 1: Click the **Provider Connect** tab from the left navigation pane.
- 2: Use the search bar to find the user you would like to call. Click on their name from your search results.
- 3: When you click on a user, a right pane will open with a green **Connect** button. Clicking this will initiate the call and send a notification to the user (if they have notifications enabled).



NOTE: The dot beside the user's name indicates their status in the BCVV application.

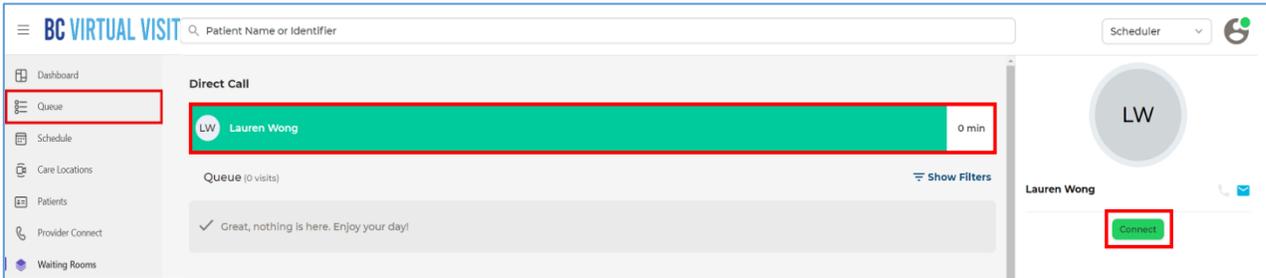
- Grey Dot: User is offline. 
- Green Dot: User is online and available. 
- Red Dot: User is online but unavailable or busy (e.g. they may be in a call). 

4: In the video call you will have the same in-call functionality as the standard Health Care Provider View as described in the [Preparing for and Attending a Visit](#) guide.

Accepting a Direct Call

- 1: When you receive notification of another BC Virtual Visit user direct calling you, you will need to connect to the call for it to begin.
- 2: Log in to BCVV and access the **Queue** page from the left navigation pane.

3: Click on the call under the **Direct Call** section and then the green **Connect** button on the right pane.



4: In the video call you will have the same in-call functionality as the standard Health Care Provider View as described in the [Preparing for and Attending a Visit](#) guide.

NOTE: To receive notifications for direct calls from other BCVV users, make sure that you have notifications turned on in your Profile Settings for *Provider to Provider* events under the *General Notifications* section. For more information on updating notifications, please refer to the [Configuring your User Profile Settings](#) guide.