

# Completing a Test Appointment

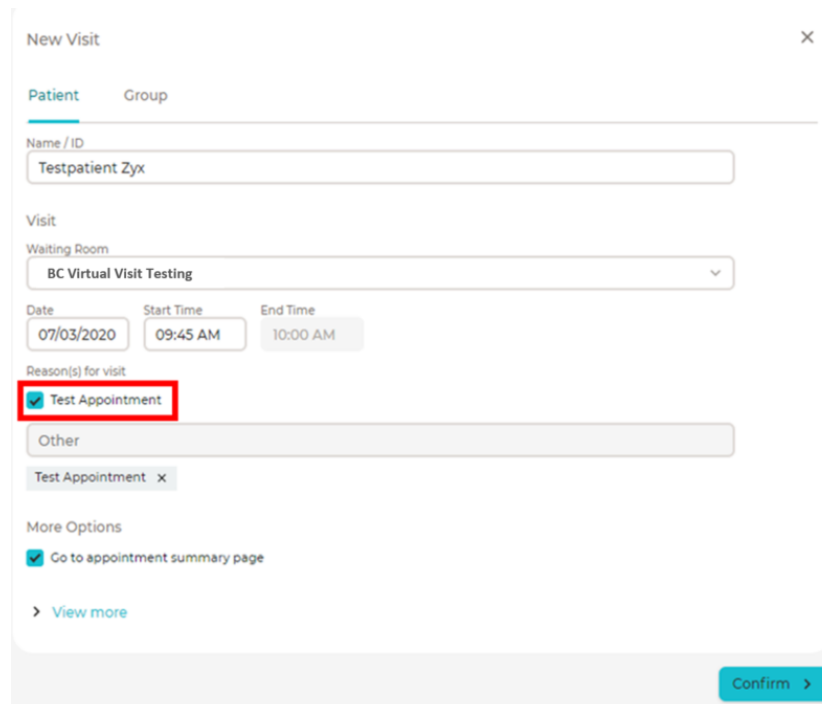
Information for healthcare professionals

<b>Purpose:</b>	To outline the steps for healthcare professionals on conducting test calls in the production environment with clients or colleagues in order to ensure both audio and video function as expected prior to a clinical appointment.
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## Scheduling Test Calls from the BC Virtual Visit Production Environment

**NOTE: ALWAYS** schedule against the test client provided in the system – **Testclient, Zyx**. Do **NOT** to create any other test client profiles in the PROD environment.

1. Login to BC Virtual Visit through the Desktop App or browser at [myvirtualvisit.ca.visitnow.org](http://myvirtualvisit.ca.visitnow.org)
2. Select the waiting room you would like to conduct the test call from
3. Schedule an appointment using the following test profile: **Testclient Zyx**
4. Under **reasons for visit**, select **“Test Appointment”** and click confirm



5. In the appointment summary page as shown below, type in the email of the person you are testing with. If they prefer a text message, enter their mobile phone number into the SMS field instead. \*\* This information will not be saved against the test profile.

[www.islandhealth.ca/bcvirtualvisit](http://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)

APPOINTMENT

**Testpatient Zyx**

Reason(s) for visit  
Test Appointment

[Edit](#)

Friday, Jul 03, 2020,  
09:45 AM

Scheduled

*Email is scheduled for:*

- Already sent at scheduling
- Fri, July 03 2020, 9:44 a.m.

SHARE

URL for the recipient

Email Invitation

SMS Invitation

6. Click "send" to forward the appointment invitation. Join the test call as per usual from your Queue or Waiting Room.