


Downloading Windows Desktop App

Information for healthcare professionals

Purpose:	To provide guidance on how to download the BC Virtual Visit desktop app for personal Windows computers or laptops.
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NOTE: All Island Health computers and laptops will have the BC Virtual Visit desktop app centrally installed. Look for the icon below in you Start Menu or on the desktop:



BC Virtual Visit

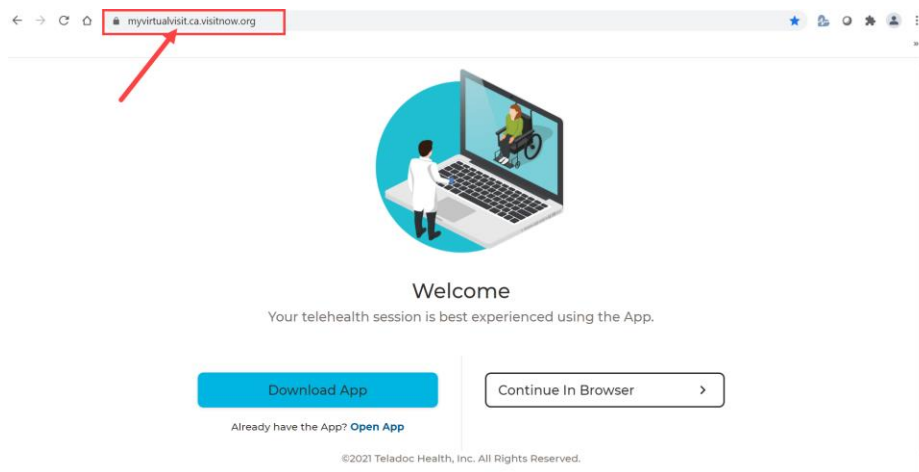
If you are working remotely from a personal device and are actively using a remote Citrix connection to access Powerchart or other Citrix applications, PLEASE ensure that you do not use Chrome within Citrix to launch BC Virtual Visit.

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:

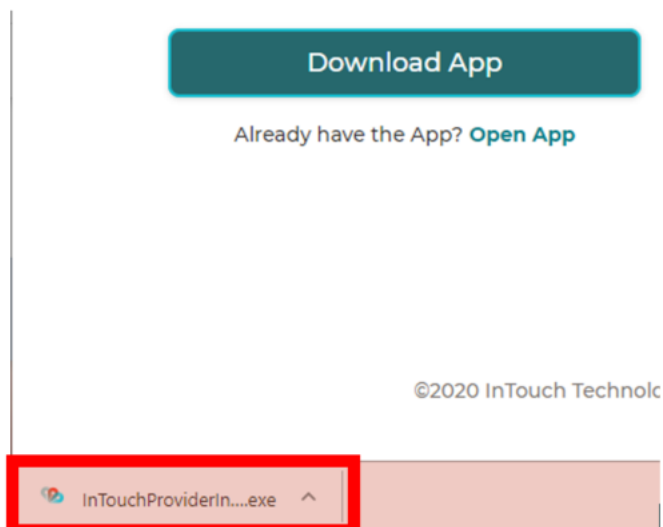
- **Test:** myvirtualvisit-testing.ca.visitnow.org
- **Production:** myvirtualvisit.ca.visitnow.org



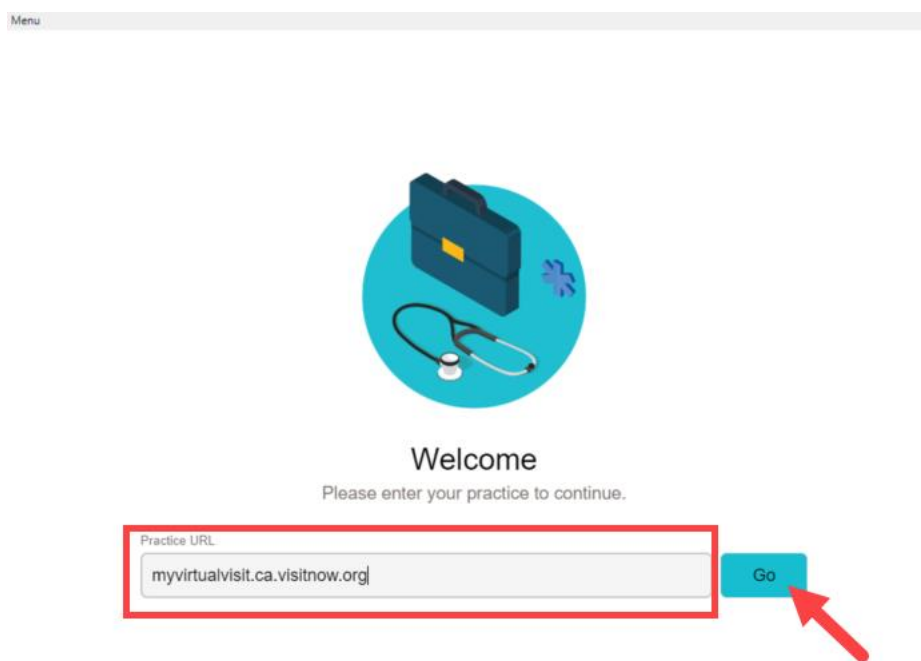
www.islandhealth.ca/bcvirtualvisit

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

Step 2: Click on **Download App**. You will see an installer on the bottom of your browser, as marked in red below. Double click it to begin the installation process on your computer.



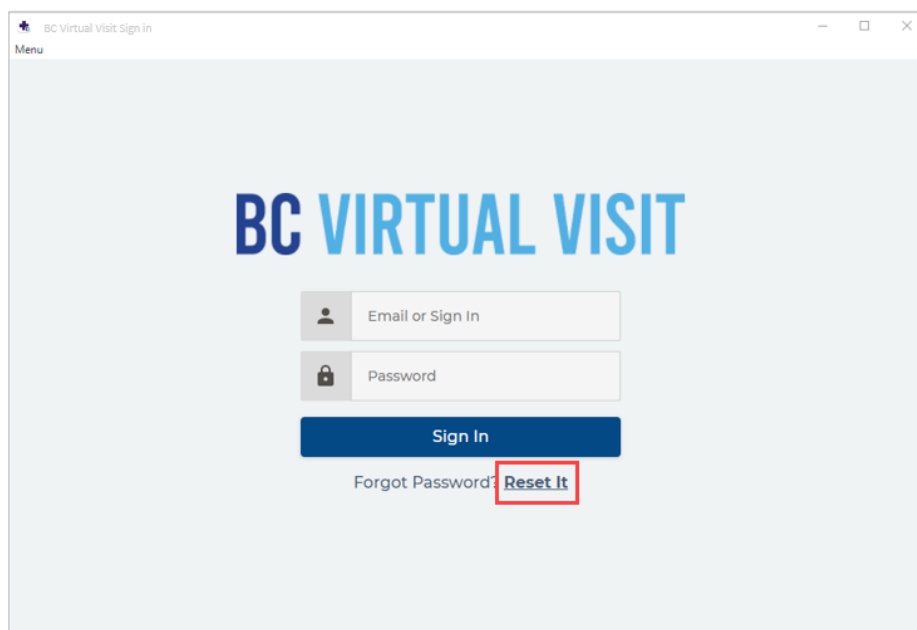
Step 3: Once the installation process has completed, the following window will pop up. Type in your production login URL, then click **Go** to be redirected to the login page.



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Step 4: You should now see the BC Virtual Visit login page. If you require additional information regarding functionalities within BC Virtual Visit, please see our webpage on [Information for Healthcare Providers](#).



NOTE: If this is your first time logging in, you will be required to complete a password reset by clicking **Reset It** as shown on the image below. You will receive a password reset email prompting you to change your password. If you receive a browser incompatible error, copy and paste the link in the email into a supported browser, such as Chrome, Firefox, Edge or Safari.

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