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.

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
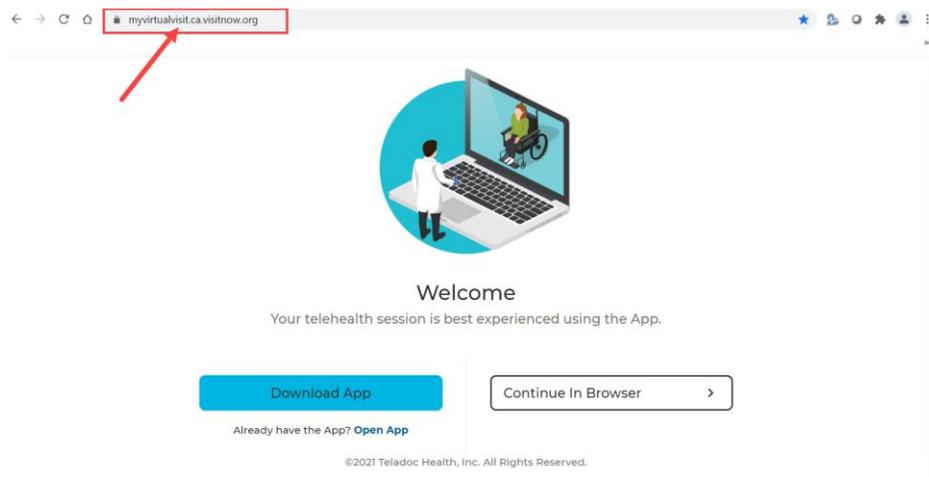
Step 2: Click the **Download App** button. This will initiate the downloading of the InTouch Provider Desktop Application on to your device's hard drive

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.
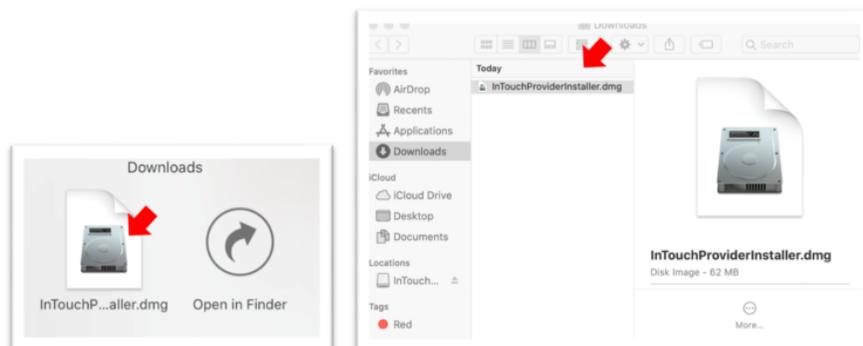
Step 4. Drag and drop the InTouch Provider App icon into the Applications folder to initiate installation
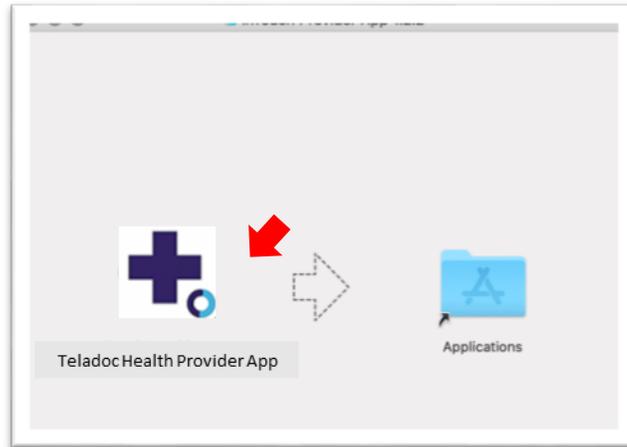
Step 5. Once installation is complete, locate the Teladoc Health Provider App in your Applications folder. Save it as a shortcut on your Desktop by dragging and dropping the app icon into your Desktop folder

BC VIRTUAL VISIT | island health
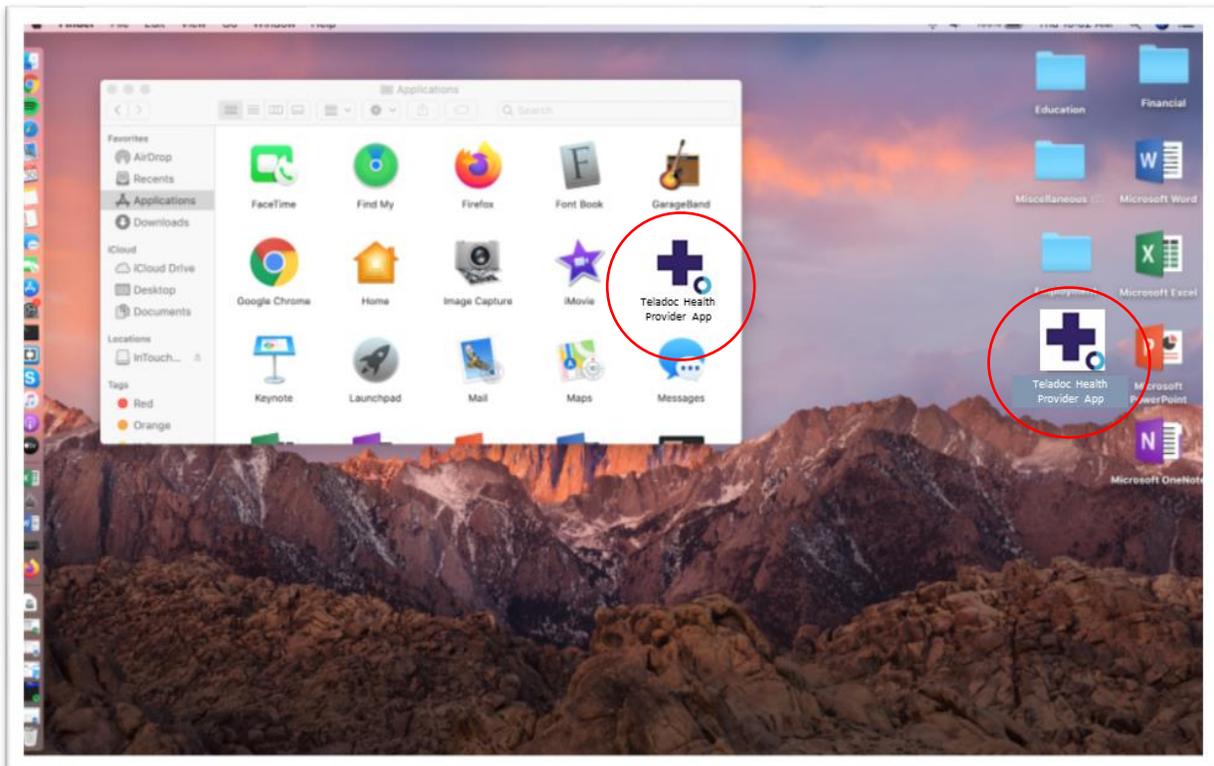
Logging into the BC Virtual Visit Teladoc Health Provider Desktop Application

Step 1: Click the **Teladoc Health Provider App icon** from your Applications folder or Desktop to open the application

Step 2: Click **Open**
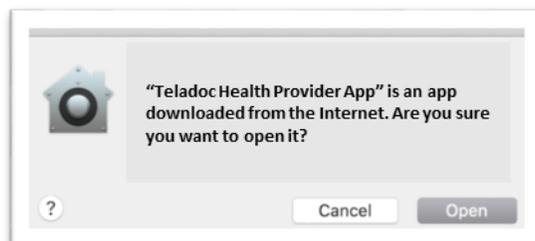
Step 3: Allow the application to access your device's camera and microphone
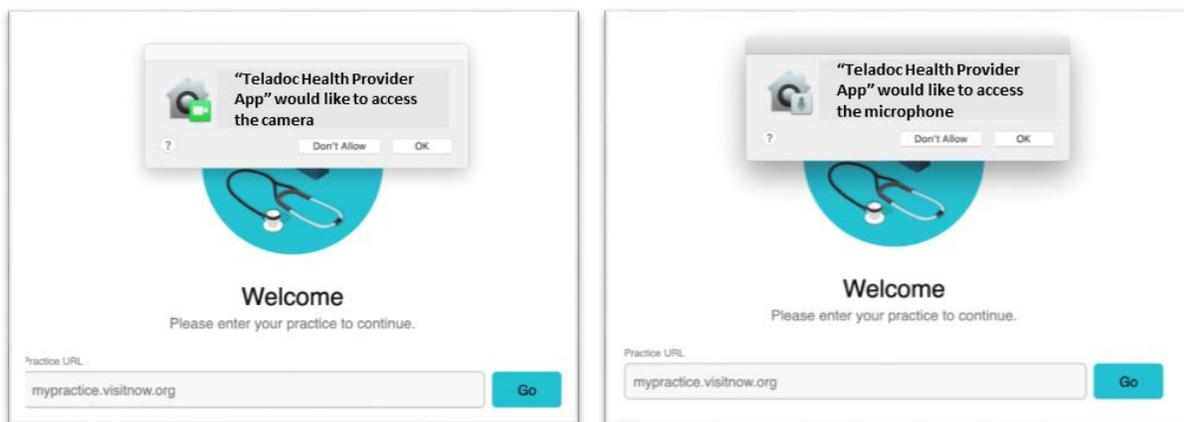
Step 4: If it is your first time using the app, enter your practice URL (**myvirtualvisit.ca.visitnow.org**).   If it is not, URLs you have accessed previously accessed will show in the dropdown list.

Tap **Go**

Menu

Welcome

Please enter your practice to continue.

Practice URL

myvirtualvisit.ca.visitnow.org   Go

Step 5: Enter your **username** (email) and **password.**
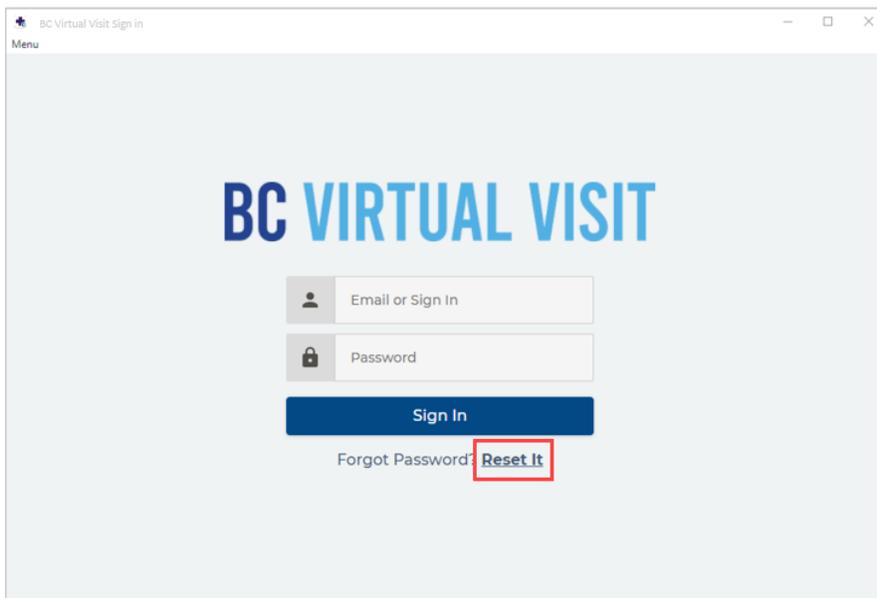
Click **Sign In**

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 or Safari.