Accessing the BC Virtual Visit Train and Production Environment

Information for healthcare professionals

Purpose:	To provide guidance on how to access the Train and Production environments for BC Virtual Visit from the desktop application using an Island Health and personal computer.

Like any clinical application, BC Virtual Visit Train is used for the purpose of practicing and familiarizing yourself with the application, while BC Virtual Visit Production is where clinical consults with clients take place.

To distinguish between Train and Production, the logos below can be seen throughout the system, so it is important to ensure you are in the right environment before scheduling or attending any appointments:

BC Virtual Visit Train	BC Virtual Visit Production
training environment	BC VIRTUAL VISIT

Accessing the BC Virtual Visit Train and Production Environments on an Island Health Windows PC, Yoga, Surface Pro or Tangent Device

Locate the BC Virtual Visit desktop application from your Island Health computer. The application can be found either on your desktop, or by searching "BC Virtual Visit" from your Start Menu. The application icon is shown below:
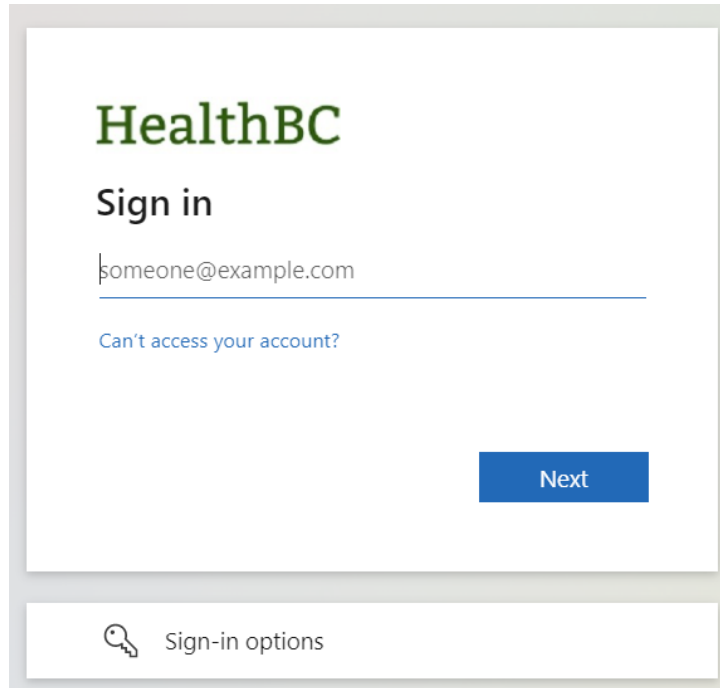

BC Virtual Visit

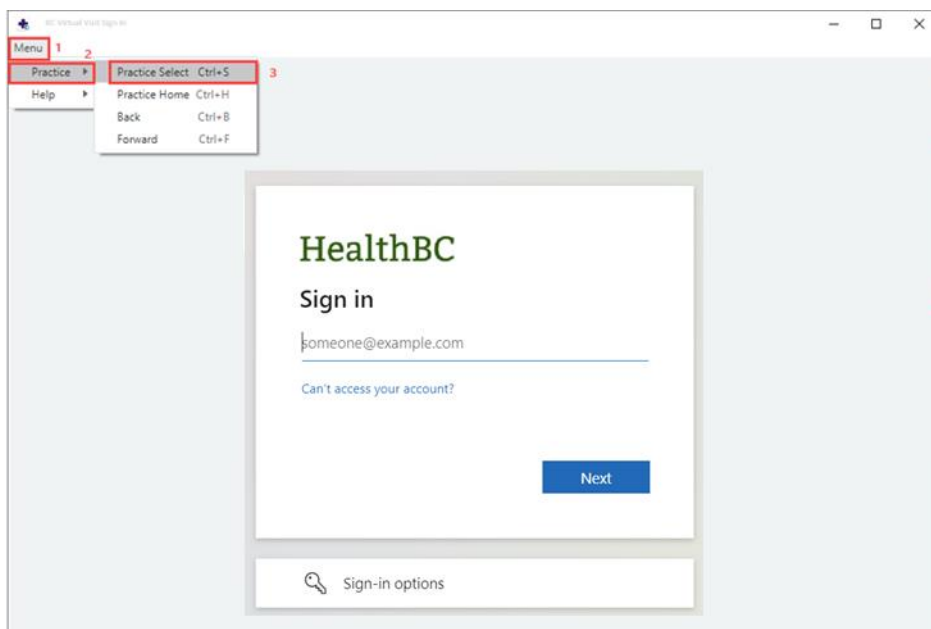| NOTE: You may also access BC Virtual Visit on a Chrome browser, however it is highly recommended to use the desktop application for stability in video and audio quality. |
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If you are working remotely from a personal device and are actively using 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.

Launch Gateway if required to access other resources such as email, PowerChart etc.
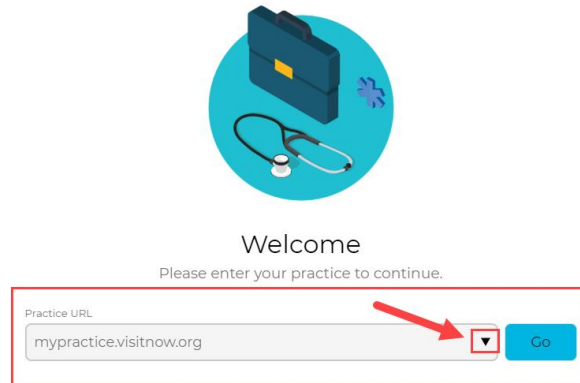
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Step 1: Double click the icon to open the desktop application; the login page will appear.

NOTE: If you need to change practices (i.e. from production to train or vice versa), click on **Menu** > **Practice** > **Practice Select** to change from the production to train environment
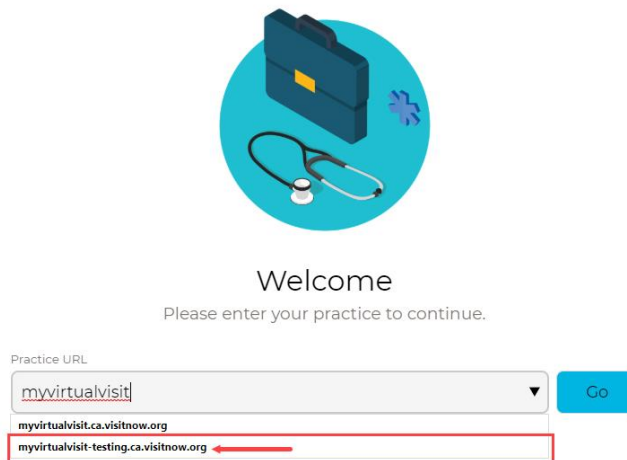
Step 3: Select the Practice URL to continue, both the TRAIN and PROD URLS be accessible. Click on the down arrow to expand the list of practices.

Step 4: By default, you will see two URLs that represent the BC Virtual Visit train and production environments:

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

Select the train URL to be redirected to the BC Virtual Visit Training Environment login page.

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Accessing BC Virtual Visit Train and Production on a Personal Laptop or Desktop

If you are using a personal computer, you can to download the Teladoc Health Provider desktop application or use one of the supported browsers such as Chrome, Firefox, Edge or Safari. Please refer to this quick reference guide on how to download and access the application on a personal windows computer.

Depending on the type of personal device you plan to use, additional quick reference guides for each device type is available on the BC Virtual Visit public website.

- Once the desktop application has been downloaded, you will need to manually enter the **train** and **production** URLs the first time you use it:

  Train: myvirtualvisit-testing.ca.visitnow.org
  Production: myvirtualvisit.ca.visitnow.org

Click **Go** to be redirected to your login page. See image below as a reference.

Welcome
Please enter your practice to continue.

Practice URL
myvirtualvisit.ca.visitnow.org   Go

Likewise, if you are using a browser, enter the URLs for Train or Production to be redirected to the login pages.