


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

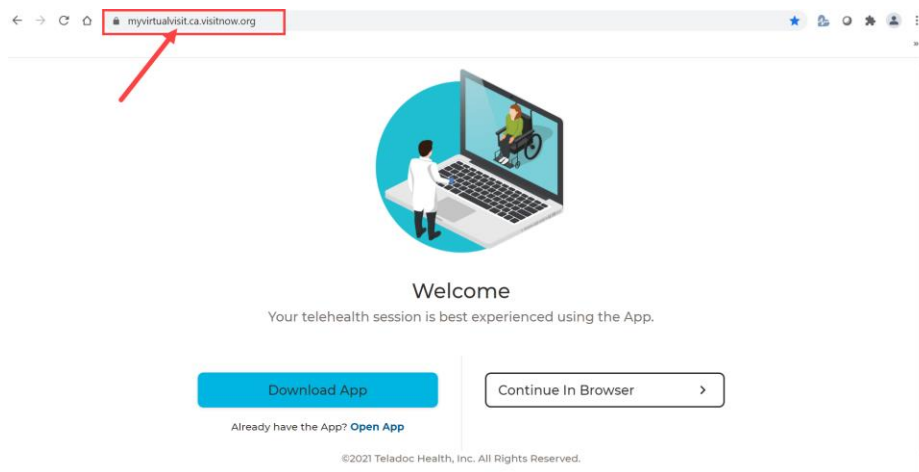
If you are working remotely from a personal device and are actively using a remote Citrix connection to access Powerchart or other Citrix applications, PLEASE ensure that you do not use Chrome within Citrix to launch BC Virtual Visit.

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:

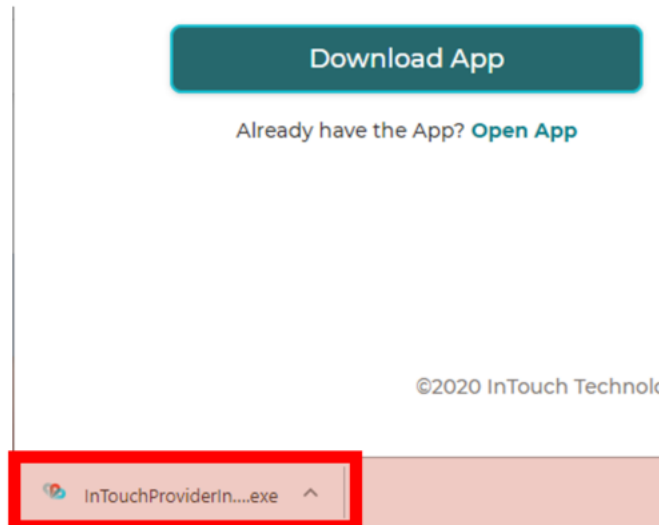
- **Test:** myvirtualvisit-testing.ca.visitnow.org
- **Production:** myvirtualvisit.ca.visitnow.org



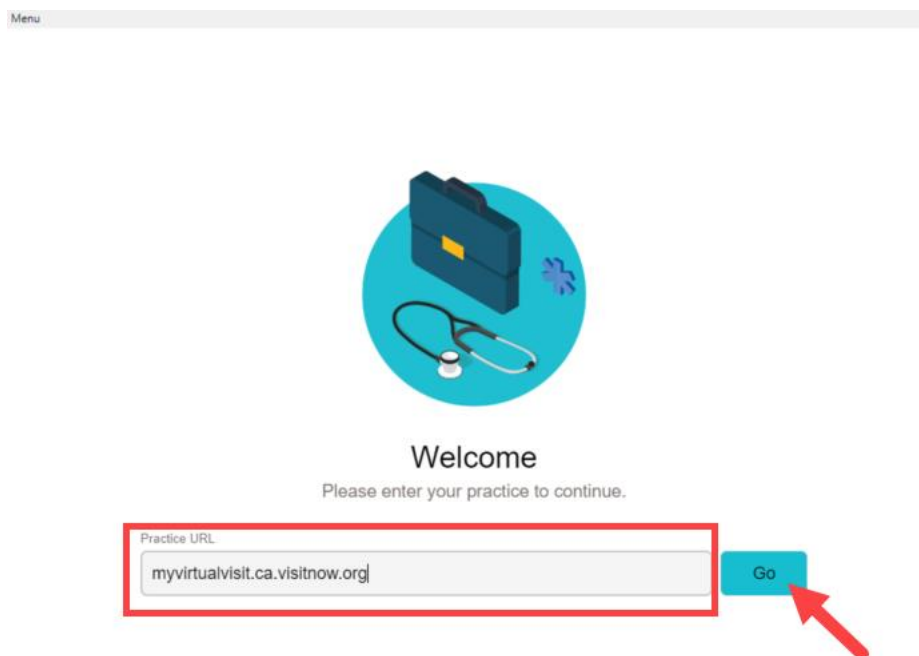
www.islandhealth.ca/bcvirtualvisit

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.



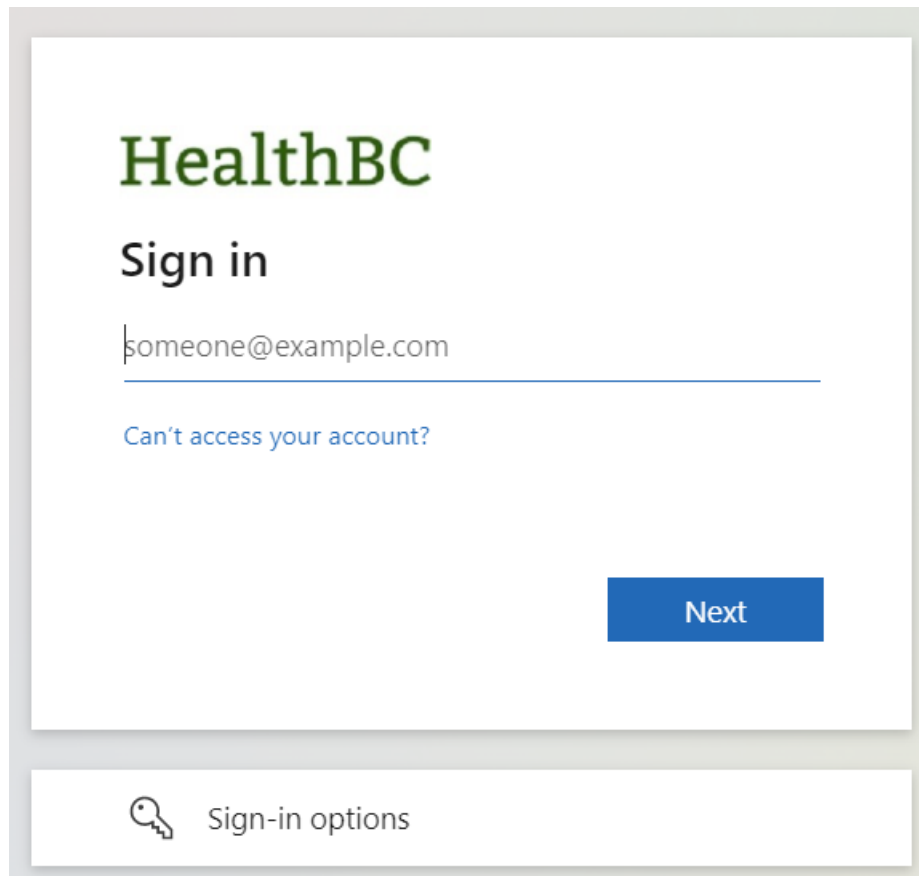
Step 3: Once the installation process has completed, the following window will pop up. Type in your production login URL, then click **Go** to be redirected to the login page.



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Step 4: You should now see the following screen to login to BC Virtual Visit with your Island Health email and password. If you require additional information regarding functionalities within BC Virtual Visit, please see our webpage on [Information for Healthcare Providers](#).



The screenshot shows a login interface for HealthBC. At the top left, the text "HealthBC" is displayed in a large, green, sans-serif font. Below this, the words "Sign in" are written in a smaller, black, sans-serif font. A text input field contains the placeholder text "someone@example.com" and is underlined with a thin blue line. Below the input field, the text "Can't access your account?" is displayed in a blue, sans-serif font. To the right of the input field is a blue rectangular button with the word "Next" written in white, sans-serif font. At the bottom of the screen, there is a white rectangular box with a thin grey border. On the left side of this box is a key icon, and to its right, the text "Sign-in options" is written in a black, sans-serif font.

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