How to Log into the Brigham Health Virtual Visit Application

1. Launch the Brigham Health Virtual Visit application, SBR Health, on your preferred device.
   - Note: If you need to install the application, please refer to our Brigham Virtual Care website: www.brighamandwomens.org/virtual-care/virtual-visits for the appropriate installation links.

2. Log into the application by entering the hostname, username and password:
   - **Hostname**: sbrhealth.partners.org
   - **Username**: your email address
   - **Password** *(default)*: brigham1

   - Click on **Remember** if you would like the application to remember your username.
   - Click on **Patient Login** if logging-in from a mobile device:
3. Once logged in, click on “Enter Virtual Waiting Room” at least five minutes before your scheduled appointment time:

Start session with BWH Neurology

Enter Virtual Waiting Room

- Note: Do not click on “Leave Waiting Room”. Your visit will start automatically once your provider is ready and initiates the call with you.
4. Once you are in the video call, you will be able to see yourself, as well as your provider, as shown here:

![Virtual Visit Screen](image)

**Reminders and Tips:**

- Restart your device regularly to allow for adequate bandwidth to run the application.
- Ensure a strong and reliable internet connection.
- If using a Smartphone, please avoid answering any calls, texts or using other applications as it will end your videoconference.
- Again, if you need to install the application, please refer to our Brigham Virtual Care website: [www.brighamandwomens.org/virtual-care/virtual-visits](http://www.brighamandwomens.org/virtual-care/virtual-visits)

**Need Technical Support?** Please contact our Brigham Virtual Care team (Monday- Friday 9 am to 5 pm):

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<thead>
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<th>E-mail:</th>
<th><a href="mailto:BrighamVirtualCare@partners.org">BrighamVirtualCare@partners.org</a></th>
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<td>Call:</td>
<td>(781) 416-8697</td>
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