Partners Employee Assistance Program  
Work&Life Resource  
1-866-724-4327

How to use SBR Health with a PC, Laptop or Tablet

- It is best to use a computer or Ipad and  
- Google Chrome internet browser

Tips for your Virtual Visit:
1. Please have a standing or steady object to prop up your device so you are not holding it during your visit.  
2. Consider using headphones with a microphone, to enhance the audio quality of the visit.  
3. Secure a stable internet connect (LTE is preferred, but Wifi can also work well) and a private location for your visit.

Instructions for the test run:
If this is the first time you have utilized the Partners SBR Virtual Visit System, please click on the links below to install on your personal PC, Laptop or Tablet. When installing, you should be instructed to run a self-test to ensure your audio and video is set up. If successful, you will see a Virtual Visit icon on your desktop.

If you have a Windows computer - http://sbrhealth.partners.org/partners/PartnersVirtualVisit.exe

If you have a Mac computer - http://sbrhealth.partners.org/Partners/PartnersVirtualVisit.pkg

If you have an iPad or other tablet, please go to the App Store and search and install “SBR Virtual Visits,” OR open this email on your iPad or tablet - https://itunes.apple.com/us/app/virtualvisit/id651482252?mt=8

1. Run and Install

The Icon below will appear but quickly disappear as it should. DO NOT click on cancel.

2. Select & Test devices

3. Open Virtual Visit

- Hostname: sbrhealth.partners.org  
- Username: provided in email  
- Password: provided in email  
- If the prompt to update software appears, click the icon to upgrade.  
- Changes/Reset password

4. Select: GoTo Appointment to connect to the counselor

At the time of your appointment if you are having difficulty connecting to the SBR Virtual Visit System please call 1-866-724-4327 and ask to speak to the counselor you have an appointment scheduled with.