

Patient Manual

WHAT YOU NEED

To enjoy the best experience on VSee, make sure you have:

- Internet access (minimum 200 kbps for upload and download). For more information on how to check your Network Statistics while using VSee, please follow the steps listed on this [guide](#).
- Webcam or built-in camera
- Microphone and speakers

BROWSER

Make sure you are using a supported browser. VSee works on:

- [Microsoft Internet Explorer \(9.0 or later\)](#) - flash player must be installed
- [Mozilla Firefox \(latest version\)](#) - except iOS and Android
- [Safari \(latest version\)](#) – please don't use private mode
- [Google Chrome \(latest version\)](#)
- [Internet Browser](#) - default browser on some Android devices

To check the browser version, please follow the steps listed on this [guide](#).

Also, in your settings, turn on:

- JavaScript
- Cookies

To turn on Javascript and Cookies, please follow the steps listed on this [guide](#).

GET STARTED

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

These programs can interfere with VSee. To close these programs, locate them on the "System Tray" located at the bottom-right corner of your computer. Right-click on the icon (Skype for example) then select "Quit".

SUPPORT

Please contact support@vsee.com or call +1 (650) 560-7140 (6am - 6pm PST).

HOW TO ENTER THE WAITING ROOM

1. Go to the clinic web address that is given by your medical provider and click on the **ENTER WAITING ROOM** button.

For first time users: If you haven't installed VSee yet, click **Test Computer**

For VSee support information: Click **Help**



2. On the intake form, please input the requested information.

When you are ready to see your provider, click on the **Continue** button. This will start to launch the video call with your provider and notify him that you entered the waiting room.

WHAT IS YOUR HEALTH CONCERN TODAY? ✕

First Name * Last Name *

Reason for visit (optional)

File upload (health record, labs, or relevant information) (optional)

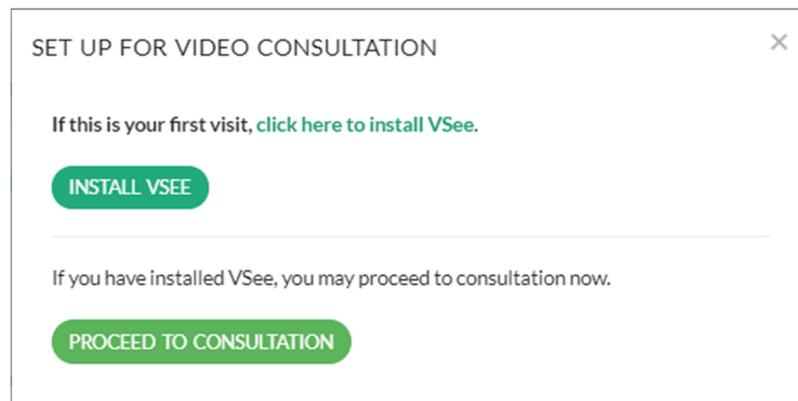
Drag and Drop files here

Or [Click Here](#) to browse files

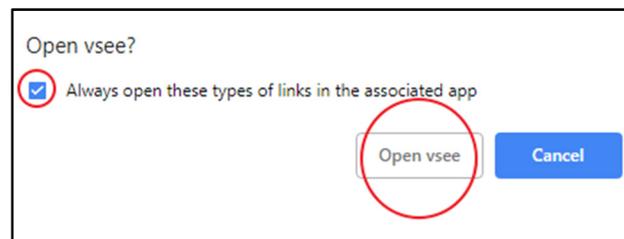
I give my consent to participate in this Telemedicine Consultation.

CONTINUE >

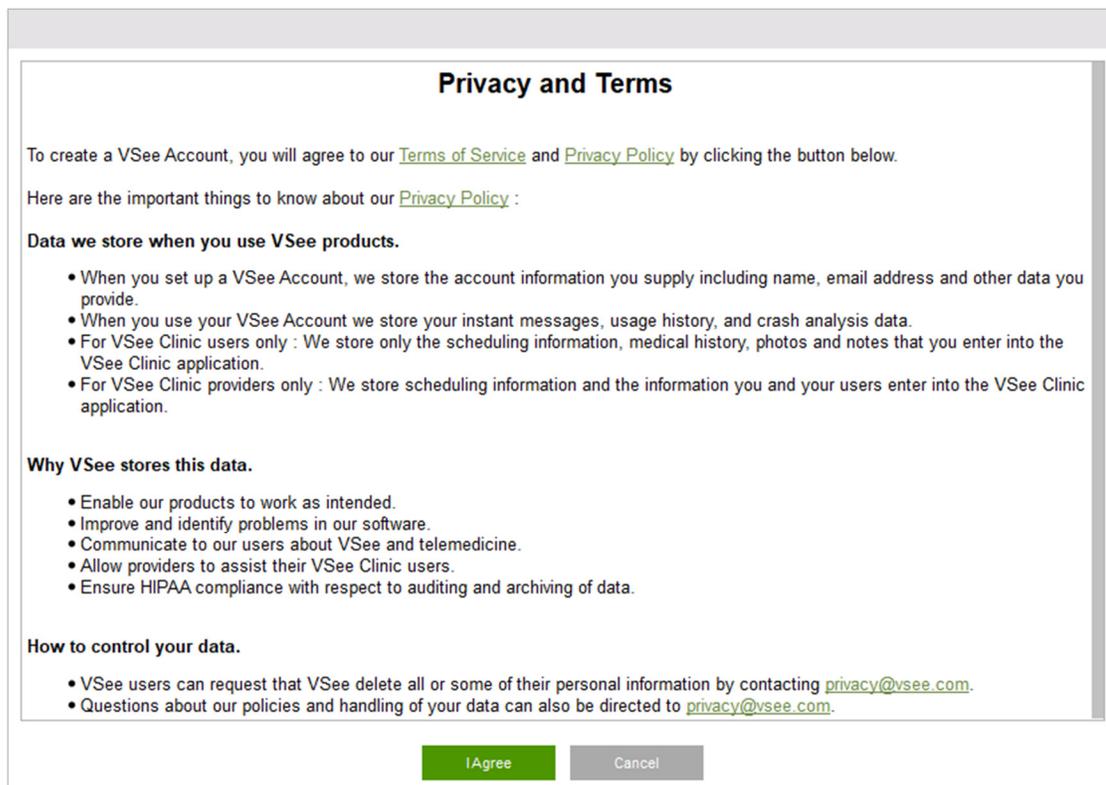
3. If you have installed VSee Messenger, select **PROCEED TO CONSULTATION**. Only select **INSTALL VSEE** if you have not installed it yet.



4. If the pop up window appears, check the box and click **Open vsee**.



5. Accept the standard VSee Privacy and Terms by clicking on the **I Agree** button.



6. Your provider should be with you shortly.

The screenshot shows a web browser window with the VSee Clinic logo and a waiting room interface. The browser address bar shows a secure connection to <https://team.vsee.me/visits/waiting/7735>. The main content area displays a 'Welcome to VSee Clinic' message and a 'Waiting For Provider ...' status. A central message reads: 'Please wait . . . Your provider will be with you shortly. You are the next patient in line.' Below this, a light blue box contains the date '10:52 PM, 03/01/2017' and the file status 'no file uploaded'. A yellow 'Exit Waiting Room' button is positioned below the box. At the bottom of the interface, there is a link to 'retaunch the video' and a footer that says 'Powered by VSee'. On the right side, a video window titled 'Adam i' shows a smiling man with a microphone and camera icon, both labeled 'on', and a settings gear icon.

VSee Clinic

Secure | <https://team.vsee.me/visits/waiting/7735>

VSee

Welcome to VSee Clinic

Waiting For Provider ...

Please wait . . .
Your provider will be with you shortly.
You are the next patient in line.

Date: 10:52 PM, 03/01/2017

Files:
no file uploaded

Exit Waiting Room

If you close the video conference by mistake, please [click here to retaunch the video.](#)

Powered by VSee

Adam i

on on