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".

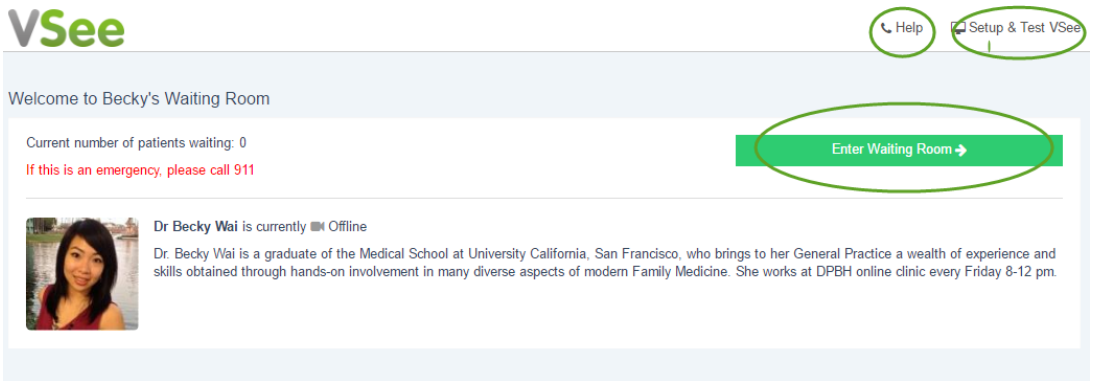
SUPPORT

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

HOW TO ENTER THE WAITING ROOM

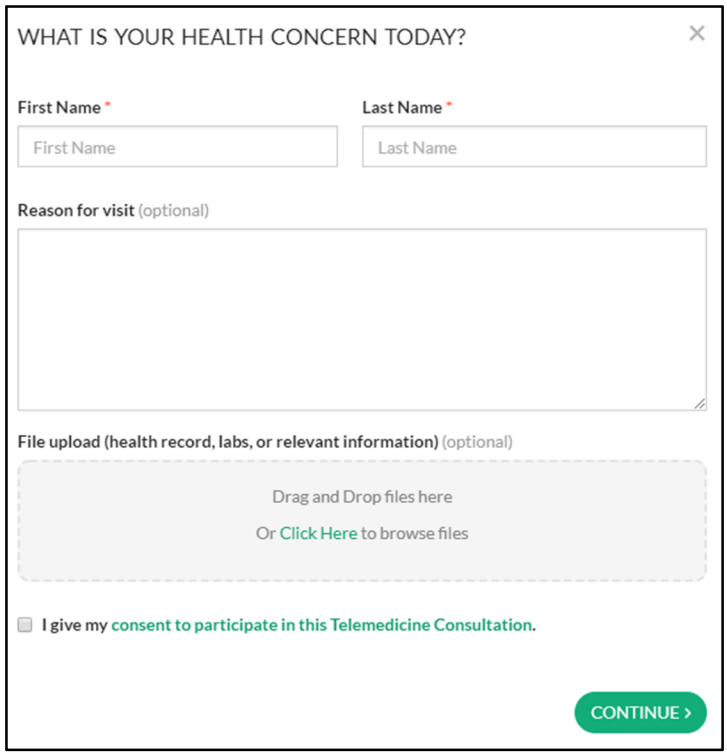
1. Go to the clinic web address that is given by your medical provider and click on the **ENTER WAITING ROOM** button.

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

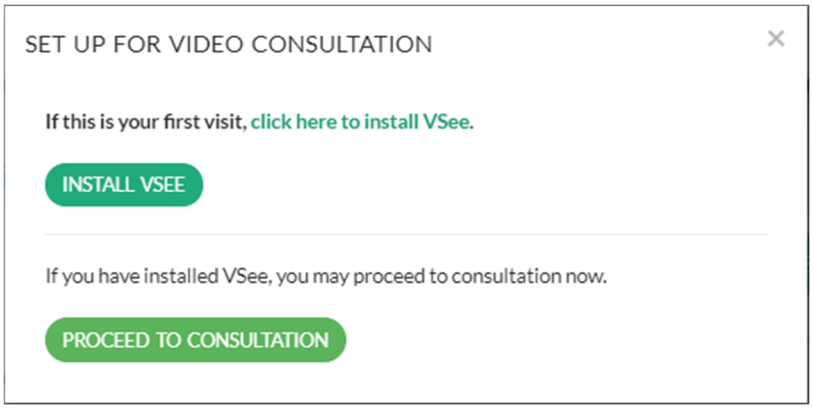


2. On the intake form, please input the requested information.

   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.

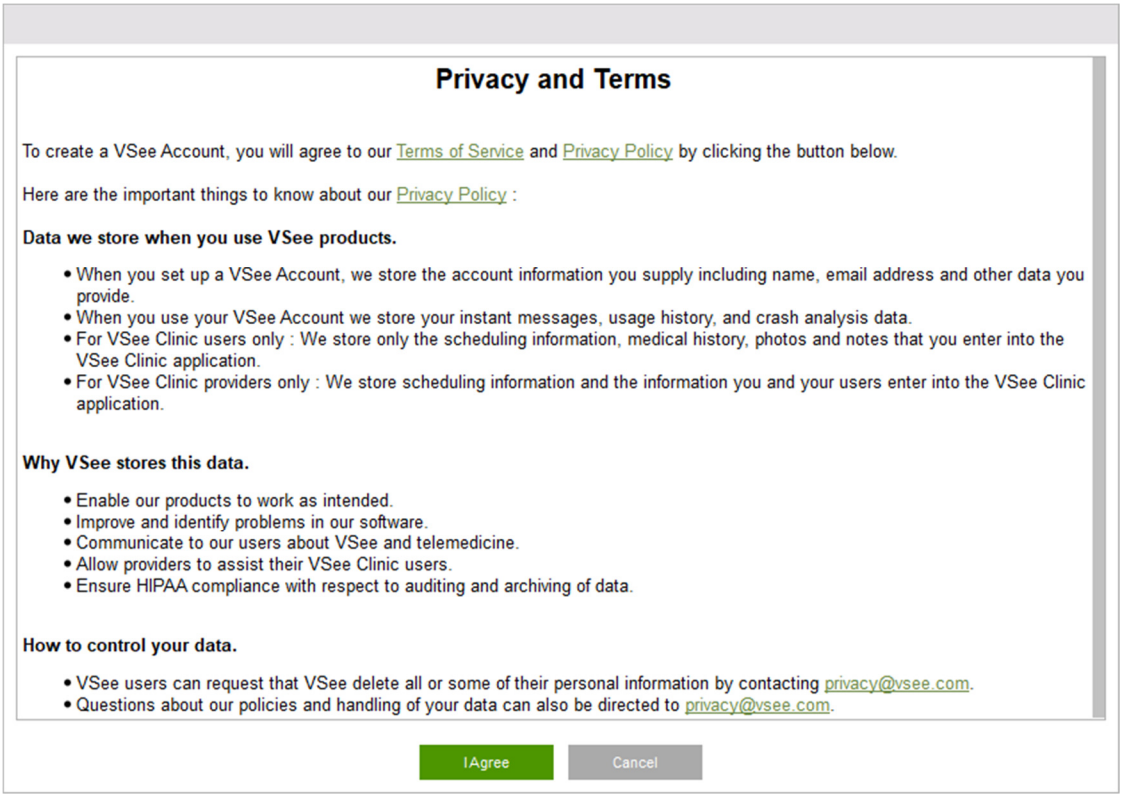


3. If you have installed VSee Messenger, select **PROCEED TO CONSULTATION**. Only select **INSTALL VSEE** if you have not installed it yet.

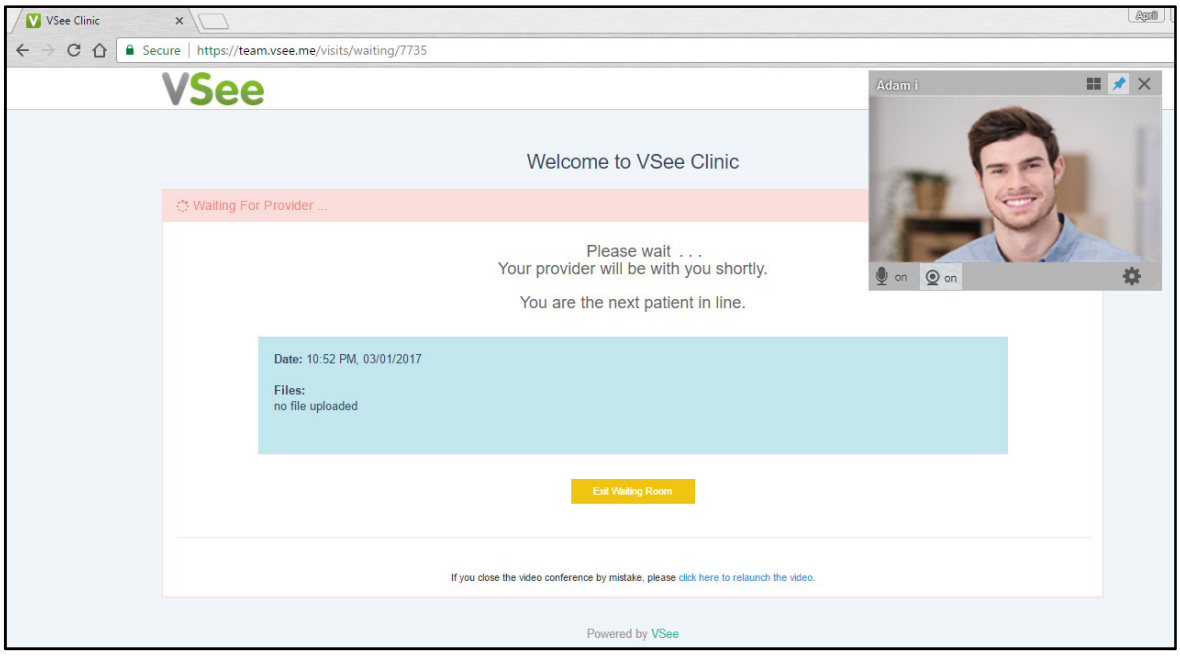


4. If the pop up window appears, check the box and click **Open vsee**.

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



6. Your provider should be with you shortly.


VSee Clinic
Secure | https://team.vsee.me/visits/waiting/7735
VSee
Adam i
on
on
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 relaunch the video.
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