

For Patients

WHAT YOU NEED

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

- High-speed Internet access
- Bandwidth of 150 kbps (500 kbps is best)
- 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

Also, in your settings, turn on:

- JavaScript
- Cookies

TO GET STARTED

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

- WebEx
- Skype
- GoToMeeting

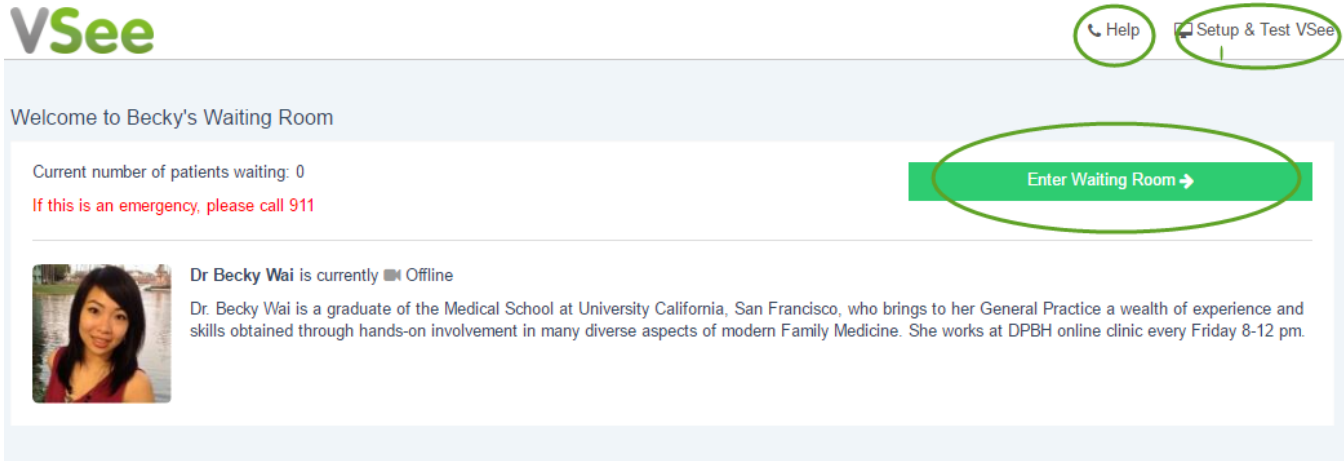
These programs can interfere with VSee.

DOCUMENT VERSION

v1.1 Mar 2017

1. Go to the clinic web address and click **Enter Waiting Room**.

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



2. Enter your **First name**, **Last name** and **Reason for Visit (optional)**. You can also upload files to show to your provider.

What is your health concern today? ✕

Firstname

Lastname

Reason for visit (optional)

Upload

Drag and Drop files here

Or [Click Here](#) to browse files

Continue >

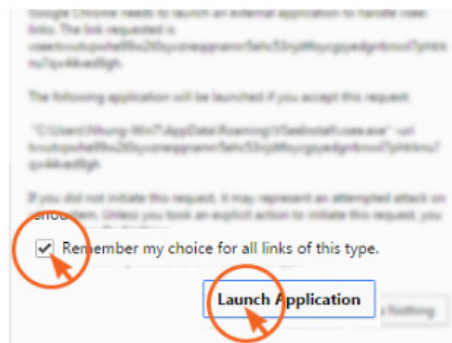
- When you are ready to see your provider, click **Continue**. This will launch the videocall with your provider and notify him that you entered the waiting room.

Launching VSee Clinic Video Application



If prompted, click **Launch Application** to launch VSee.

Check **Remember my choice for all links of this type** so you will get into the session quicker in the future.

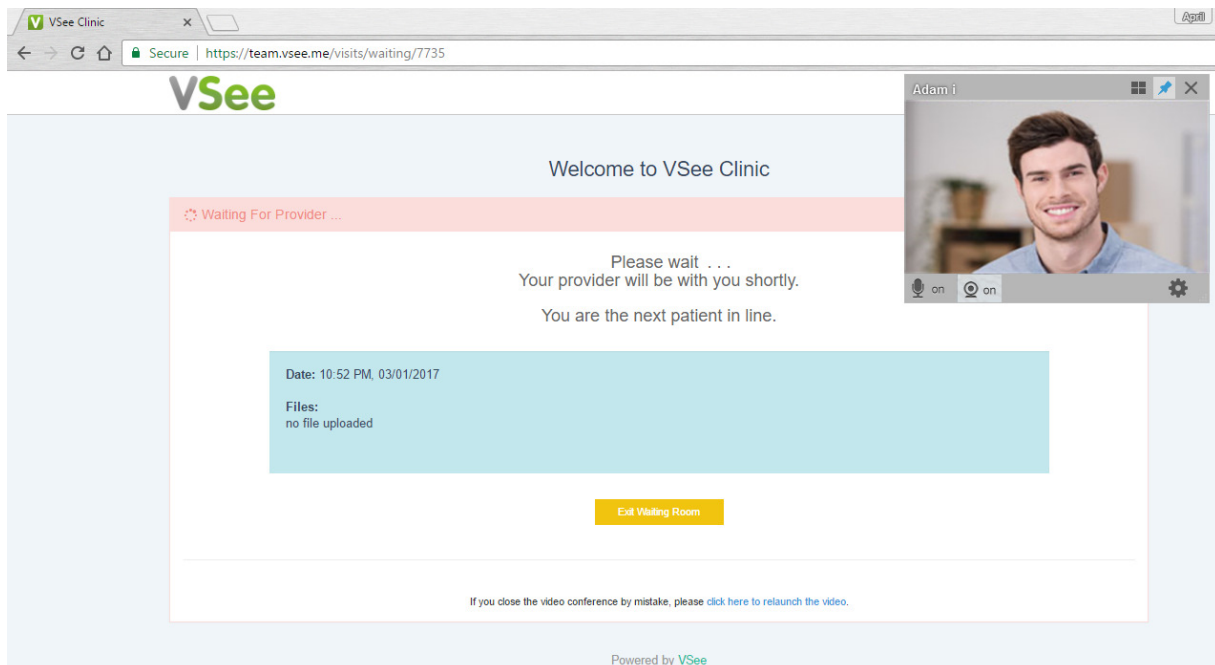


Is VSee not launching for you?

If this is your first visit, [click here to install VSee](#).

After you have installed VSee, come back to this page and [click here to continue](#).

- Your provider should be with you shortly.



5. When the visit ends, enter your email address in the subsequent window to receive the summary of your visit. Click **End Visit**.

You will only receive an email if your provider indicated notes and gave special instructions for you.

Visit Ended

The video session for your visit has ended.
If you closed your video window by mistake, please [click here to relaunch it](#).

If you would like to receive the summary of your visit,
please provide a valid email below.

End Visit
