

Patient User Guide

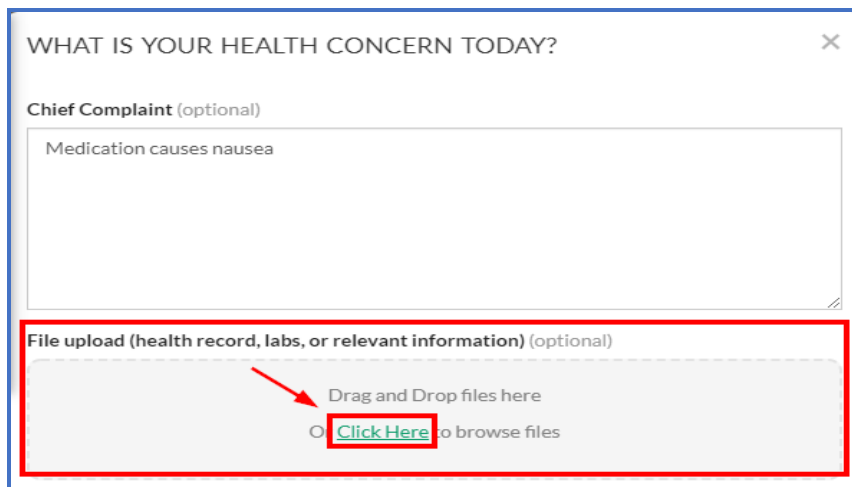
FAQ's

1. I don't see a confirmation email. Where is it?

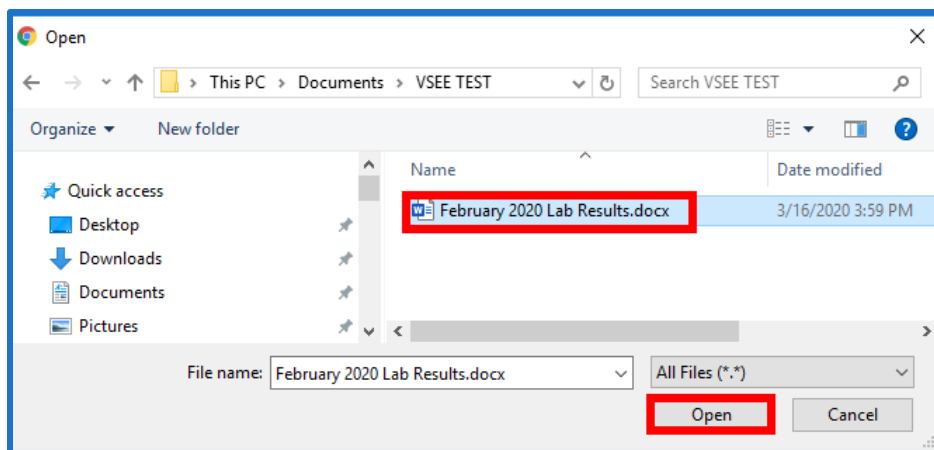
- Be sure to check the spam folder if you did not find the confirmation email in your inbox. The sending address is **noreply@vsee.com**. If you are unable to locate the email, please reach out to the practice to confirm.

2. How do I upload a file to send to the physician?

Step 1: From the Health Concern window, click the **Click Here** link under the **File Upload** section.



Step 2: Browse and select the desired document, then click the **Open** button.

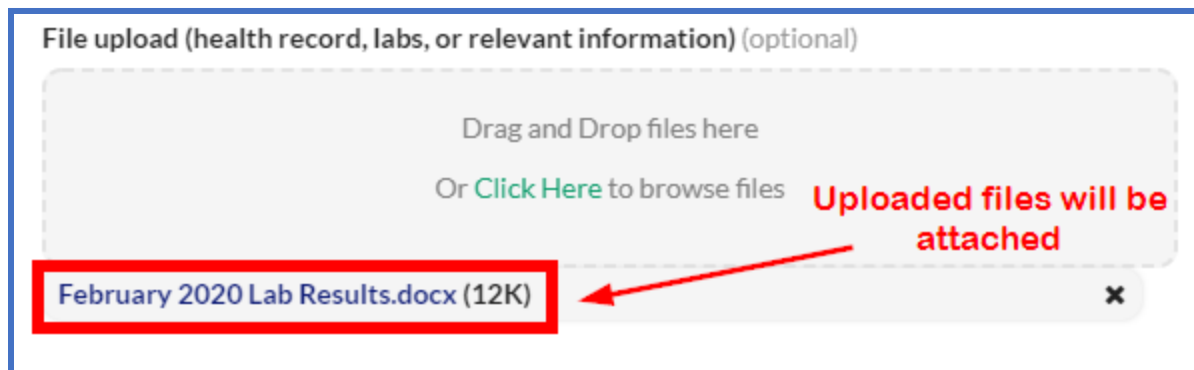


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FAQ's

Question 2 Continued

Step 3: Attached files will appear below the File Upload section.

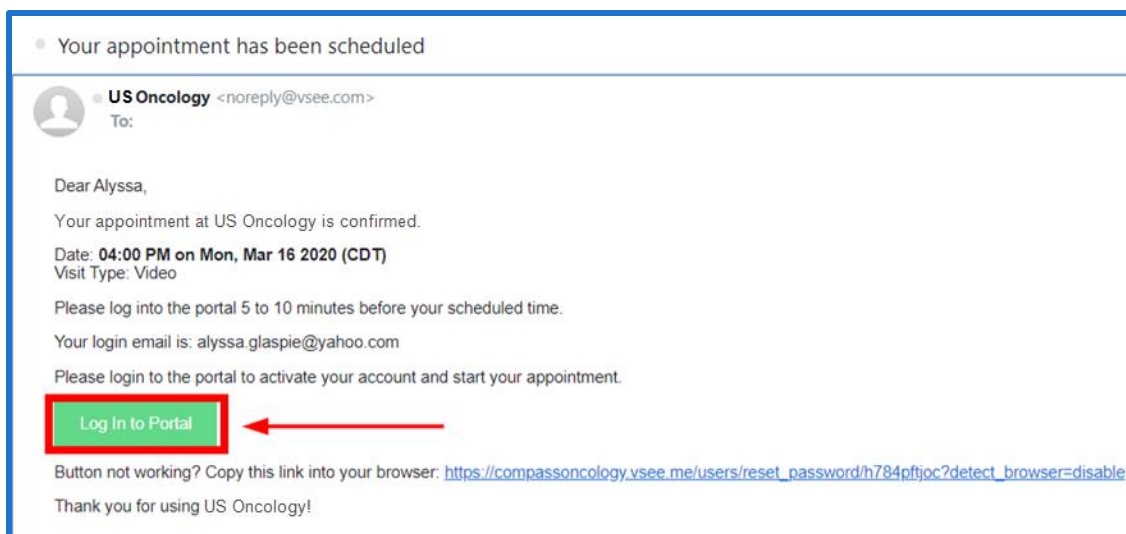


Step 4: Repeat steps 1-3 to attach additional files.

3. How do I join a visit if I already have the VSee application installed on my computer?

Note: If you have already installed the VSee application on your computer from a previous visit, proceed with the steps below.

Step 1: In the appointment confirmation email, click the green **Log In to Portal** button.

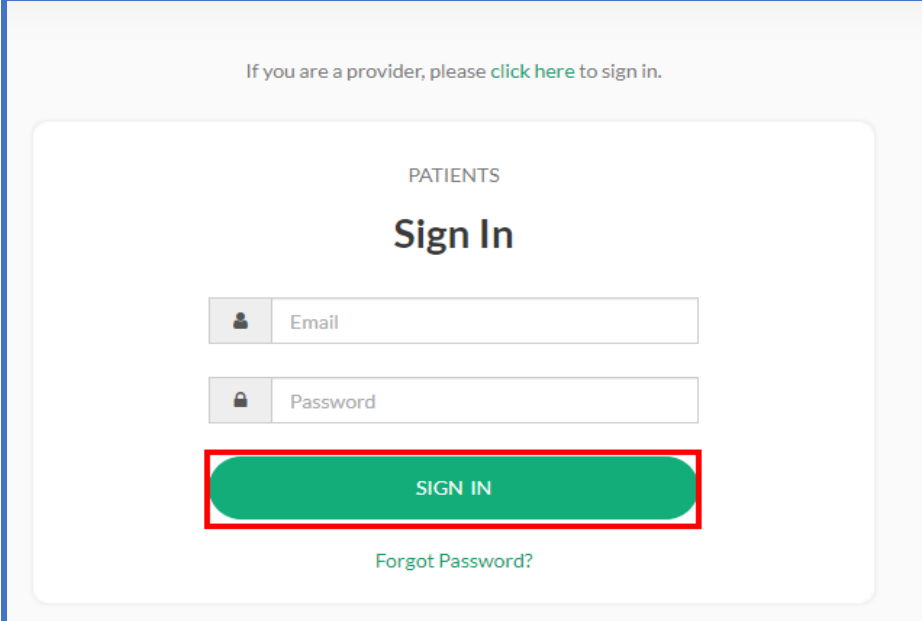


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FAQ's

Question 3 Continued

Step 2: Log in with the email address and password for your account.



If you are a provider, please [click here](#) to sign in.

PATIENTS

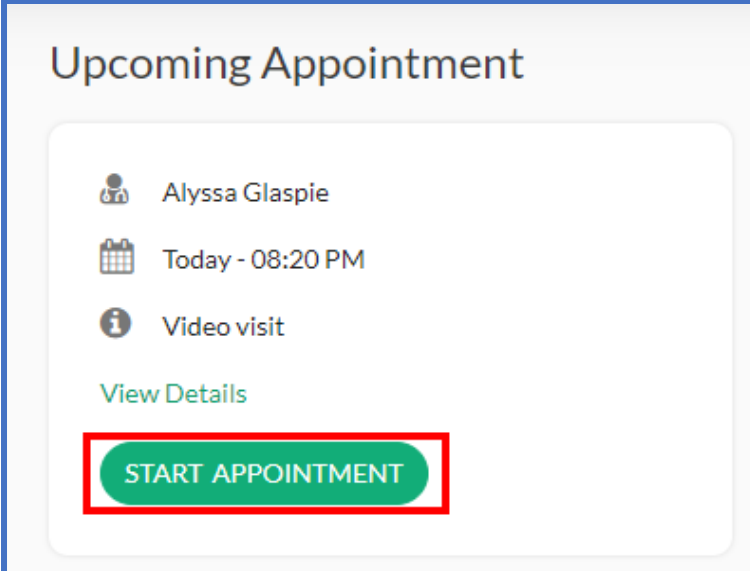
Sign In

SIGN IN


[Forgot Password?](#)


Step 3: To join your appointment, click the **Start Appointment** button.


Note: Patients can start the appointment up to 15 minutes prior to the appointment time.



Upcoming Appointment

 Alyssa Glaspie

 Today - 08:20 PM

 Video visit

[View Details](#)

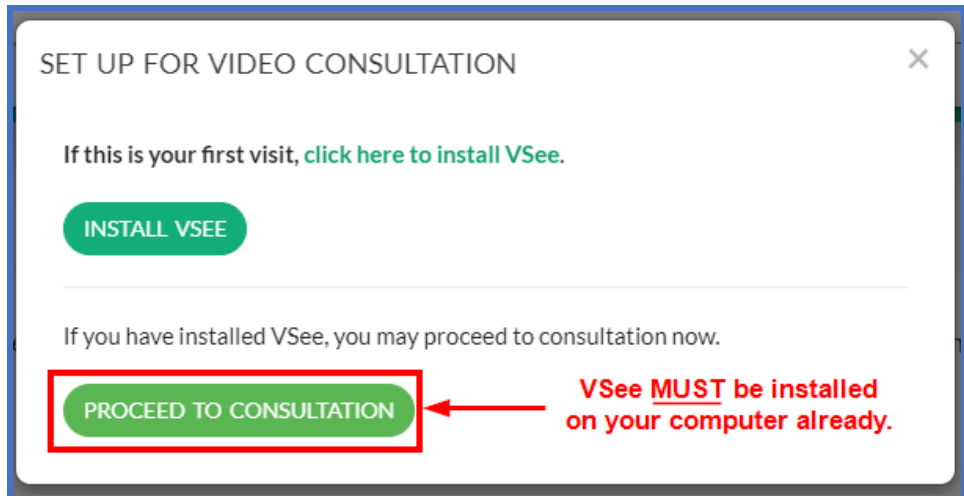
START APPOINTMENT

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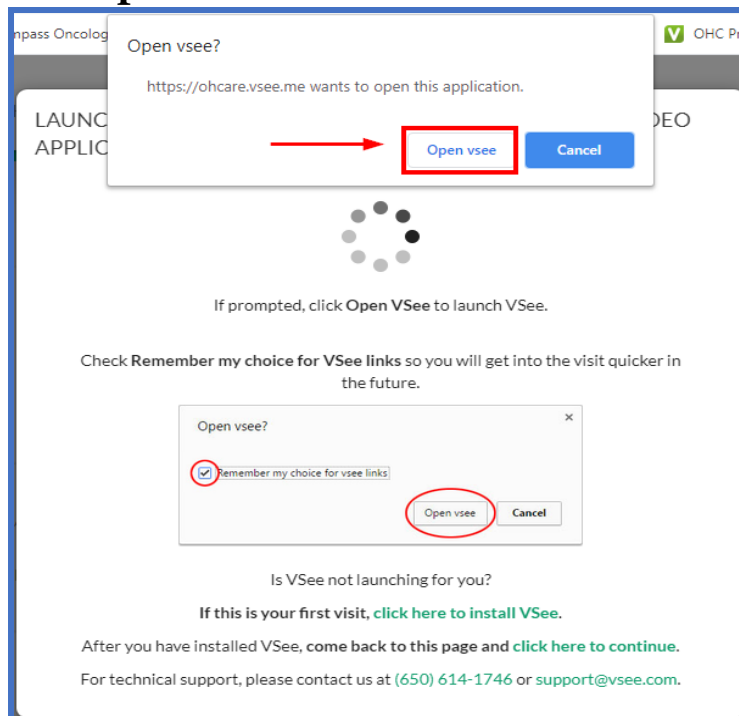
FAQ's

Question 3 Continued

Step 4: If you receive the following prompt and you have already installed the VSee application on your computer, please click the **Proceed to Consultation** button. (Only select this option if you have VSee installed. If VSee is not installed, please see How to Download the VSee Application for download instructions)



Step 5: Click Open VSee.

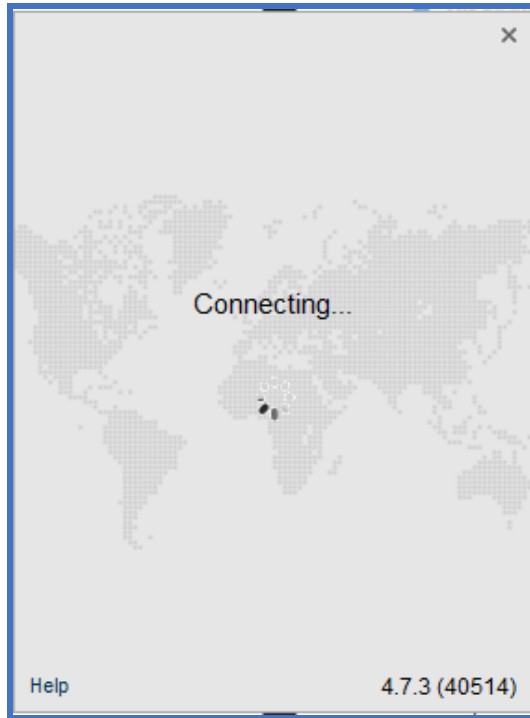


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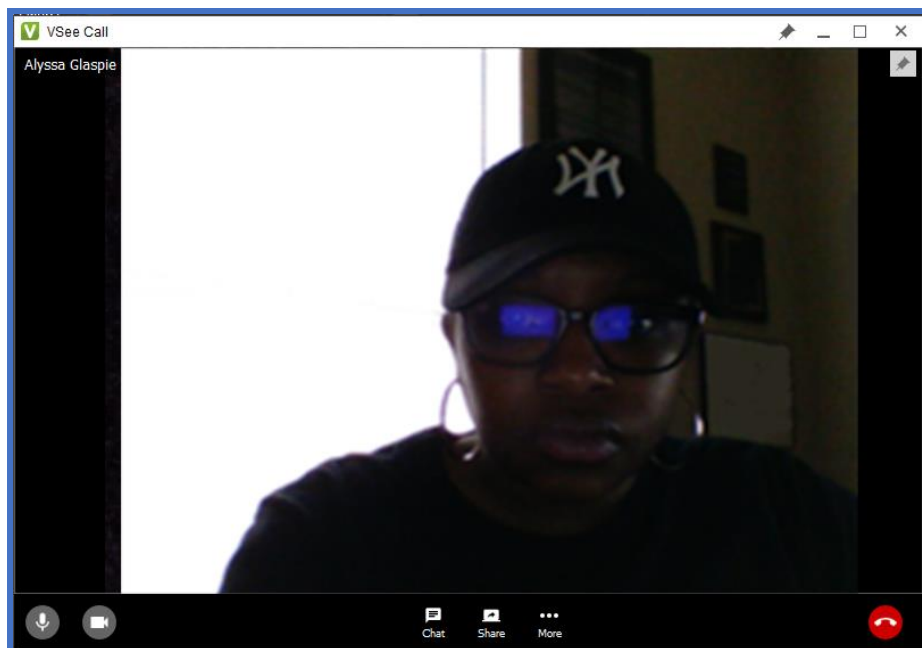
FAQ's

Question 3 Continued

Step 6: The VSee application will begin loading.



Step 7: The VSee application will open the visit window and place the patient in their provider's waiting room.



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4. You can see your MA or Provider but could not hear us for a few minutes.

- Wait 1-2 minutes to see if it's a connectivity issue.
 - Check the volume on your to make sure it is not too low or muted.
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