



VSee Patient User Guide (PC)

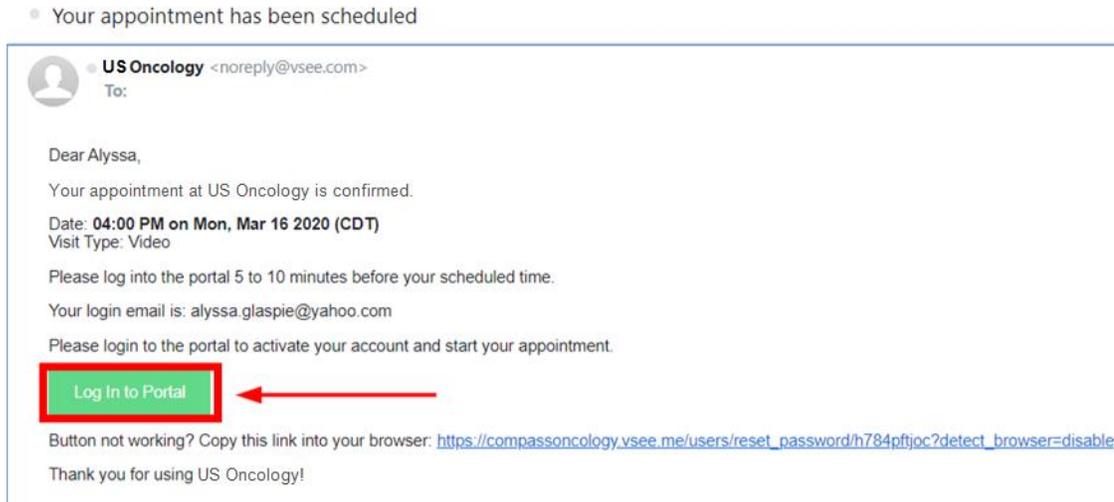
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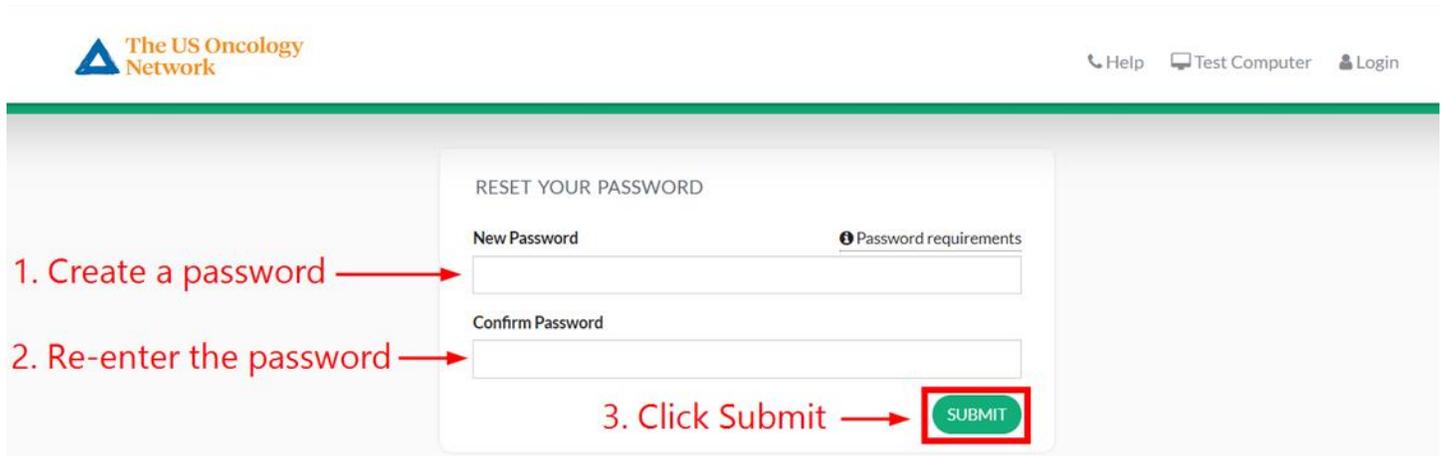
How to Log into VSee

Once an appointment has been scheduled, patients will receive an email confirmation.

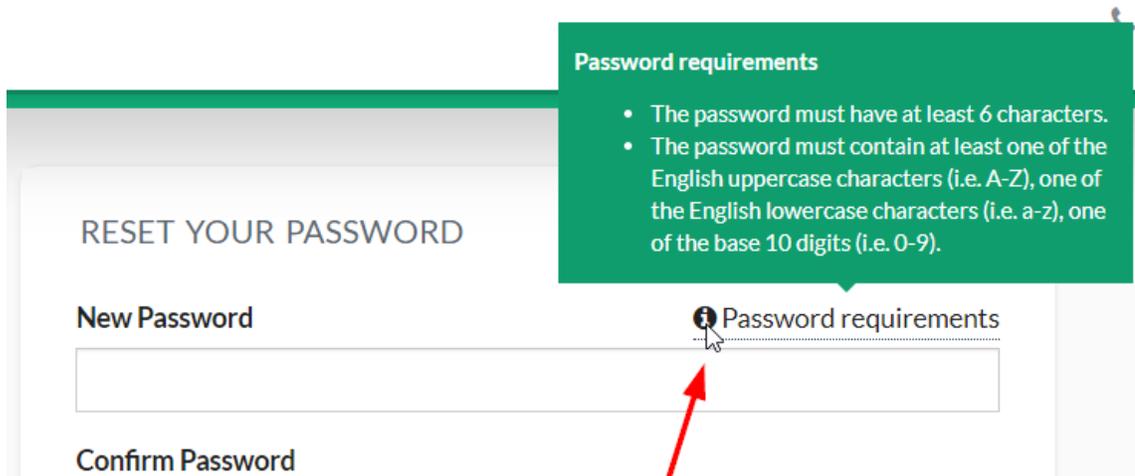
1. In the confirmation email, click the green **Log In to Portal** button.



2. Once directed to the **Reset Password** site:
 - a. Create a password
 - b. Confirm the password
 - c. Click the **Submit** button.



Note: Hover the mouse over "Password requirements" to ensure your password meets the standard requirements.



RESET YOUR PASSWORD

New Password

Confirm Password

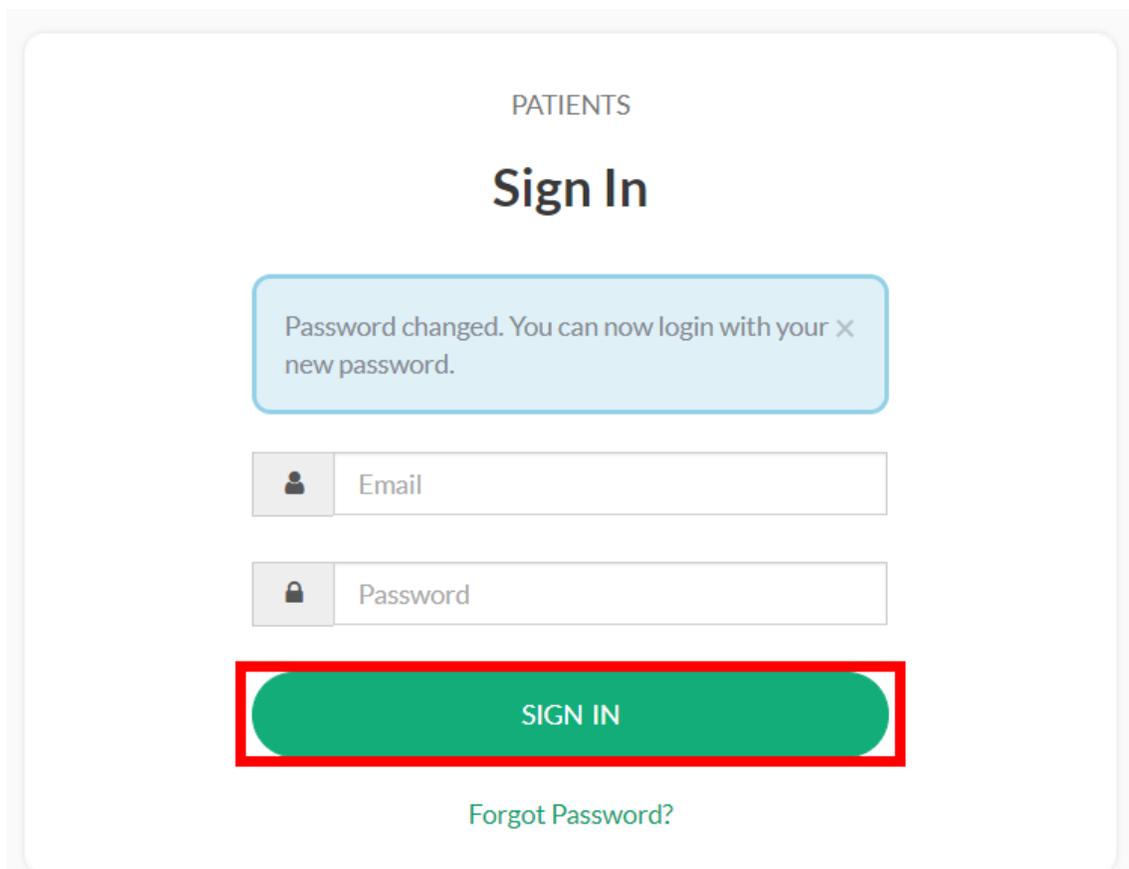
Password requirements

- The password must have at least 6 characters.
- The password must contain at least one of the English uppercase characters (i.e. A-Z), one of the English lowercase characters (i.e. a-z), one of the base 10 digits (i.e. 0-9).

Information icon Password requirements

A red arrow points from the information icon to the tooltip.

3. Once the password has been created, use your email address and the new password to sign in.



PATIENTS

Sign In

Password changed. You can now login with your × new password.

Email

Password

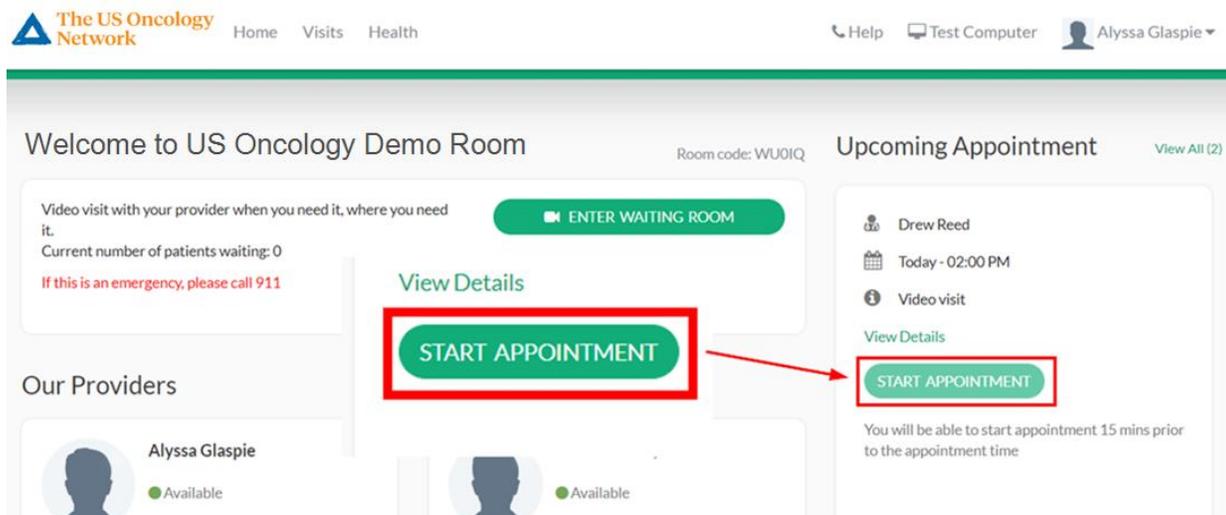
SIGN IN

[Forgot Password?](#)

How to Download the VSee Application and Join Your Visit

1. To join your appointment, click the **Start Appointment** button.

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



2. When the Health Concern window appears, add any concerns or relevant files the physician may need to know (optional). (See [FAQ's](#) for file upload instructions)

The screenshot shows a form titled 'WHAT IS YOUR HEALTH CONCERN TODAY?'. The form has a red border and contains two main sections: 'Chief Complaint (optional)' with a text area containing 'Medication causes nausea', and 'File upload (health record, labs, or relevant information) (optional)' with a dashed border and a 'Drag and Drop files here' area. Below the file upload area, there is a link 'Or [Click Here](#) to browse files'.

3. Check the **consent box** and click the **Continue** button.

WHAT IS YOUR HEALTH CONCERN TODAY? ✕

Chief Complaint (optional)

Medication causes nausea

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

Drag and Drop files here
Or [Click Here](#) to browse files

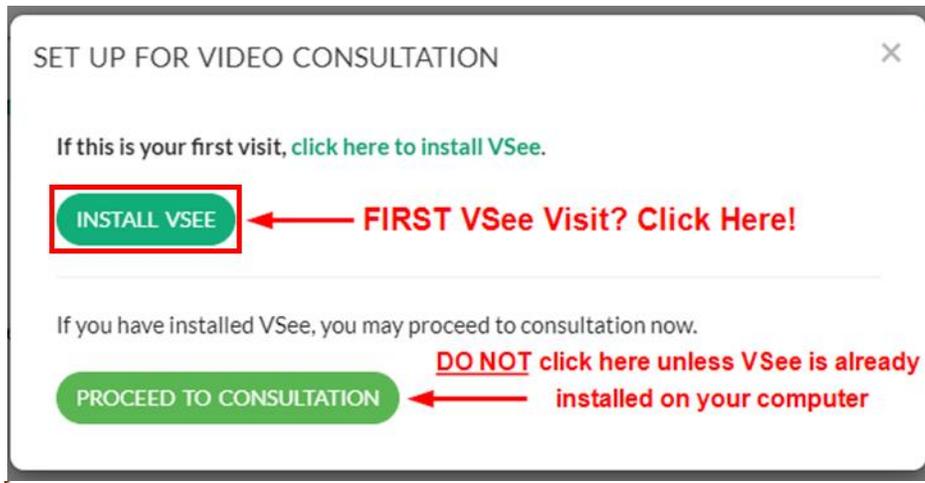
February 2020 Lab Results.docx (12K) ✕

I give my **consent to participate in this Telemedicine Consultation.** *



CONTINUE >

4. If either of the following prompts appear after you click Continue on the Health Concern window, please click the **Install VSee** button or click the **click here to install VSee** link.
*(Only click the **Proceed to Consultation** button if VSee is already installed on your computer)*



LAUNCHING OHC CANCER SPECIALISTS ONLINE CLINIC VIDEO APPLICATION



The application is taking longer than usual to start.

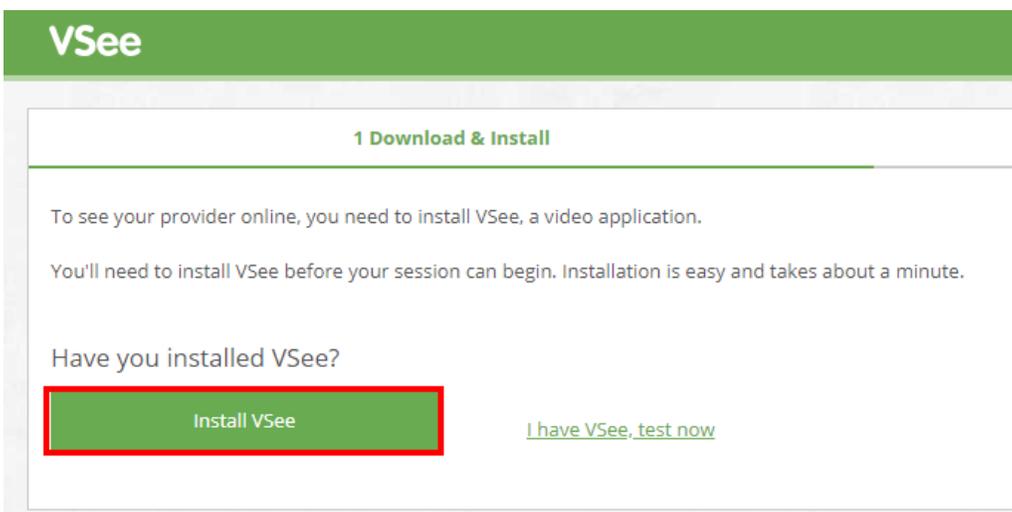
Is VSee not launching for you?

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

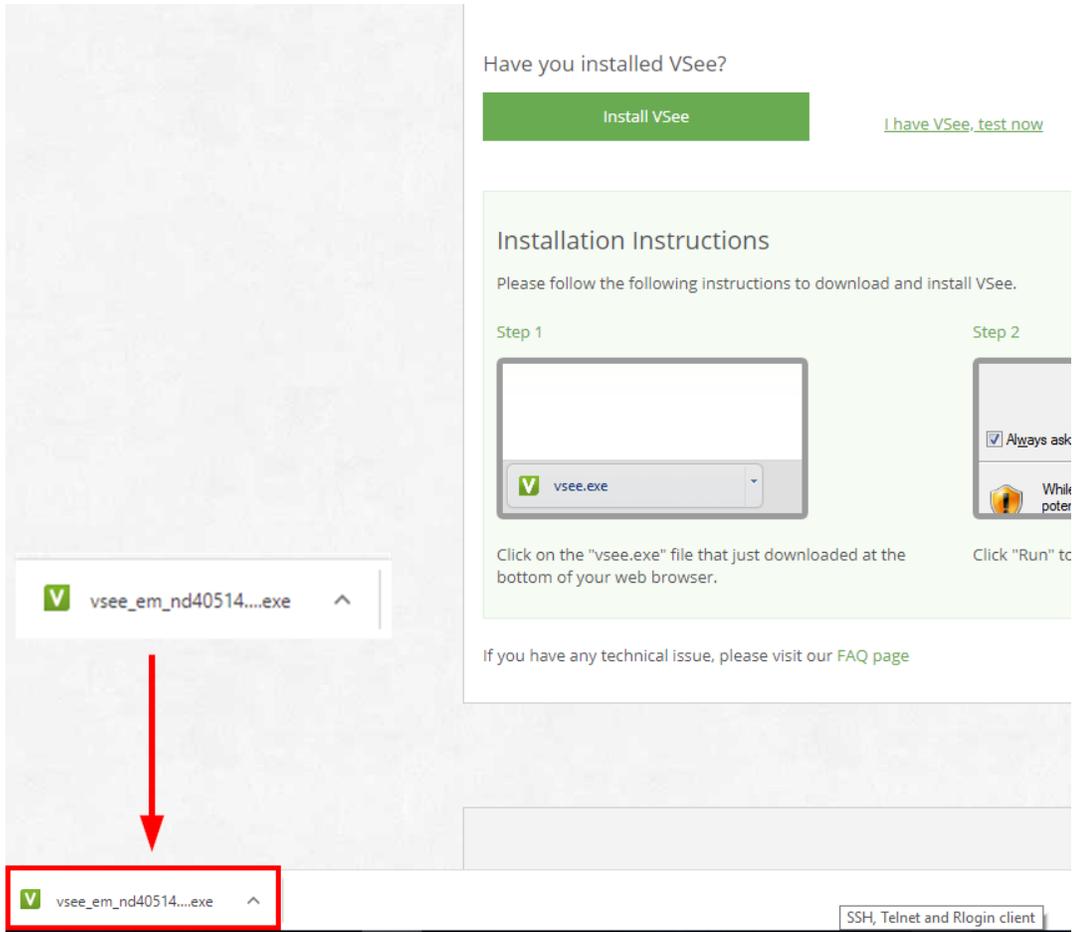
After you have installed VSee, come back to this page and [click here to continue.](#)

For technical support, please contact us at [\(650\) 614-1746](tel:6506141746) or support@vsee.com.

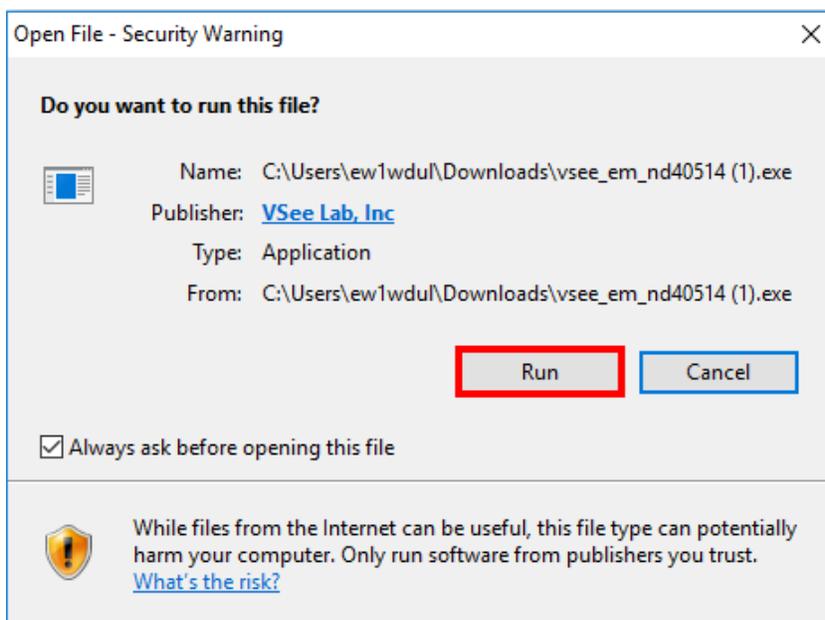
5. Click the **Install VSee** button.



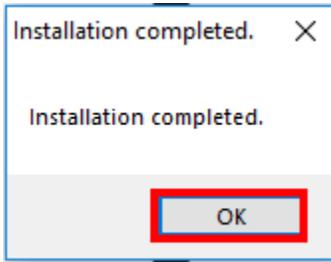
6. Click the **download** at the bottom of the web browser once it is complete to begin the installation.



7. Click **Run**.



8. Click **OK**.



9. Return to the VSee portal in your web browser and click the **click here to continue** link.

LAUNCHING OHC CANCER SPECIALISTS ONLINE CLINIC VIDEO APPLICATION



The application is taking longer than usual to start.

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](#).

For technical support, please contact us at (650) 614-1746 or support@vsee.com.

A red arrow points from the "click here to continue" link to the "click here to install VSee" link.

10. Click **Open vsee**.

A screenshot of a web browser window. In the foreground, a dialog box titled "Open vsee?" is displayed. The dialog box contains the text "https://ohcare.vsee.me wants to open this application." and two buttons: "Open vsee" (highlighted with a red border and a red arrow pointing to it) and "Cancel". In the background, the VSee portal page is visible, showing the same "LAUNCHING OHC CANCER SPECIALISTS ONLINE CLINIC VIDEO APPLICATION" loading screen as in the previous image.

11. The VSee application will begin loading.



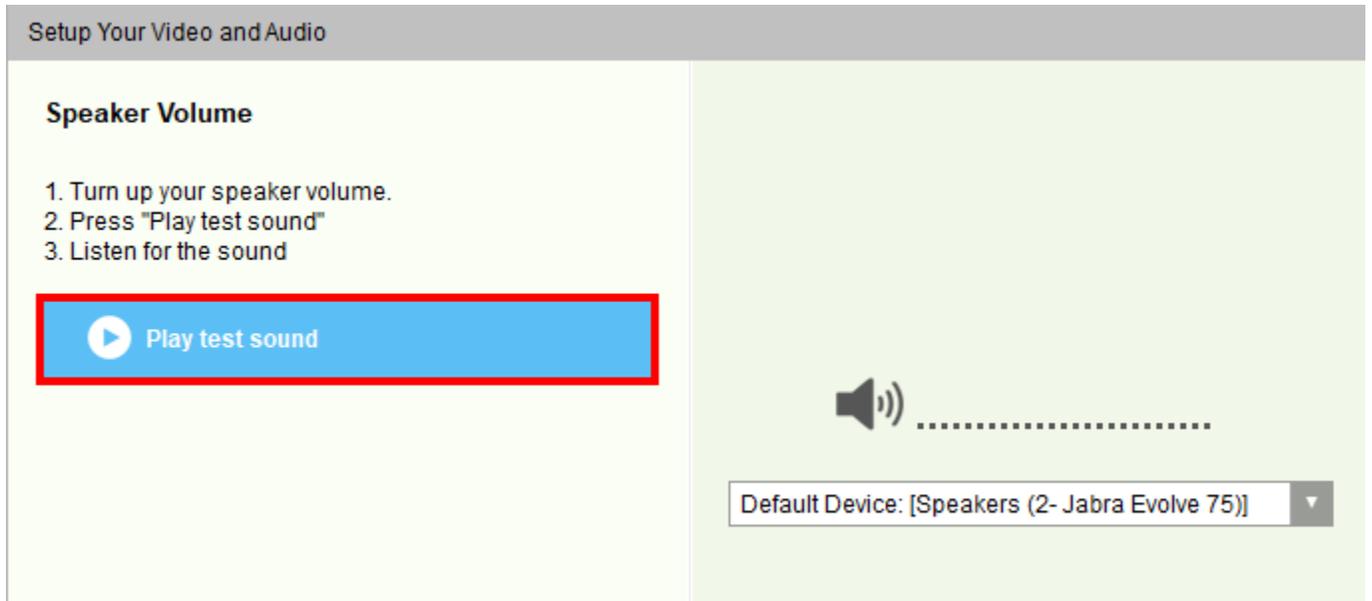
12. Several prompts will appear to allow patients to test their camera, speaker, and microphone prior to joining the visit. (Typically only on the first launch of the application)

On the **webcam** prompt, be sure your camera is powered on.

- If you see yourself, click **Yes**.
- If you do not see yourself, click **No** for troubleshooting steps.

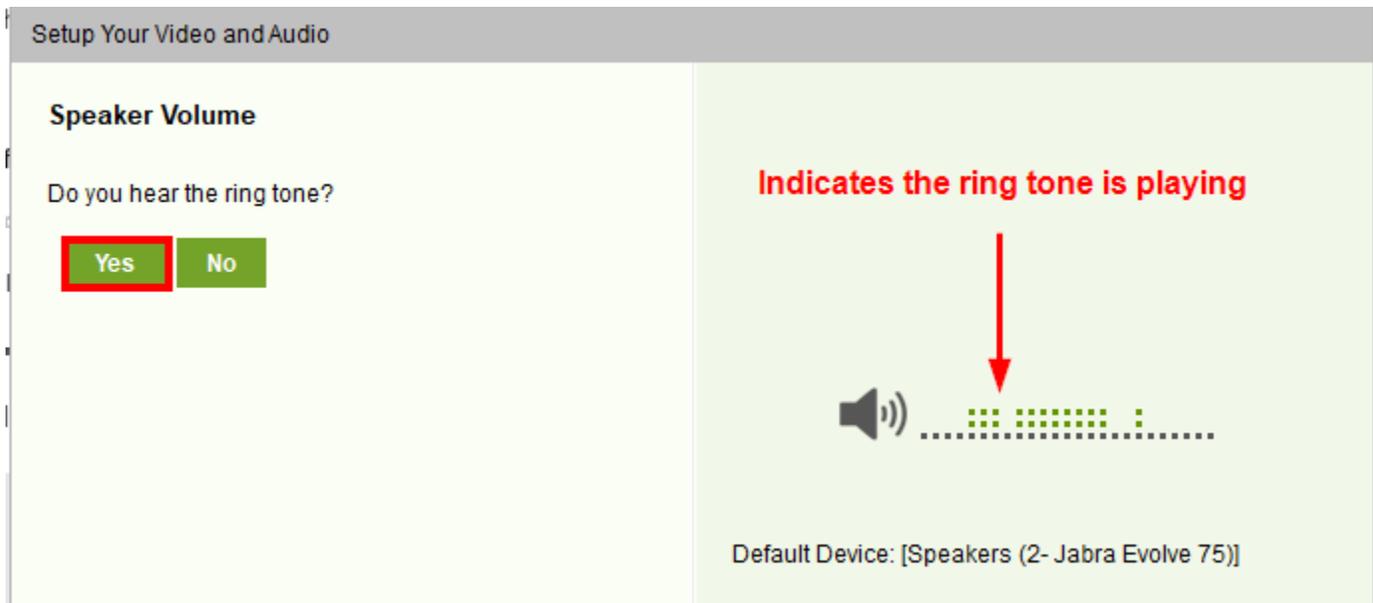


On the **speaker** prompt, be sure your speakers are on (volume up) and click the **Play Test Sound** button.



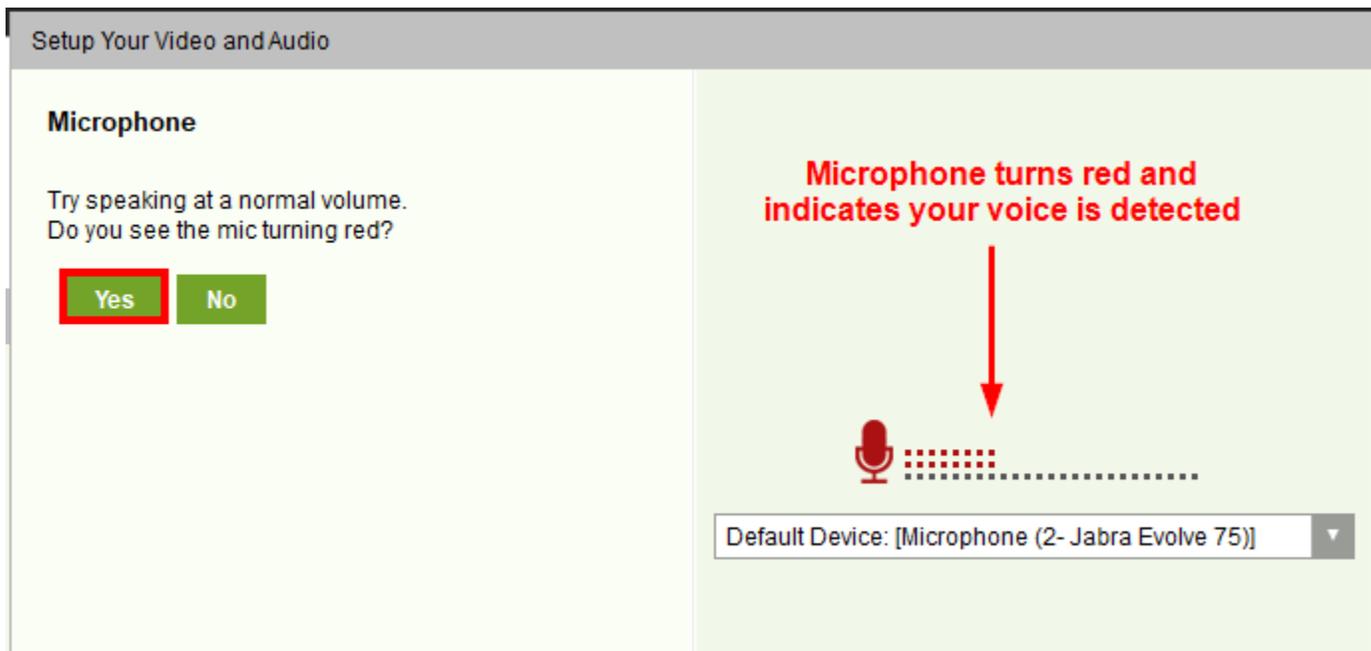
The system will play a test sound.

- If you hear the tune, click **Yes**.
- If you do not hear the tune, click **No** for troubleshooting steps.

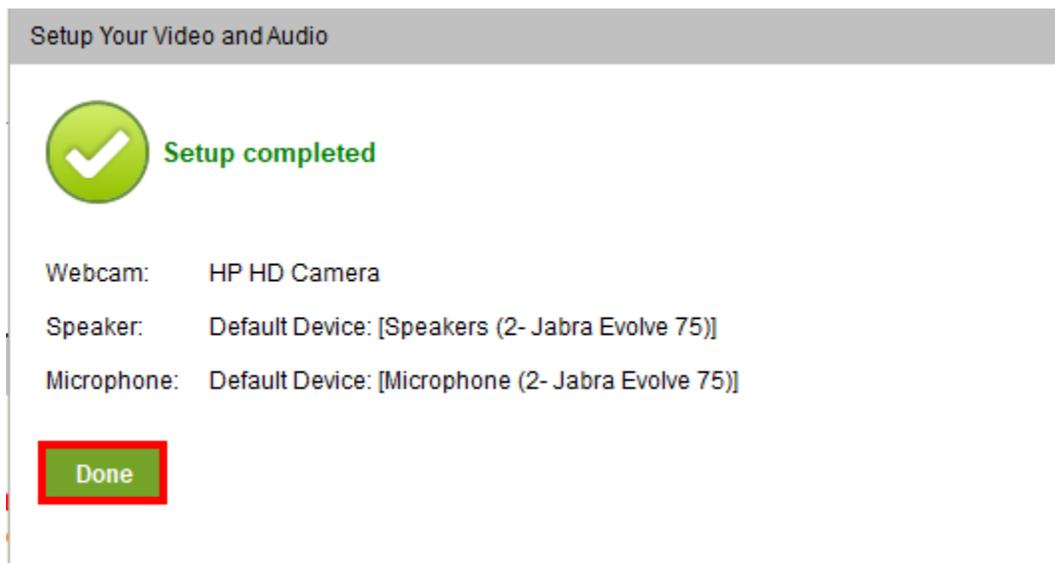


On the **microphone** prompt, speak into the microphone.

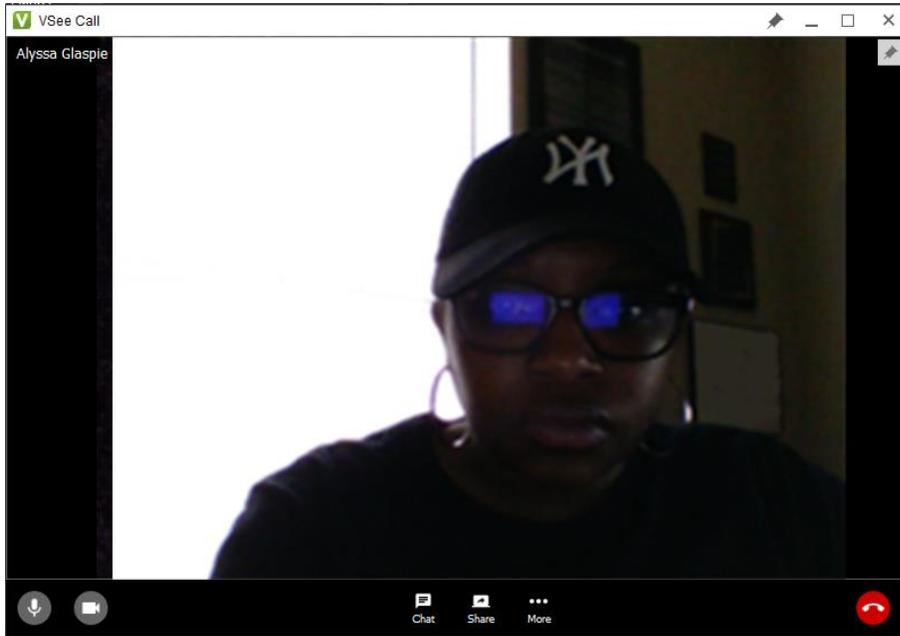
- If your voice is detected, click **Yes**.
- If your voice is not detected, click **No** for troubleshooting steps.



13. Once testing is complete, a **setup completion** window should appear. Click **Done**.



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



How to Join an Appointment on the Web

1. Log in using the email address and password associated with your account. The dashboard will display upcoming appointments, providers, and recent visits.

The screenshot shows the US Oncology Network dashboard. At the top, there is a navigation bar with the logo, 'Home', 'Visits', 'Health', 'Help', 'Test Computer', and a user profile for 'Alyssa Glaspie'. The main content area is titled 'Welcome to US Oncology Demo Room' with a room code of 'WU0IQ'. On the left, there is a section for video visits with an 'ENTER WAITING ROOM' button. Below that is 'Our Providers' section with cards for Alyssa Glaspie, Vera Vanicek, MD, Ibrahim Ali, and Drew Reed, all marked as 'Available'. On the right, the 'Upcoming Appointment' section shows details for a video visit with Drew Reed on 'Today - 02:00 PM'. A 'START APPOINTMENT' button is highlighted in green. Below this is a 'Recent Visits' section stating 'There is no recent visit.'

2. To join your appointment, click the **Start Appointment** button.
Note: Patients can start the appointment up to 15 minutes prior to the appointment time.

This screenshot is identical to the one above but highlights the 'START APPOINTMENT' button in the 'Upcoming Appointment' section with a red box. A red arrow points from a 'View Details' link in the 'Our Providers' section to the 'START APPOINTMENT' button in the appointment details.

- When the Health Concern window appears, add any concerns or relevant files the physician may need to know (optional). (See [FAQ's](#) for file upload instructions)

WHAT IS YOUR HEALTH CONCERN TODAY? ×

Chief Complaint (optional)

Medication causes nausea

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

Drag and Drop files here
Or [Click Here](#) to browse files

- Check the **consent box** and click the **Continue** button.

WHAT IS YOUR HEALTH CONCERN TODAY? ×

Chief Complaint (optional)

Medication causes nausea

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

Drag and Drop files here
Or [Click Here](#) to browse files

February 2020 Lab Results.docx (12K) ×

I give my consent to participate in this Telemedicine Consultation. *

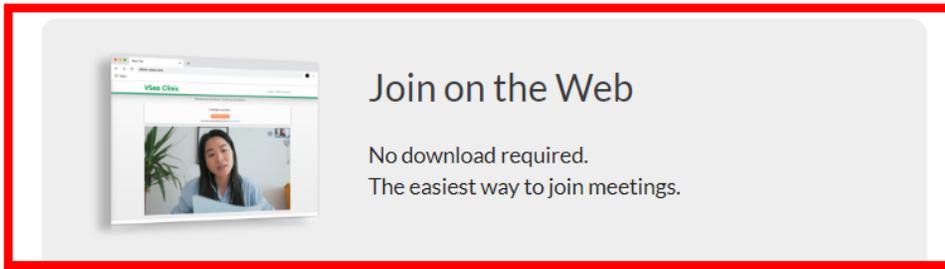
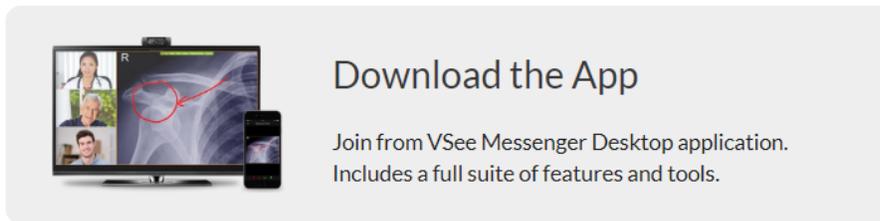


CONTINUE >

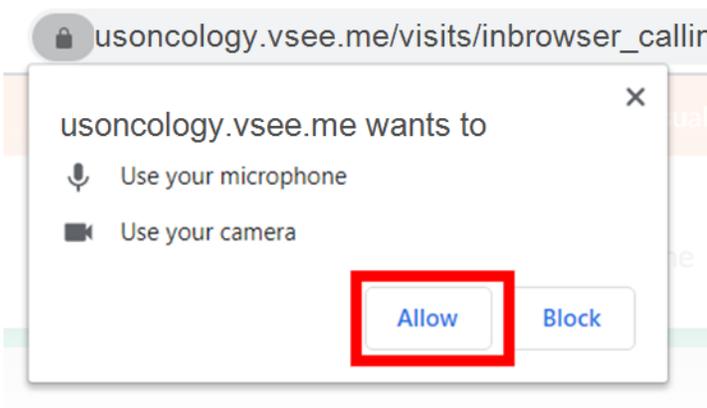
5. On the next screen, select **Join on the Web**.

(If you do not receive the prompt below, please refer to [How to Download the VSee Application](#))

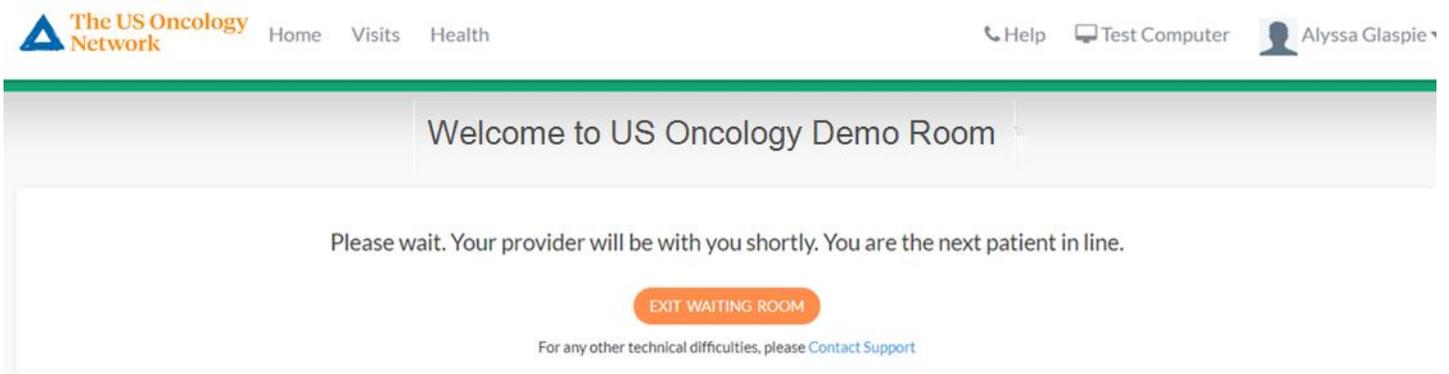
How do you want to meet today?

A rectangular card with a red border. On the left is a small video player showing a woman on a VSee call. To the right, the text reads "Join on the Web" in a large font, followed by "No download required. The easiest way to join meetings." in a smaller font.A rectangular card with a light gray background. On the left is an image of a computer monitor and a smartphone displaying the VSee app interface. To the right, the text reads "Download the App" in a large font, followed by "Join from VSee Messenger Desktop application. Includes a full suite of features and tools." in a smaller font.

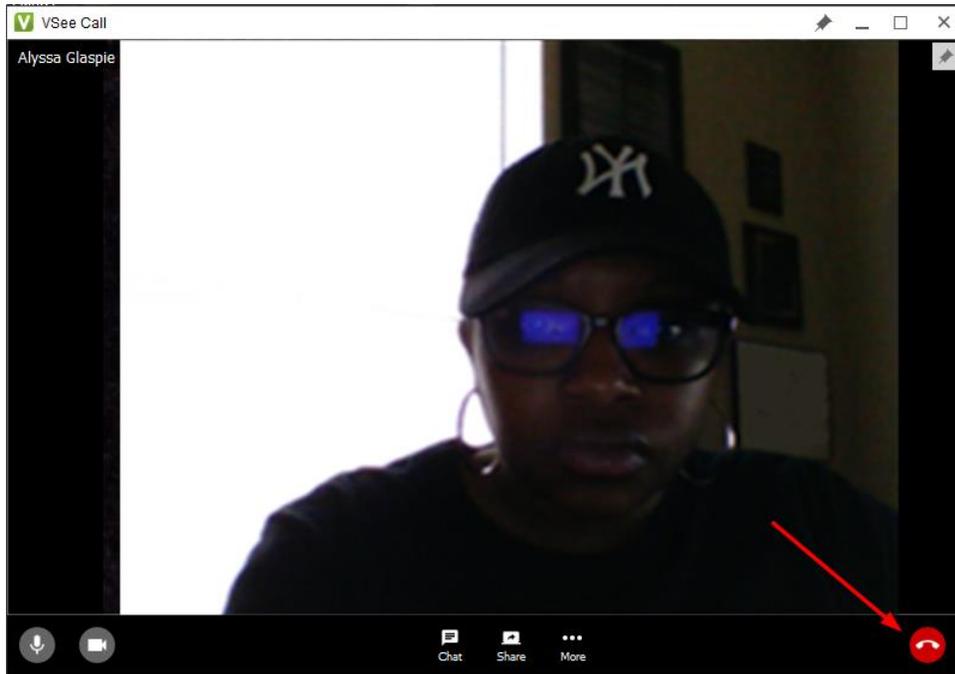
6. When prompted, please click **Allow** to grant VSee access to your microphone and camera.

A screenshot of a browser address bar showing the URL "usonology.vsee.me/visits/inbrowser_callin". Below the address bar is a permission prompt box. The prompt says "usonology.vsee.me wants to" and lists two permissions: "Use your microphone" and "Use your camera". At the bottom of the prompt are two buttons: "Allow" and "Block". The "Allow" button is highlighted with a red rectangular border.

7. If you join a visit/appointment before the physician, you will be temporarily placed in the waiting room until they join the call.

A screenshot of a web application interface. At the top left is the logo for "The US Oncology Network" with navigation links for "Home", "Visits", and "Health". At the top right are links for "Help", "Test Computer", and a user profile for "Alyssa Gaspie". The main content area has a green header bar with the text "Welcome to US Oncology Demo Room". Below this, a message reads "Please wait. Your provider will be with you shortly. You are the next patient in line." At the bottom center is an orange button labeled "EXIT WAITING ROOM". Below the button is a link: "For any other technical difficulties, please [Contact Support](#)".

8. Once the physician and patient are both connected, the VSee Call window will show both participants.
Available features during the call: Audio, Video, Chat, Share
9. To disconnect, click the **Red phone** icon in the lower right corner of the call window.



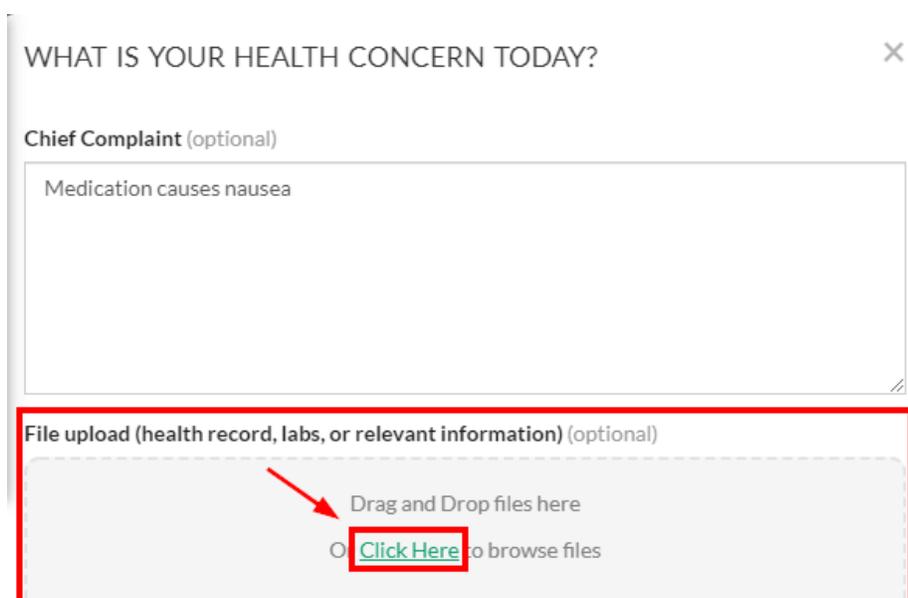
FAQ's

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

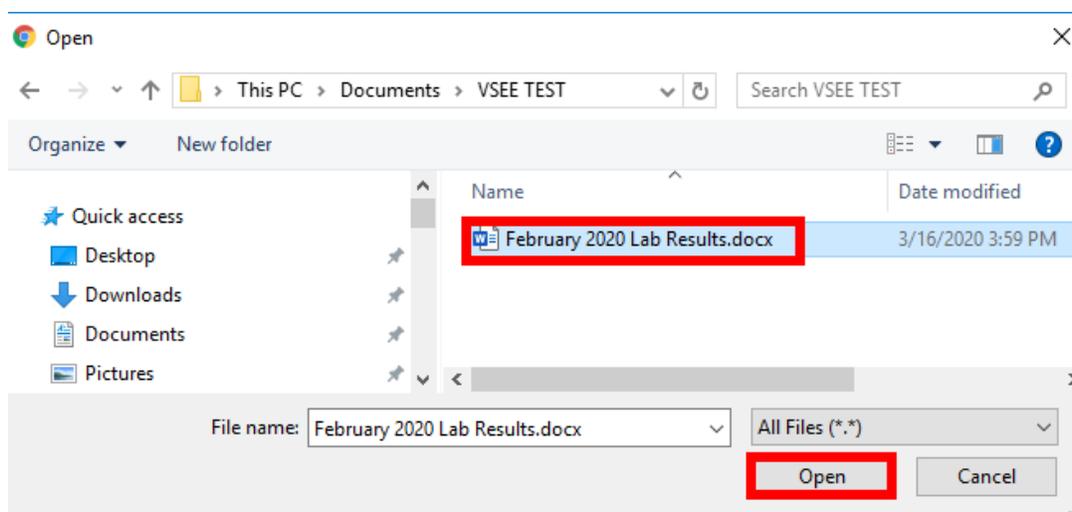
Be sure to check the spam folder if you did not find the confirmation email in your inbox. The sending address is **noreply@vsee.com**. If you are unable to locate the email, please reach out to the practice to confirm.

- **How do I upload a file to send to the physician (*How to Join an Appointment, Step 3*)?**

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

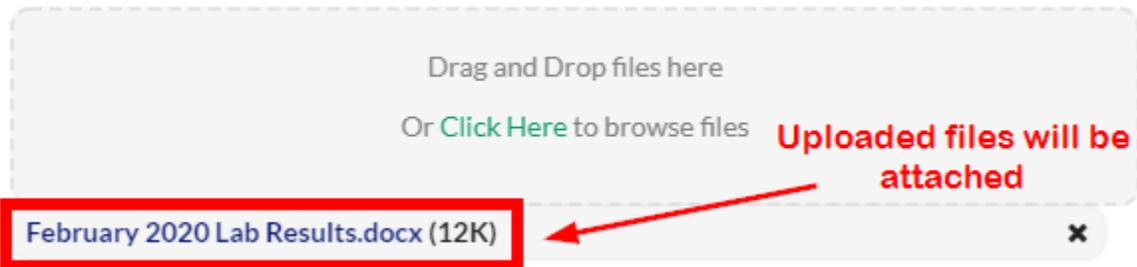


2. Browse and select the desired document, then click the **Open** button.



3. Attached files will appear below the **File Upload** section.

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

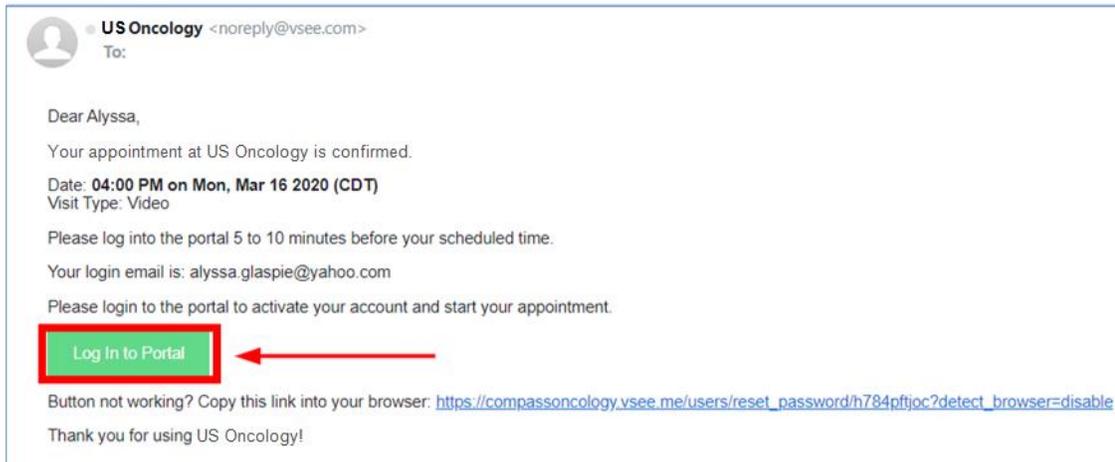


4. Repeat steps a-b to attach additional files.

- **How do I join a visit if I already have the VSee application installed on my computer?**
(If you have already installed the VSee application on your computer from a previous visit, proceed with the steps below.)

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

• Your appointment has been scheduled



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

 Email

 Password

SIGN IN

[Forgot Password?](#)

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

4. When the Health Concern window appears, add any concerns or relevant files the physician may need to know (optional). (See [FAQ's](#) for file upload instructions)

WHAT IS YOUR HEALTH CONCERN TODAY? ×

Chief Complaint (optional)

Medication causes nausea

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

Drag and Drop files here
Or [Click Here](#) to browse files

5. Check the **consent box** and click the **Continue** button.

WHAT IS YOUR HEALTH CONCERN TODAY? ×

Chief Complaint (optional)

Medication causes nausea

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

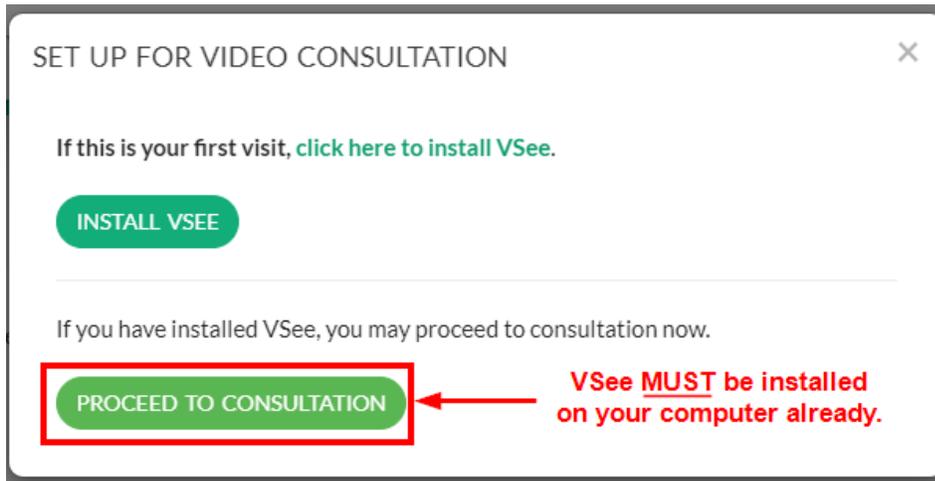
Drag and Drop files here
Or [Click Here](#) to browse files

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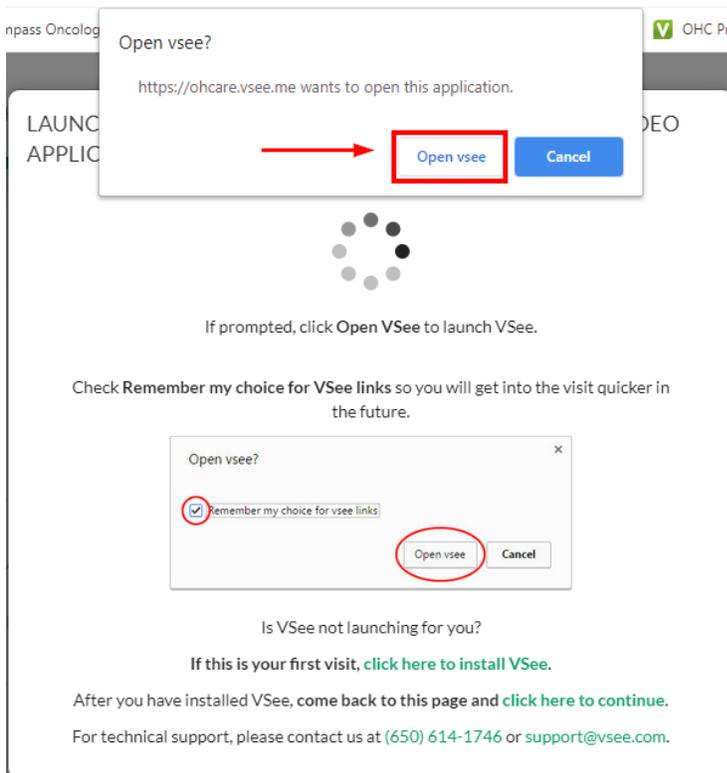
I give my consent to participate in this Telemedicine Consultation. *

[CONTINUE >](#)

6. 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)*



7. Click **Open VSee**.



8. The VSee application will begin loading.



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

