

Patients Smart Phone Installation Step by Step Instructions

Smart Phone VSee Clinic Installation

Section One

1. Downloading App before the first appointment – *This is recommended* – Figures 1 through 3

Section Two

2. Welcome e-mail received, *first log in to VSee* – Figures 4 through 7

Section Three

3. Download VSee app at first appointment if not previously done– Figures 8 through 11

Section Four

4. Confirmation e-mail received, patient has logged in and used the app for a visit previously – Figures 12 through 16

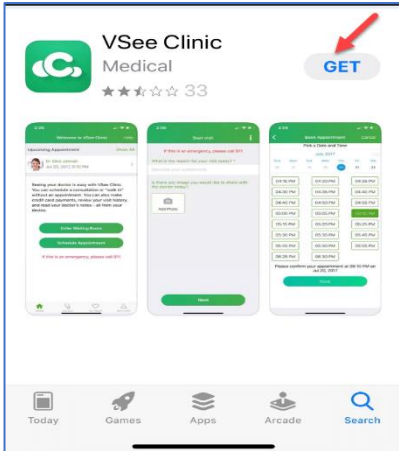
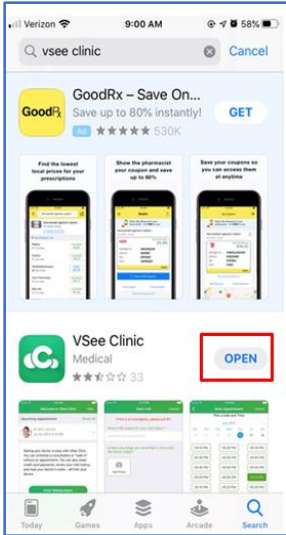
Section Five

5. Start Appointment – Figures 17 through 21

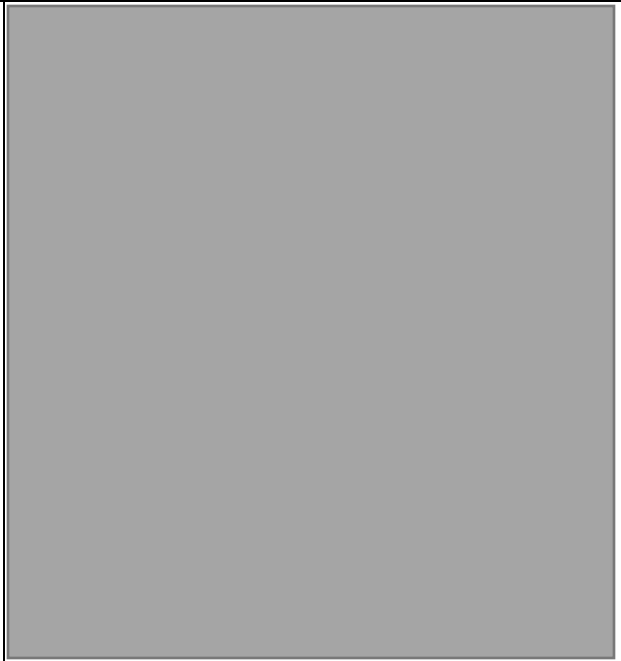
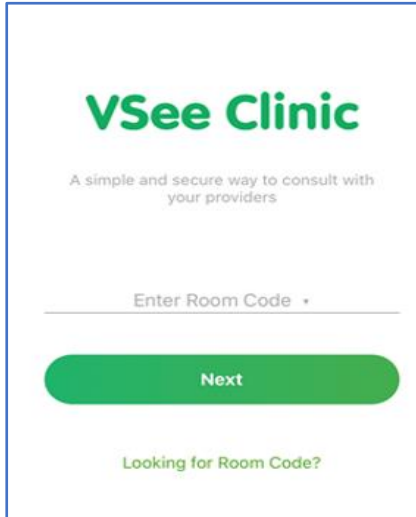
Need help

Call the following number to reach the Telemedicine Help Desk 855-345-3375 (press 4).

Detailed Steps

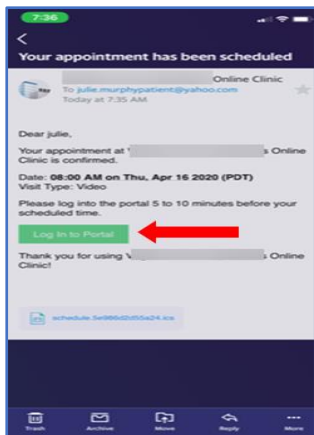
Section One – Downloading App	Before the first appointment. HIGHLY RECOMMENDED
<p>1. It is recommended that the patient download the VSee Clinic app before their first appointment. Go to the application store on your smart phone and choose VSee Clinic. Tap the GET to download the app.</p> 	<p>2. Once the VSee Clinic app is downloaded, tap OPEN.</p> 

3. When the **VSee Clinic** app is opened, you will be asked to Enter Room Code. At this point, the app is downloaded and may be closed.

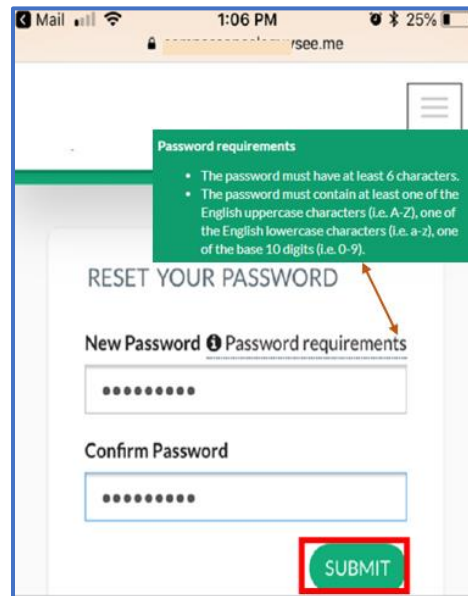


Section Two – Welcome Email Received

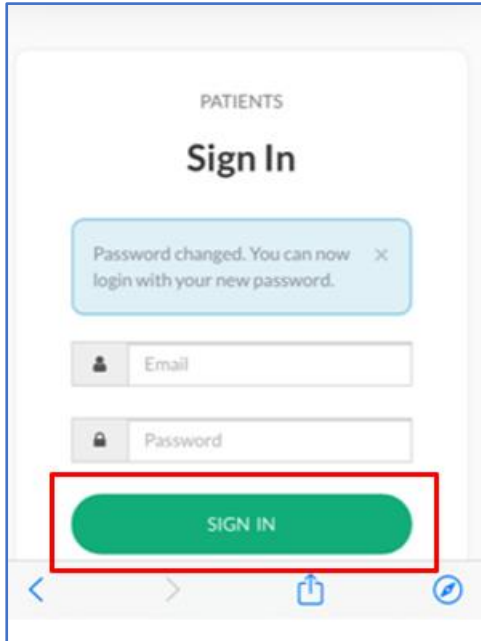
4. Once the appointment is scheduled by the provider's office, the patient will receive an email confirmation from their practice. On the day of your appointment, 15 minutes prior to your appointment time, tap the **Log in to Portal** link.



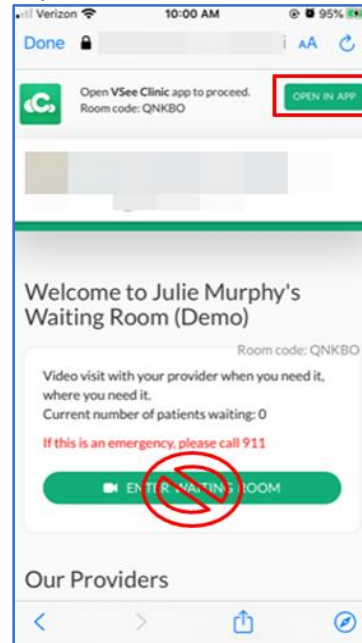
5. ***If this is the patient's first appointment,*** the **Reset Your Password** screen displays. Tap on **Password requirements**. Enter **New Password** and **Confirm Password**. Click **Submit**.



6. Enter your email address, and the password you just created. Tap **SIGN IN**.

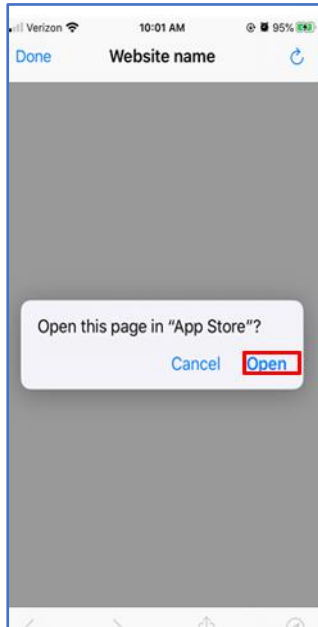


7. Once logged in, you will be prompted to **OPEN IN APP** or **ENTER WAITING ROOM**. Tap **OPEN IN APP**.

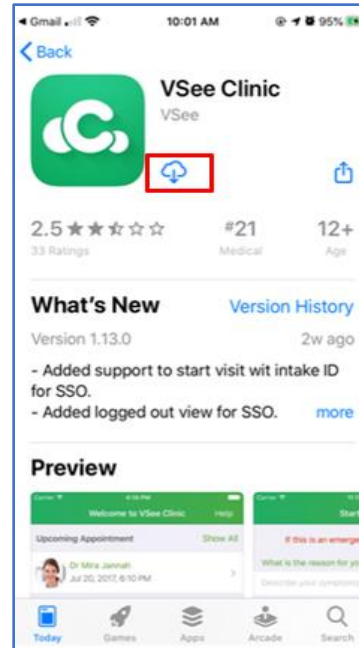


Section Three - Download VSee App, at first appointment if not previously done

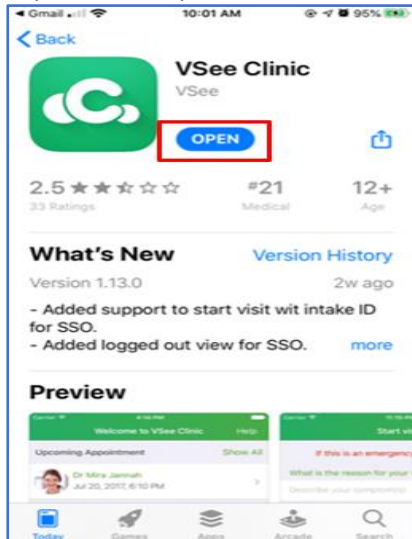
8. *If VSee Clinic was not previously downloaded*, tap **Open**, in the **Open this page in “App Store”?** pop up box.



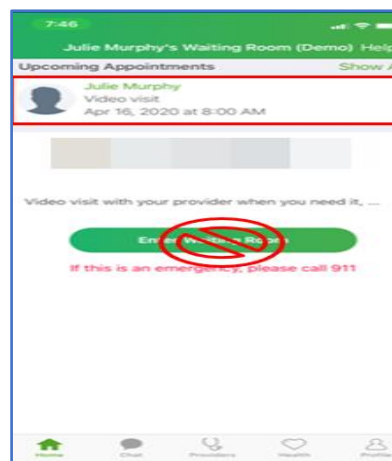
9. Tap the **cloud icon** to download **VSee Clinic** to your smart phone.



10. Tap **OPEN** to open the **VSee Clinic** app.

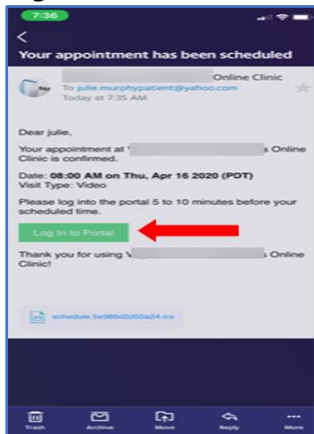


11. The patient’s appointment information displays. Tap on the green arrow to the right of the appointment information. **Do not tap Enter Waiting Room.**

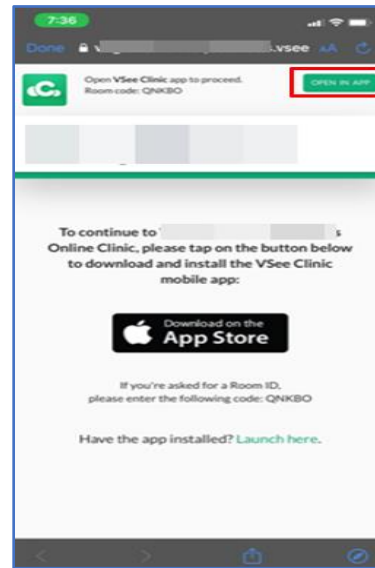


Section Four - Confirmation e-mail received, patient has logged in and used the app for a visit previously

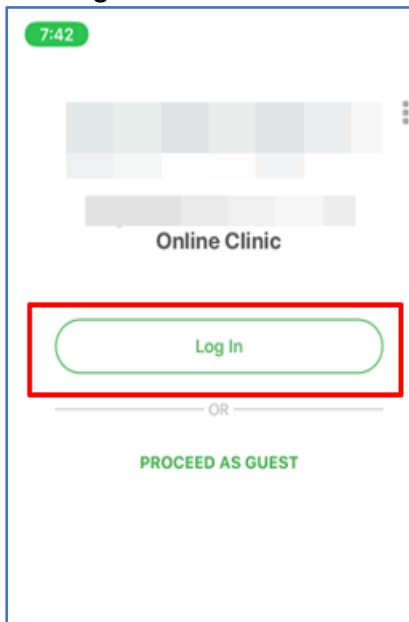
12. **Patient has previously logged in to VSee App**, confirmation e-mail received. Tap **Log in to Portal** link.



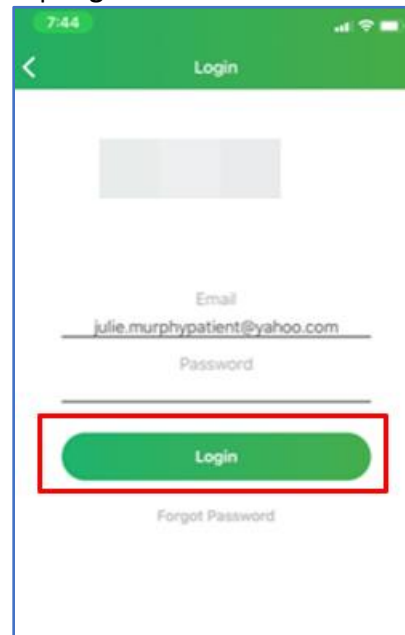
13. You will be given the option to **OPEN IN APP** or install the mobile app. Tap on **OPEN IN APP**.



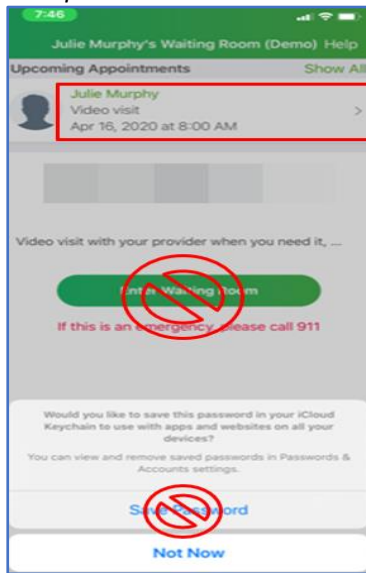
14. Click **Log in**.



15. Enter your email address and password. Tap **Login**.

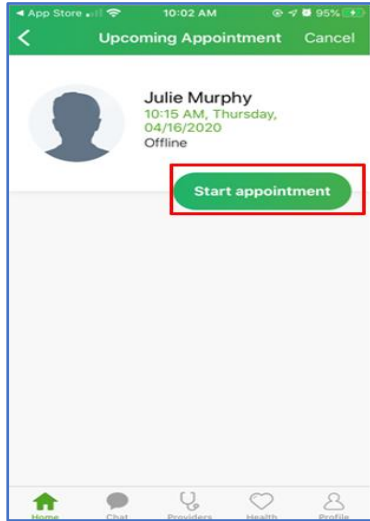


16. The **Upcoming Appointments** screen displays. Tap on the **green arrow**. **DO NOT** enter the waiting room or save password.

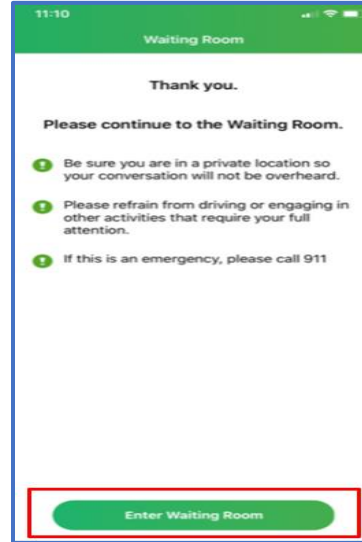


Section Five – Start Appointment

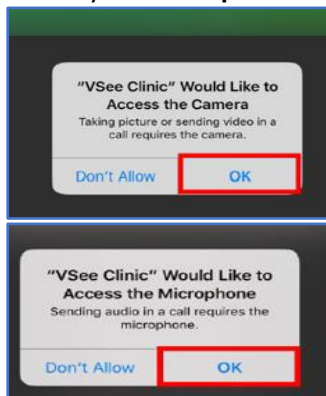
17. Tap on **Start Appointment**.



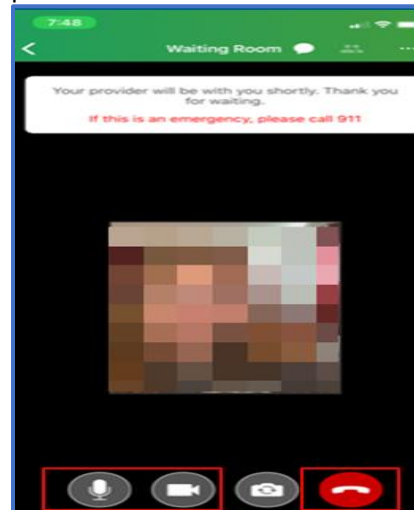
18. Tap **Enter Waiting Room**.



19. You may be asked the following questions. If so: Tap **OK** to allow **VSee Clinic** access to the **Camera** on your phone. Tap **OK** to allow **VSee Clinic** to access your **Microphone**.



20. Once in **Waiting Room**, the patient will see their video image and a notice that the provider will be there shortly. Once the provider joins, the patient will hear and see the provider on the screen. They can **Mute** their audio or **Pause** their video with the icons at the bottom of the screen. The red phone icon will disconnect the call but usually the provider ends the call.



21. If the patient taps the hang up icon in error, they can tap **Cancel** and reenter the call.

