

Frequently Asked Questions

[1. I don't see a confirmation email. Where is it?](#)

[2. How do I upload a file to send to the physician?](#)

[3. How do I join a visit if I already have the VSee application installed on my computer?](#)

[4. You can see your MA or Provider but could not hear us for a few minutes.](#)

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.



WHAT IS YOUR HEALTH CONCERN TODAY?

Chief Complaint (optional)

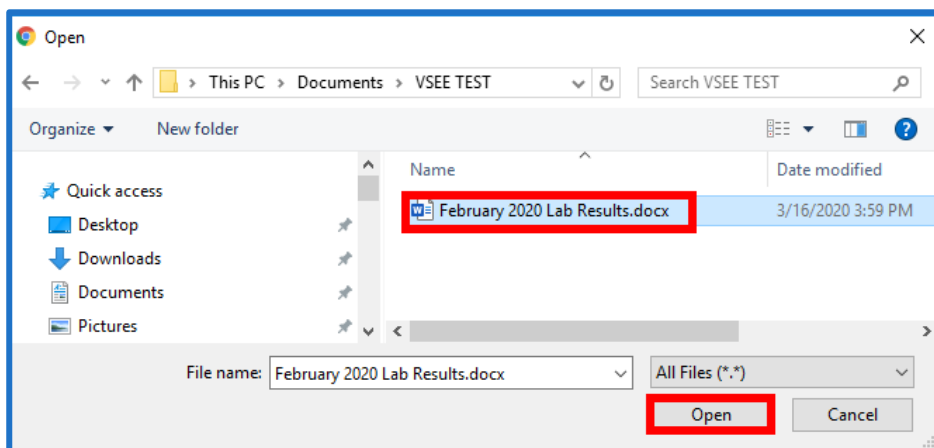
Medication causes nausea

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

Drag and Drop files here

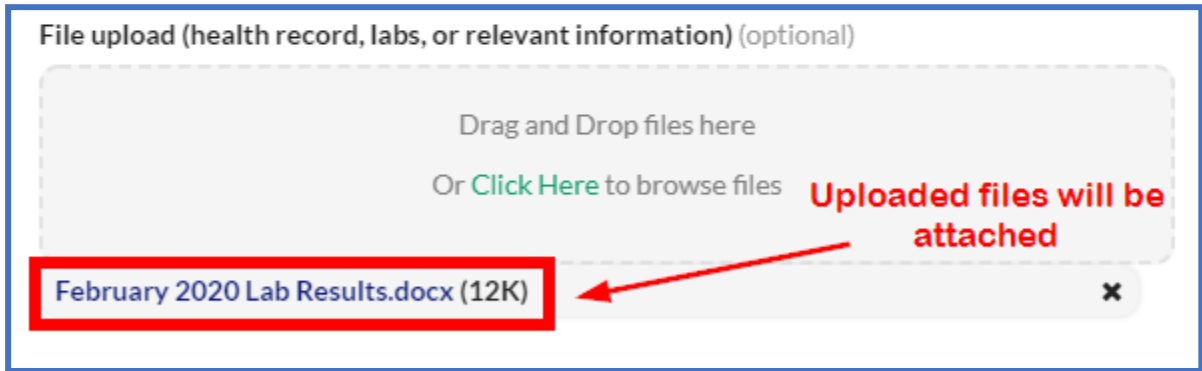
[Click Here](#) to browse files

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



Question 2 Continued

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

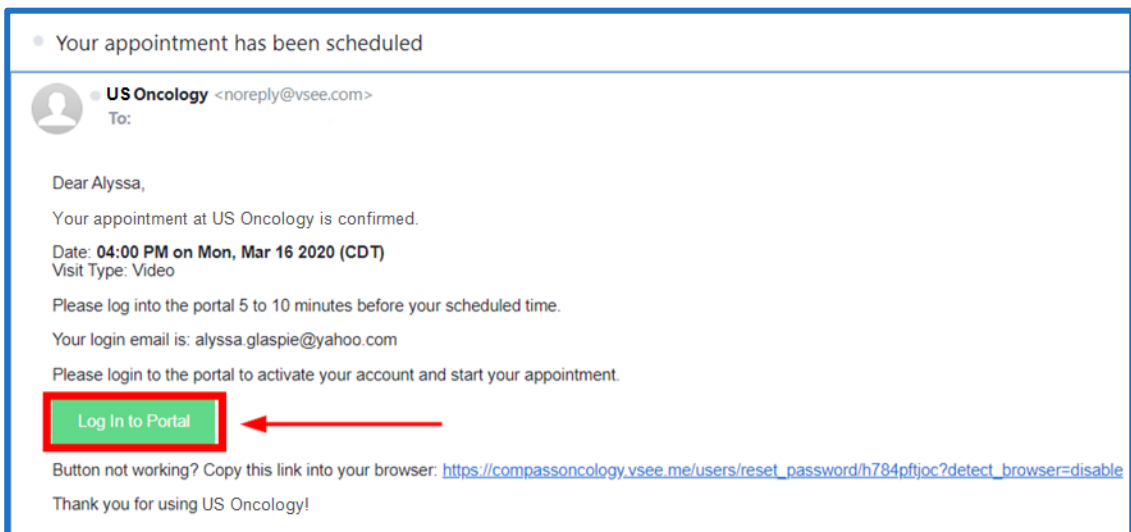


Step 4: Repeat steps 1-3 to attach additional files.

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

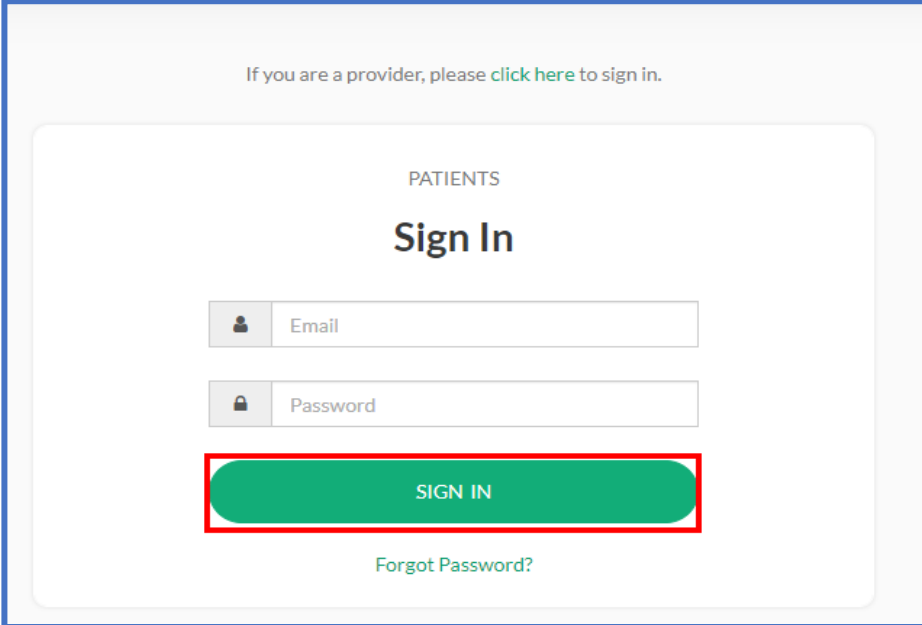
Note: If you have already installed the VSee application on your computer from a previous visit, proceed with the steps below.

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



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

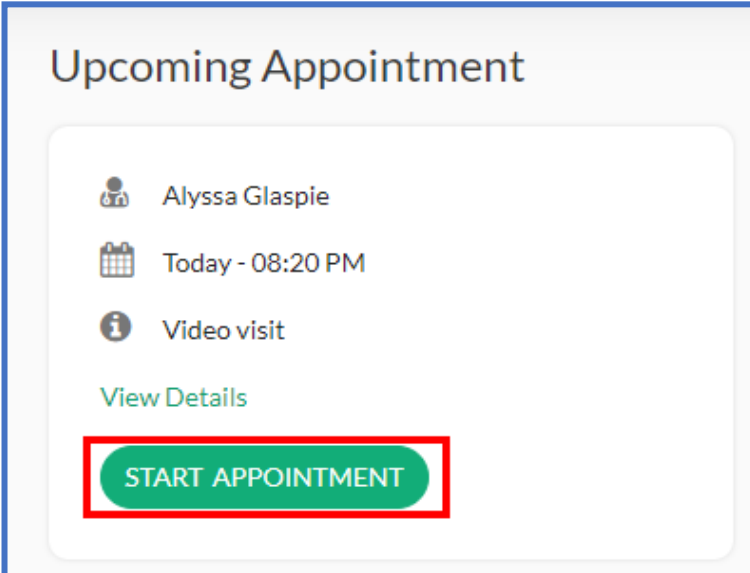
Sign In

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

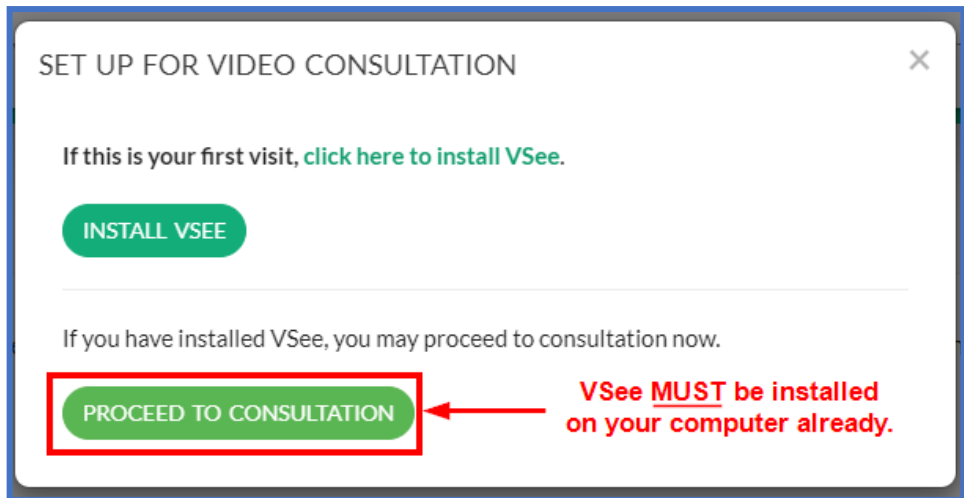
 Video visit

[View Details](#)

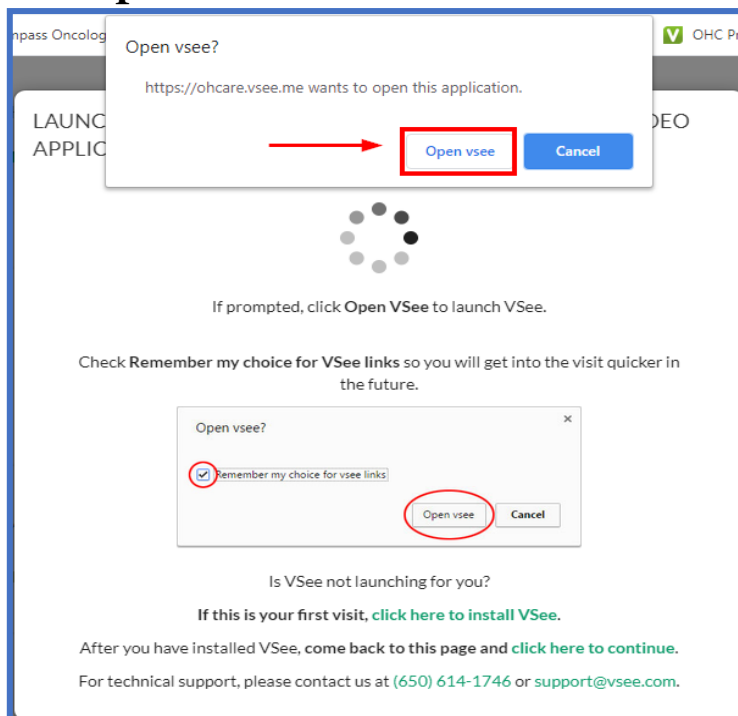
START APPOINTMENT

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)

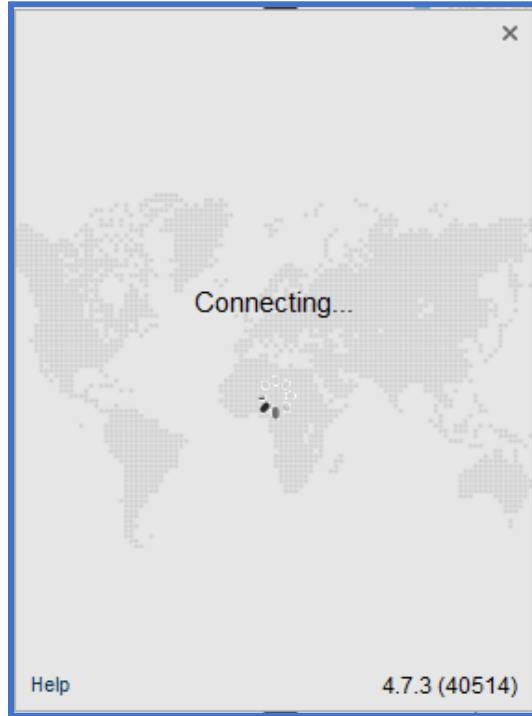


Step 5: Click Open VSee.

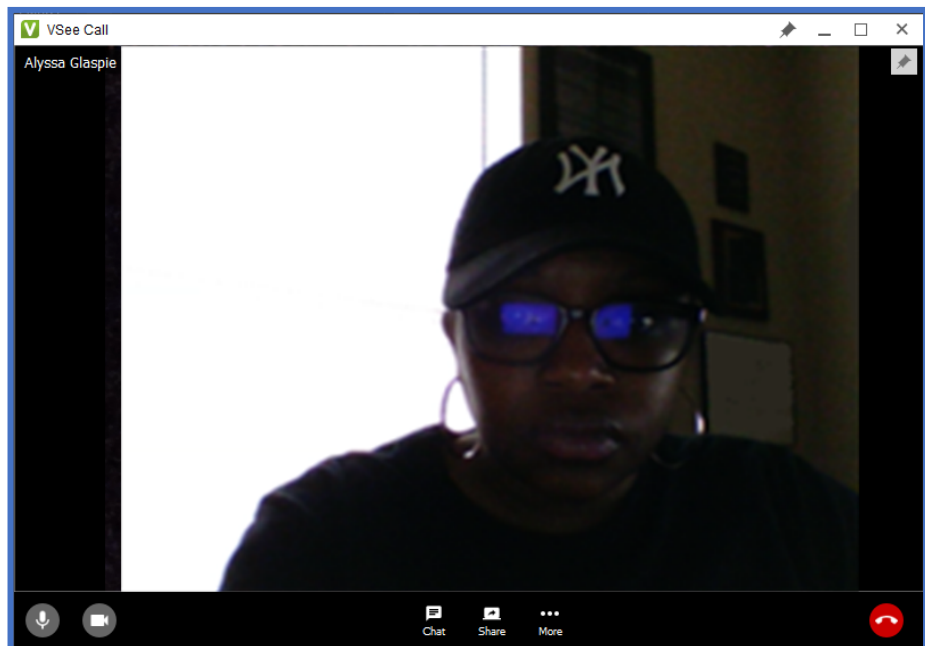


Question 3 Continued

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.



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 to make sure it is not too low or muted.
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