

Patients PC Installation Step by Step Instructions

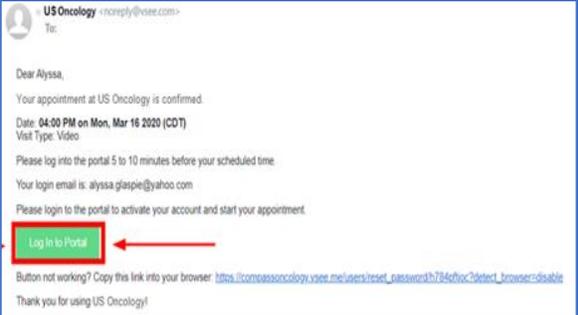
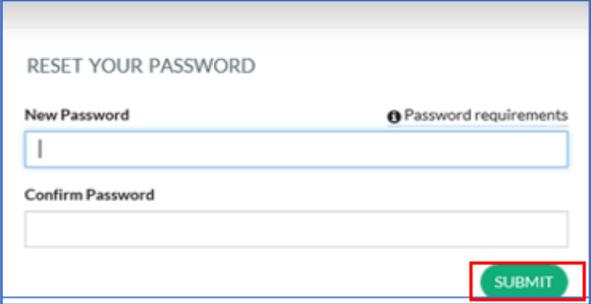
VSee installation

1. Welcome appointment confirmation e-mail received. Set Password – *Figures 1 & 2*
2. Log in to VSee and Set Time Zone – *Figures 3 & 4*
3. Click Start Appointment – *Figure 5*
4. Check the box to Consent to the Telemedicine Consultation – *Figure 6*
5. Select Install VSee option – *Figure 7*
6. Download and Install VSee – *Figures 8 through 11*
7. Click to Open VSee – *Figure 12*
8. Review and Agree to Terms – *Figure 14*
9. Test and Accept Video Setting – *Figure 15*
10. Test and Accept Speaker Setting – *Figures 16 & 17*
11. Test and Accept Microphone Setting – *Figure 18*
12. Click Done and Enter Waiting Room – *Figures 19 & 20*

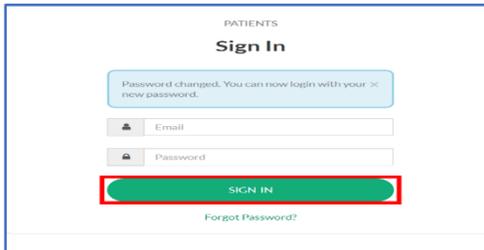
Need help

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

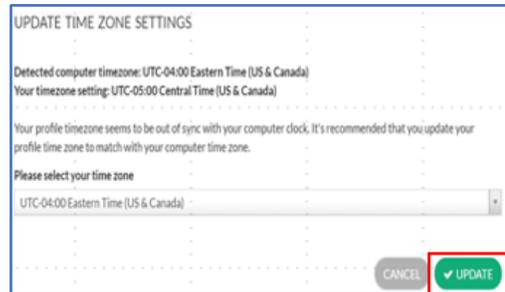
Detailed Steps

<p>1. Patients will receive an email confirmation with login instructions. Click on the Log in to Portal box to create your account.</p> 	<p>2. The New Password screen displays.</p> <ul style="list-style-type: none"> • Enter a New Password • Confirm Password • Click Submit 
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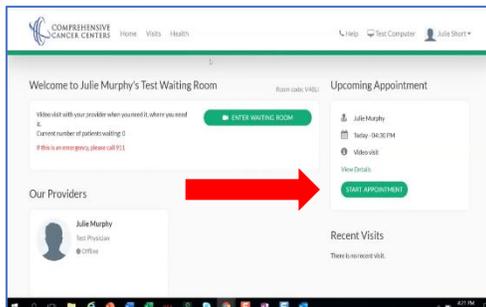
3. Once the password has been changed, the patient will be prompted to enter their Email and Password to log onto VSee.



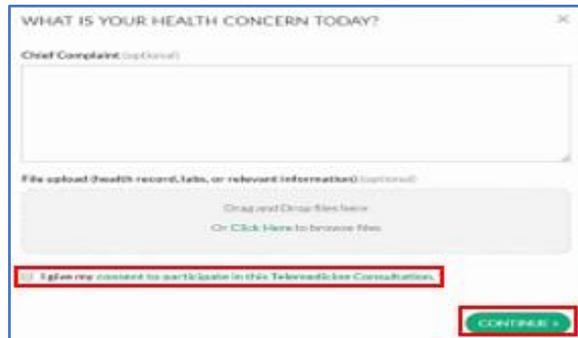
4. Choose the correct time zone and click **Update**.



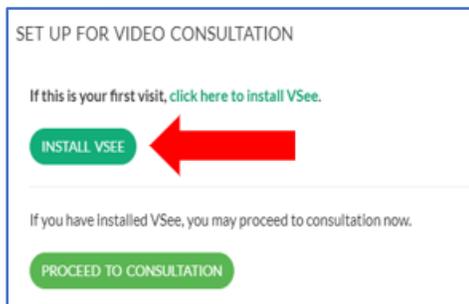
5. The patient will then click the **Start Appointment** button.



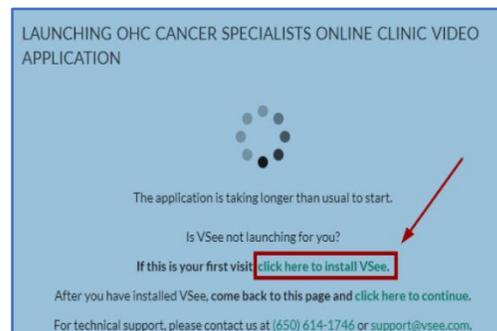
6. The patient must give consent by checking the box preceding **"I give my consent to participate in this Telemedicine Consultation"**. Click **Continue**.



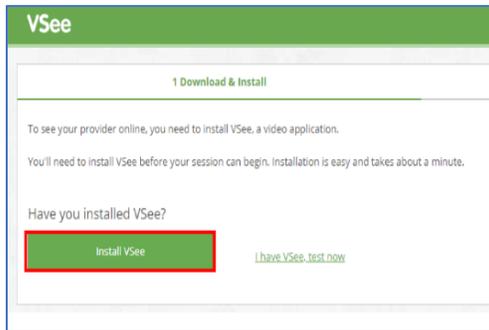
7. The first time the patient uses VSee, they will need to click on the **INSTALL VSEE** button.



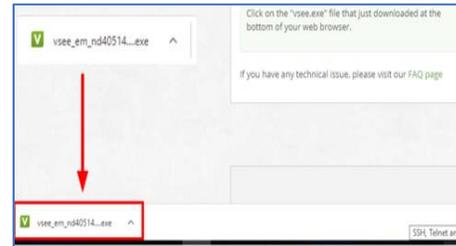
8. Click on the **click here to install VSee** hyperlink.



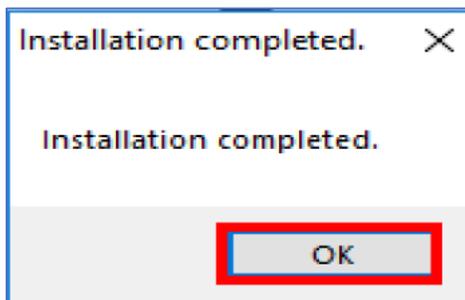
9. Click the **Install VSee** button.



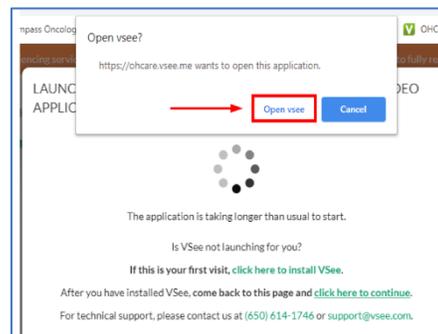
10. Click the **download** (vsee_em_nd40514....exe) at the bottom of the web browser once it is complete to begin the installation.



11. Click **OK** in the **Installation completed** pop-up box.



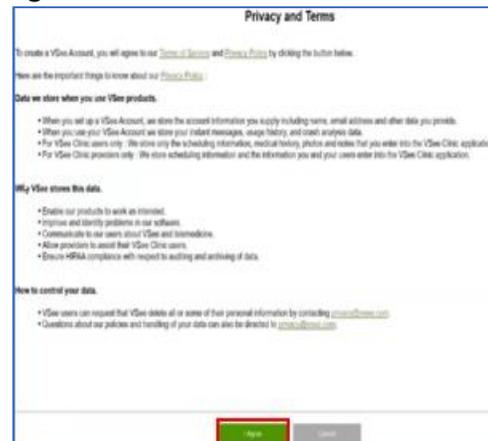
12. Click **Open VSee**.



13. The VSee application will begin **Connecting**.



14. Review the **Privacy and Terms** and click **I Agree**.



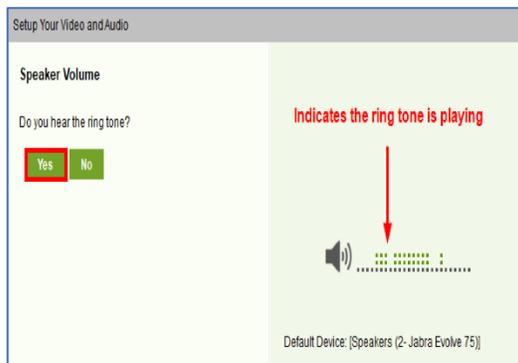
15. On the **webcam** prompt, be sure your camera is powered on.
- If you see yourself, click **Yes**.
 - If you do not see yourself, click **No** for troubleshooting steps.



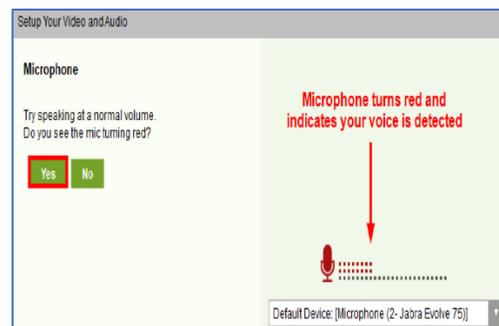
16. On the **speaker** prompt, be sure your speakers are on (volume up) and click the **Play Test Sound** button.



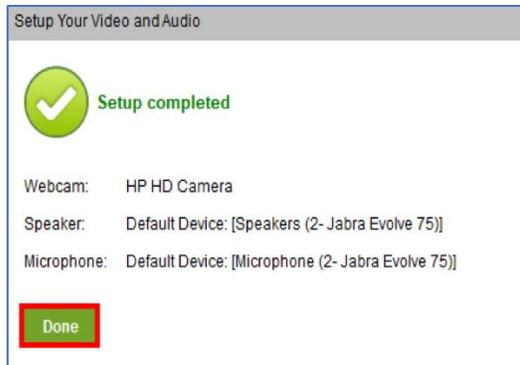
17. The system will play a test sound.
- If you hear the tune, click **Yes**.
 - If you do not hear the tune, click no for troubleshooting steps.



18. 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.



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



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

