



# Patient Smart Phone Instructions (Android)

## Smart Phone VSee Clinic Installation and Visit (Android)

### Section One

1. Download VSee Clinic before the first appointment – **Highly recommended** – Figures 1 - 4

### Section Two

2. Welcome email received. **Set password and log into VSee.** – Figures 5 - 7

### Section Three

3. Join the visit. – Figures 8 -15

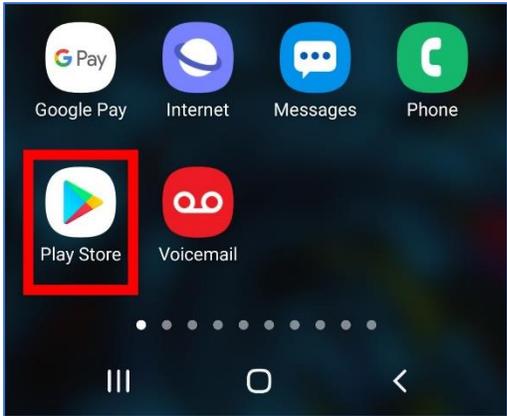
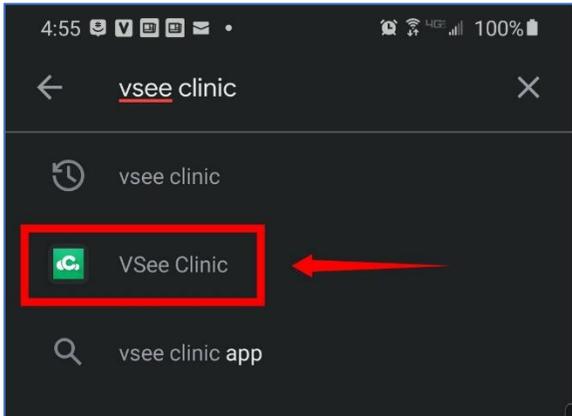
### Section Four

4. Audio/Video Troubleshooting (if needed) – Figures 16 – 23

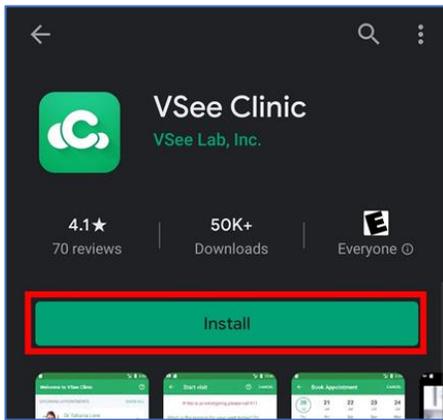
### Need help?

Call the Telemedicine Help Desk at **855-345-3375 (press 4)**

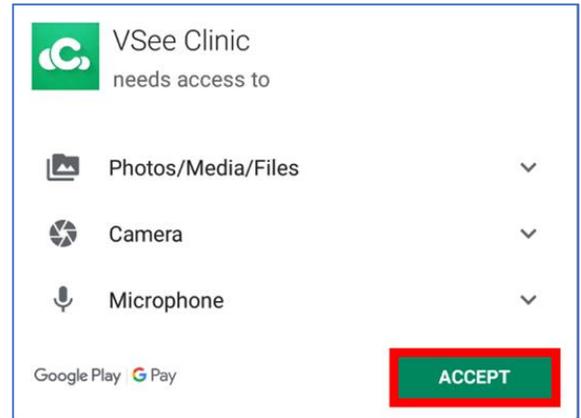
## Detailed Steps

| <p style="text-align: center;"><b>SECTION ONE</b><br/><b>Download VSee Clinic App</b></p>  | <p style="text-align: center;"><b>Download prior to your first appointment –<br/>HIGHLY RECOMMENDED</b></p>   |
|--|---|
| <p>1. From the Home Screen, tap the <b>Play Store</b> app.</p>  | <p>2. Search for <b>VSee Clinic</b> and tap <b>VSee Clinic</b> on the result list.</p>  |

3. Tap the **Install** button to download the app.



4. Tap **Accept** on the access prompt. *This will grant access to the microphone and camera (required for video visit).*

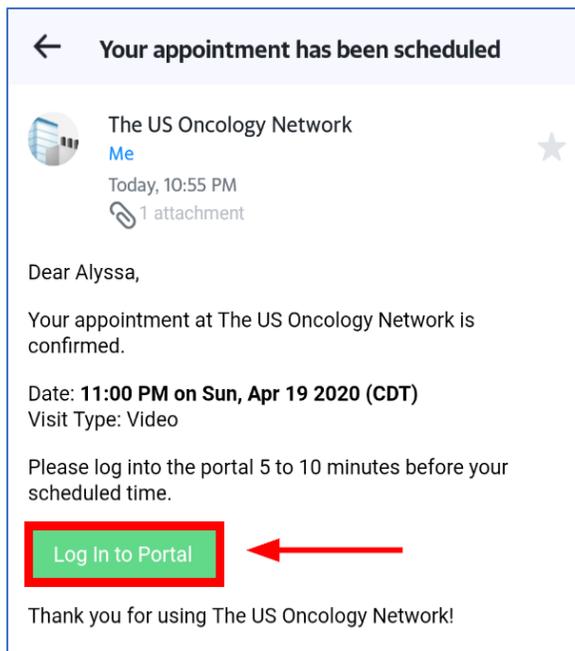


## SECTION TWO

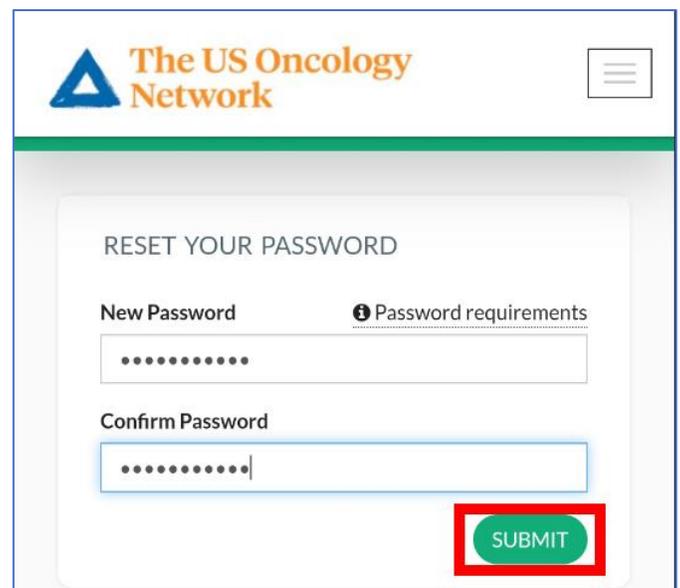
### Set VSee Password

### New Users: Set VSee Password prior to your first appointment day/time – HIGHLY RECOMMENDED

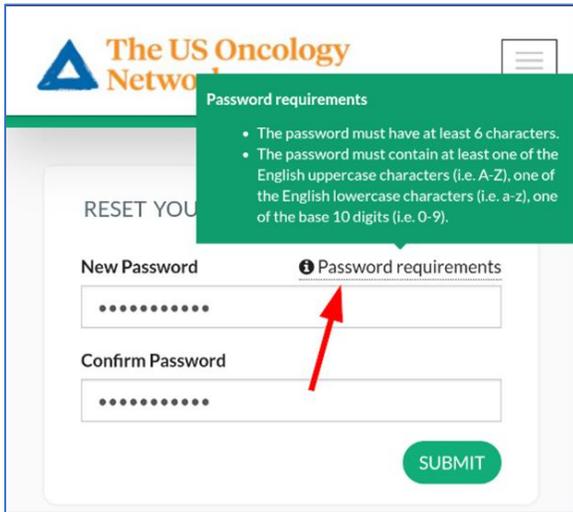
5. Open the appointment confirmation email is received from the practice and tap the green **Log In to Portal** button.



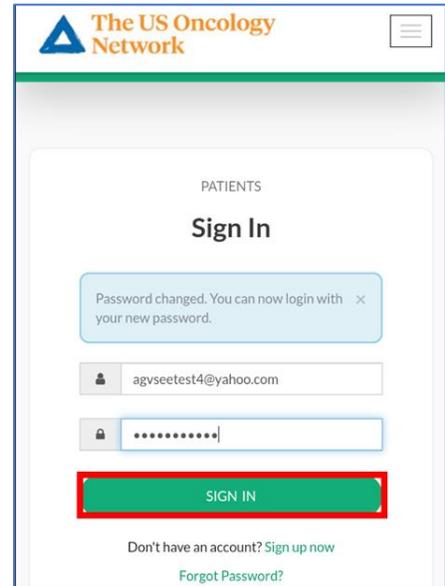
6. You will be directed to the **Reset Password** screen. Enter the desired password in both boxes and tap **Submit**.



**Note:** If you are having difficulty creating a password, please tap the **Password requirements** link for helpful information regarding what is required for passwords.



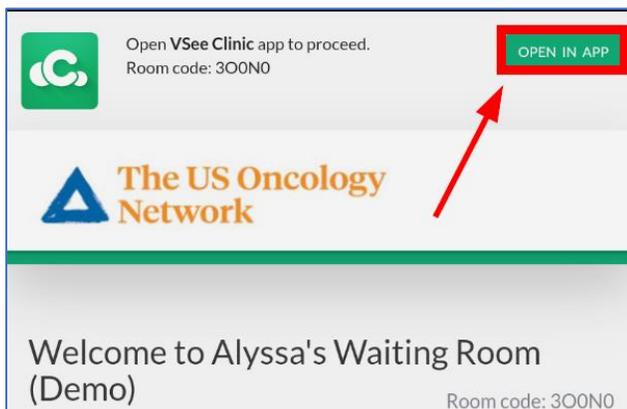
7. You will be prompted to log in after setting the password. Enter your email and the password you just set. Then tap **Sign In**.



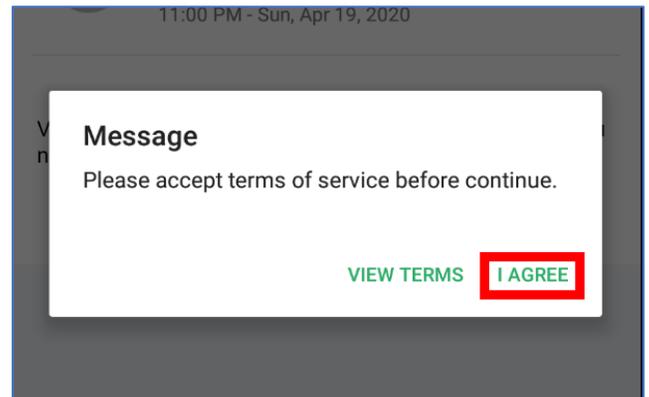
### SECTION THREE

#### Join the Visit

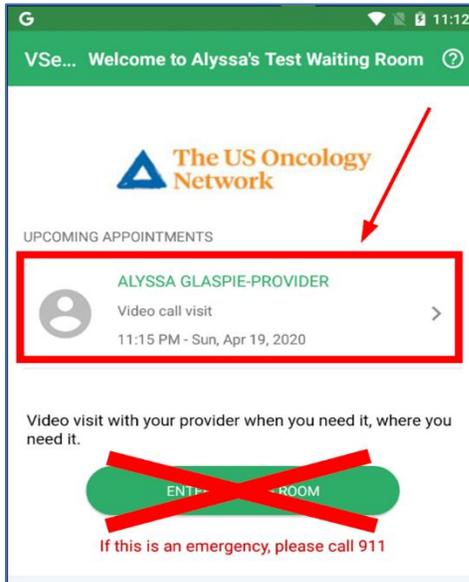
8. Tap the **Open in App** button in the top-right corner.



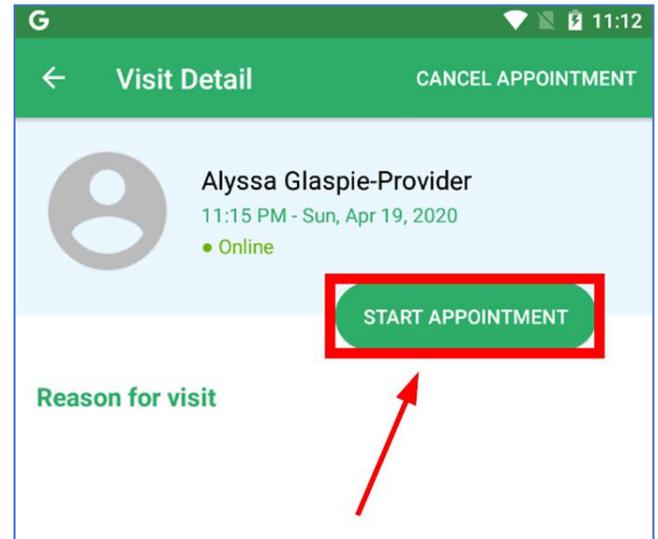
9. Tap **I AGREE** on the terms of service prompt.



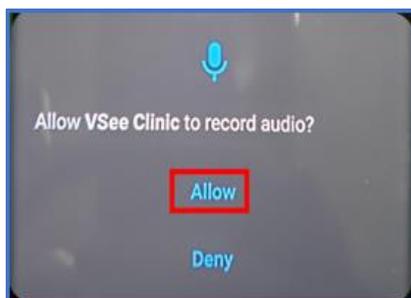
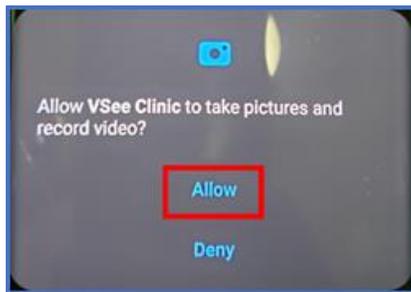
10. Tap on the visit under **Upcoming Appointments**.



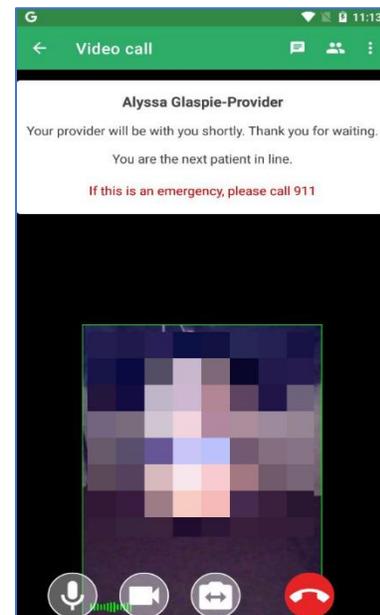
11. Tap the **Start Appointment** button.



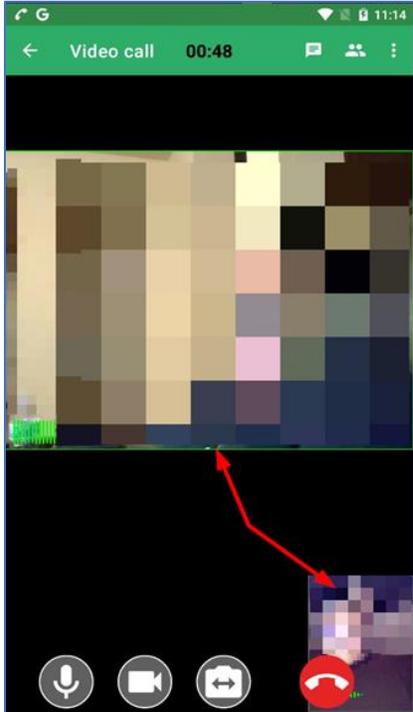
12. If you are prompted for permission to the camera and microphone, please tap **Allow** on both prompts.



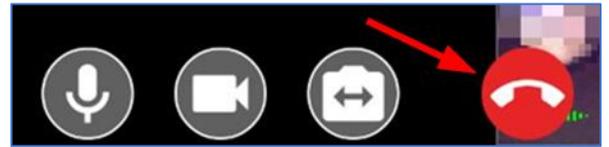
13. You will be connected to the visit and placed in the waiting room until the provider joins the call. You should see a video image of yourself. If you do not, please check the application settings. (Steps 16 - 17)



14. Once the provider joins, you will see their video image as well as your own.



15. When the visit is over, **tap the screen** (icons will appear at the bottom) and then tap the red **Leave Call** button to end the call.



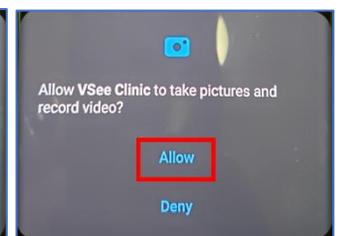
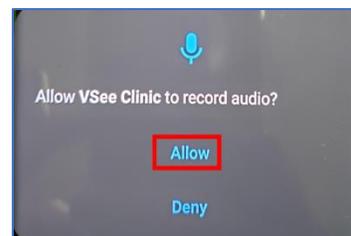
### SECTION FOUR Audio/Video Troubleshooting

16. If the provider cannot hear or see you, please be sure the microphone and/or camera is not muted.

**Tap the screen** (icons will appear at the bottom). Be sure there is no line through the microphone or camera icon.



17. If there are lines through the icons, **tap the icon** to allow permission.

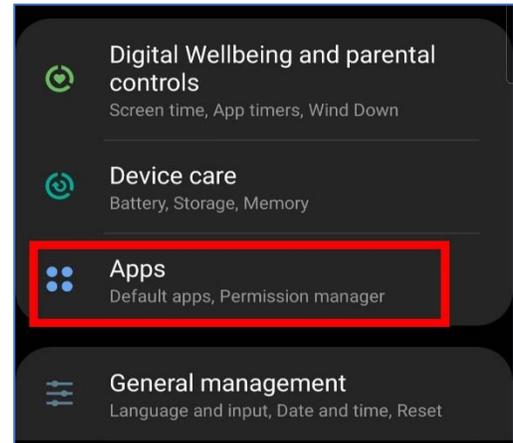


**18.** If you are still unable to update the microphone and camera permissions, please update from the phone settings.

From the home screen, tap **Settings**.



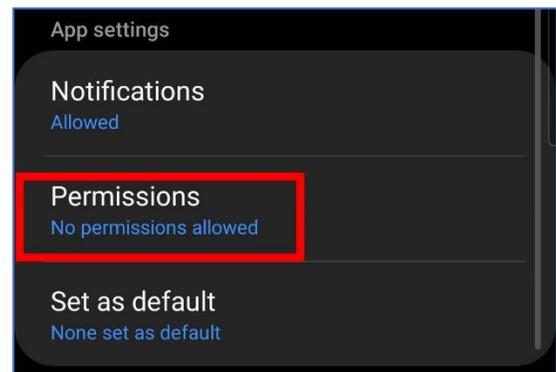
**19.** Tap **Apps**.



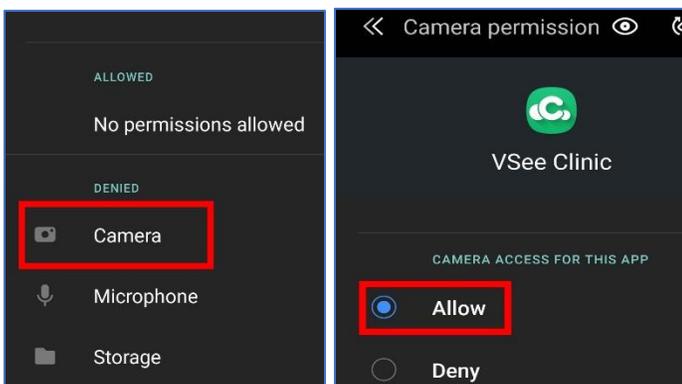
**20.** Tap **VSee Clinic**.



**21.** Tap **Permissions**.



**22.** Tap **Camera** and tap **Allow**.



**23.** Tap **Microphone** and tap **Allow**. Return to the visit.

