Patients Smart Phone Installation Step by Step Instructions

Smart Phone VSee Clinic Installation

1. Downloading App before the first appointment – *Figures 1 through 3*
2. Welcome e-mail received and login to VSee – *Figures 4 through 8*
3. Start Appointment – *Figures 9 through 12*
4. If VSee app has not been downloaded - Creating Password and Sign In – *Figures 13 through 15*
5. Download VSee once signed in – *Figures 16 through 19*
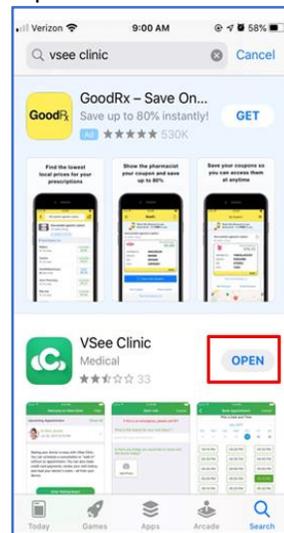6. Start Appointment – *Figures 20 through 25*

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

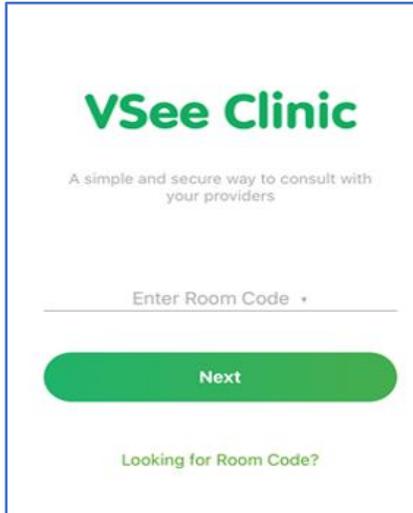# Detailed Steps

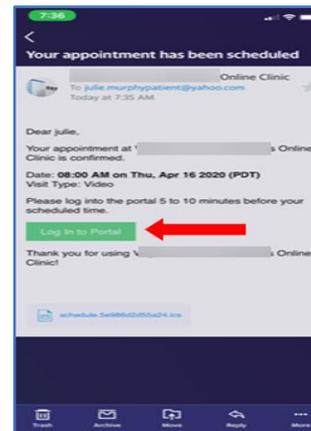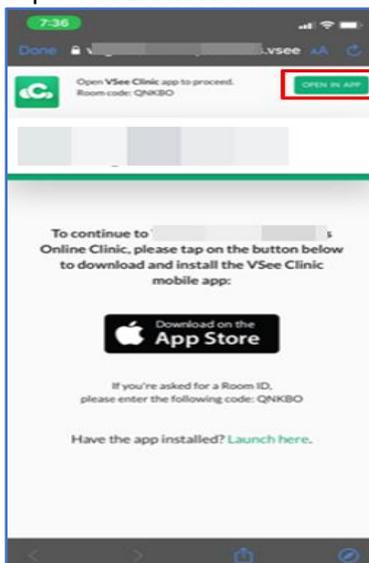|	
1. It is recommended that the patient download the **VSee Clinic** app before their first appointment. Go to the application store on your smart phone and choose **VSee Clinic.** Tap the GET to download the app.	2. Once the VSee Clinic app is downloaded, tap **OPEN**.

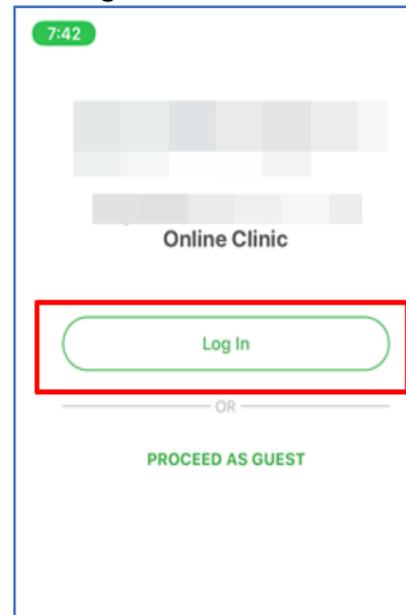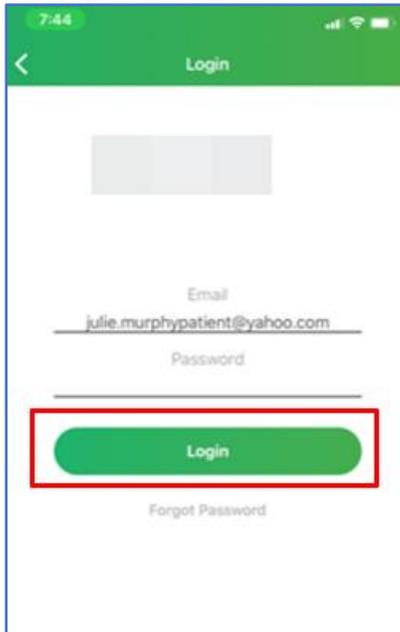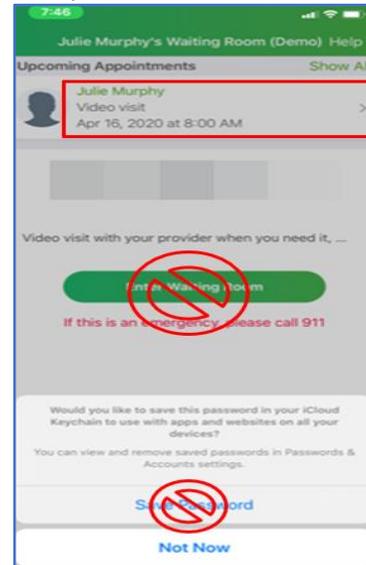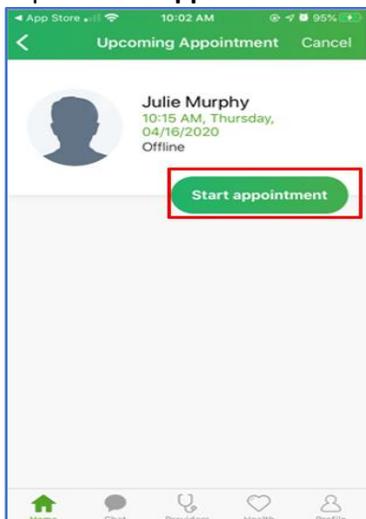| 3. When the **VSee Clinic** app is opened, you will be asked to Enter Room Code. At this point, the app is downloaded and may be closed. 	4. Once the appointment is scheduled by the provider's office, the patient will receive an email confirmation from their practice. On the day of your appointment, 15 minutes prior to your appointment time, tap the **Log in to Portal** link.
5. If you have previously used or installed **VSee Clinic**, you will be given the option to **OPEN IN APP** or install the mobile app. Tap on **OPEN IN APP**. 	6. Click **Log in.**

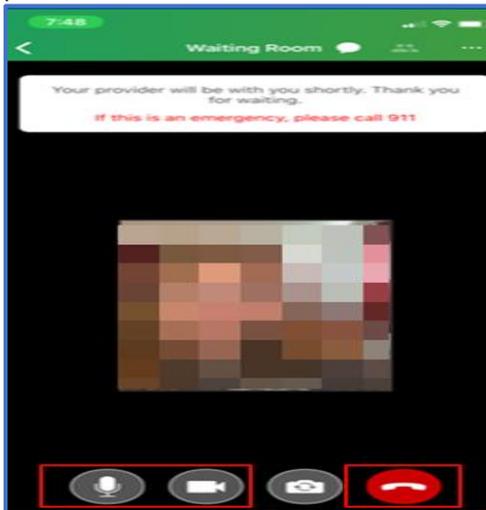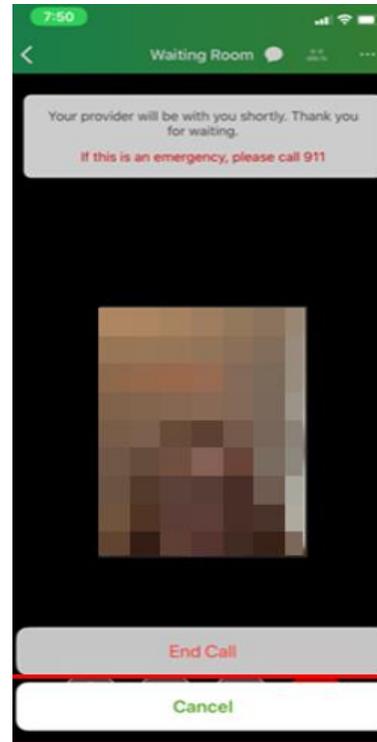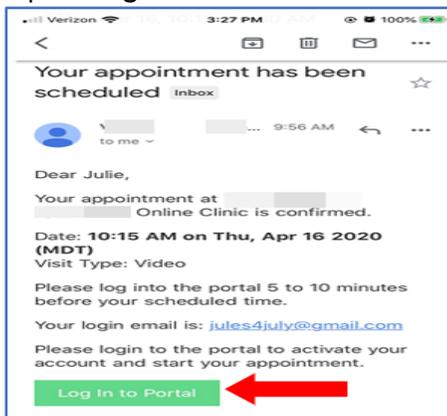| 7. Enter your email address and password. Tap **Login**.	8. **The Upcoming Appointments** screen displays. Tap on the **green arrow**. *DO NOT* to enter the waiting room or save password.
9. Tap on **Start Appointment**.	10. Tap **Enter Waiting Room**.

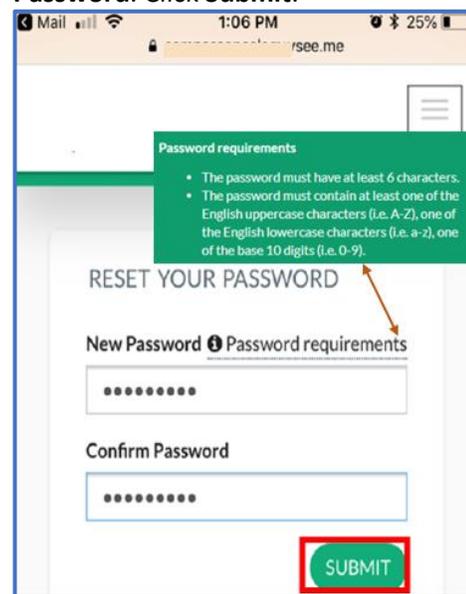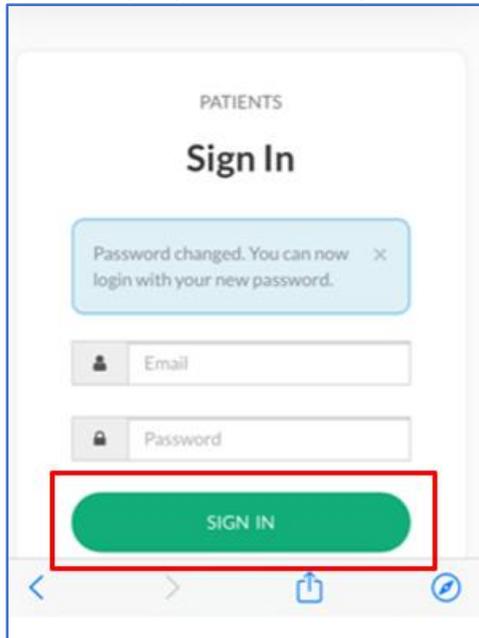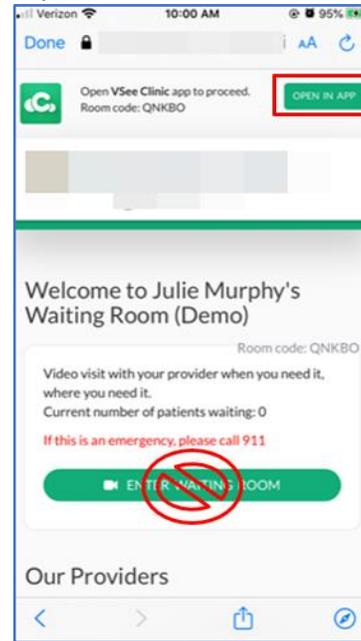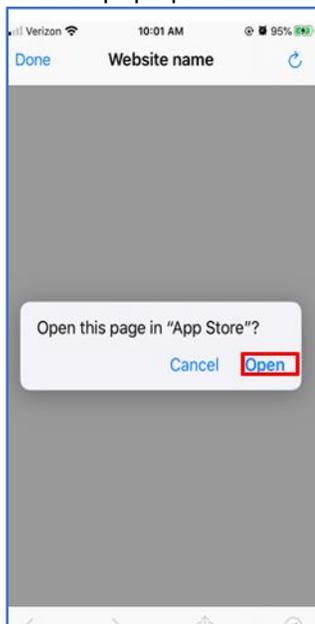| 11. Once in **Waiting Room,** the patient will see their video image and a notice that the provider will be there shortly. Once the provider joins, the patient will hear and see the provider on the screen. They can **Mute** their audio or **Pause** their video with the icons at the bottom of the screen. The red phone icon will disconnect the call but usually the provider ends the call.	12. If the patient taps the hang up icon in error, they can tap **Cancel** and reenter the call.
13. *If you have not downloaded the VSee Clinic app,* you will still receive a confirmation email once the appointment is scheduled by the provider's office. On the day of your appointment, 15 minutes prior to your appointment time, tap the **Log in to Portal** link.	14. The **Reset Your Password** screen displays. Tap on **Password requirements**. Enter **New Password** and **Confirm Password**. Click **Submit**.

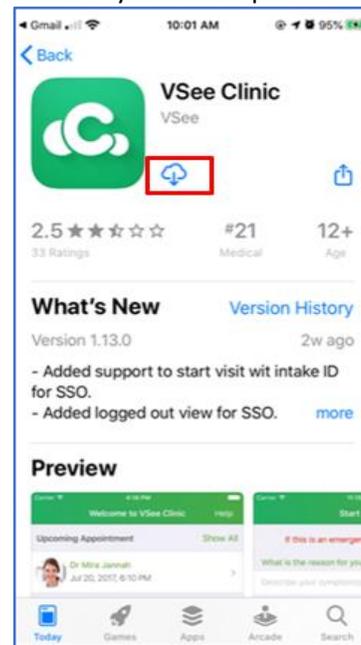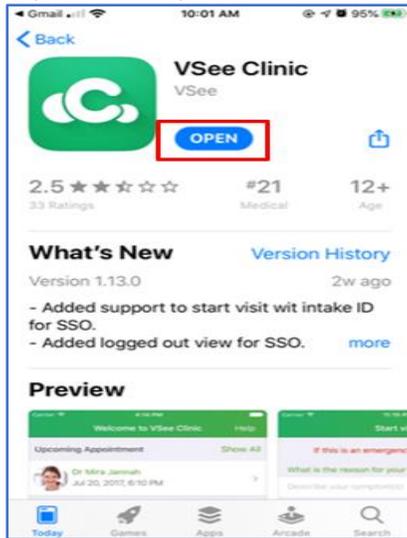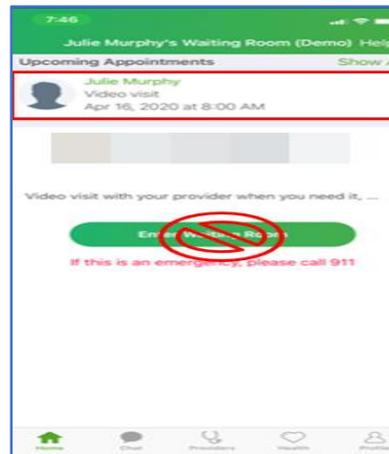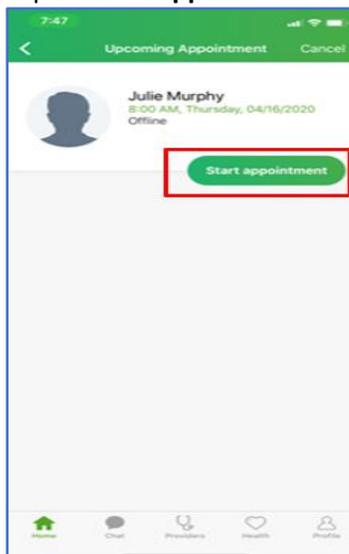| 15. Enter your email address, and the password you just created. Tap **SIGN IN**.	16. Once logged in, you will be prompted to **OPEN IN APP** or **ENTER WAITING ROOM**. Tap **OPEN IN APP.**
17. Click **Open**, in the **Open this page in "App Store"?** pop up box.	18. Tap the **cloud icon** to download **VSee Clinic** to your smart phone.

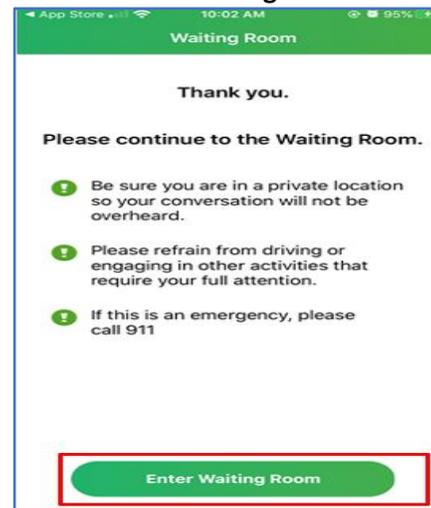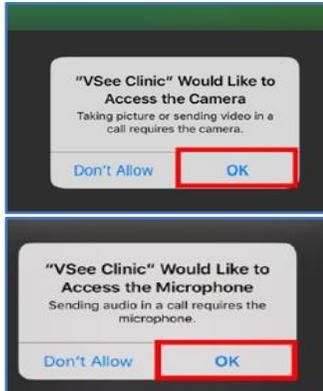| 19. Tap **OPEN** to open the **VSee Clinic** app.	20. The patient's appointment information displays. Tap on the green arrow to the right of the appointment information. ***Do not tap Enter Waiting Room.***
21. Tap on **Start appointment**.	22. Click on **Enter Waiting Room**.

23. Tap **OK** to allow **VSee Clinic** access to the **Camera** on your phone. Tap **OK** to allow **VSee Clinic** to access your **Microphone**.

"VSee Clinic" Would Like to Access the Camera
Taking picture or sending video in a call requires the camera.

Don't Allow   OK

"VSee Clinic" Would Like to Access the Microphone
Sending audio in a call requires the microphone.

Don't Allow   OK

24. Once in the **Waiting Room**, the patient will see their video image and a notice that the provider will be with the patient shortly. Once the provider joins, they 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.

Waiting Room

Your provider will be with you shortly. Thank you for waiting.

If this is an emergency, please call 911

25. If the patient does tap the hang up icon by mistake, they can tap **Cancel** to reenter the call. If the call is actually over, they can tap **End Call** to hang up.