

## For Patients

### WHAT YOU NEED

To enjoy the best experience on VSee, make sure you have:

- High-speed Internet access
- Bandwidth of 150 kbps (500 kbps is best)
- Webcam or built-in camera
- Microphone and speakers

### BROWSER

Make sure you are using a supported browser. VSee works on:

- [Microsoft Internet Explorer \(9.0 or later\)](#) - flash player must be installed
- [Mozilla Firefox \(latest version\)](#) - except iOS and Android
- [Safari \(latest version\)](#) – please don't use private mode
- [Google Chrome \(latest version\)](#)
- [Internet Browser](#) - default browser on some Android devices

Also, in your settings, turn on:

- JavaScript
- Cookies

### TO GET STARTED

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

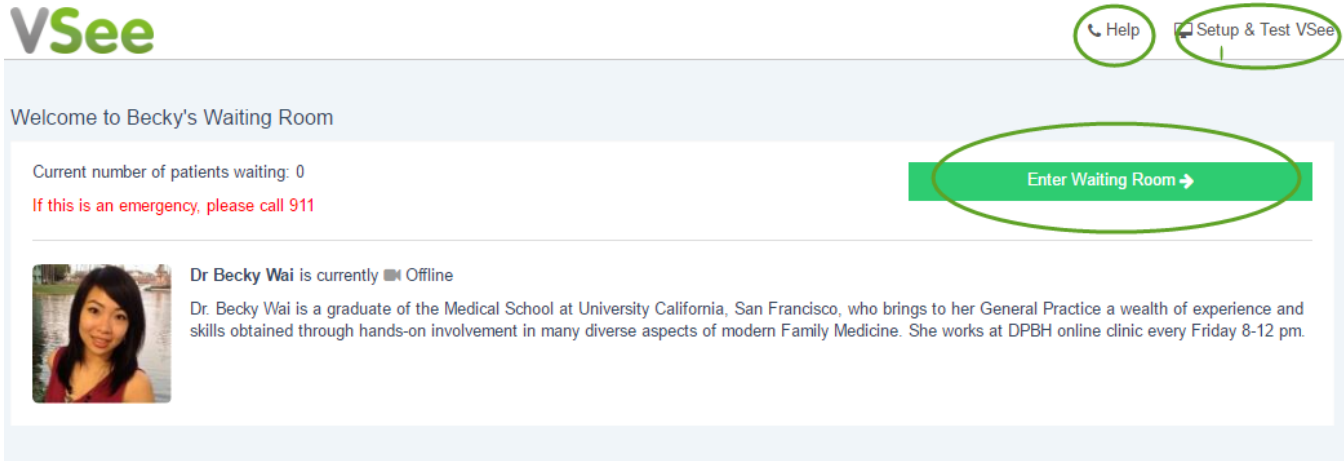
These programs can interfere with VSee.

### DOCUMENT VERSION

v1.1 Mar 2017

1. Go to the clinic web address and click **Enter Waiting Room**.

For first time users: If you haven't installed vsee yet, click **Setup & Test VSee**  
VSee support information: Click **Help**



2. Enter your **First name, Last name** and **Reason for Visit (optional)**. You can also upload files to show to your provider.

What is your health concern today? ✕

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**Firstname**

**Lastname**

**Reason for visit (optional)**

**Upload**

Drag and Drop files here

Or [Click Here](#) to browse files

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**Continue >**

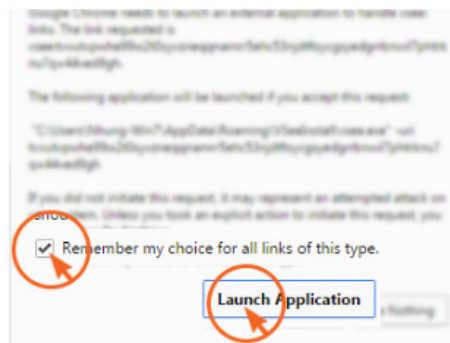
- When you are ready to see your provider, click **Continue**. This will launch the videocall with your provider and notify him that you entered the waiting room.

### Launching VSee Clinic Video Application



If prompted, click **Launch Application** to launch VSee.

Check **Remember my choice for all links of this type** so you will get into the session quicker in the future.

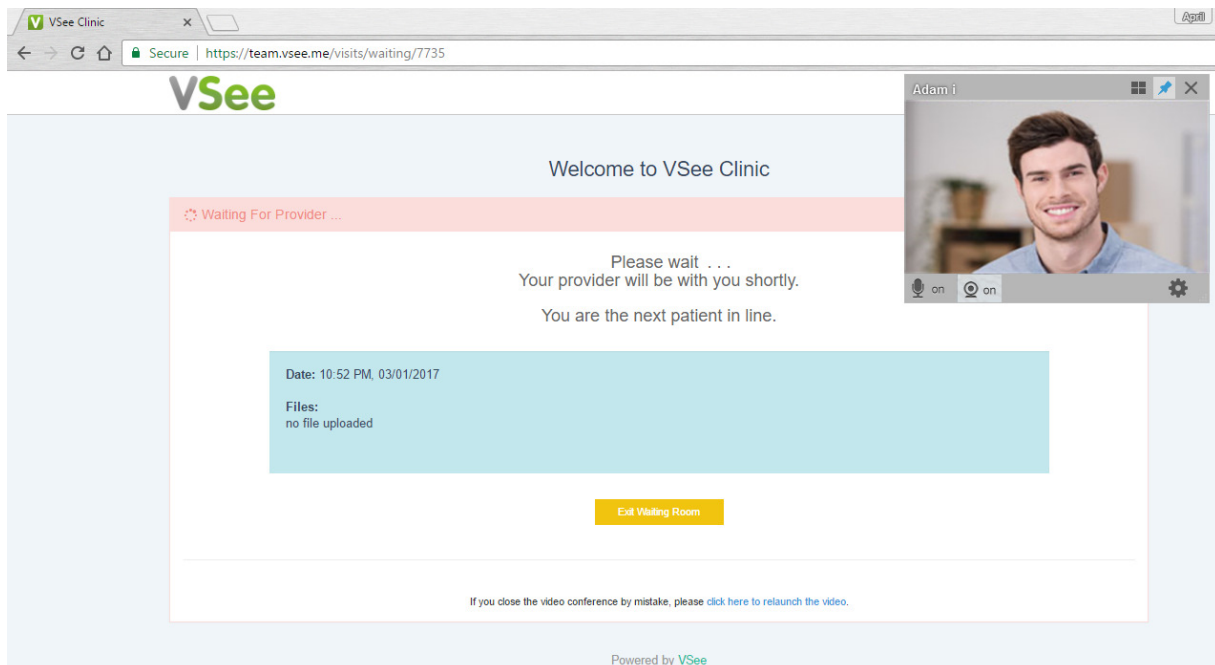


Is VSee not launching for you?

If this is your first visit, [click here to install VSee](#).

After you have installed VSee, come back to this page and [click here to continue](#).

- Your provider should be with you shortly.



5. When the visit ends, enter your email address in the subsequent window to receive the summary of your visit. Click **End Visit**.

You will only receive an email if your provider indicated notes and gave special instructions for you.

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Visit Ended

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The video session for your visit has ended.  
If you closed your video window by mistake, please [click here to relaunch it](#).

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If you would like to receive the summary of your visit,  
please provide a valid email below.

**End Visit**

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