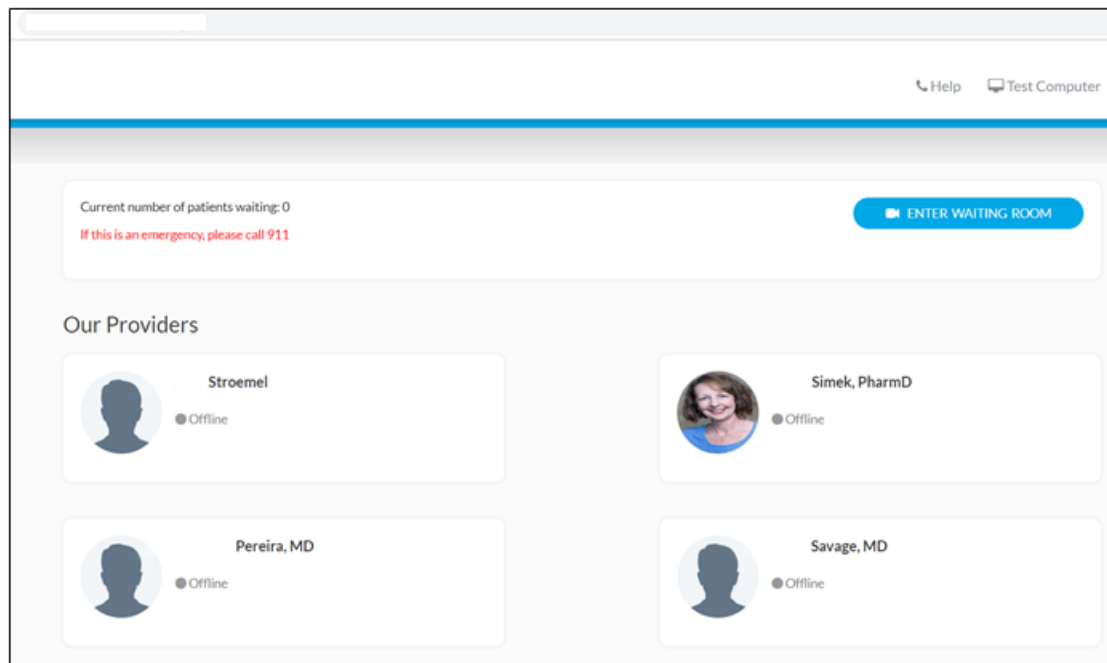


Video Visits: Guide for Computer

We recommend using VSee on the latest version of Microsoft Internet Explorer, Mozilla Firefox, Safari, or Google Chrome.

To get started, close all other video conferencing programs that can interfere with VSee, such as WebEx or Skype.

1. Enter the unique web address for your clinic 10 minutes prior to your appointment start time and click “ENTER WAITING ROOM”



2. Enter your name, check the consent box, and click “CONTINUE”

WHAT IS YOUR HEALTH CONCERN TODAY? ✕

First Name * **Last Name ***

Date of birth *

Month Day Year

Phone *

Chief Complaint (optional)

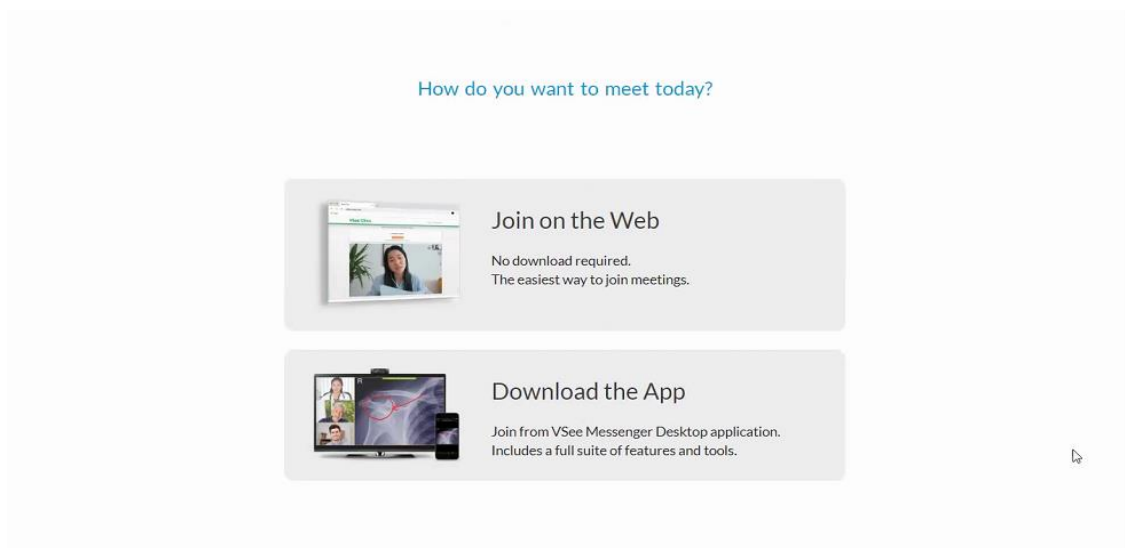
Is this your first visit with us? *

Yes No

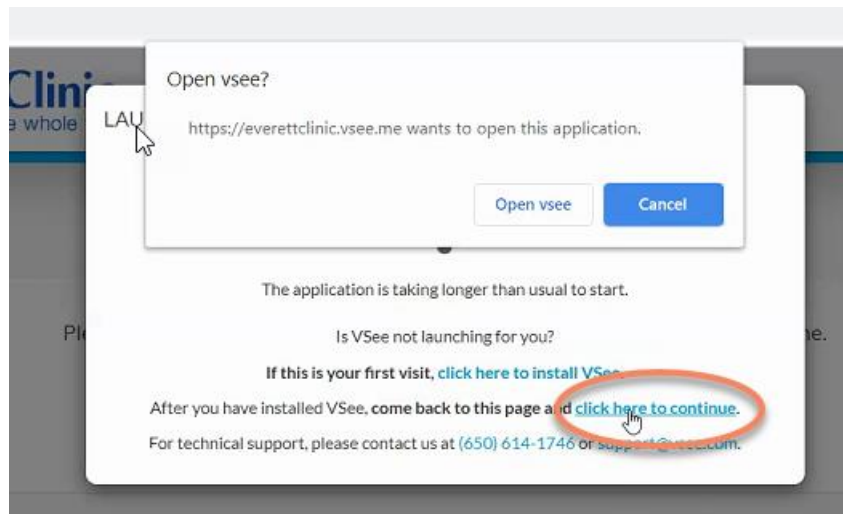
I give my consent to participate in this Telemedicine Consultation. *

CONTINUE >

3. You will enter a new screen, “How do you want to meet today?”
- a. To enter by web, click Join on the Web
 - b. To enter by app, click download the App

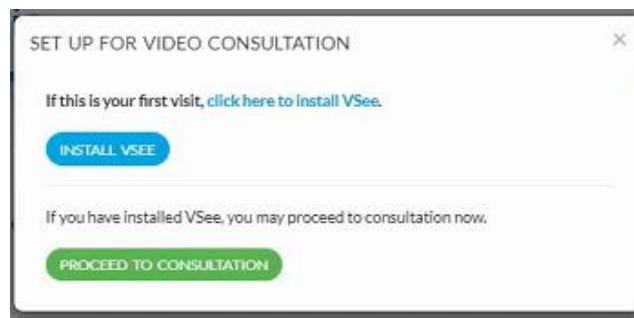


4. You will be prompted to open VSee. If you have previously installed VSee please click “Click Here to Continue”.

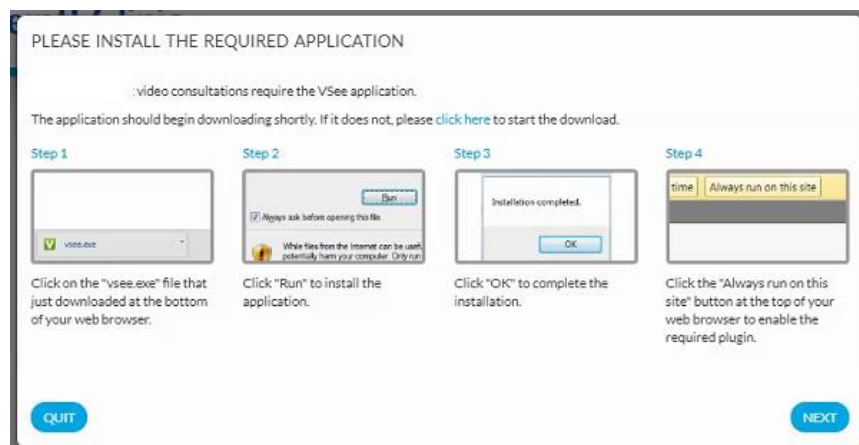


For first time users:

- a. Click “Click here to install VSee”.



- b. Follow the prompts to install the application, test your webcam, sound, and microphone



CHECK YOUR AUDIO AND VIDEO SETTINGS

Click on the **Start Test** button below to test your audio and video equipment.

Note: You may be prompted to allow an "External Protocol Request". If so, please follow the steps below.


Steps for External Protocol Request

Remember my choice for all links of this type.

Launch Application

1. Check the box next to "Remember my choice for all links of this type"
2. Click on the "Launch Application" button.

START TEST



If prompted, click **Open VSee** to launch VSee.

Check **Remember my choice for VSee links** so you will get into the visit quicker in the future.

Open vsee?

remember my choice for vsee links

Open vsee Cancel

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](#).

For technical support, please contact us at [\(650\) 614-1746](tel:6506141746) or support@vsee.com.

1 Download & Install	2 Audio & Video Setup
<p>To see your provider online, you need to install VSee, a video application.</p> <p>You'll need to install VSee before your session can begin. Installation is easy and takes about a minute.</p> <p>Have you installed VSee?</p> <p>Install VSee I have VSee, test now</p>	

To see your provider online, you need to install VSee, a video application.

You'll need to install VSee before your session can begin. Installation is easy and takes about a minute.

Have you installed VSee?

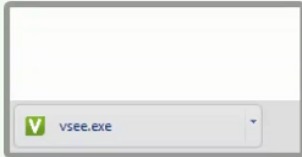
Install VSee

[I have VSee, test now](#)

Installation Instructions

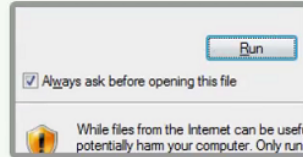
Please follow the following instructions to download and install VSee.

Step 1



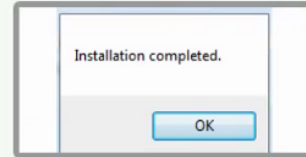
Click on the "vsee.exe" file that just downloaded at the bottom of your web browser.

Step 2



Click "Run" to install the application.

Step 3

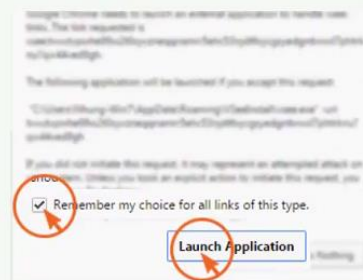


Click "OK" to complete the installation.

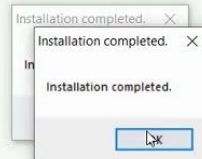
If you have any technical issue, please visit our [FAQ page](#)

Setup Instructions

1 If prompted, check **Remember my choice for all links of this type** then click **Launch Application**.



2 Verify your video is working properly, then click **OK**



[Back](#)

[Close](#)

1 Download & Install 2 Audio & Video Setup

You will need a webcam and a microphone or headset for your video conference.

Run Audio & Video Setup

You may be prompted with some security warnings. Please proceed if prompted.

[Run Audio & Video Setup](#)

Setup Instructions

1 If prompted, check **Remember my choice for all links of this type** then click **Launch Application**.

Google Chrome needs to launch an external application to transfer your files. This link requested to `chrome://setup/vsee.com`. The following application will be searched if you accept this request:

`"C:\Users\jlong\AppData\Local\Google\Chrome\Application\chrome.exe" --url="chrome://setup/vsee.com"`

If you did not initiate this request, it may represent an attempted attack on your device. Unless you took an explicit action to initiate this request, you should not click on this link.

Remember my choice for all links of this type.

[Launch Application](#) Nothing

Open vsee?

<https://setup.vsee.com> wants to open this application.


[Open vsee](#) [Cancel](#)

Setup Your Video and Audio

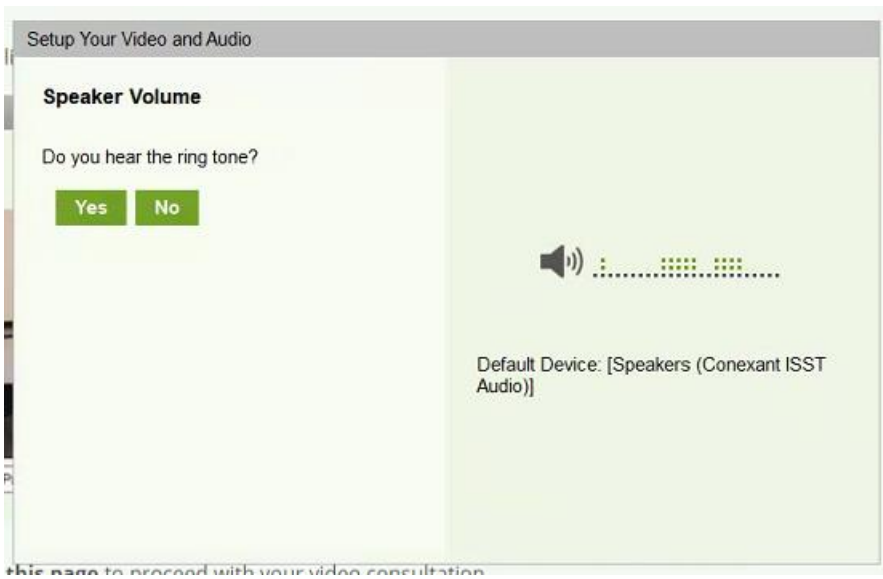
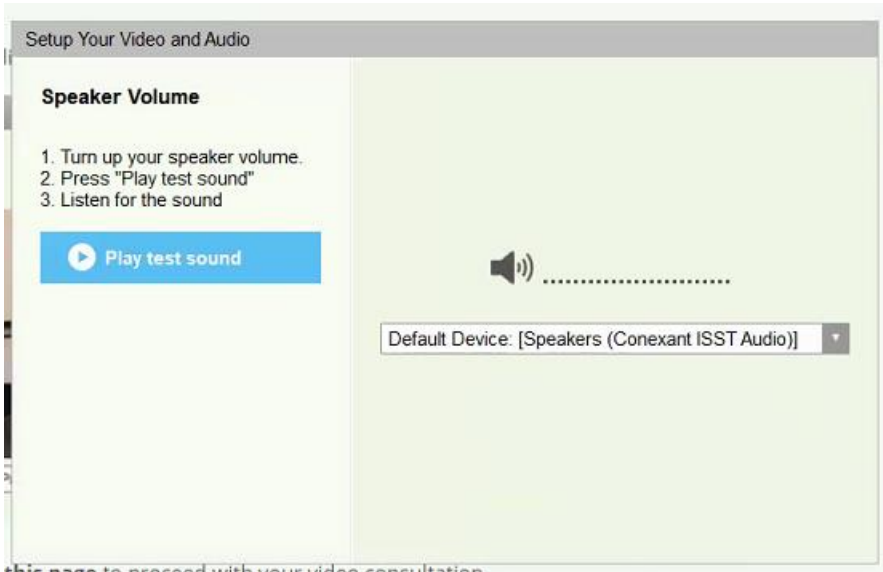
Setup your webcam

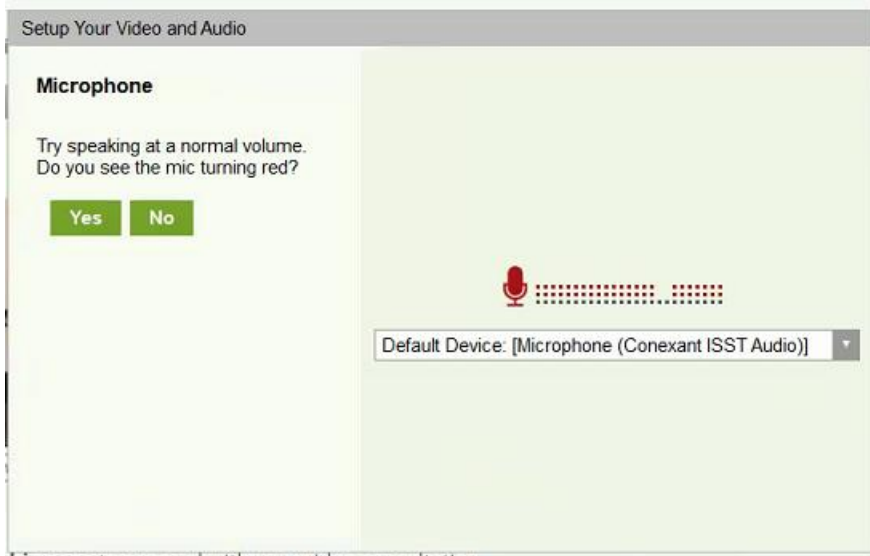
Do you see yourself?

[Yes](#) [No](#)

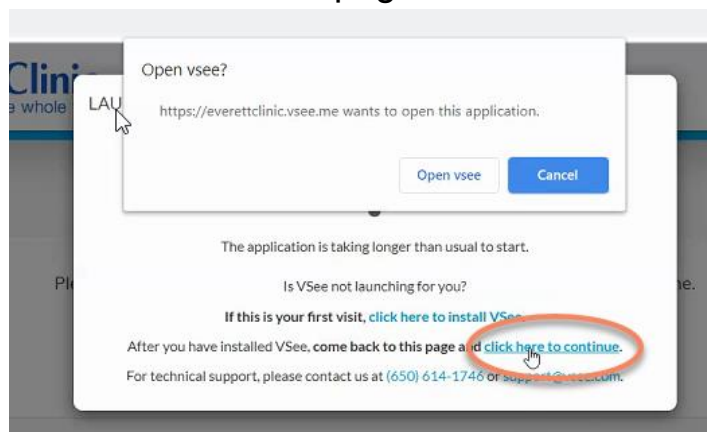


USB Video Device





c. You will be returned to the VSee page and click “Click here to continue.”



5. Accept the Privacy and Terms. Click “I Agree.”

Privacy and Terms

To create a VSee Account, you will agree to our [Terms of Service](#) and [Privacy Policy](#) by clicking the button below.

Here are the important things to know about our [Privacy Policy](#) :

Data we store when you use VSee products.

- When you set up a VSee Account, we store the account information you supply including name, email address and other data you provide.
- When you use your VSee Account we store your instant messages, usage history, and crash analysis data.
- For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic application.
- For VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.

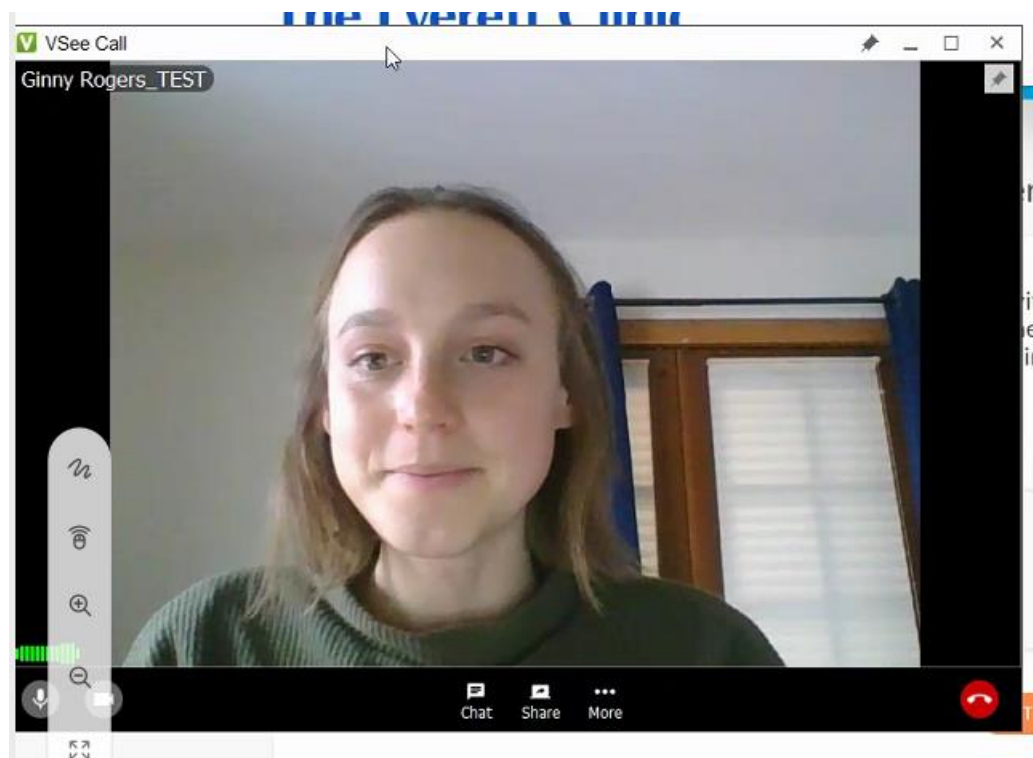
Why VSee stores this data.

- Enable our products to work as intended.
- Improve and identify problems in our software.
- Communicate to our users about VSee and telemedicine.
- Allow providers to assist their VSee Clinic users.
- Ensure HIPAA compliance with respect to auditing and archiving of data.

How to control your data.

- VSee users can request that VSee delete all or some of their personal information by contacting privacy@vsee.com.
- Questions about our policies and handling of your data can also be directed to privacy@vsee.com.

6. The video call will launch. Your provider will join the visit shortly.



7. When your visit is complete, please click Exit Waiting Room

