

# Patient User Guide for Desktop Computers

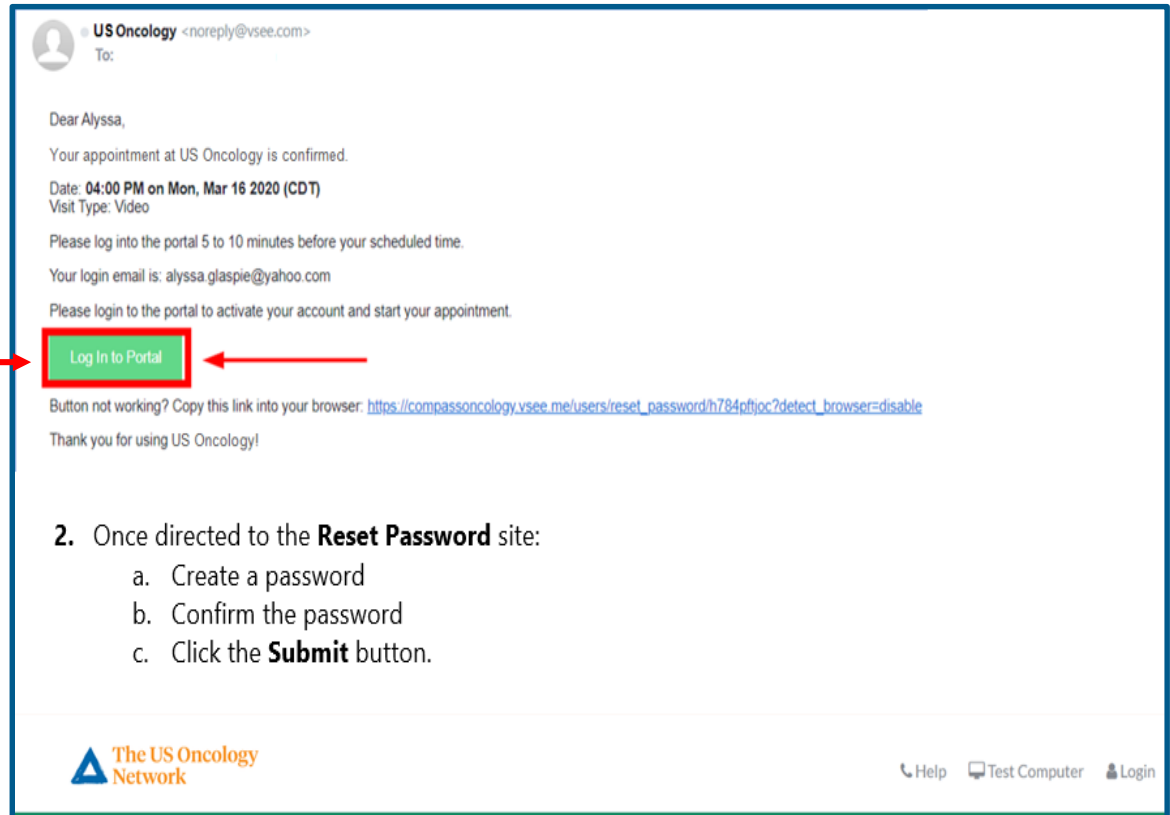
## **Purpose Statement:**

VSee Patient Set Up for Desktop Computers.

# VSee Patient Set Up for Desktop Computers

Once an appointment is scheduled in VSee by an MA or Scheduler in the practice, the patient will receive an email confirmation.

Click **Log in to Portal**.



# VSee Patient Set Up for Desktop Computers

Once the patient is directed to the Reset Password page, they will do the following:

- Create a New Password
- Confirm Password
- Click Submit

**Note:**

*Hover the mouse over “**Password requirements**” to ensure your password meets the standard requirements.*

The screenshot displays the 'RESET YOUR PASSWORD' interface. At the top, the 'The US Oncology Network' logo is on the left, and 'Help', 'Test Computer', and 'Login' links are on the right. The main form contains two input fields: 'New Password' and 'Confirm Password'. A red arrow points to the 'New Password' field with the instruction '1. Create a New Password'. Another red arrow points to the 'Confirm Password' field with the instruction '2. Re-enter the password'. A third red arrow points to the 'SUBMIT' button with the instruction '3. Click Submit'. A red box highlights the 'Password requirements' link next to the 'New Password' field. Below the form, a green box titled 'Password requirements' lists the following rules:

- The password must have at least 6 characters.
- The password must contain at least one of the English uppercase characters (i.e. A-Z), one of the English lowercase characters (i.e. a-z), one of the base 10 digits (i.e. 0-9).

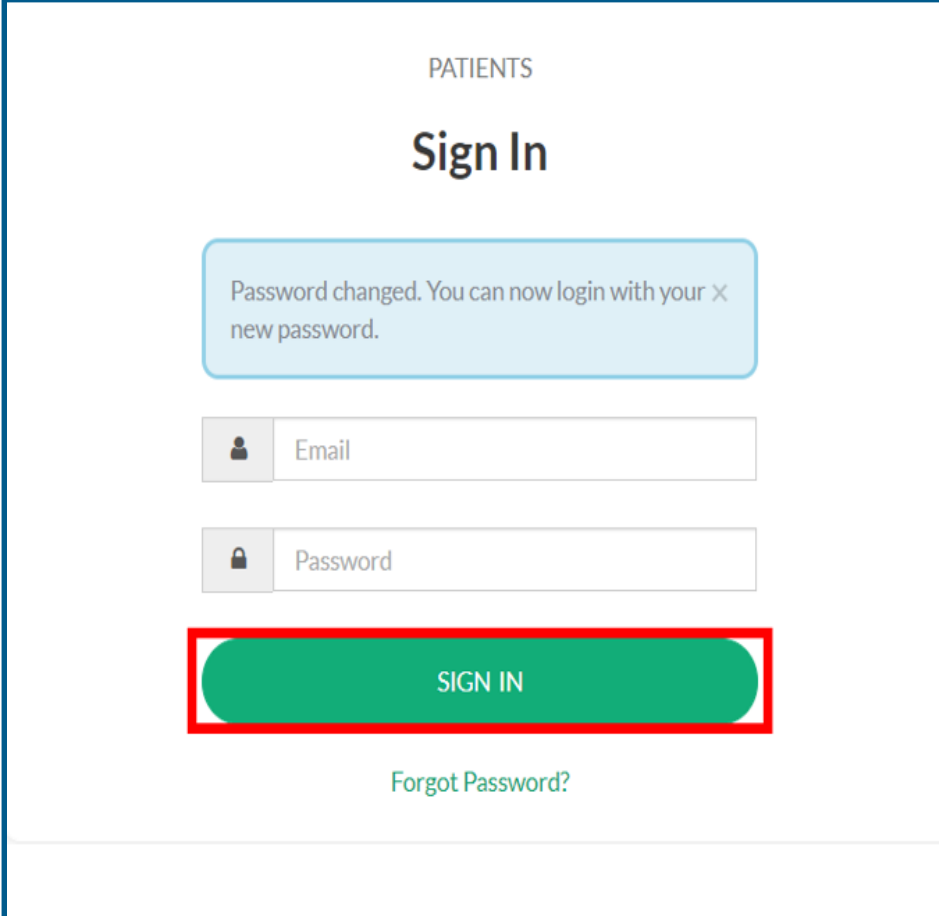


# VSee Patient Set Up for Desktop Computers

Once the password has changed, the patient will be prompted to enter their Email and Password to log onto VSee.

**Note:**

*Once the patient creates a password, they will automatically be brought to this Sign In page for future visits.*



The image shows a web interface for patient sign-in. At the top, the word "PATIENTS" is displayed in a small, grey font. Below it, the title "Sign In" is centered in a large, bold, black font. A light blue rounded rectangular box contains the message: "Password changed. You can now login with your x new password." Below this message are two input fields. The first field has a person icon on the left and the label "Email". The second field has a lock icon on the left and the label "Password". Below these fields is a large, green, rounded rectangular button with the text "SIGN IN" in white, which is highlighted by a red rectangular border. At the bottom of the form, the text "Forgot Password?" is displayed in a green font.



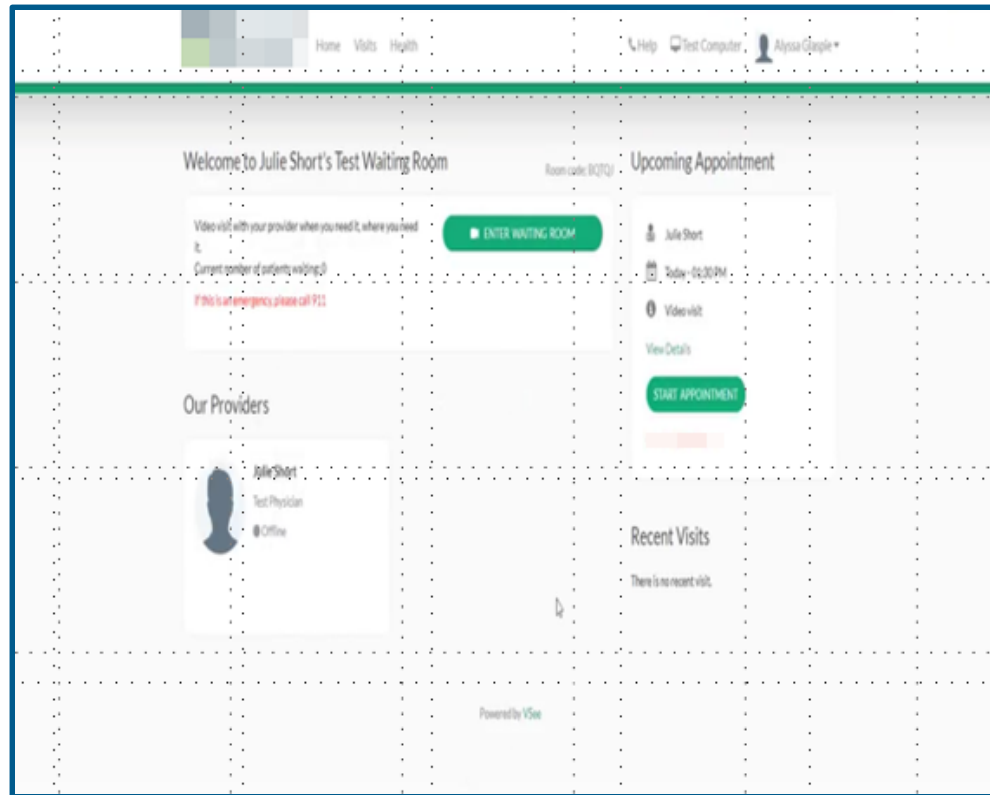
# VSee Patient Set Up for Desktop Computers

The **Welcome** screen will display.

Under **Upcoming Appointment**, the **Provider**, **Date** and **Time**, and the type of visit displays.

The **Visits** tab will show all upcoming appointments and past appointments.

The **Health** tab will display any medical records the patient or the physician upload for a visit.

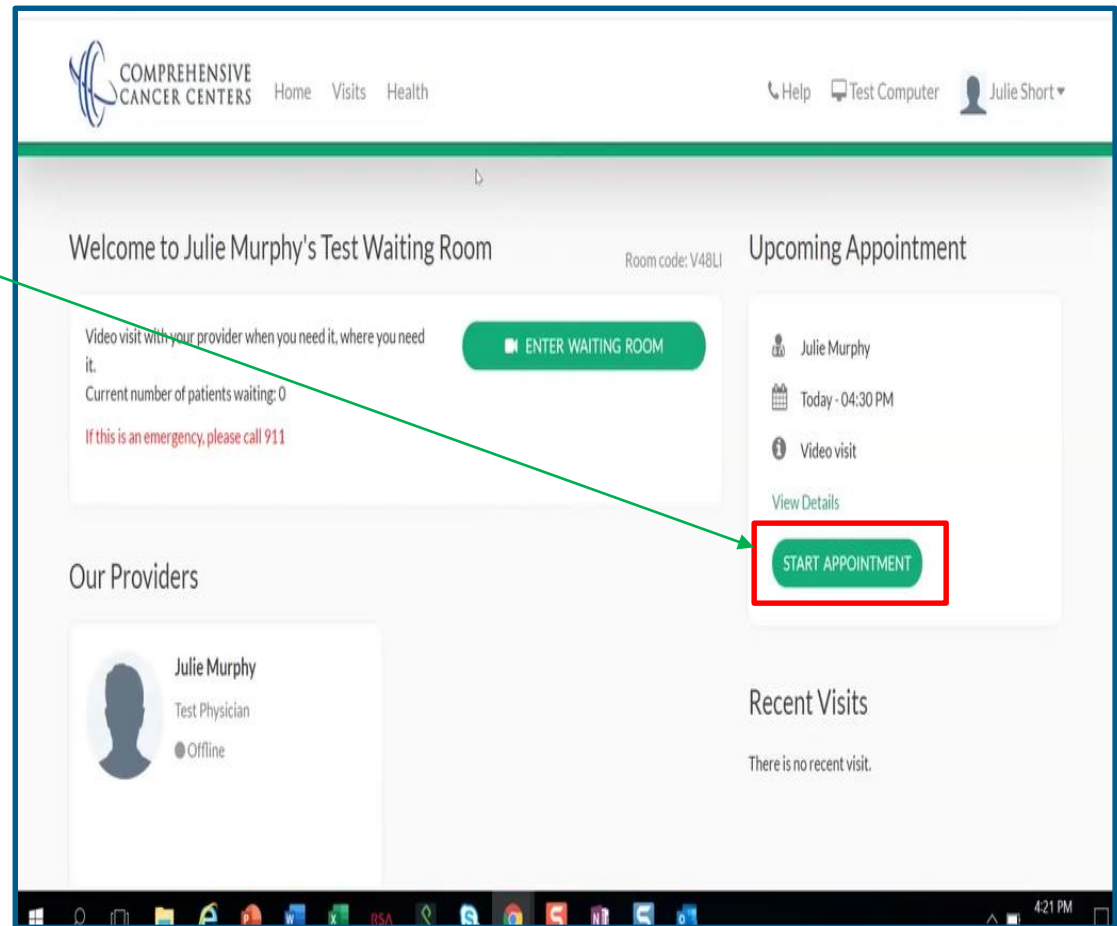


# VSee Patient Set Up for Desktop Computers

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

**Note:**

*Patients can start the appointment up to 15 minutes prior to the appointment time.*



# VSee Patient Set Up for Desktop Computers

When the Health Concern window appears, the patient can add any concerns or relevant files the physician may need to know. (This is optional).

The patient must give consent by checking the box proceeding “**I give my consent to participate in this Telemedicine Consultation**”.

Click **Continue**.

**Note:**

*If the patient doesn't give consent, the MA or the Provider will not be able to begin the appointment.*

WHAT IS YOUR HEALTH CONCERN TODAY?

Chief Complaint (optional)

File upload (health record, labs, or relevant information) (optional)

Drag and Drop files here

Or [Click Here](#) to browse files

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

CONTINUE >



# VSee Patient Set Up for Desktop Computers

If the patient is using VSee for the first time, they will need to click on the **INSTALL VSEE** button.

If the patient has already installed the application from a previous visit, they should click the **Proceed to Consultation** button.

**Note:**

*VSee is working on adding the option for patients to join from the web so that they will not have to download the application in the future. This will be the recommended option for patients to use instead of downloading the application.*

SET UP FOR VIDEO CONSULTATION

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

**INSTALL VSEE** ← Patients: Use on first visit

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If you have installed VSee, you may proceed to consultation now.

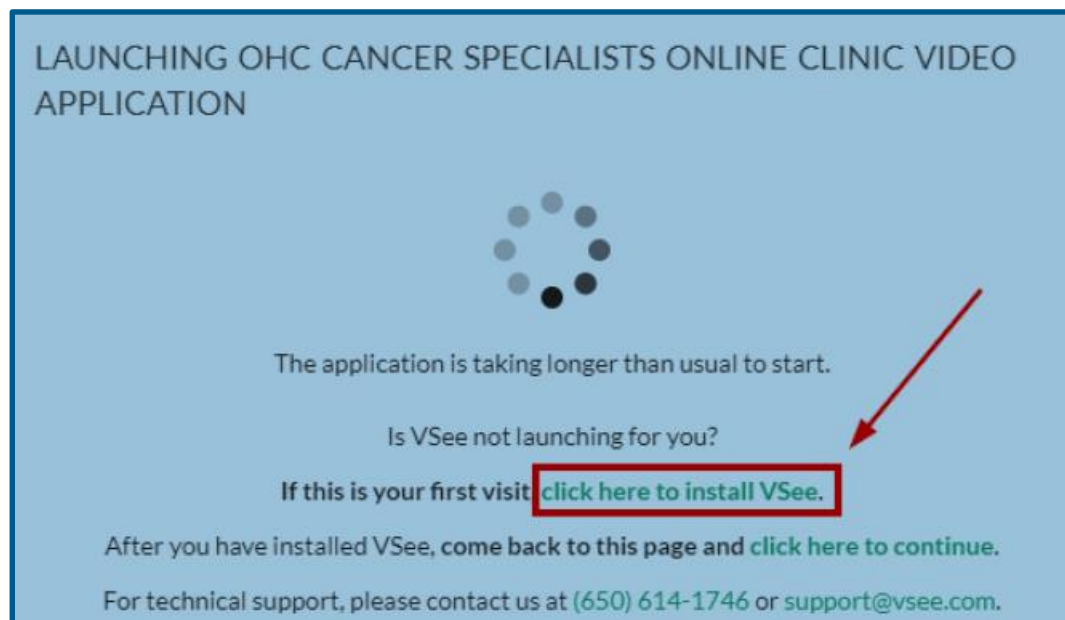
**PROCEED TO CONSULTATION** ← Patients: Use if already installed





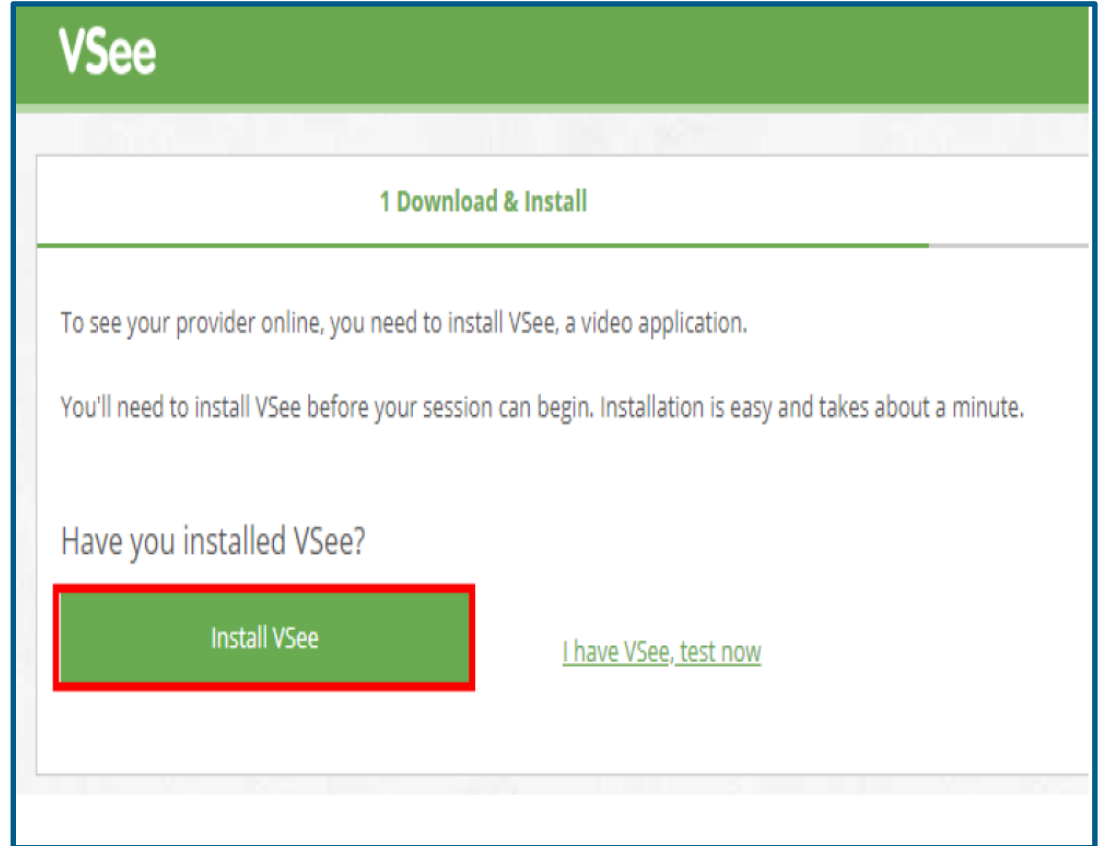
# VSee Patient Set Up for Desktop Computers

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



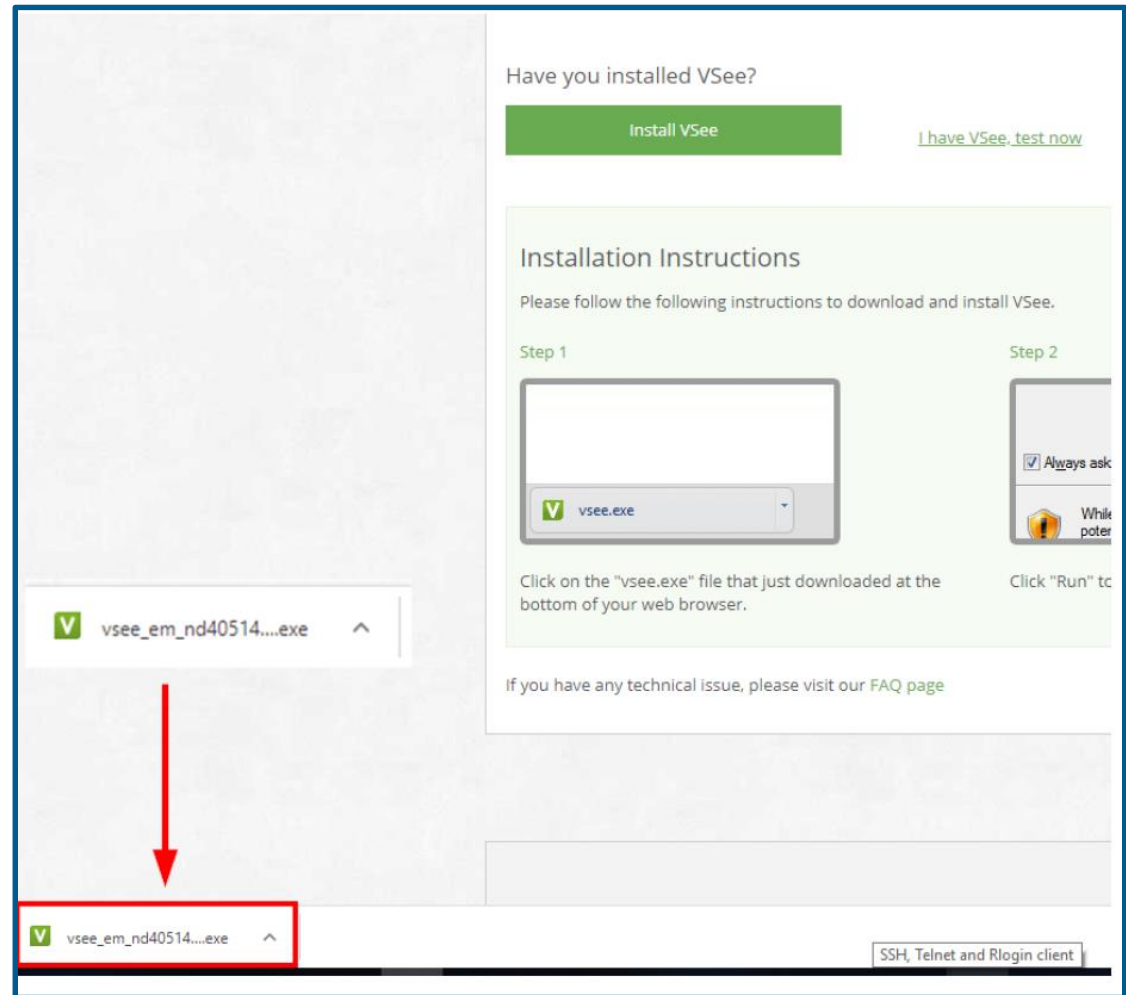
# VSee Patient Set Up for Desktop Computers

Click the **Install VSee** button.



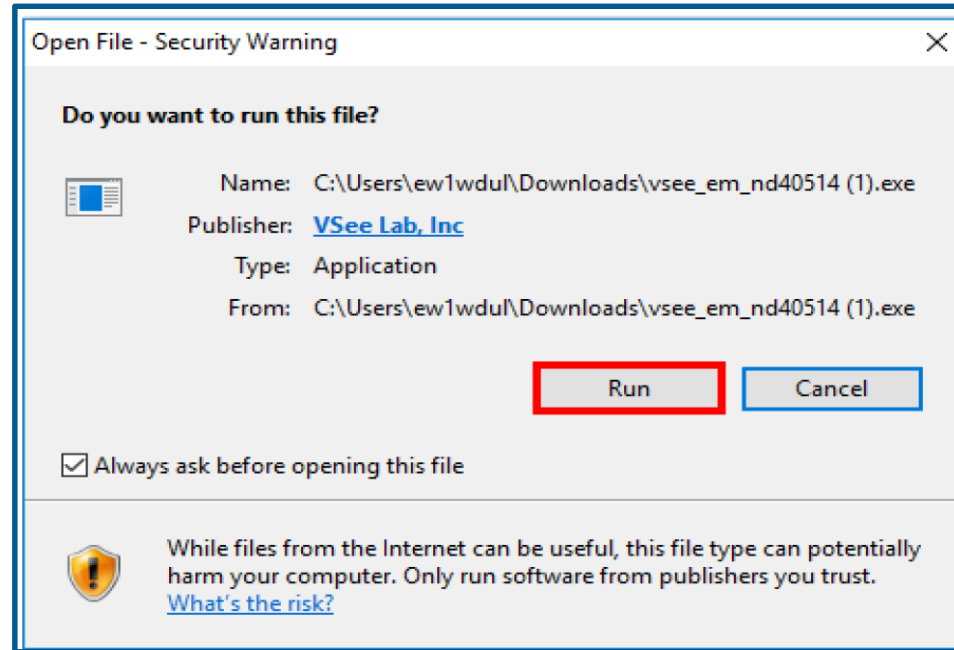
# VSee Patient Set Up for Desktop Computers

Click the **download** (vsee\_em\_nd40514....exe) at the bottom of the web browser once it is complete to begin the installation.

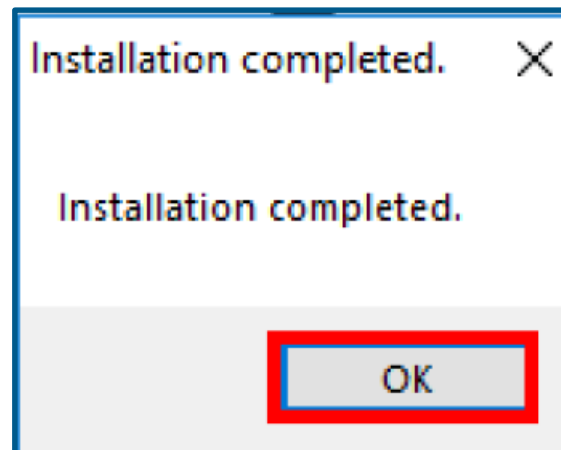


# VSee Patient Set Up for Desktop Computers

Click **Run**.



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




# VSee Patient Set Up for Desktop Computers

You will be returned to the Launching screen.

Click the **click here to continue** hyperlink.

LAUNCHING OHC CANCER SPECIALISTS ONLINE CLINIC VIDEO APPLICATION



The application is taking longer than usual to start.

Is VSee not launching for you?

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

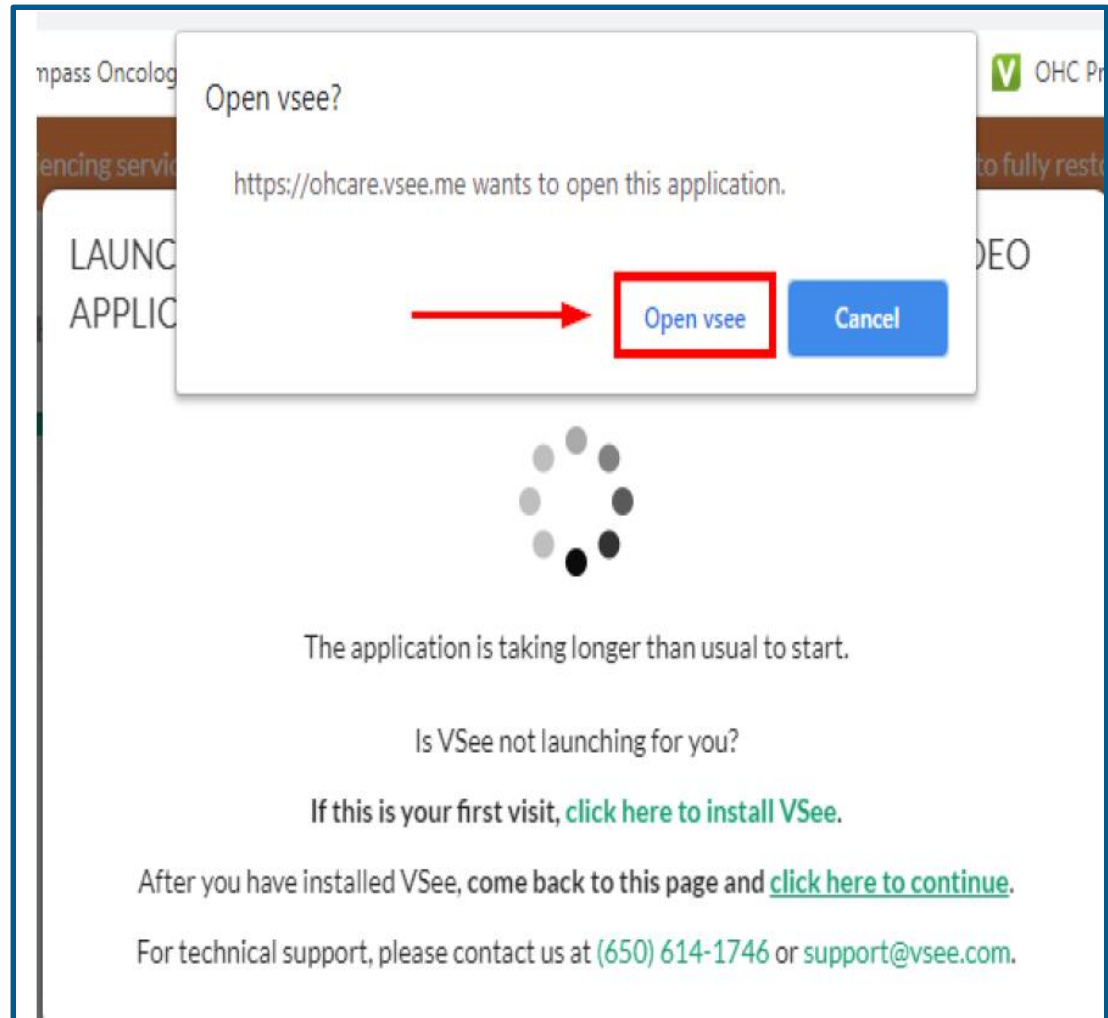
After you have installed VSee, come back to this page and [click here to continue](#).

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



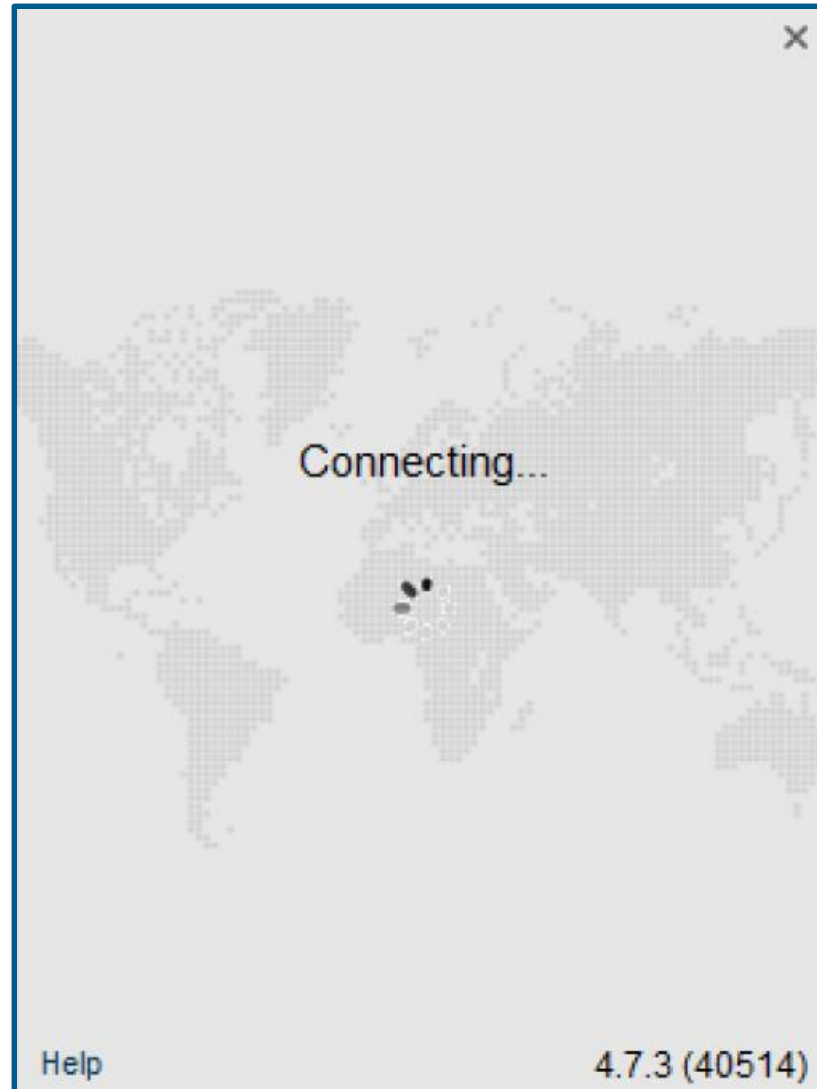
# VSee Patient Set Up for Desktop Computers

Click **Open vsee**.



# VSee Patient Set Up for Desktop Computers

The VSee application will begin **Connecting.**

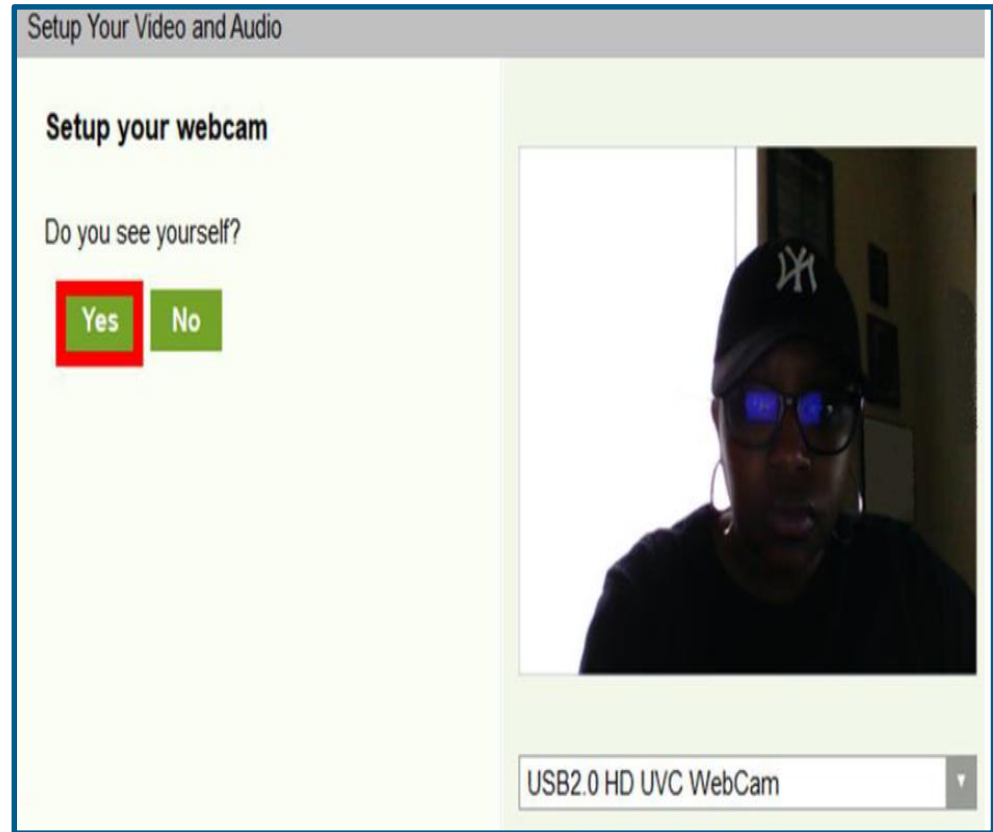


# VSee Patient Set Up for Desktop Computers

Several prompts will appear to allow patients to test their camera, speaker, and microphone prior to joining the visit. (*Typically only on the first launch of the application*)

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.





# VSee Patient Set Up for Desktop Computers

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



# VSee Patient Set Up for Desktop Computers

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.

### Setup Your Video and Audio

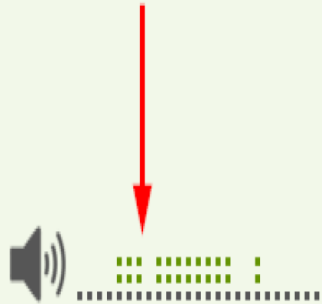
#### Speaker Volume

Do you hear the ring tone?

Yes

No

Indicates the ring tone is playing



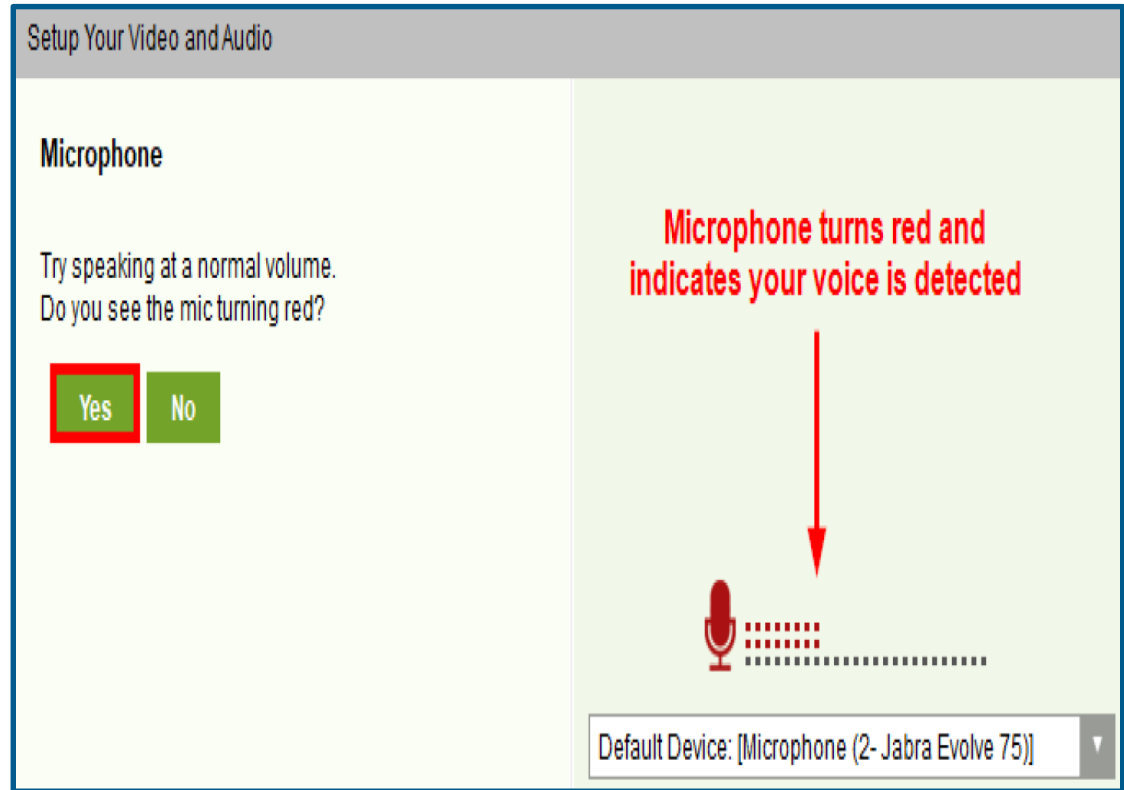
Default Device: [Speakers (2- Jabra Evolve 75)]



# VSee Patient Set Up for Desktop Computers

On the microphone prompt, speak into the microphone.

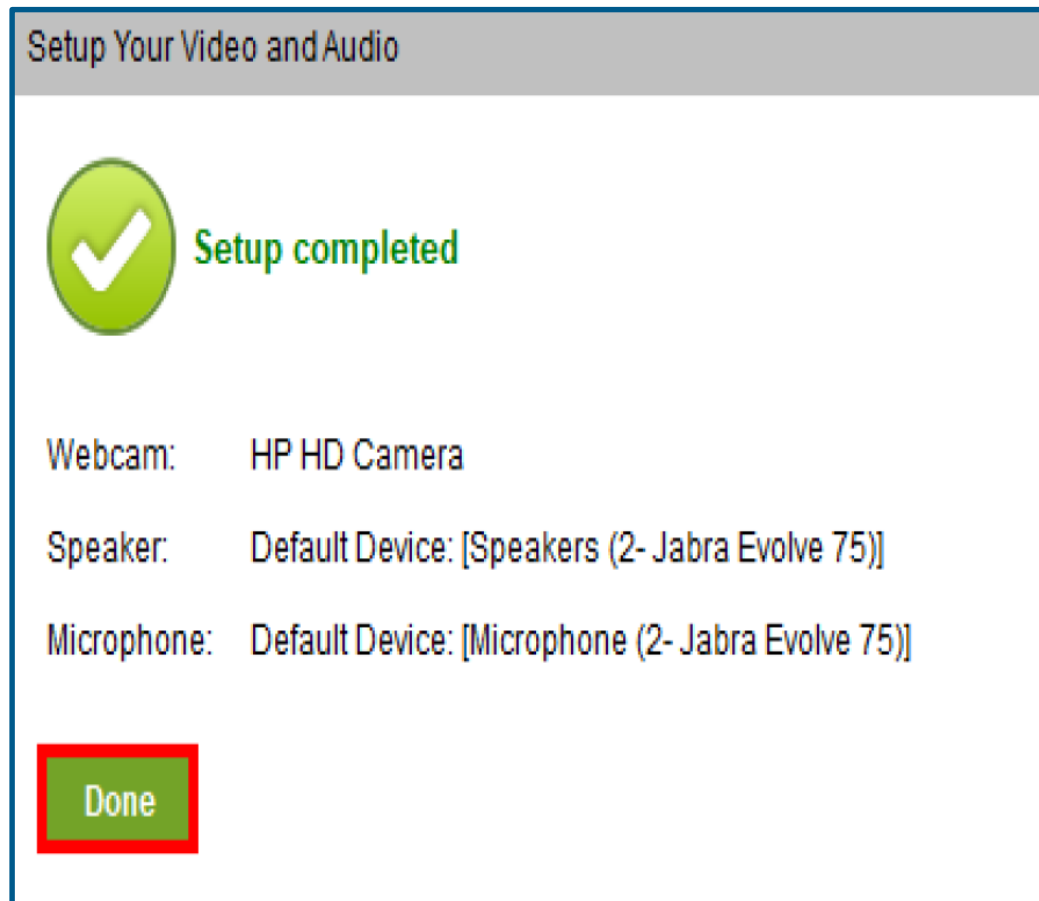
- If your voice is detected, click **Yes**.
- If your voice is not detected, click **No** for troubleshooting steps.



# VSee Patient Set Up for Desktop Computers

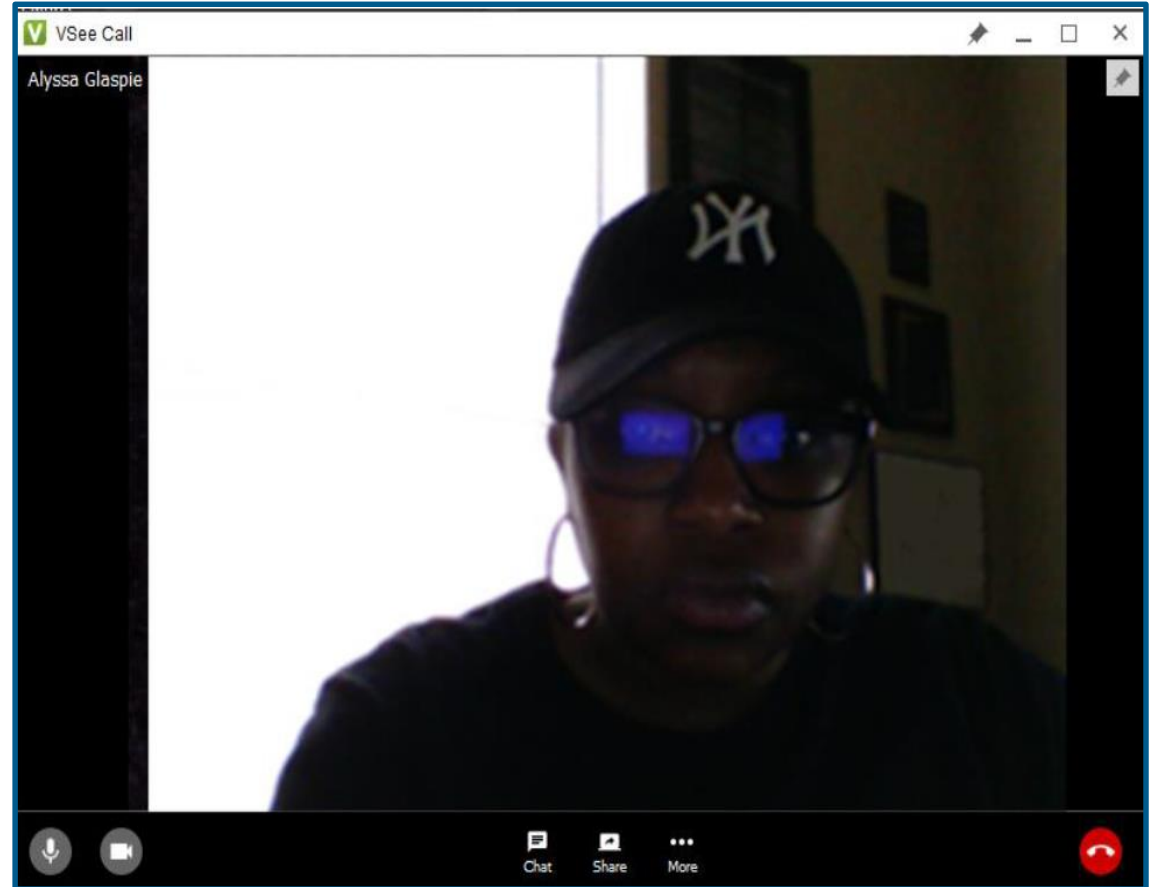
Once testing is complete, a **setup completion** window should appear.

Click **Done**.



# VSee Patient Set Up for Desktop Computers

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



# VSee Patient User Guide Trouble Shooting Guide

1. The patient is appearing in the waiting room but is “offline” and cannot start the appointment.
  - a. The patient may have not downloaded the application correctly.
  - b. Call the patient and help them trouble shoot.
  - c. After they installed the application, did they follow the step below?

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

2. The video starts but the patient cannot see or hear you.
  - a. The MA or Provider should click the red hang up button, and keep the patient in the waiting room.
  - b. Restart the video call.
3. Patient can't figure out how to download the application on the PC.
  - a. Walk them thorough the steps to download and install. If it doesn't work, the Provider can continue with the audio portion of the call and note that the video did not work in the chart documentation.
4. If the Scheduler, MA, or the Provider's VSee application is showing Yellow and states **Unable to connect** to the Vsee Directory.
  - a. Click on the top Yellow Circle and click log out.
  - b. Sign back in.
5. The patient could see us but could not hear us for a few minutes.
  - a. Wait 1-2 minutes to see if it's a connectivity issue.
  - b. The patient could have had the volume on their phone low or muted.

