App Is Taking Too Long to Start / App Won't Open

Nina - 2026-11-29 - Troubleshooting

What's Happening?

If you see a message like "App is taking longer than usual to start" — or the app just spins and never opens — don't worry. This is a common issue and is usually quick to fix.

Note: If you're using Windows 7 or macOS 11 (Big Sur) or earlier, the VSee app is no longer supported on these operating systems. Chrome OS (Chromebook) and Linux are also not supported for VSee Messenger. Please use a phone, tablet, or a computer with Windows 10 (64-bit, version 20H2 or later) or macOS 12 (Monterey) or newer.

Quick Fix (Try This First)

Switch to your internet browser instead of the app.
You don't always need the VSee app to join your appointment. Here's how:

1. Open Google Chrome (Windows/Android) or Safari (iPhone/iPad/Mac).
2. Click the appointment link from your email — the one that says "Start Visit."
3. You'll go straight into the waiting room through your browser — no app needed.

This works for most patients and is often faster than waiting for the app.

Fix the App (If the clinic requires it.)

If your clinic requires the use of the app, follow these steps:

Step 1 — Close the app completely

- On a phone or tablet: Swipe up or press the square button to see all open apps, then swipe away the VSee app to close it.
- On a computer: Close the VSee window completely. If it's running in the background, right-click the VSee icon in the taskbar and select Quit or Exit.

Step 2 — Restart your device

Turn your device fully off, wait 10 seconds, then turn it back on.

Step 3 — Uninstall and reinstall VSee

If the problem keeps happening:
On iPhone/iPad:

1. Press and hold the VSee app icon.
2. Tap Remove App → Delete App.
3. Go to the App Store, search "VSee Clinic" or "VSee Messenger," and reinstall it.

On Android:

1. Go to Settings → Apps → VSee.
2. Tap Uninstall.
3. Go to the Google Play Store, search for the VSee app, and reinstall it.

On Windows:

1. Go to Settings → Apps.
2. Find VSee Messenger in the list and click Uninstall.
3. Download it again from vsee.com.

On Mac:

1. Drag the VSee app from your Applications folder to the Trash.
2. Empty the Trash.
3. Download the app again from vsee.com.

Still Not Working?

If the app still won't open after reinstalling, please use your browser (Chrome or Safari) to join your appointment — this is the fastest way to get into your visit. Then contact VSee Support so we can look into the issue further.
 Contact VSee Support: help.vsee.com/new-ticket