

## Enabling / Disabling Waiting Room Notifications

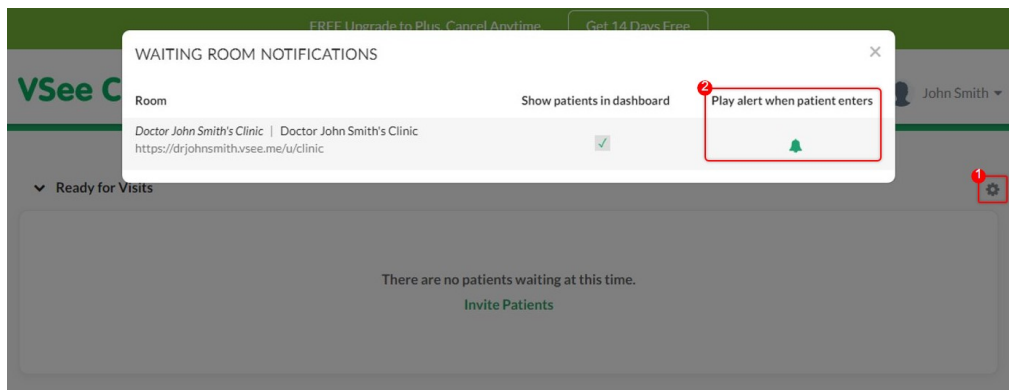
Joel Barcillo - 2023-12-26 - In-Browser Calling

Enabling / Disabling Waiting Room Notifications

By default, you will hear an audio notification when a patient enters your waiting room. It is not advisable to turn these off - otherwise, you will not hear an alert when a patient enters your waiting room, or see them on your dashboard. Disabling the Waiting Room Notifications should be dealt with caution.

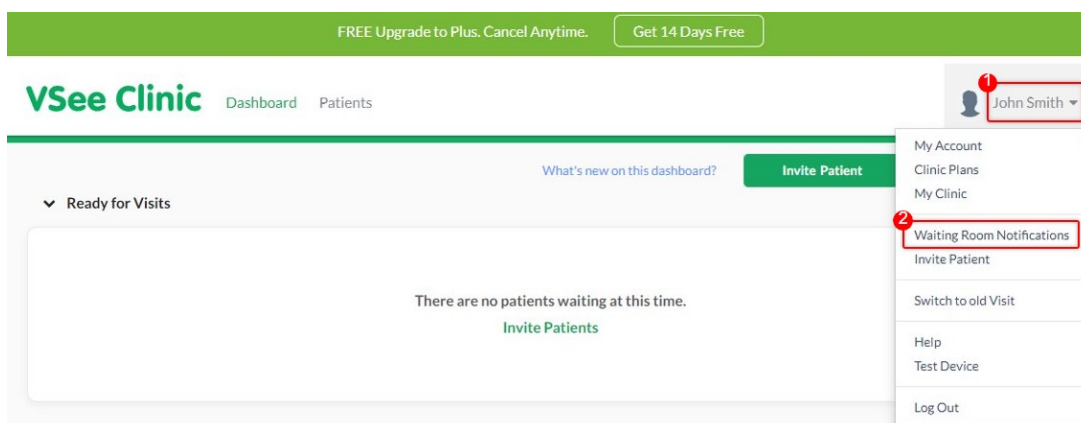
To check or change this setting, follow the steps below:

1. From the Clinic dashboard, click on the **gear icon**.
2. Click on the **bell** under Play alert when patient enters.



Alternative Navigation

1. From the Clinic dashboard, click on your name to open the **Profile Menu**.
2. Click on **Waiting Room Notifications** to open the same menu.



What's with the "Activate Notification Sound" pop-up?

You may have noticed the "Activate Notification Sound" pop-up on your VSee Clinic and wondered what it's about?

This pop-up lets you unblock your audio. It only shows up if your browser (Chrome, Safari, Edge) is muting your audio (for safety reasons), so you can't hear sound alerts when a patient enters your waiting room. It will only appear when you first log into your VSee Clinic and only if you have enabled the **Play Alert when Patient Enters** setting (under Waiting Room Notification).

To learn more about these Sound Alert Permissions and how you can enable or disable them, please click [here](#).

Related Article

[Sound Alert Permission](#)

If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com)

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