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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.

	FREE Ungrade to Plus. Cancel A	Anvtime. Get 14 Davs Free					
	WAITING ROOM NOTIFICATIONS		×				
VSee C	Room	Show patients in dashboard	Play alert when patient enters	📱 John Smith 👻			
	Doctor John Smith's Clinic Doctor John Smith's Clinic https://drjohnsmith.vsee.me/u/clinic	\checkmark					
✓ Ready for Visits							
There are no patients waiting at this time. Invite Patients							

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.

		FREE Upgrade to Plus. Cancel Anytime. Get 14 Days Free	
VSee Clinic	Dashboard	Patients	John Smith 👻
✓ Ready for Visits		What's new on this dashboard? Invite Patient	My Account Clinic Plans My Clinic
		There are no patients waiting at this time.	Waiting Room Notifications Invite Patient Switch to old Visit
		Invite Patients	Help Test Device

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 <u>here</u>.

Related Article Sound Alert Permission

If you have any questions, please contact us at <u>help@vsee.com</u>

Tags disable notification enable notification notification risk notifications waiting room notification