Error Code IP403 -- What It Means and What to Do

Nina - 2026-11-29 - Troubleshooting

What Is Error IP403?

If you see Error Code IP403 when trying to create a VSee account, it means our system has flagged your internet connection or IP address as part of a security check. This is not a permanent block, and it does not mean anything is wrong with you or your device.

This error commonly happens when:

- You're on a work or hospital network with a firewall
- You're using a VPN
- You're signing up from a shared office or clinic network

What To Do

Step 1 — Try a different network

The quickest fix is to try signing up using a different internet connection:

- Switch from Wi-Fi to your mobile data (turn off Wi-Fi on your phone and try again)
- If you're at work, try from home internet
- Turn off any VPN if you have one running

Step 2 — Try a different browser

If switching networks doesn't help, try a different browser:

- Use Google Chrome if you haven't already
- Make sure your browser is up to date

Step 3 — Contact VSee Support

If you've tried the steps above and still see the error, please reach out to us. We can manually add your email address to our system so you can complete registration.

 Contact VSee Support: help.vsee.com/new-ticket

Please include:

- Your email address

- The name of your clinic or organization (if applicable)
- A brief description of when the error appeared

What Happens After You Contact Us?

Our team will add your email to the approved list (this is called "whitelisting"). You'll receive a follow-up once it's done, and you can then complete your account setup normally. This typically takes **less than 1 business day**.

Already Have an Account?

If you're seeing this error when logging in rather than signing up, it may be a different issue. Please contact VSee Support and let us know whether you're trying to create a new account or log into an existing one.

 Contact VSee Support: help.vsee.com/new-ticket