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Getting Started with VSee Messenger (Free Version)

Nina - 2026-07-09 - [FAQs](#)

Welcome to VSee Messenger!

VSee Messenger is a simple, secure app for video and chat with your provider or patients. This guide walks you through everything you need to get started.

Step 1 — Download the App

On a computer (Windows or Mac):

- Go to vsee.com and click Download.

On iPhone or iPad:

- Search "VSee Messenger" in the App Store.

On Android:

- Search "VSee Messenger" in the Google Play Store.

⚠ Make sure you download VSee Messenger — not "VSee Clinic for Patient." They are different apps.

Step 2 — Create an Account (or Log In)

1. Open the VSee Messenger app.
2. If you're new, click Sign Up and enter your email address and a password.
3. Check your email for a verification message from VSee and click the link to confirm.
4. Return to the app and Log In with your email and password.

□ Can't find the verification email? Check your spam or junk folder.

Step 3 — Accept Your Provider's Contact Request

Your provider will send you a ****contact request**** through VSee Messenger. Here's what to do:

1. Open the app and look for a notification or a pending contact request.
2. Accept the request.
3. Your provider will now appear in your contacts list.

⚠ You won't be able to call or chat with your provider until you accept their contact request. If you don't see a request, ask your provider to resend it.

Step 4 — Receiving a Call

When your provider calls you:

- A ringing notification will appear on your screen.
- Click or tap Answer (the green button) to join the call.
- Make sure to click Allow if the app asks for camera or microphone access.

□ Tip: Keep the VSee Messenger app open on your device around the time of your appointment so you don't miss the call.

Common Questions

"I lost all my contacts!"

This usually happens after reinstalling the app or logging in on a new device. Your contacts are linked to your account — once you log back in with the same email, ask your provider to re-send a contact request.

"I can't see anyone in my contacts."

You need to accept a contact request from your provider first. Contact your provider's office and ask them to send you one.

"The app says my email doesn't exist."

You may be using a different email address. Try the one your provider or clinic sent your invitation to. If you still can't log in, contact VSee Support.

"Can I do group calls?"

Group video calls are available on the free version of VSee Messenger and do not require a paid plan. Contact your provider if this is a need.

Need Help?

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