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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](https://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](https://help.vsee.com/new-ticket)