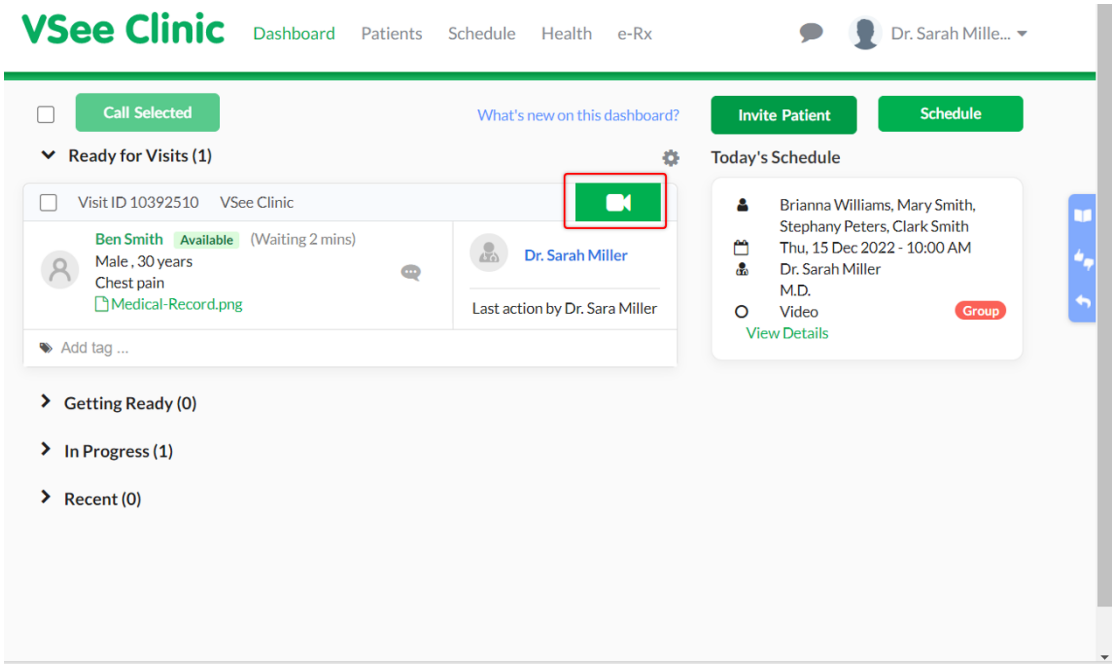
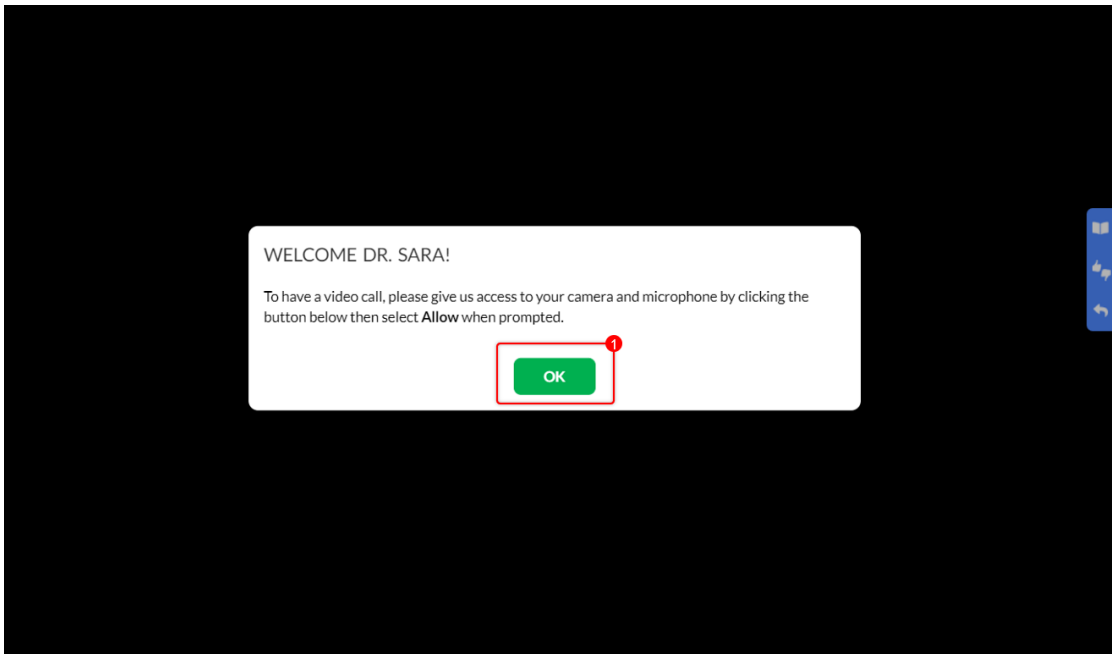
How to Call the Patient (Plus, Premium, Enterprise)

Jay-Ileen (Ai) - 2023-04-10 - VSee Clinic for Providers

After clicking on the call button, a pop-up window will appear to inform you to give access to your camera and microphone when prompted.

1. Click **OK**.

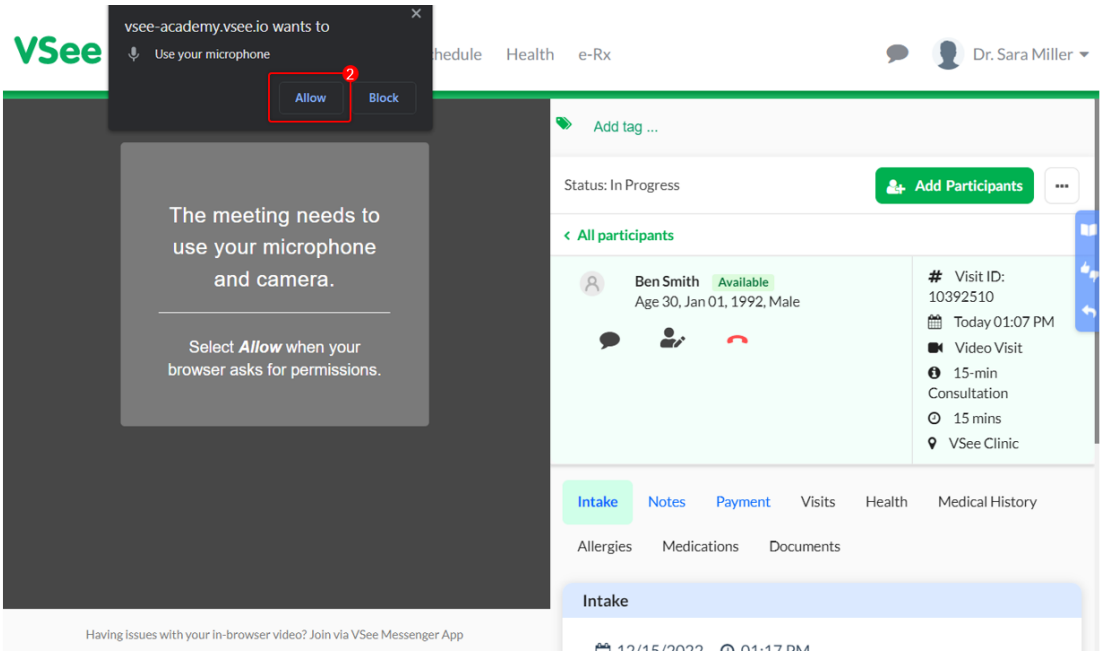




You will see a divided view of your screen - the video window of the patient on the left and the Visit page on the right.

2. Click **Allow** for VSee to access your microphone and camera.

Note: This is a one-time setup per device. This message will only pop up the first time you will be doing a video call on a new device, and if you have not undergone the Test Device.

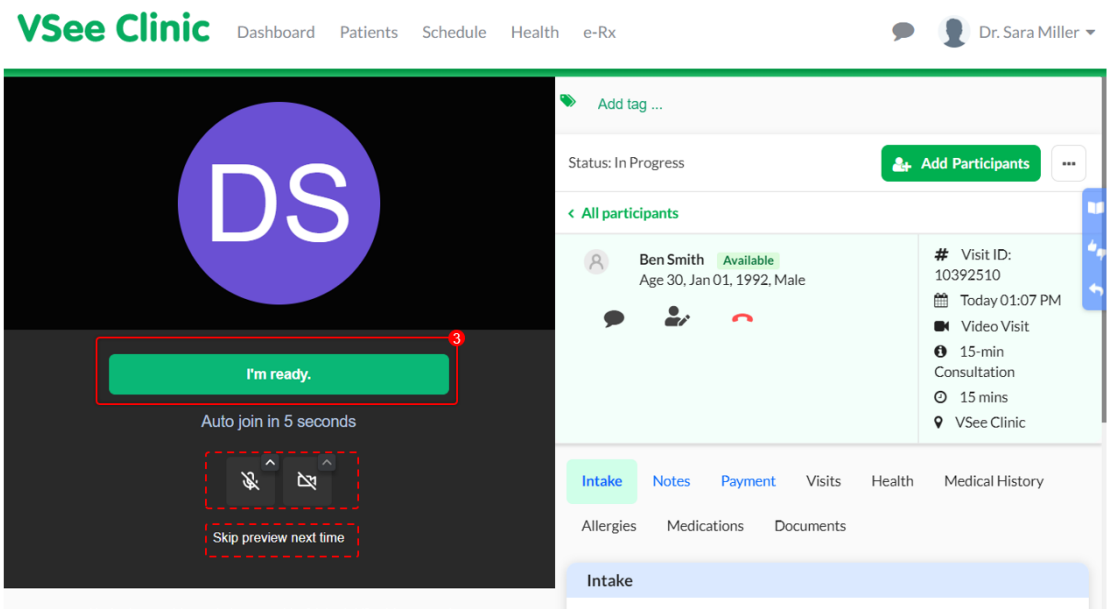


3. Click **I'm ready** to enter the Waiting Room with your patient.

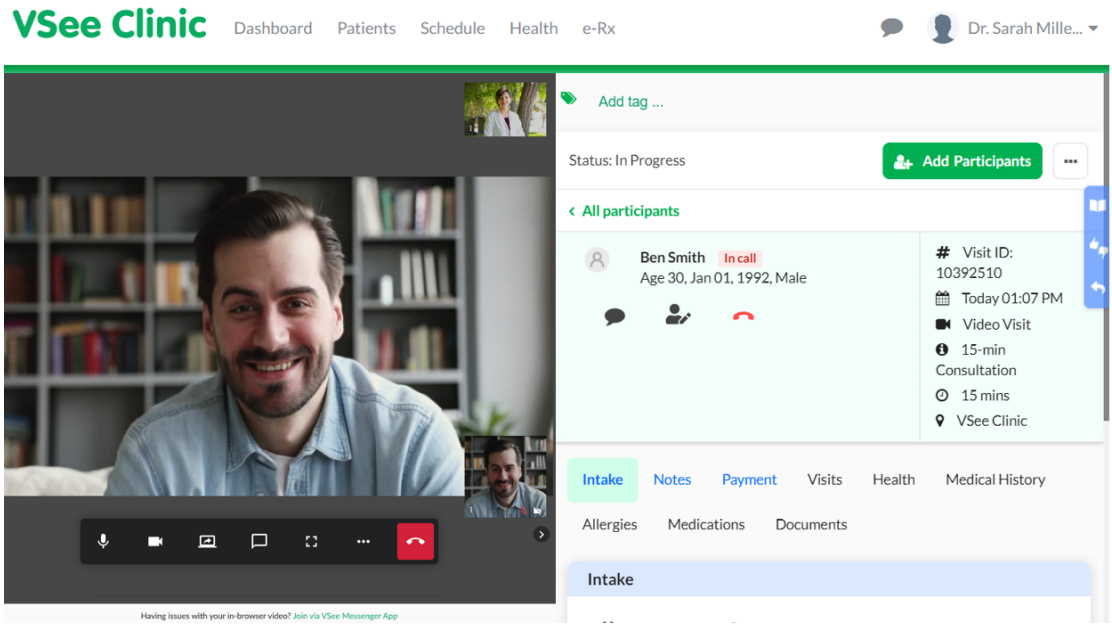
You may wait for 5 seconds to join automatically.

At this point, you may choose to turn on or off your camera and microphone.

You can also click **Skip preview next time** so you will not be prompted to click the "I'm ready" button on your next visits.



You will then be connected in the call with your patient.



Note: The screenshots used above are taken using the new visit page version. To know how to switch to the new version, read: Three Ways to Switch From Old to New Visit Page.

Related Article:

- Getting Into the Call (Old Visit Page)

Need more assistance? Send us an email at help@vsee.com or check out the Help section under the Profile Menu of your VSee Clinic.

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- Tags
- call
- camera
- getting into the call
- microphone
- permission