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How to Join Your Telehealth Appointment

Nina - 2026-07-09 - [VSee Clinic for Patients](#)

Before Your Appointment

A little prep goes a long way! We recommend doing this the day before your visit:

1. Check your email for an appointment reminder from your provider's clinic.
2. Test your device — click the link in your email and run the device test (camera, microphone, and network). This takes about 2 minutes.
3. Make sure you have a good internet connection — Wi-Fi or a strong mobile data signal works best.

□ Tip: Use Google Chrome on a computer or Android phone. If you're on an iPhone or iPad, use Safari — Chrome is not supported on Apple devices for video calls.

On the Day of Your Appointment

Step 1 — Find Your Appointment Email

Check your email inbox (and your spam/junk folder) for a message from your provider's clinic. It will have a button or link that says something like "Start Visit" or "Join Appointment."

⚠ Don't have an email? Contact your provider's clinic directly — VSee Support cannot schedule or reschedule appointments on your behalf.

Step 2 — Click "Start Visit"

Click the Start Visit button in your email. This will open your internet browser (Chrome or Safari).

- You may be asked to allow access to your camera and microphone — click Allow when the pop-up appears. This is required to hear and be seen by your provider.
- You will enter a virtual waiting room. Your provider will join when they are ready.

□ Just wait in the room! You don't need to do anything else once you're in the waiting room. Your provider will start the call.

Step 3 — If You Have a Room Code

Some clinics give patients a room code (a short word or phrase) instead of a direct link.

1. Go to vsee.me in your browser.
2. Type your provider's room code in the search box.
3. Click Enter Waiting Room.

Your provider or clinic staff can give you the room code if you don't have it.

Step 4 — If the App Opens

In some cases, clicking the link may open the VSee Clinic app on your phone or computer instead of the browser. That's fine — just follow the prompts and tap Enter Waiting Room when you see it.

Troubleshooting — Common Problems

Problem	What to Try
"The link is not valid"	Ask your clinic for the room code or a new link
Page won't load / blank screen	Try a different browser (Chrome or Safari)
App is stuck loading	Close and reopen the app, or use your browser instead
Can't hear or see anything	Fix Microphone and Camera Issues
You joined but no one is there	Stay in the waiting room — your provider may be a few minutes late
Your appointment time passed	Contact your clinic directly to reschedule

Still Need Help?

VSee Support can help with technical issues on the VSee platform. For questions about your appointment time, prescription, medical records, or billing — please contact your provider's clinic directly.

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