

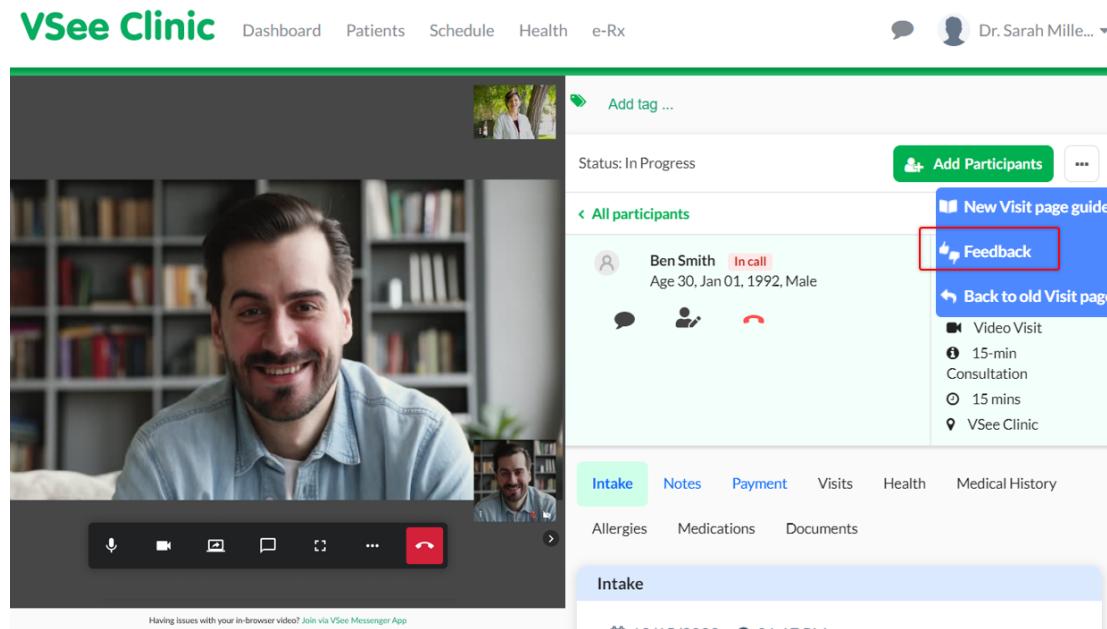


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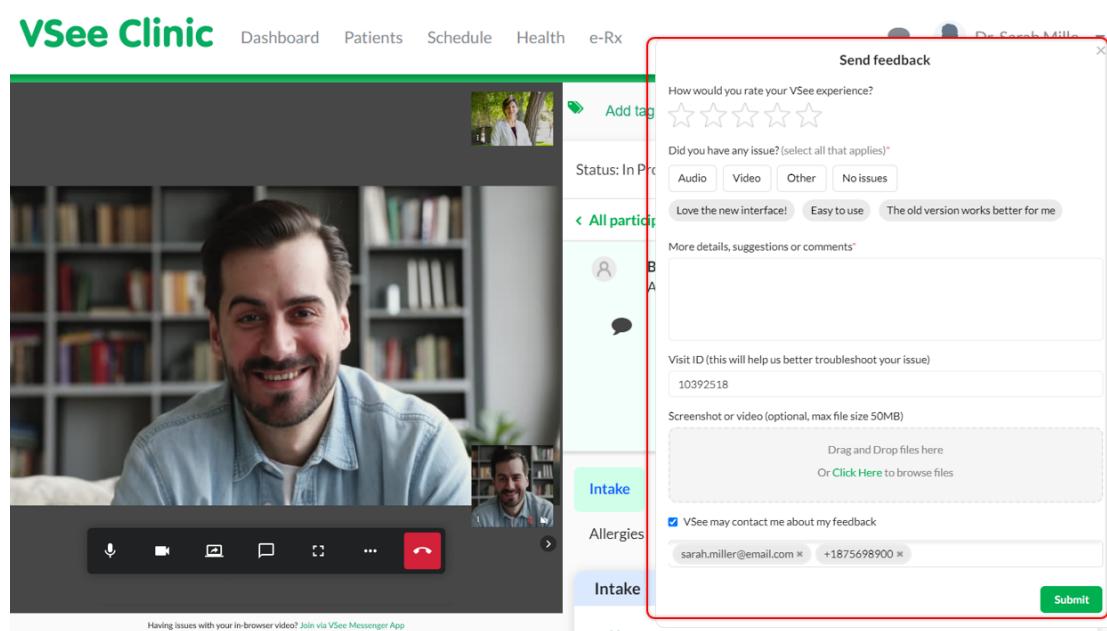
How to Submit a Feedback/Report an Issue

Chi - 2022-12-16 - [VSee Clinic for Providers](#)

Wherever you are in the VSee Clinic, you can immediately submit your feedback on a particular feature or submit a report on an issue.



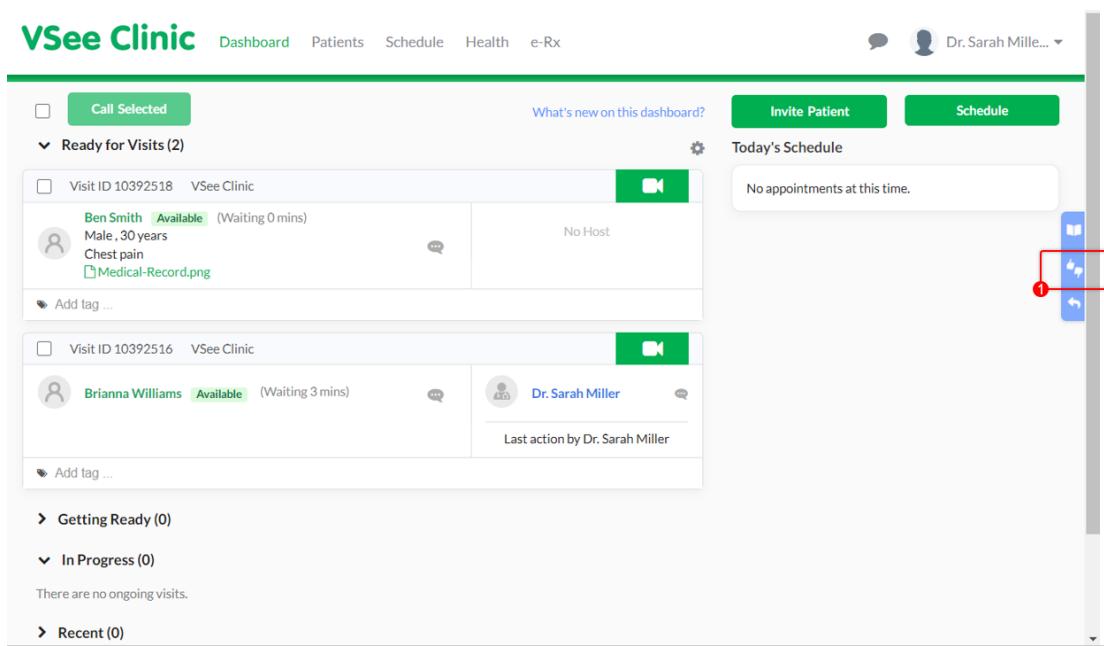
The screenshot shows a video call in progress. On the right side, a sidebar menu is open, featuring a list of options: 'New Visit page guide', 'Feedback' (which is highlighted with a red box), and 'Back to old Visit page'. Below these are details about the visit: 'Video Visit', '15-min Consultation', '15 mins', and 'VSee Clinic'. At the bottom of the sidebar, there are tabs for 'Intake', 'Notes', 'Payment', 'Visits', 'Health', and 'Medical History', with 'Intake' being the active tab. The main video frame shows a smiling man in a blue shirt. The bottom of the screen has a control bar with icons for microphone, video, camera, and other video controls.



The screenshot shows a video call in progress with a 'Send feedback' modal window overlaid. The modal has a red border. It contains the following fields: 'How would you rate your VSee experience?' with a 5-star rating scale, 'Did you have any issue? (select all that applies)' with options for 'Audio', 'Video', 'Other', and 'No issues', and a text area for 'More details, suggestions or comments'. Below the modal, the video call interface is visible, showing the same smiling man in a blue shirt. The bottom of the screen has a control bar with icons for microphone, video, camera, and other video controls.

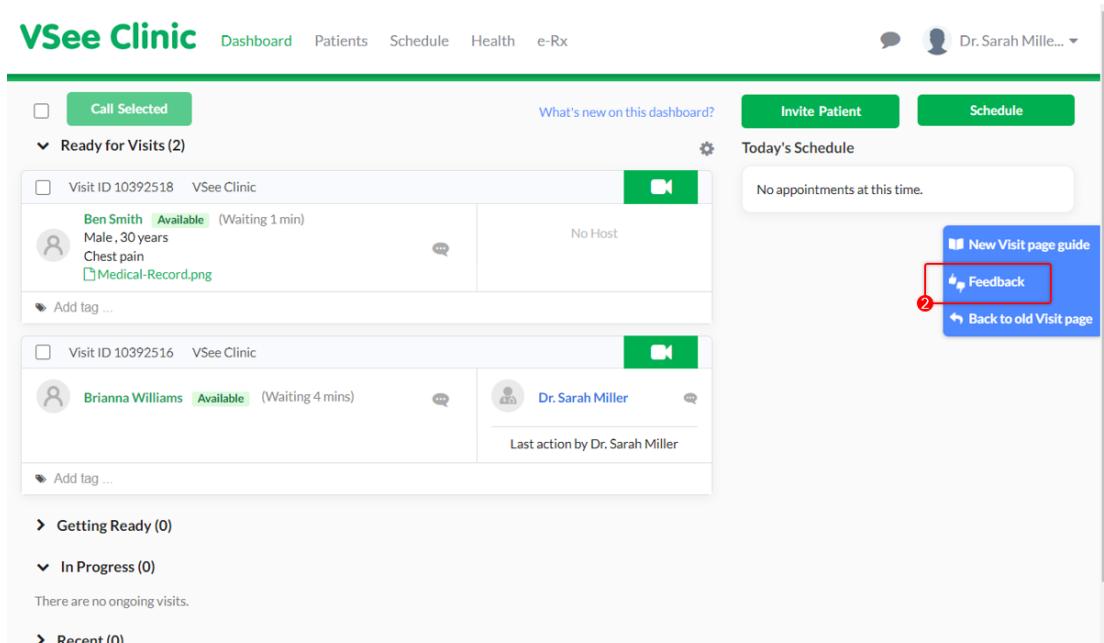
The sidebar menu can be seen floating at the center-right side of all VSee Clinic Pages.

1. Hover over the **thumbs-up/down** button.



The screenshot shows the VSee Clinic dashboard. At the top, there are buttons for 'Call Selected', 'What's new on this dashboard?', 'Invite Patient', and 'Schedule'. Below this, a section titled 'Ready for Visits (2)' lists two patient visits. The first visit is for 'Ben Smith' (Available, Waiting 0 mins), and the second is for 'Brianna Williams' (Available, Waiting 3 mins). Each visit entry includes a video call button. A red box highlights the video call button for Ben Smith. To the right, a 'Today's Schedule' box shows 'No appointments at this time.' A vertical scroll bar is on the right side of the page.

2. As soon as you hover on the thumbs-up/down button, click on **Feedback**.



The screenshot shows the VSee Clinic dashboard with a feedback overlay. The overlay includes a 'New Visit page guide' button, a 'Feedback' button (which is highlighted with a red box), and a 'Back to old Visit page' button. The rest of the dashboard is identical to the first screenshot, showing the 'Ready for Visits' section and the 'Today's Schedule' box.

3. After clicking the Feedback button, a popup form will appear.

All fields are optional when you are submitting your feedback or sending a report for an issue.

Send feedback

How would you rate your VSee experience?

Did you have any issue? (select all that applies)*

Audio Video Other No issues

Love the new interface! Easy to use The old version works better for me

More details, suggestions or comments*

Visit ID (this will help us better troubleshoot your issue)

10392518

Screenshot or video (optional, max file size 50MB)

Drag and Drop files here
Or [Click Here](#) to browse files

VSee may contact me about my feedback

sarah.miller@email.com x +1875698900 x

Submit

Call Selected

What's new on

Ready for Visits (2)

Visit ID 10392518 VSee Clinic

Ben Smith Available (Waiting 1 min)
Male, 30 years
Chest pain
Medical-Record.png

Visit ID 10392516 VSee Clinic

Brianna Williams Available (Waiting 4 mins)
Dr. Sarah Miller
Last action by Dr. Sa

Add tag ...

Getting Ready (0)

In Progress (0)

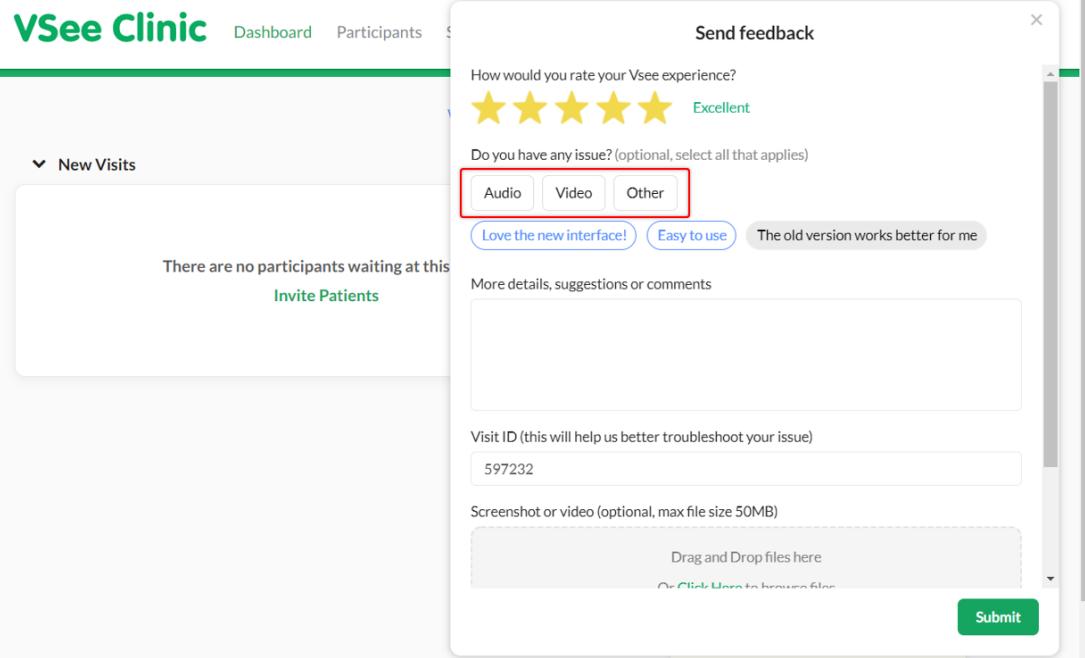
There are no ongoing visits.

Recent (0)

You can rate your VSee experience via Star ratings:



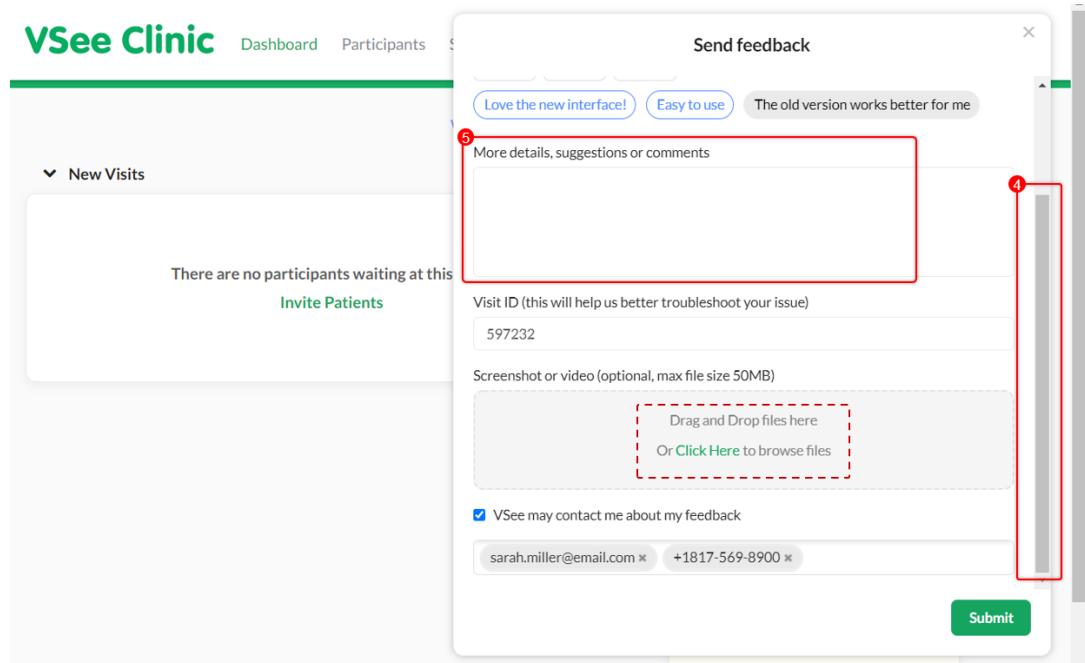
You can select from the 3 major categories: Audio, Video, and Other.



4. In case you are not able to see the whole screen, use the scroll bar and scroll down to view the bottom section of the pop-up window.

5. Input **more details, suggestions, or comments** for additional information which can help our support team resolve the issue or improve our services.

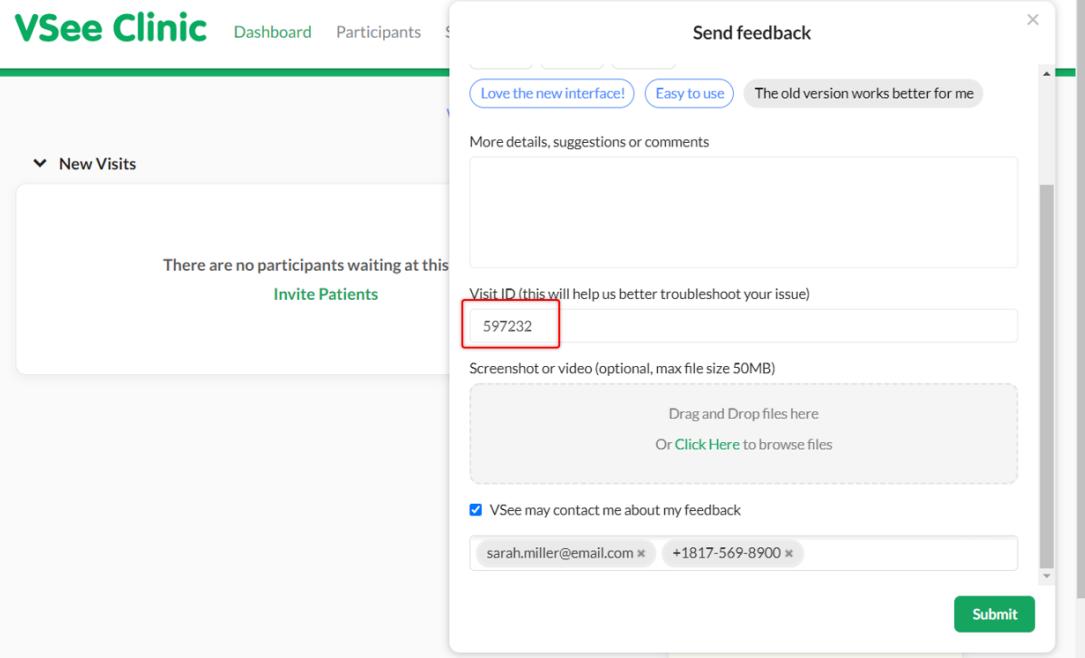
Note: You may also attach files (e.g. screenshot or video).



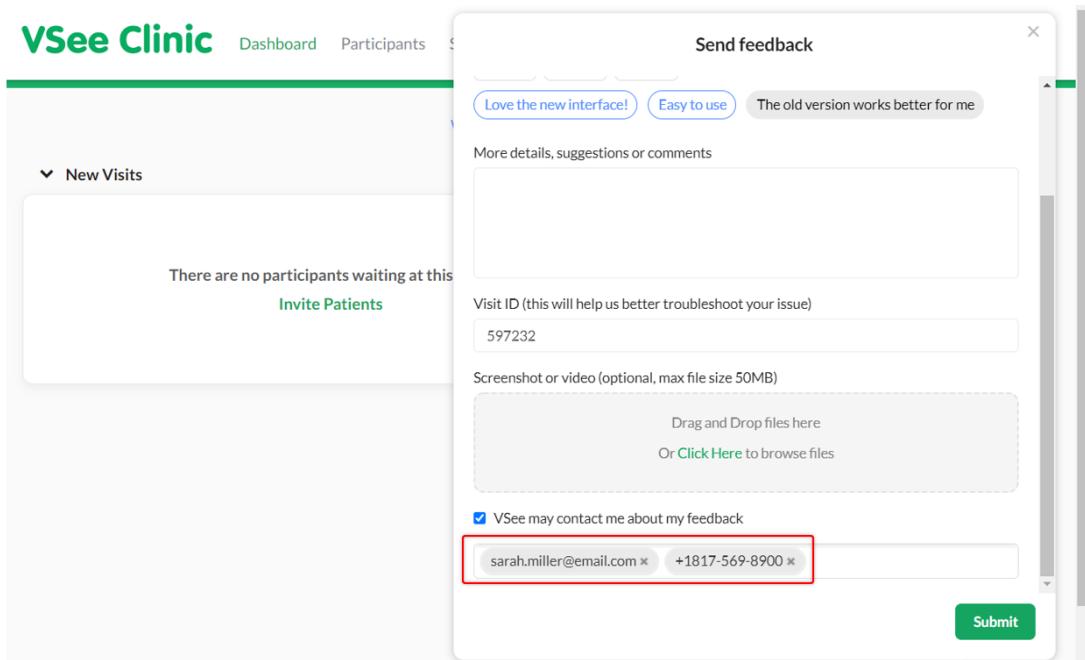
The Visit ID field is prefilled with the Visit ID of the current or most recent visit.

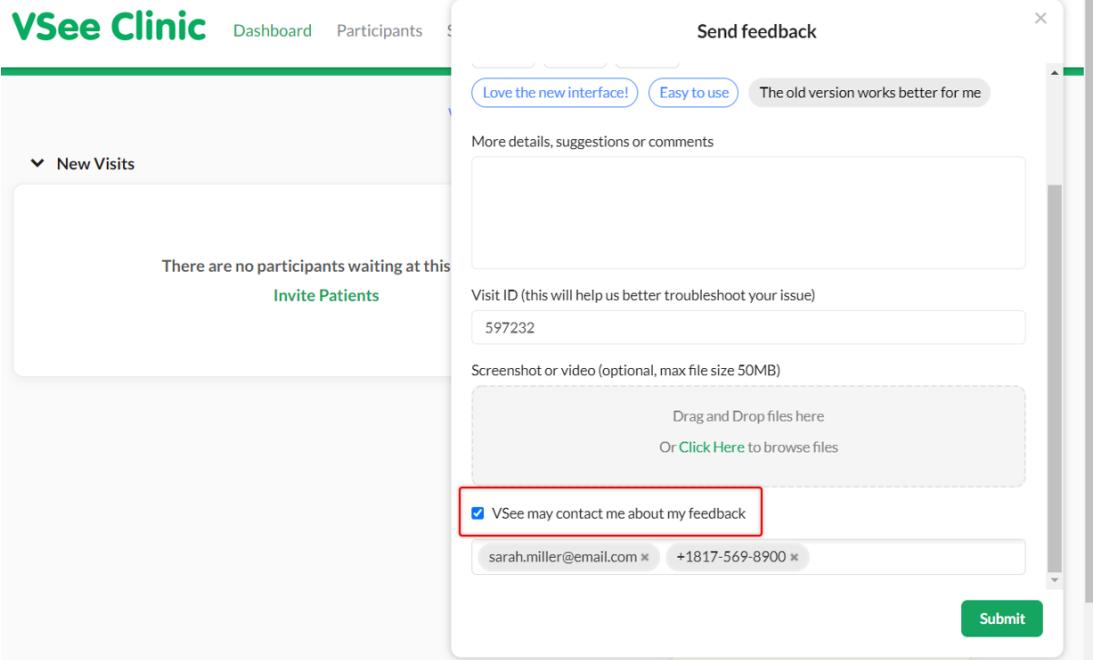
The Provider can edit the field and enter multiple different visit ID(s) for multiple cases with related or the same issue, and also for reporting multiple different issues.

If the feedback/issue is unrelated to any visit it can also be deleted and left empty.

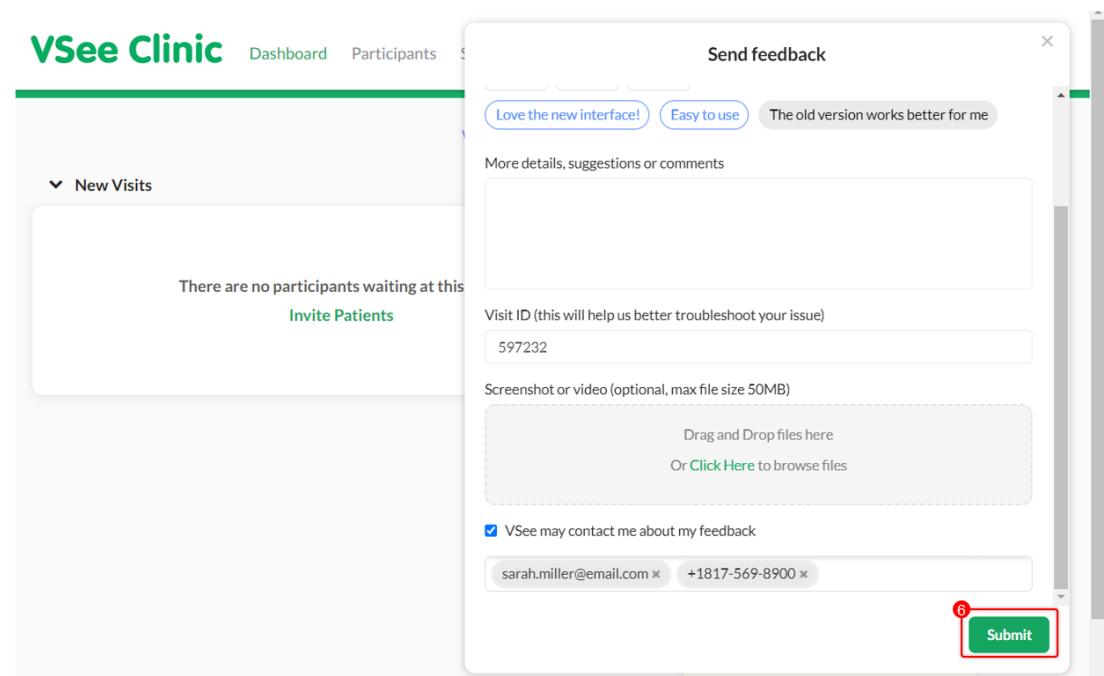


Provider's contact information will be prefilled (e.g. email address and phone number, if available, under user profile). But the Provider may still update the field to their contact information of choice.





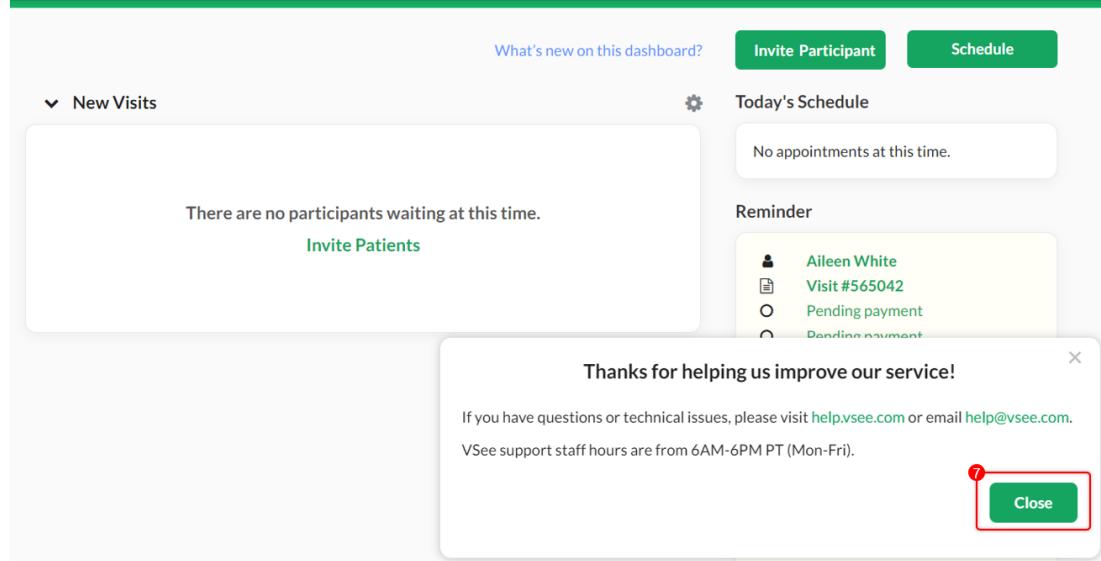
6. Click on **Submit** button to send the feedback/report.



A pop-up confirmation will appear at the bottom right of the page with further details to reach our support team.

7. Click on **Close** to exit the pop-up.

Note: After closing the pop-up, the sidebar menu will come up again and multiple issues/tickets can be created if needed.



What's new on this dashboard?

New Visits

There are no participants waiting at this time.

Invite Patients

Today's Schedule

No appointments at this time.

Reminder

Aileen White
Visit #565042
Pending payment

Thanks for helping us improve our service!

If you have questions or technical issues, please visit help.vsee.com or email help@vsee.com.
VSee support staff hours are from 6AM-6PM PT (Mon-Fri).

Close

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](#).

If you have any questions, please contact us at help@vsee.com.

This article was last updated on: 29 July 2022

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- [issue](#)
- [report](#)
- [send report](#)