

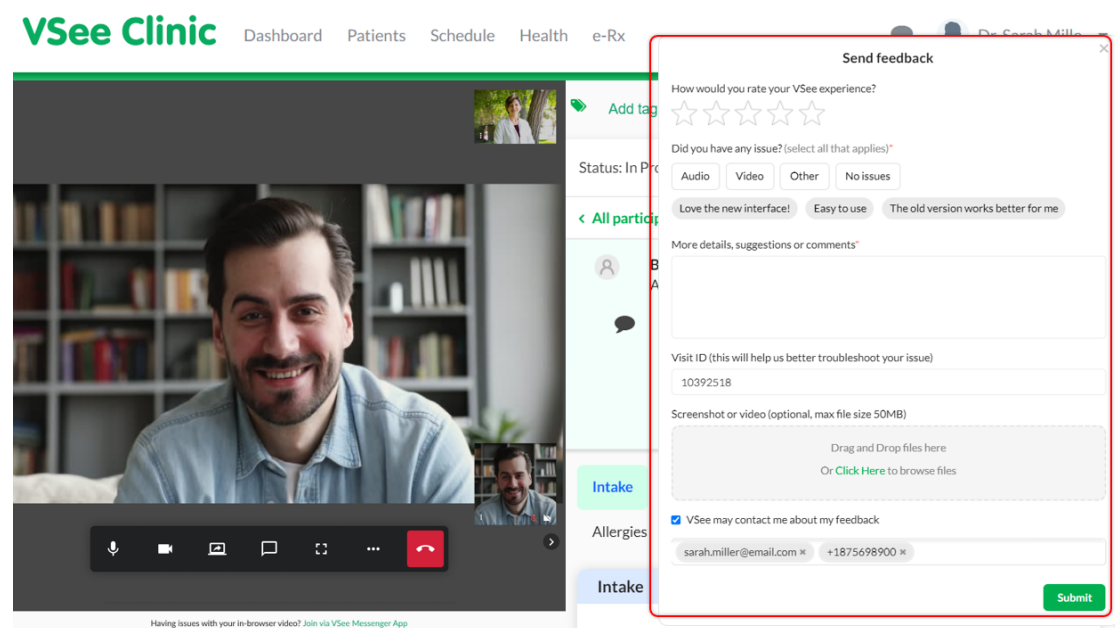
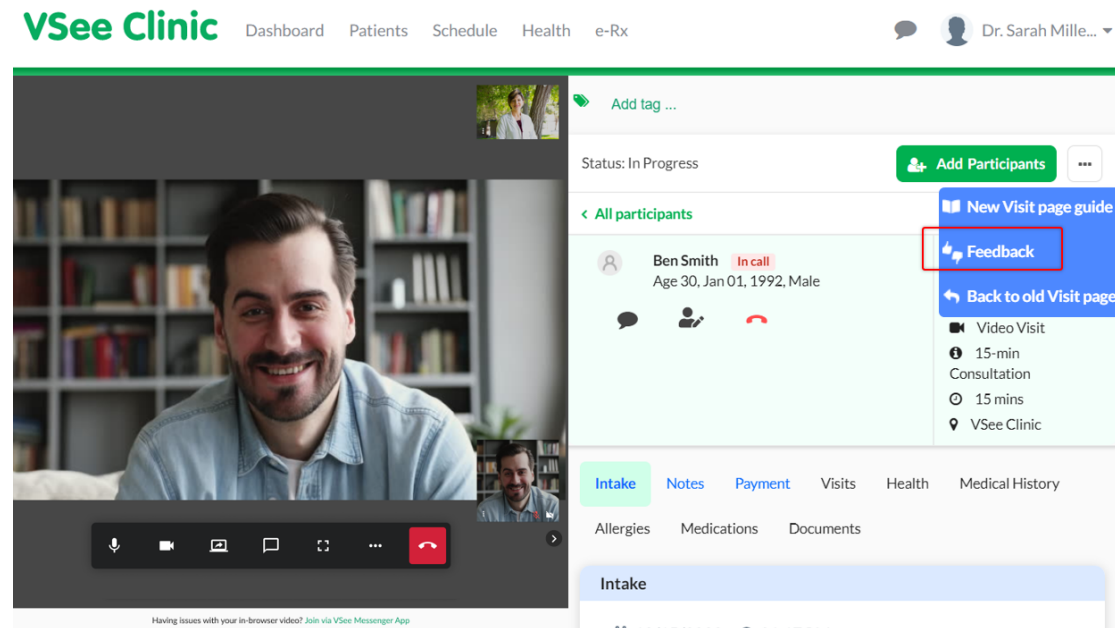
VSee health

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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 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 navigation tabs: Dashboard, Patients, Schedule, Health, and e-Rx. The user is logged in as Dr. Sarah Miller. The main content area is divided into sections: 'Ready for Visits (2)', 'Getting Ready (0)', 'In Progress (0)', and 'Recent (0)'. The 'Ready for Visits' section contains two visit cards. The first card is for Ben Smith, a 30-year-old male with chest pain, who is available and has been waiting 0 minutes. The second card is for Brianna Williams, who is also available and has been waiting 3 minutes. On the right side of the dashboard, there is a 'Today's Schedule' section which currently shows 'No appointments at this time.' A red box highlights a vertical toolbar on the right side of the page, containing a thumbs-up/down button.

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

This screenshot is similar to the first one, but a blue popup menu is visible on the right side of the page. The popup menu contains three items: 'New Visit page guide', 'Feedback', and 'Back to old Visit page'. A red box highlights the 'Feedback' button. The rest of the dashboard content remains the same as in the first screenshot.

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.

VSee Clinic Dashboard Patients Schedule Health e-Rx

Call Selected

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

Getting Ready (0)

In Progress (0)
There are no ongoing visits.

Recent (0)

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 × +1875698900 ×

Submit

You can rate your VSee experience via Star ratings:

☆☆☆☆☆

★☆☆☆☆ Very bad

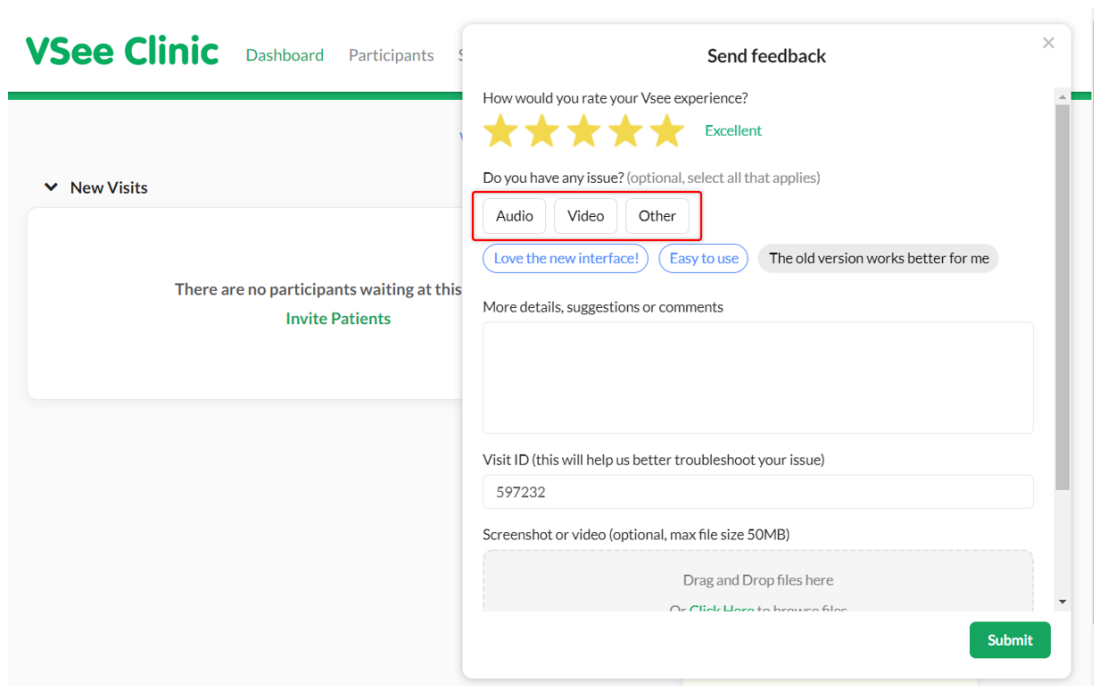
★★☆☆☆ Not good

★★★☆☆ Neutral

★★★★☆ Good

★★★★★ Excellent

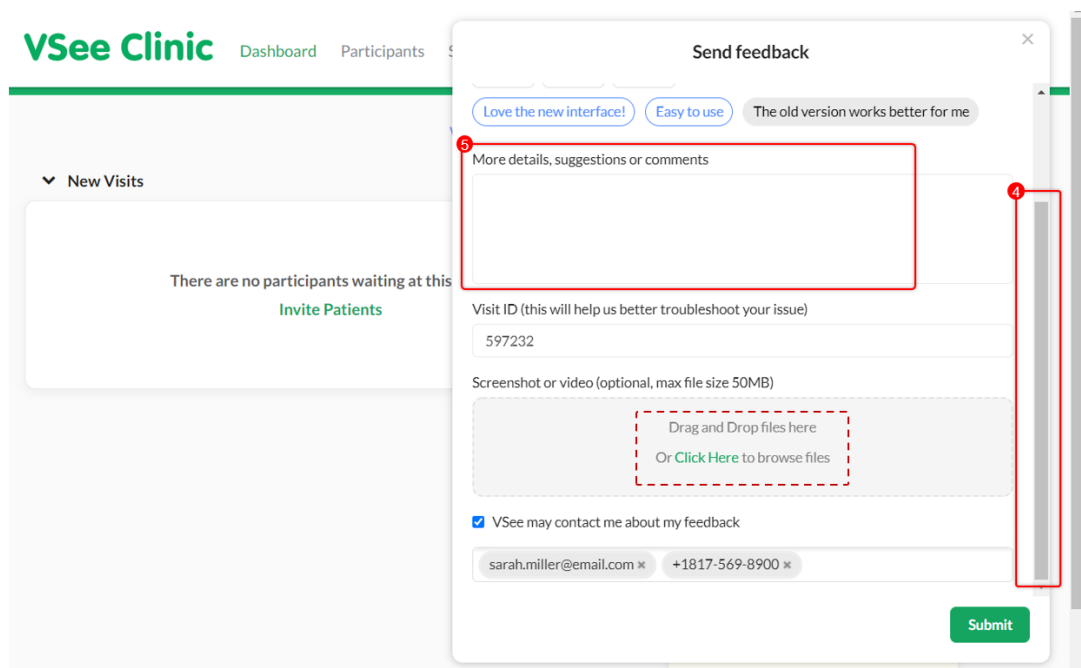
You can select from the 3 major categories: Audio, Video, and Other.



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.

VSee Clinic Dashboard Participants

Send feedback

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)
597232

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 × +1817-569-8900 ×

Submit

The checkbox that says **“VSee may contact me about my feedback”** is checked by default.

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.

VSee Clinic Dashboard Participants

Send feedback

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)
597232

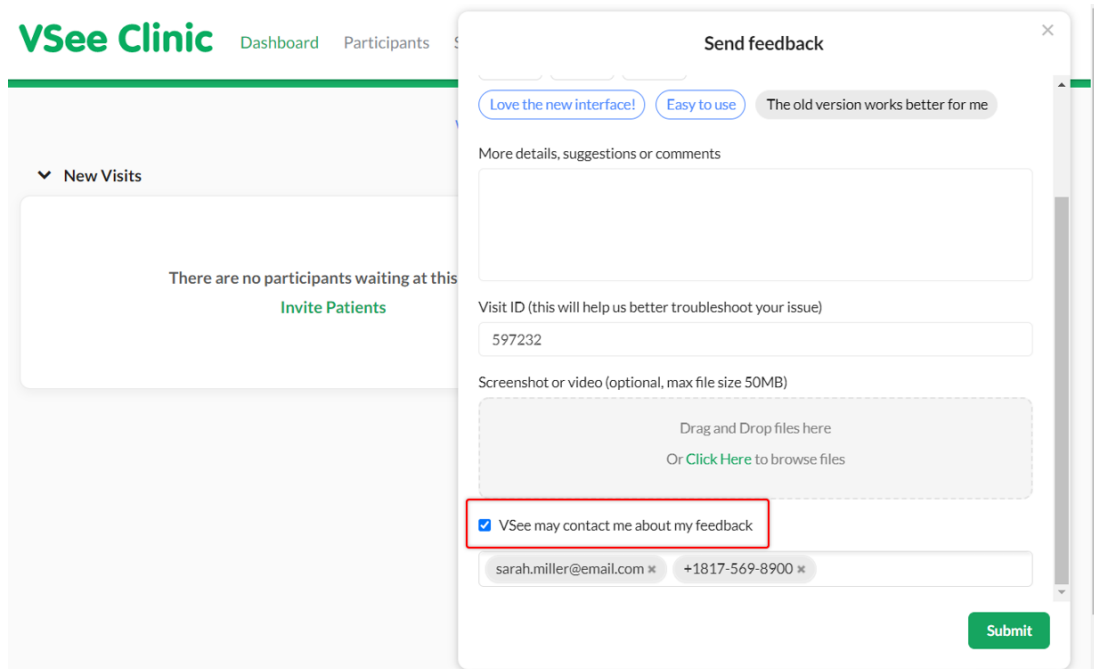
Screenshot or video (optional, max file size 50MB)
Drag and Drop files here
Or [Click Here](#) to browse files

VSee may contact me about my feedback

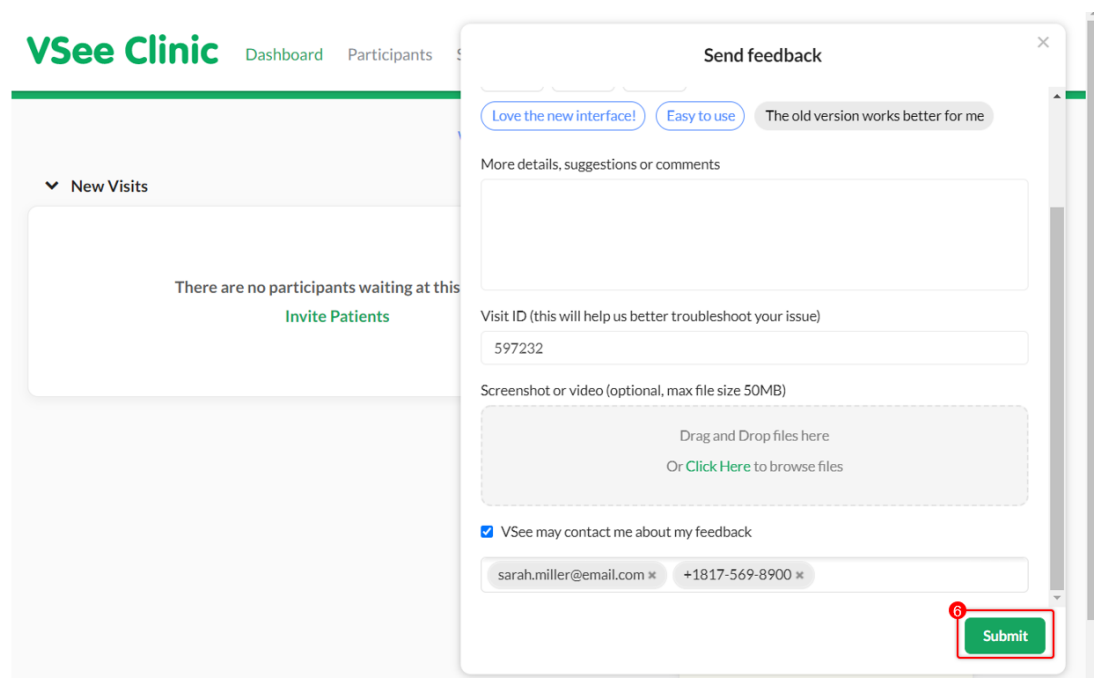
sarah.miller@email.com × +1817-569-8900 ×

Submit

Note: If you chose to uncheck the checkbox, that means you don't want to be contacted by our support team and no ticket will be created.



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? [Invite Participant](#) [Schedule](#)


▼ New Visits  Today's Schedule

There are no participants waiting at this time.
[Invite Patients](#)

No appointments at this time.

Reminder

-  Aileen White
-  Visit #565042
-  Pending payment
-  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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