

Knowledgebase > VSee Clinic for Providers > How to Upgrade or Downgrade your Plan

How to Upgrade or Downgrade your Plan Jay-Ileen (Ai) - 2023-05-26 - VSee Clinic for Providers

With the new tier's self-service feature, you have the ability to upgrade or downgrade your subscription plan.

Upgrading your Plan

- 1. Click on Your Name or the Profile Menu.
- 2. Select Clinic Plans.

VSee Clinic Dashboard Patients			Sarah Miller Fr 🕶
✓ Ready for Visits	٥	Invite Patient	My Account Clinic Plans My Clinic
		Get started	Waiting Room Notifications Invite Patient
There are no patients waiting at this time.		Get to know your das	Help Test Device
invite Patients		Invite patients to you	Log Out
		Call or chat with your	patients

On this page, you are able to see which plan you are currently subscribed to and the other subscription plans' pricing and features inclusions.

3.A. If you choose to upgrade to a **Plus** plan, click on the **Upgrade Now** button.



You will be routed to the payment page.

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4.A. Input your card details. The system will identify if your card is valid and with sufficient funds. And then click on **Proceed with Payment**.

Note: You can input a coupon code if you have one.

VISA 🐑 AMEX DISCOVER	
Name on Card	۵
Card number	Autofill link
Clinic Plus (Monthly)	\$29.00 USI
Coupon Code	Apply
Subtotal	\$29.00 USI
Total	\$29.00 USE
	Proceed With Payme

You will see a confirmation that you have successfully subscribed to the

Plus plan.

You can click on **Go To My Dashboard** to go to your Dashboard and view the changes in your Clinic with your new subscribed plan.



3.B. If you choose to upgrade to a **Premium** plan, click on the **Upgrade Now** button.



4.B. Input how many seats you would like to add. It will display the amount you will be charged depending on the number of user seats inputted.

How many user	seats do you n	eed? 🕕		
1				
Billed monthly				
		ן		
\$49.00	D/month			
		J		
+ \$200 one-time	clinic setup fe	e		
			Cancel	Continu

5.B. Input your card details. The system will identify if your card is valid and with sufficient funds. And then click on **Proceed with Payment**.

Note: You can input a coupon code if you have one.

VISA () AMEX DISCOVER	
Name on Card	۵.
Card number	Autofill link
Clinic One-Time Setup Fee	\$200.00 USD
Clinic Premium (Monthly) - 1 user seat	\$49.00 USD
Coupon Code	Apply
Subtotal	\$249.00 USD
Total	\$249.00 USD

You will see a confirmation that you have successfully subscribed to the Premium plan.

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And an email with the instructions to customize your branding and intake form has been sent to your email.

Getting Started

To access the Admin Panel, please see this guide.



Customize Your Intake Form

It has 16 fields you can customize – 6 editable defaults and up to 10 custom fields you can add. Create now

Customize Your Branding

Logo - upload your logo in jpg or png format by going to the Admin Panel > Clinic > Clinic.

Theme - add the Hex color code or choose from the color picker by going to the Admin Panel > Clinic tab > Customization



Customize Your Consent and Policies

Upload your legal documents (i.e. consent form, privacy policy, and terms of use) in HTML format by going to the **Admin Panel > Clinic > Clinic.**

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Manage Users

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You can click on **Go To My Dashboard** to go to your Dashboard and view the changes in your Clinic with your new subscribed plan.

Congratulations You have successfully subscribed to Clinic Premium (Monthly)
You have successfully subscribed to Clinic Premium (Monthly)
An email with the instructions to customize your branding and intake form has been sent to chi+premium1@vseelab.com
Go To My Dashboard
Powered by VSee

3.C. If you're interested in the **Enterprise** plan, you need to contact our Telemedicine experts. Click on **Contact Us**.



A new tab will open and will lead you to submit a ticket to our Sales team so that they can reach out to you.

You may also email us directly via sales@vsee.com.



Talk to one of our telemedicine experts today!

For troubleshooting and technical issues, contact our VSee Helpdesk All other sales inquiries please complete the form below:

VSee

lequest Type*		
Please Select		~
irst name*	Last name*	
Vork Email*	Phone number*	
rganization*	Company Size*	
ob Title*	How did you hear about VSee?*	, , , , , , , , , , , , , , , , , , ,
dditional information related to your business needs*		
These fields are required.		11
protected by reCAPTCHA Prinary-Terms		
Submit		
ou can also contact us via:		

🖂 sales@vsee.com

Downgrading your Plan

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1. Click on Your Name or the Profile Menu.

2. Select Clinic Plans.

VSee Clinic Dashboard Patients Schedule			1 Sarah Miller Fr 🔻
Welcome Sarah! Get training resources to your VSee Clinic Premium. Start Here		ſ	My Account 2
14. Dandy for Visite		Invite Patient	Admin Panel Waiting Room Notifications
Ready for Visits There are no patients waiting at this time. Invite Patients	¢	No appointments at this	Invite Patient
		Reminder	Test Device
		No reminders at this time	Log Out

On this page, you are able to see which plan you are currently subscribed to and the other subscription plans' pricing and features inclusions.

3. If you choose to downgrade to either **Plus** or **Free**, click on the

Downgrade button.



A pop-up window will appear.

4. Click on **Downgrade My Plan**.



You will be asked for your feedback as to why you've decided to downgrade.

You can click on the check boxes of the possible reasons that you can select or type your own reason in the provided field.

If you click on the check box for **VSee may contact me about my feedback**, a ticket will not be generated and you will not be contacted by the support team.

5. Click on Submit & Downgrade My Plan.

	Would y	ou tell us why?	
	Your feedback wil	help us improve the produc	t
Service does	sn't have the features I	need	
🗌 Too expensi	ve		
Not enough	clients		
Project ende	ed / Only needed the s	ervice temporarily	
Not doing te	elehealth anymore		
Switching to	an alternative service	2	
Other			
Type your ow	n reason here		10
✓ VSee may control of the second	ontact me about my fe	eedback Submit & Dov	wngrade My Plan

You will see a pop-up window informing "Thank you for your feedback!" This is an indication that your plan has been successfully downgraded. You can click on **Go To My Dashboard** to go to your Dashboard and view the changes in your Clinic.



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

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Tags downgrade upgrade