How to Upgrade or Downgrade your Plan

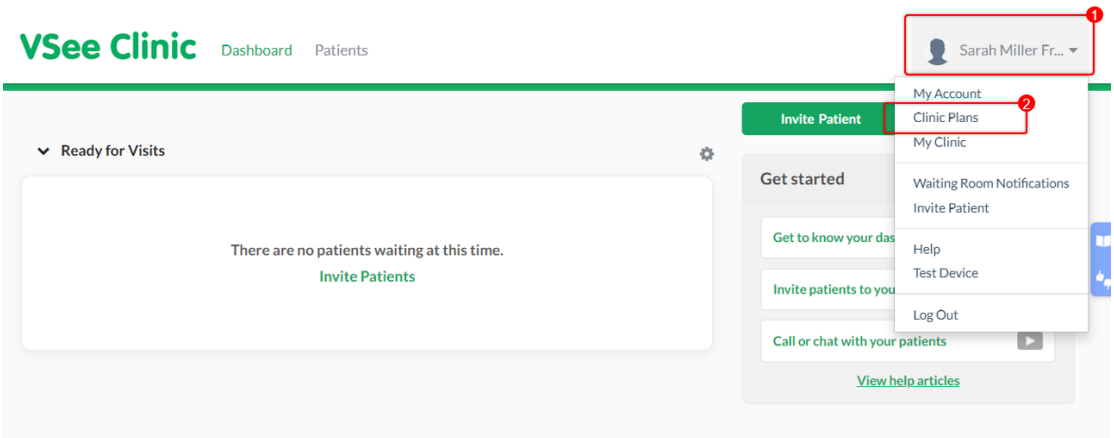
Jay-Ileen (Ai) - 2023-05-26 - VSee Clinic for Providers

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

Upgrading your Plan

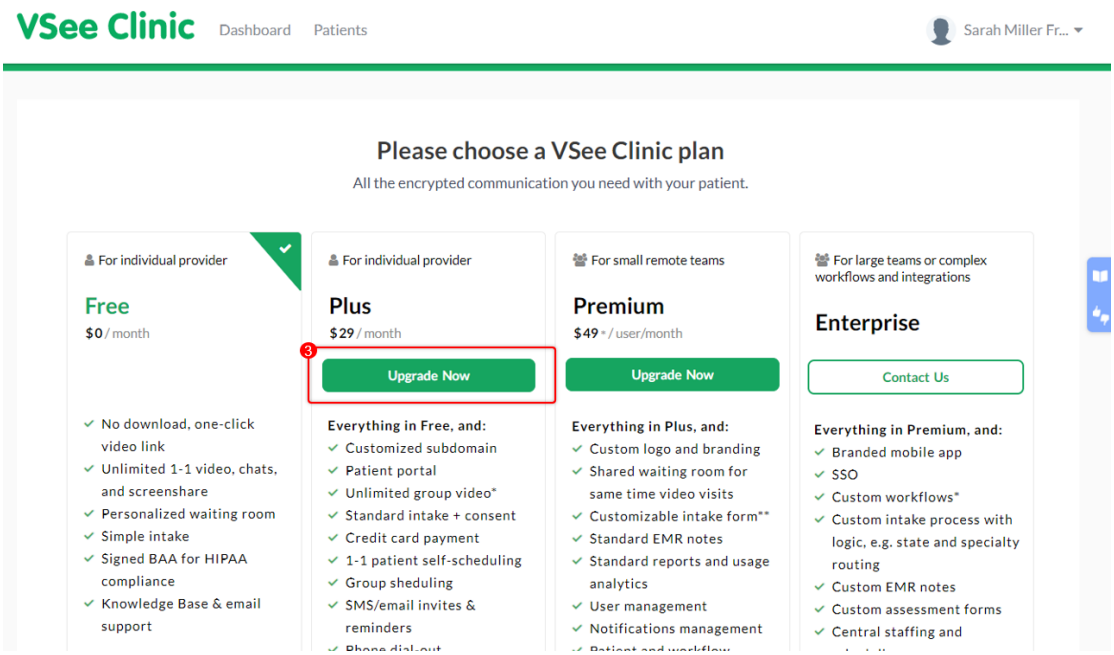
1. Click on **Your Name** or the **Profile Menu**.

2. Select **Clinic Plans**.



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

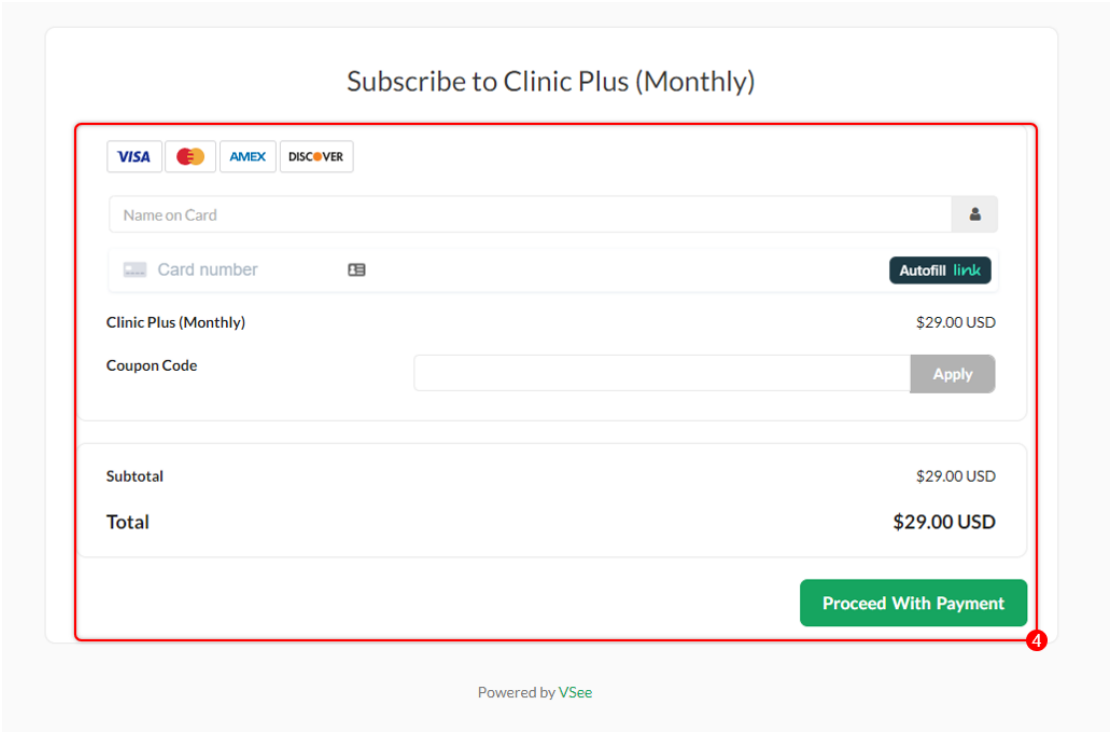
3.A. If you choose to upgrade to a **Plus** plan, click on the **Upgrade Now** button.



You will be routed to the payment page.

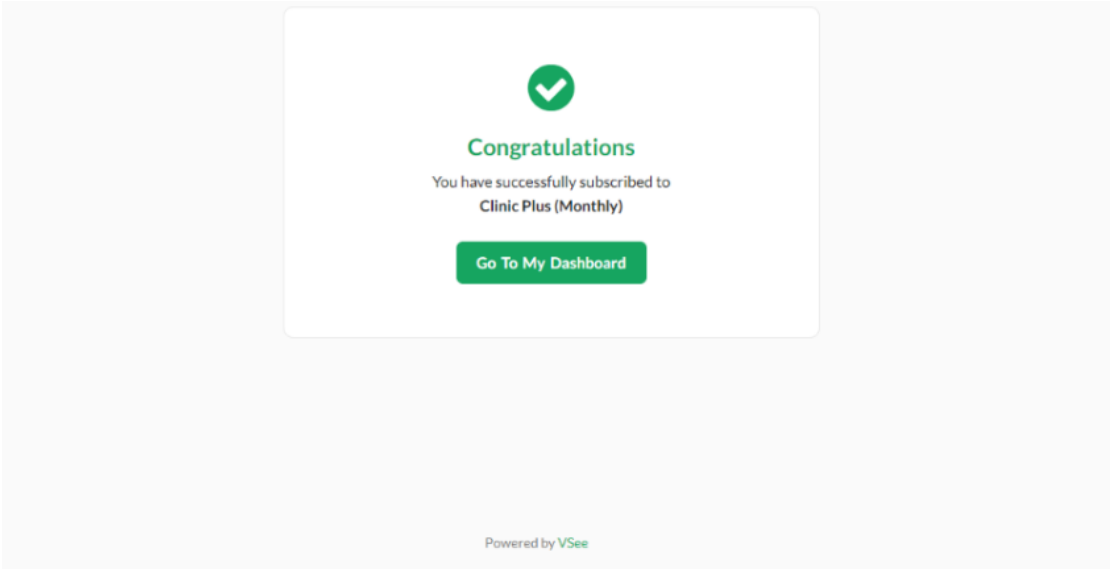
4.A. Input your card details. The system will identify if your card is valid and with sufficient funds. And then click on **Proceed with Payment**.

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

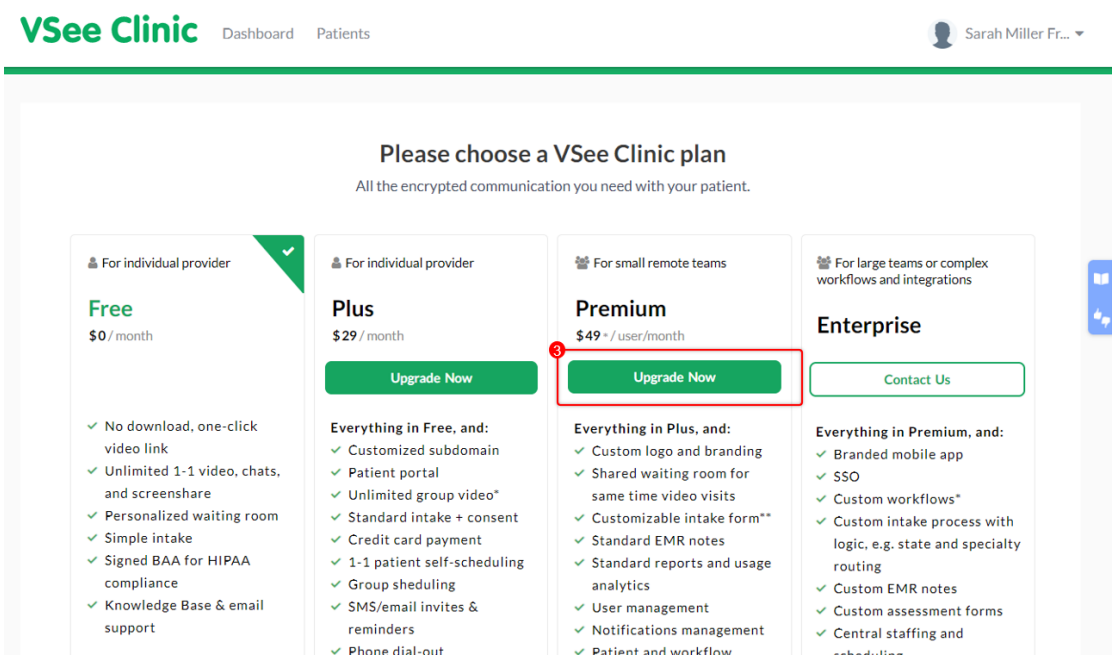

Subscribe to Clinic Plus (Monthly)
VISA
AMEX
DISCOVER
Name on Card
Card number
Autofill link
Clinic Plus (Monthly)
$29.00 USD
Coupon Code
Apply
Subtotal
$29.00 USD
Total
$29.00 USD
Proceed With Payment
4
Powered by VSee

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

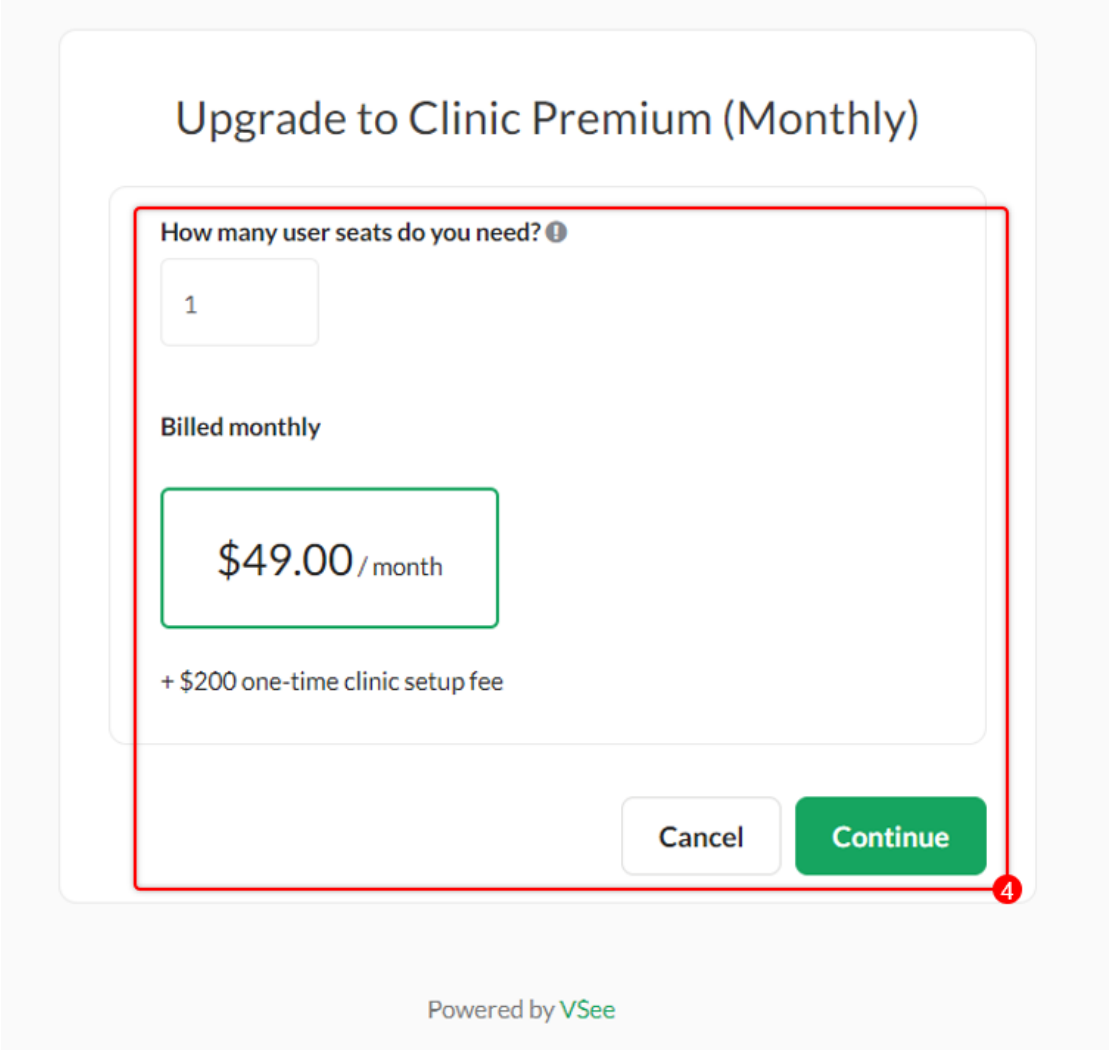
You can click on **Go To My Dashboard** to go to your Dashboard and view the changes in your Clinic with your new subscribed plan.



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

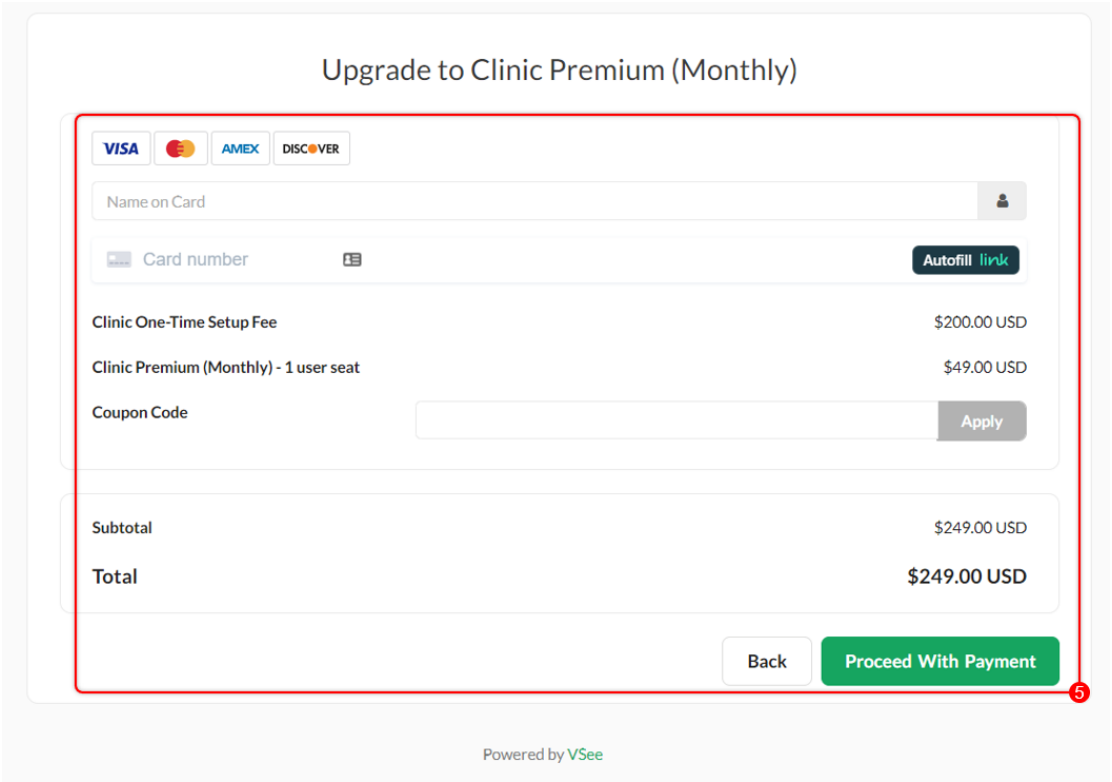


4.B. Input how many seats you would like to add. It will display the amount you will be charged depending on the number of user seats inputted.



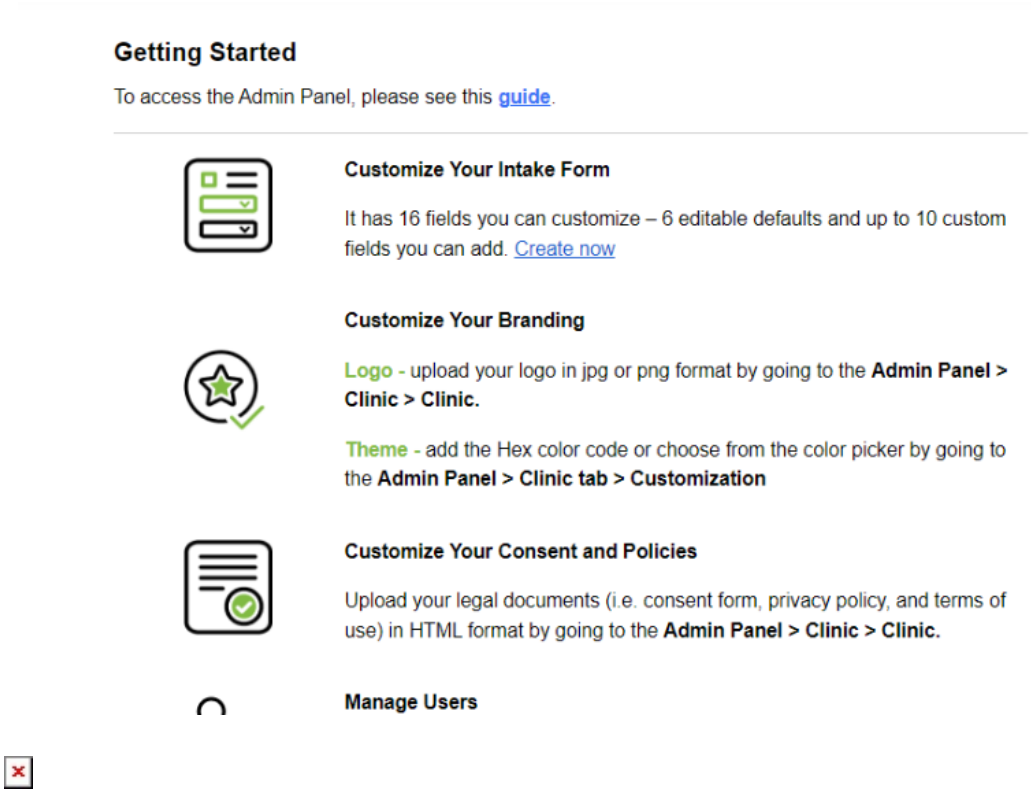
5.B. Input your card details. The system will identify if your card is valid and with sufficient funds. And then click on **Proceed with Payment**.

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

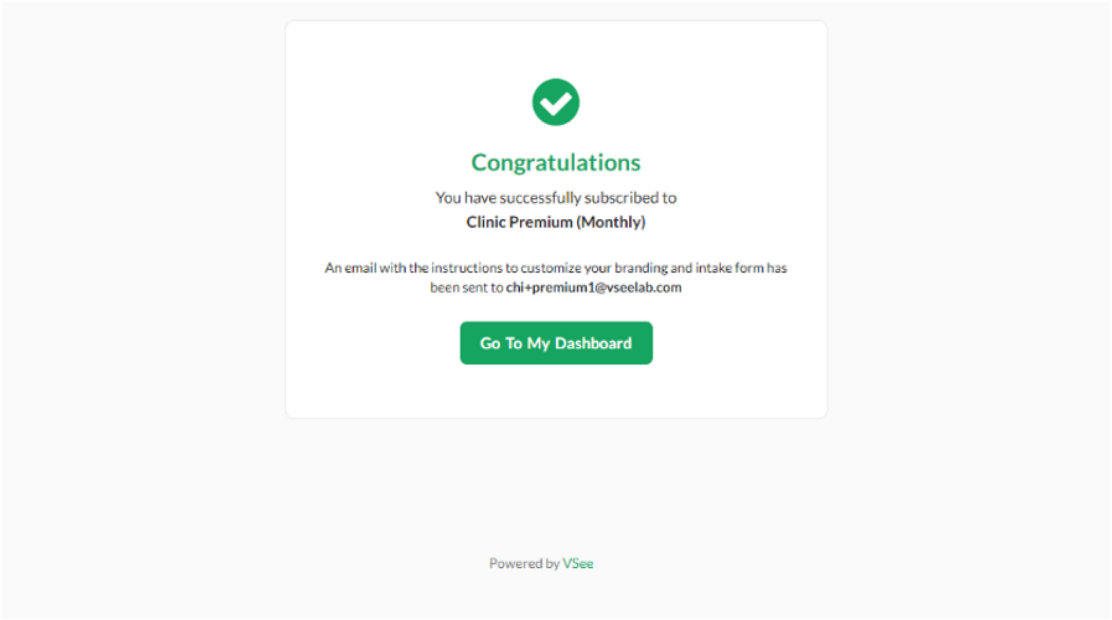

Upgrade to Clinic Premium (Monthly)
VISA
AMEX
DISCOVER
Name on Card
Card number
Autofill link
Clinic One-Time Setup Fee
$200.00 USD
Clinic Premium (Monthly) - 1 user seat
$49.00 USD
Coupon Code
Apply
Subtotal
$249.00 USD
Total
$249.00 USD
Back
Proceed With Payment
5
Powered by VSee

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

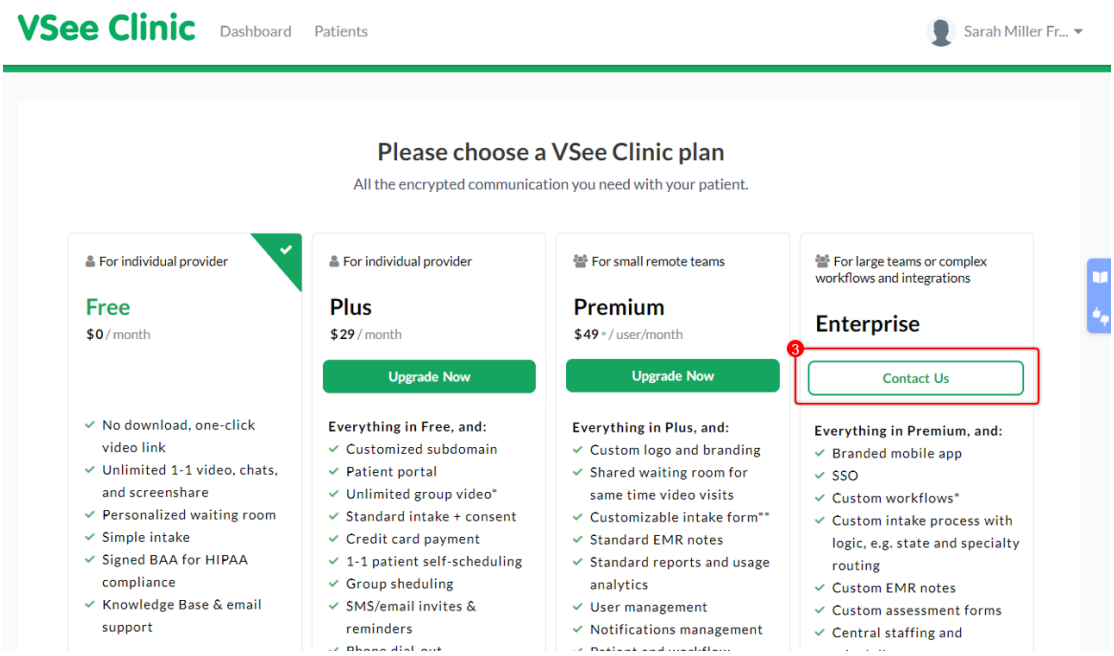
And an email with the instructions to customize your branding and intake form has been sent to your email.



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.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.

VSee

PRICING PRODUCTS ABOUT US RESOURCES SUPPORT SIGN IN CONTACT SALES

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:

Request Type*

Please Select

First name*

Last name*

Work Email*

Phone number*

Organization*

Company Size*

Please Select

Job Title*

How did you hear about VSee?*

Please Select

Additional information related to your business needs*

* These fields are required.

protected by reCAPTCHA

Privacy - Terms

Submit

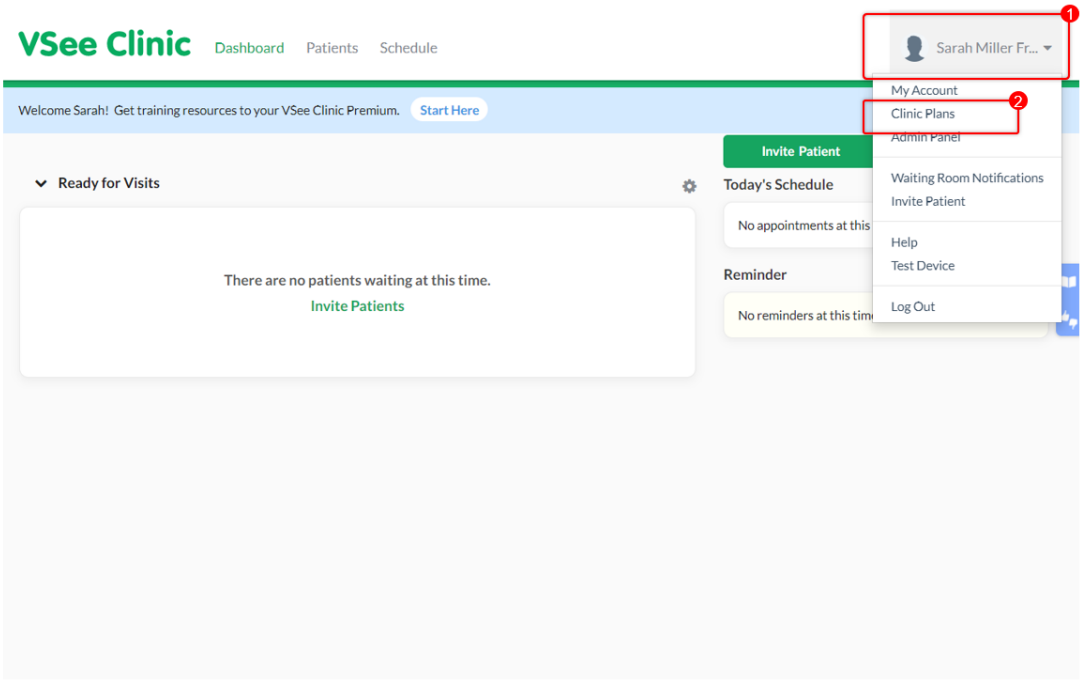
You can also contact us via:

sales@vsee.com

Downgrading your Plan

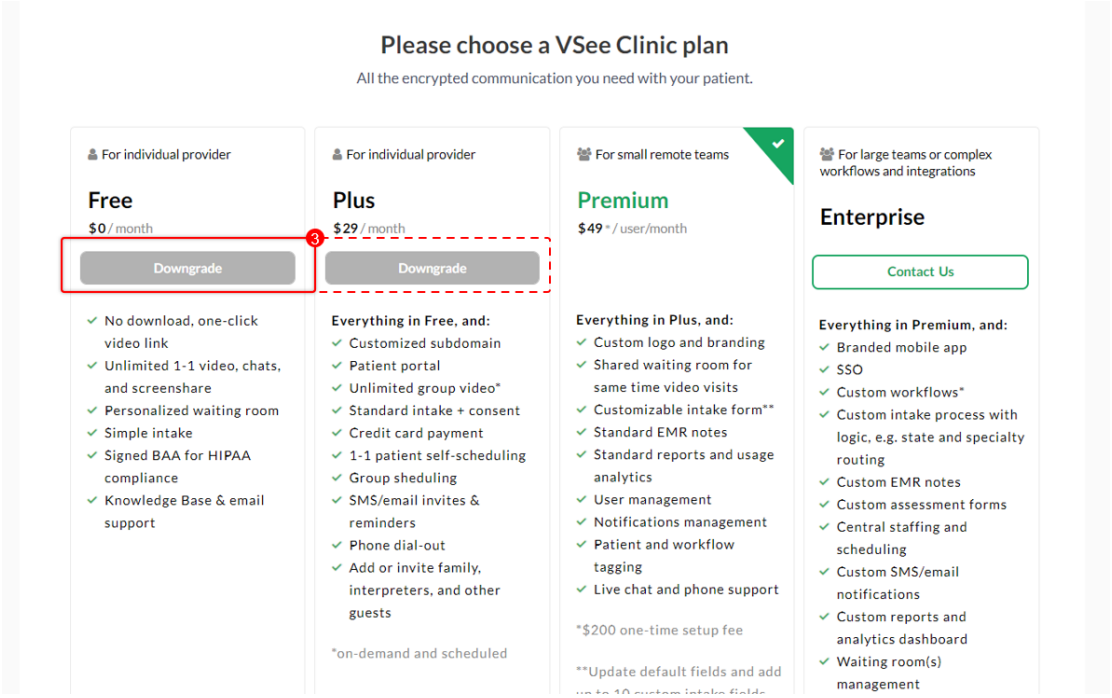
1. Click on **Your Name** or the **Profile Menu**.

2. Select **Clinic Plans**.



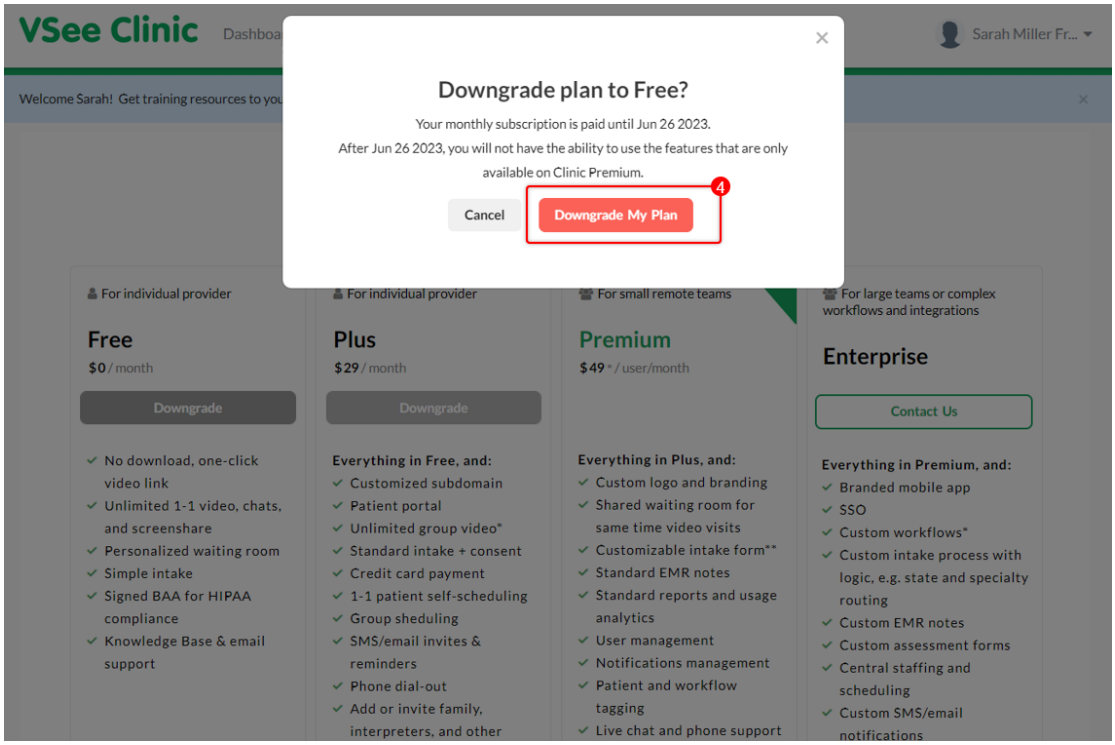
On this page, you are able to see which plan you are currently subscribed to and the other subscription plans' pricing and features inclusions.

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**.

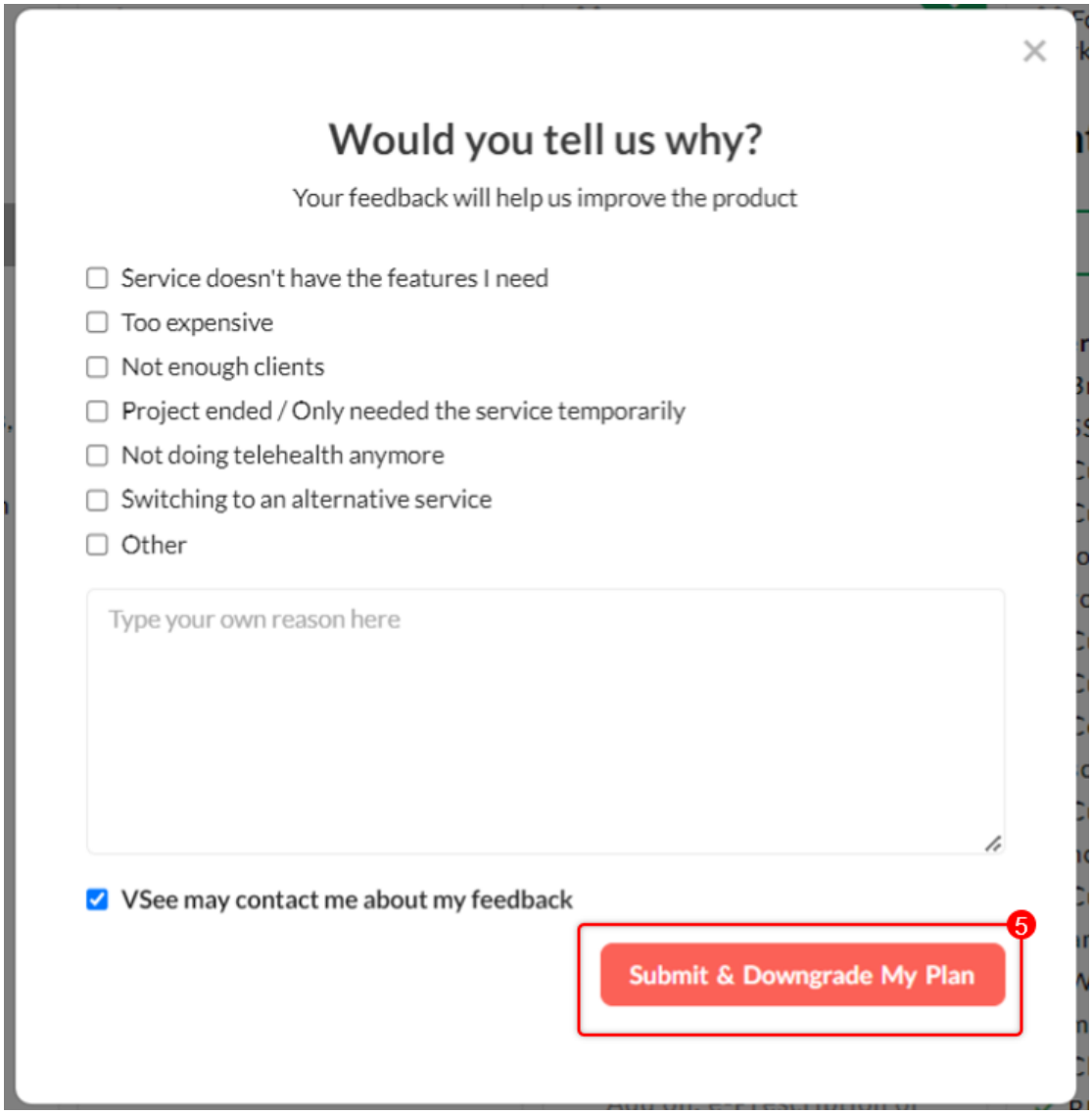


You will be asked for your feedback as to why you've decided to downgrade.

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.

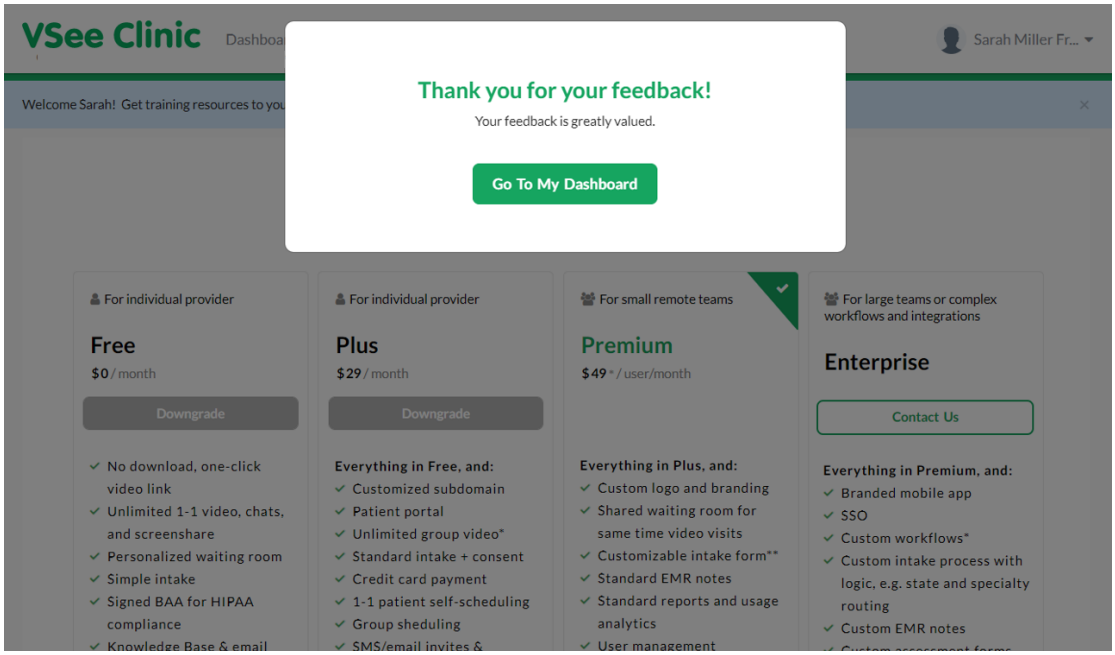
5. Click on **Submit & Downgrade My Plan.**


Would you tell us why?
Your feedback will help us improve the product
Service doesn't have the features I need
Too expensive
Not enough clients
Project ended / Only needed the service temporarily
Not doing telehealth anymore
Switching to an alternative service
Other
Type your own reason here
VSee may contact me about my feedback
5
Submit & Downgrade 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 help@vsee.com or check out the Help section under the Profile Menu of your VSee Clinic.

This article was last updated on: 26 May 2023

- Tags
- downgrade
- upgrade