



[Knowledgebase](#) > [VSee Clinic for Providers](#) > [How to Upgrade or Downgrade your Plan](#)

How to Upgrade or Downgrade your Plan

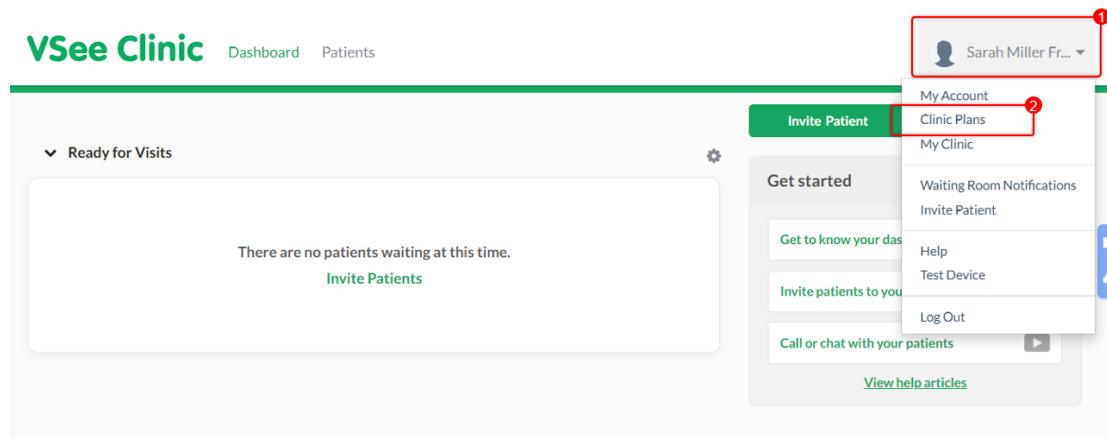
Jay-Ileen (Ai) - 2023-05-26 - [VSee Clinic for Providers](#)

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**.





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.

Please choose a VSee Clinic plan
All the encrypted communication you need with your patient.

Plan	For	Price	Action
Free	For individual provider	\$0 / month	
Plus	For individual provider	\$29 / month	Upgrade Now
Premium	For small remote teams	\$49 * / user/month	Upgrade Now
Enterprise	For large teams or complex workflows and integrations		Contact Us

Free
\$0 / month

No download, one-click video link
Unlimited 1-1 video, chats, and screenshare
Personalized waiting room
Simple intake
Signed BAA for HIPAA compliance
Knowledge Base & email support

Plus
\$29 / month

Everything in Free, and:
Customized subdomain
Patient portal
Unlimited group video*
Standard intake + consent
Credit card payment
1-1 patient self-scheduling
Group scheduling
SMS/email invites & reminders
Phone dial-out

Premium
\$49 * / user/month

Everything in Plus, and:
Custom logo and branding
Shared waiting room for same time video visits
Customizable intake form**
Standard EMR notes
Standard reports and usage analytics
User management
Notifications management
Patient and workflow

Enterprise

Everything in Premium, and:
Branded mobile app
SSO
Custom workflows*
Custom intake process with logic, e.g. state and specialty routing
Custom EMR notes
Custom assessment forms
Central staffing and workflow



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 DISC^{OVER}

Name on Card 

Card number 

Clinic Plus (Monthly) **\$29.00 USD**

Coupon Code **Apply**

Subtotal **\$29.00 USD**

Total **\$29.00 USD**

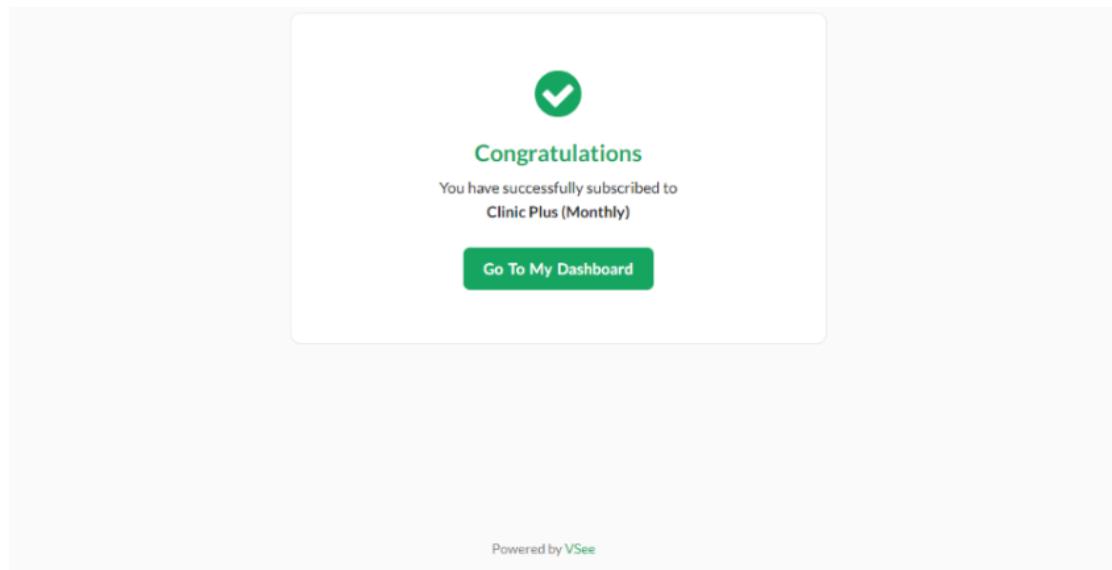
Proceed With Payment 

Powered by 



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.

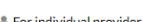


3.B. If you choose to upgrade to a **Premium** plan, click on the **Upgrade Now** button.



VSee Clinic Dashboard Patients  Sarah Miller Fr... ▾

Please choose a VSee Clinic plan
All the encrypted communication you need with your patient.

 For individual provider Free \$0 / month	 For individual provider Plus \$29 / month	 For small remote teams Premium \$49 * / user/month	 For large teams or complex workflows and integrations Enterprise
Upgrade Now	Upgrade Now	Upgrade Now	Contact Us
<ul style="list-style-type: none">✓ No download, one-click video link✓ Unlimited 1-1 video, chats, and screenshare✓ Personalized waiting room✓ Simple intake✓ Signed BAA for HIPAA compliance✓ Knowledge Base & email support	<ul style="list-style-type: none">✓ Everything in Free, and:✓ Customized subdomain✓ Patient portal✓ Unlimited group video*✓ Standard intake + consent✓ Credit card payment✓ 1-1 patient self-scheduling✓ Group scheduling✓ SMS/email invites & reminders✓ Phone dial-out	<ul style="list-style-type: none">✓ Everything in Plus, and:✓ Custom logo and branding✓ Shared waiting room for same time video visits✓ Customizable intake form**✓ Standard EMR notes✓ Standard reports and usage analytics✓ User management✓ Notifications management✓ Patient and workflow	<ul style="list-style-type: none">✓ Everything in Premium, and:✓ Branded mobile app✓ SSO✓ Custom workflows*✓ Custom intake process with logic, e.g. state and specialty routing✓ Custom EMR notes✓ Custom assessment forms✓ Central staffing and

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.

☒

Upgrade to Clinic Premium (Monthly)

How many user seats do you need? ⓘ

1

Billed monthly

\$49.00 / month

+ \$200 one-time clinic setup fee

Cancel

Continue

4

Powered by  VSee

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)

Name on Card 

Card number 

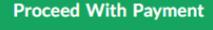
Clinic One-Time Setup Fee \$200.00 USD

Clinic Premium (Monthly) - 1 user seat \$49.00 USD

Coupon Code 

Subtotal \$249.00 USD

Total \$249.00 USD

  5

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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.

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

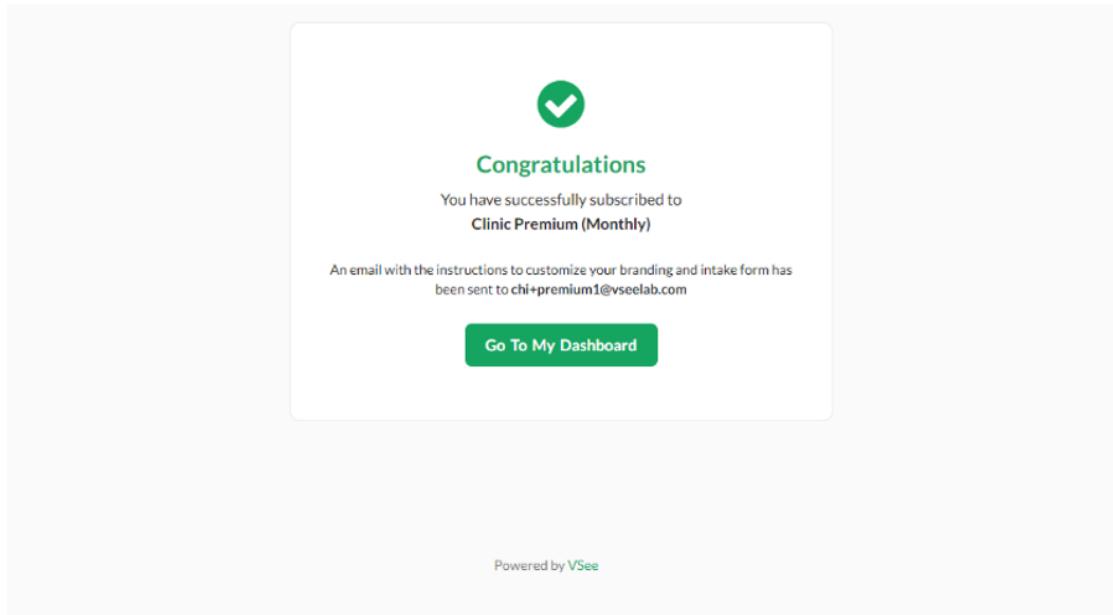
Upload your legal documents (i.e. consent form, privacy policy, and terms of use) in HTML format by going to the **Admin Panel > Clinic > Clinic**.



Manage Users



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**.



VSee Clinic Dashboard Patients Sarah Miller Fr... ▾

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For individual provider Free \$0/month <ul style="list-style-type: none">✓ No download, one-click video link✓ Unlimited 1-1 video, chats, and screenshare✓ Personalized waiting room✓ Simple intake✓ Signed BAA for HIPAA compliance✓ Knowledge Base & email support	For individual provider Plus \$29/month Upgrade Now <ul style="list-style-type: none">Everything in Free, and:✓ Customized subdomain✓ Patient portal✓ Unlimited group video*✓ Standard intake + consent✓ Credit card payment✓ 1-1 patient self-scheduling✓ Group scheduling✓ SMS/email invites & reminders✓ Phone dial out	For small remote teams Premium \$49*/user/month Upgrade Now <ul style="list-style-type: none">Everything in Plus, and:✓ Customizable intake form**✓ Standard EMR notes✓ Standard reports and usage analytics✓ User management✓ Notifications management	For large teams or complex workflows and integrations Enterprise \$49*/user/month Contact Us <ul style="list-style-type: none">Everything in Premium, and:✓ Branded mobile app✓ SSO✓ Custom workflows*✓ Custom intake process with logic, e.g. state and specialty routing✓ Custom EMR notes✓ Custom assessment forms✓ Central staffing and
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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.



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*

Job Title*

How did you hear about VSee?*

Additional information related to your business needs*

* These fields are required.

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[Submit](#)

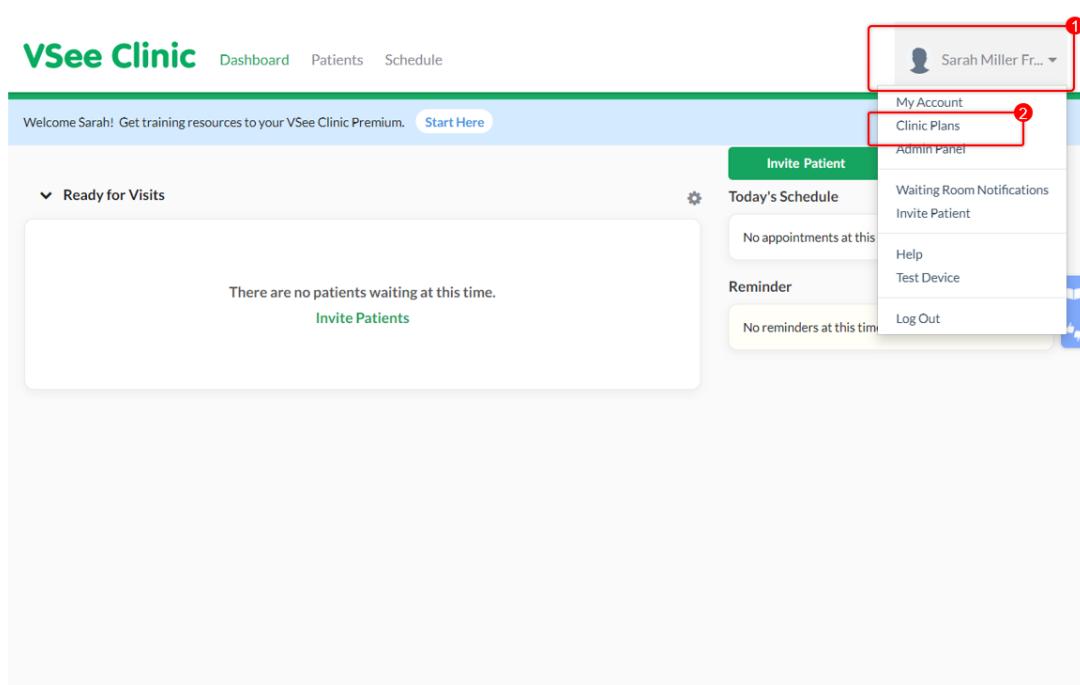
You can also contact us via:

[✉ sales@vsee.com](mailto: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.

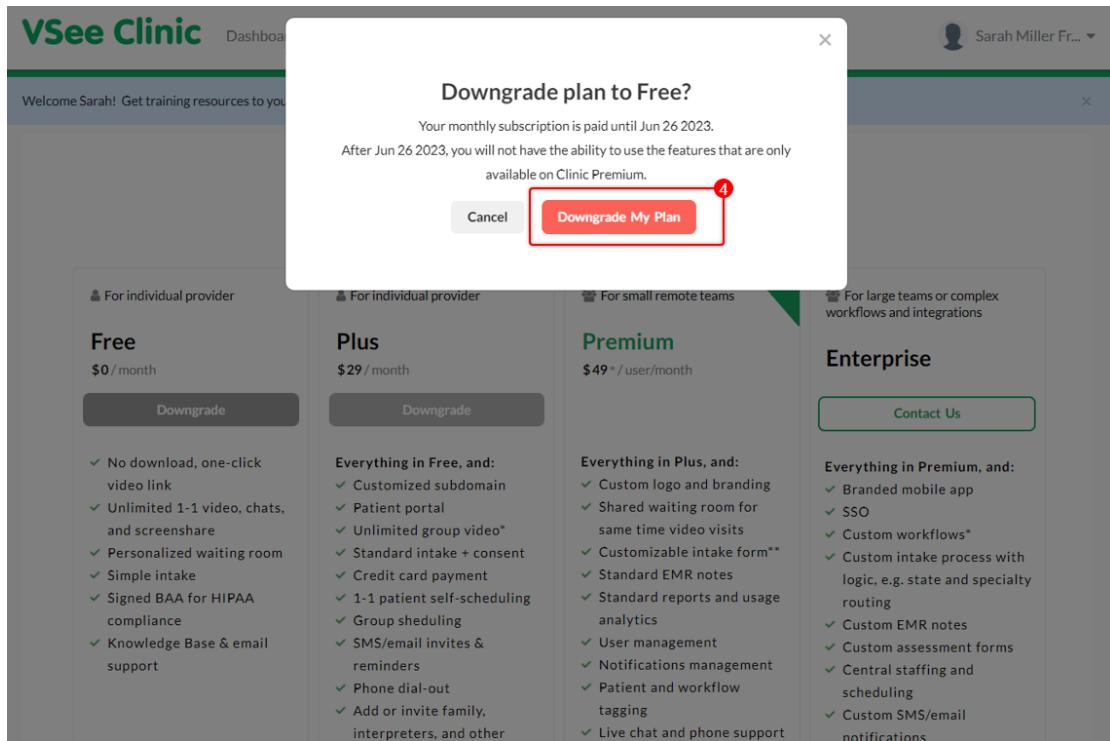
Please choose a VSee Clinic plan
All the encrypted communication you need with your patient.

For individual provider	For individual provider	For small remote teams	For large teams or complex workflows and integrations
Free \$0 / month	Plus \$29 / month	Premium \$49 */user/month	Enterprise
Downgrade	Downgrade		Contact Us
<ul style="list-style-type: none">✓ No download, one-click video link✓ Unlimited 1-1 video, chats, and screenshare✓ Personalized waiting room✓ Simple intake✓ Signed BAA for HIPAA compliance✓ Knowledge Base & email support	<ul style="list-style-type: none">✓ Everything in Free, and:<ul style="list-style-type: none">✓ Customized subdomain✓ Patient portal✓ Unlimited group video*✓ Standard intake + consent✓ Credit card payment✓ 1-1 patient self-scheduling✓ Group scheduling✓ SMS/email invites & reminders✓ Phone dial-out✓ Add or invite family, interpreters, and other guests	<ul style="list-style-type: none">✓ Everything in Plus, and:<ul style="list-style-type: none">✓ Custom logo and branding✓ Shared waiting room for same time video visits✓ Customizable intake form**✓ Standard EMR notes✓ Standard reports and usage analytics✓ User management✓ Notifications management✓ Patient and workflow tagging✓ Live chat and phone support*\$200 one-time setup fee**Update default fields and add up to 10 custom intake fields	<ul style="list-style-type: none">✓ Everything in Premium, and:<ul style="list-style-type: none">✓ Branded mobile app✓ SSO✓ Custom workflows*✓ Custom intake process with logic, e.g. state and specialty routing✓ Custom EMR notes✓ Custom assessment forms✓ Central staffing and scheduling✓ Custom SMS/email notifications✓ Custom reports and analytics dashboard✓ Waiting room(s) management



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**.

X

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

Submit & Downgrade My Plan

5



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.

The screenshot shows the VSee Clinic software interface. A central pop-up window titled "Thank you for your feedback!" with the subtext "Your feedback is greatly valued." contains a green "Go To My Dashboard" button. The background shows a dashboard with a "Welcome Sarah! Get training resources to you" message. Below the dashboard are four pricing plans: "Free" (\$0/month), "Plus" (\$29/month), "Premium" (\$49*/user/month), and "Enterprise". Each plan has a "Downgrade" button. The "Enterprise" plan includes a "Contact Us" button. The "Enterprise" plan is described as "For large teams or complex workflows and integrations".

Plan	For	Cost	Features
Free	For individual provider	\$0 / month	No download, one-click video link; Unlimited 1-1 video, chats, and screenshare; Personalized waiting room; Simple intake; Signed BAA for HIPAA compliance; Knowledge Base & email
Plus	For individual provider	\$29 / month	Everything in Free, and: Customized subdomain; Patient portal; Unlimited group video*; Standard intake + consent; Credit card payment; 1-1 patient self-scheduling; Group scheduling; SMS/email invites &
Premium	For small remote teams	\$49*/user/month	Everything in Plus, and: Custom logo and branding; Shared waiting room for same time video visits; Customizable intake form**; Standard EMR notes; Standard reports and usage analytics; User management
Enterprise	For large teams or complex workflows and integrations		Everything in Premium, and: Branded mobile app; SSO; Custom workflows*; Custom intake process with logic, e.g. state and specialty routing; Custom EMR notes; Custom assessment forms

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](#)