



[Knowledgebase](#) > [VSee Clinic for Providers](#) > [How to Use the Chat Bubble](#)

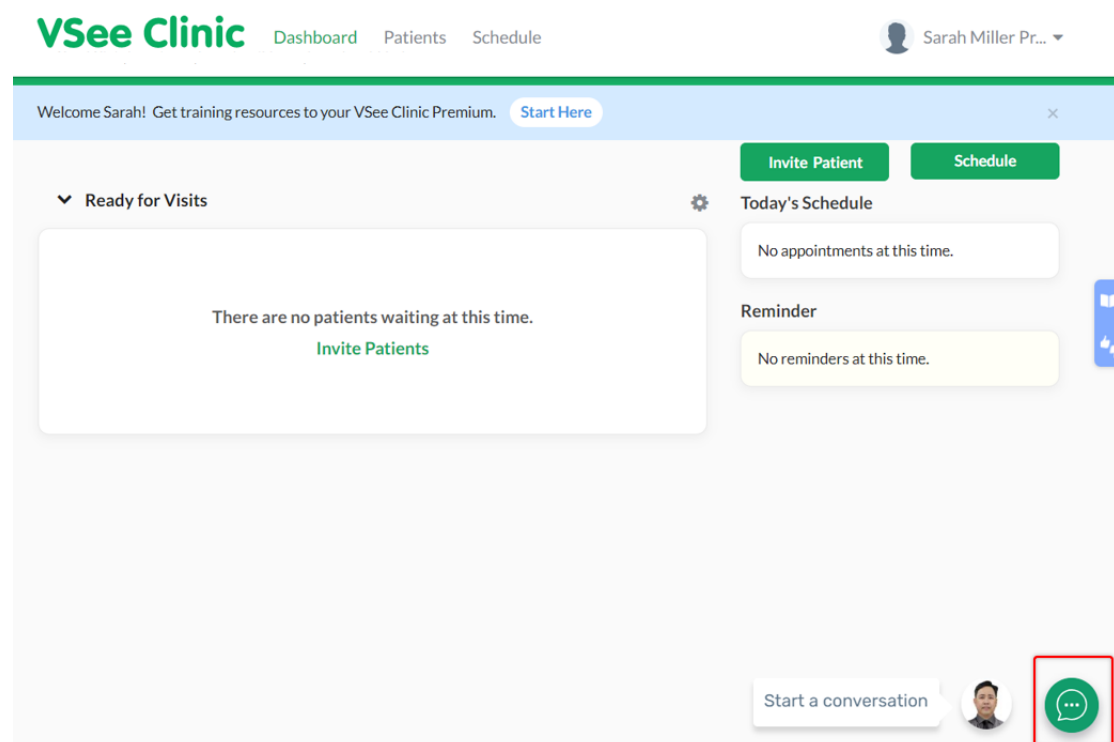
How to Use the Chat Bubble

Jay-Ileen (Ai) - 2023-04-14 - [VSee Clinic for Providers](#)

If you ever encounter a technical issue, the Chat bubble allows you to reach out to the VSee support team.

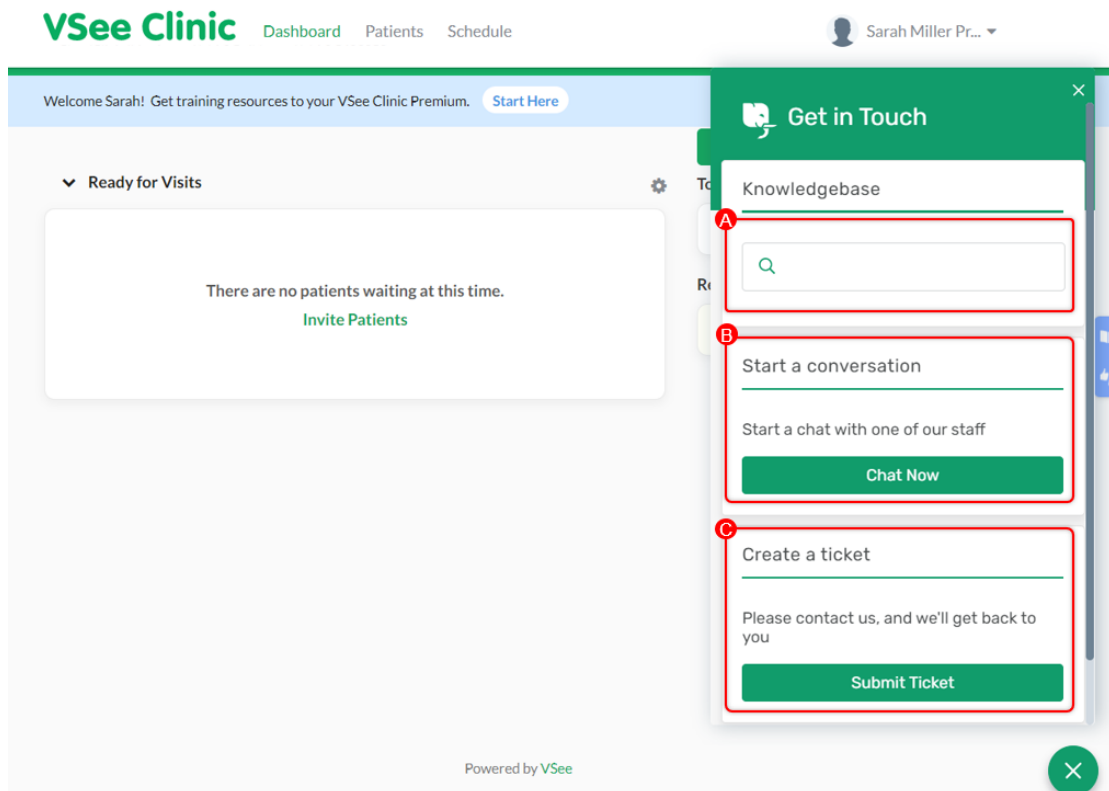
You will see the **Chat bubble** at the bottom right of your screen, anywhere inside your VSee clinic.

Note: The chat bubble option is only available for Premium and Enterprise clinics.



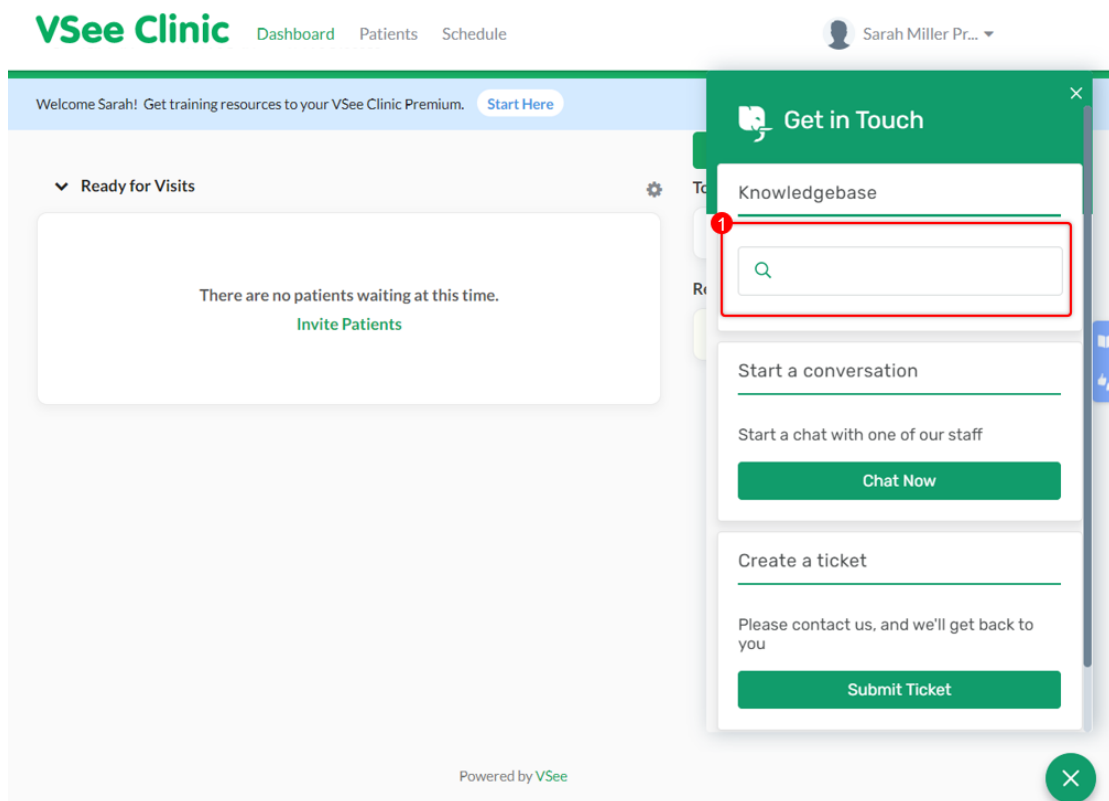
You have three options for support:

- A. [Search for a Knowledge-based Article](#)
- B. [Use the Live Chat](#)
- C. [Submit a Ticket](#)



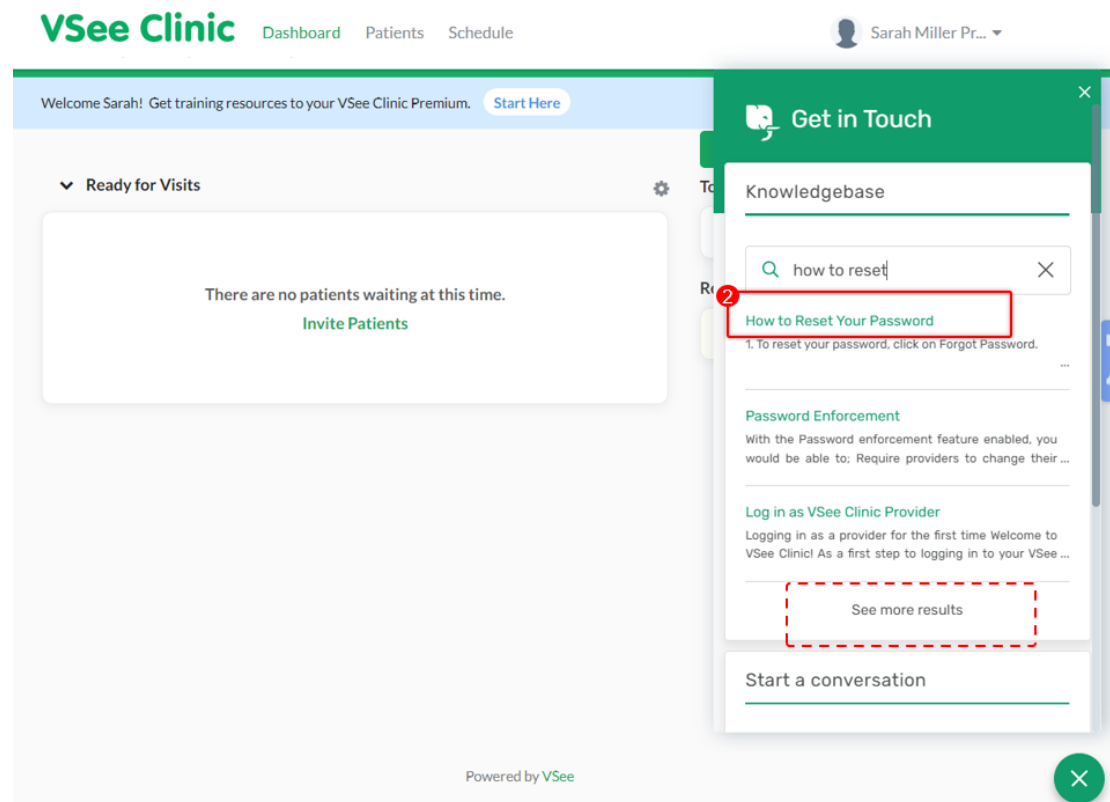
How to Search for a Knowledge-based Article

1. To search for an article related to your concern, click on the **search field** under Knowledgebase.



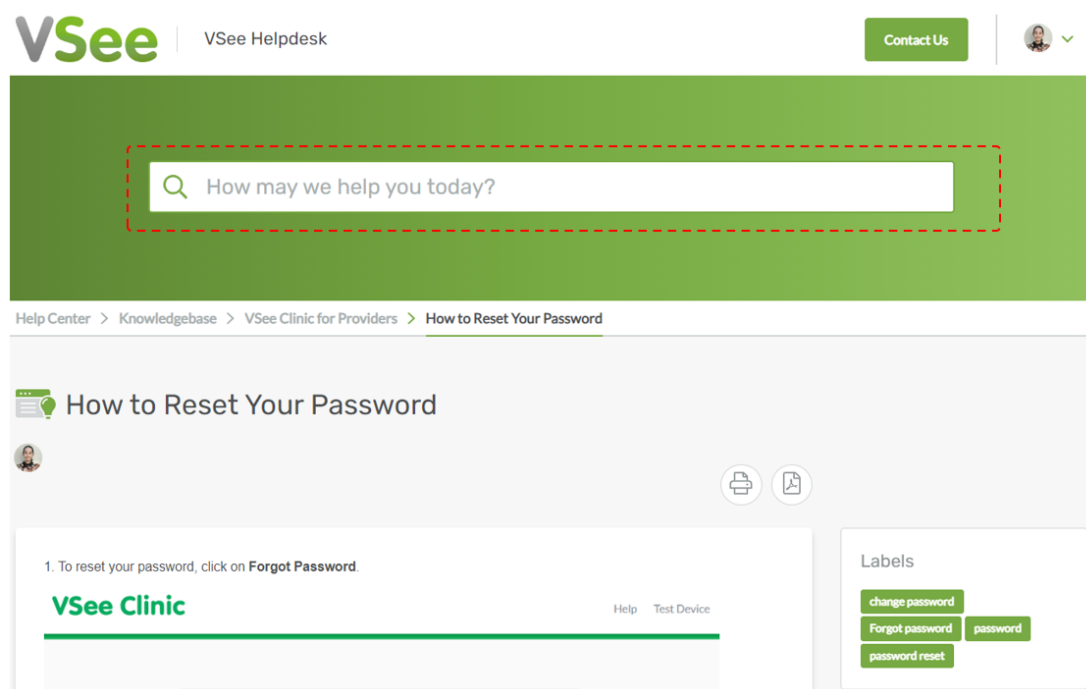
2. Type in your **concern/question**. And click on the **suggested result** (addressing the issue).

You can also click on **See more results** to view other related results (if there are any).



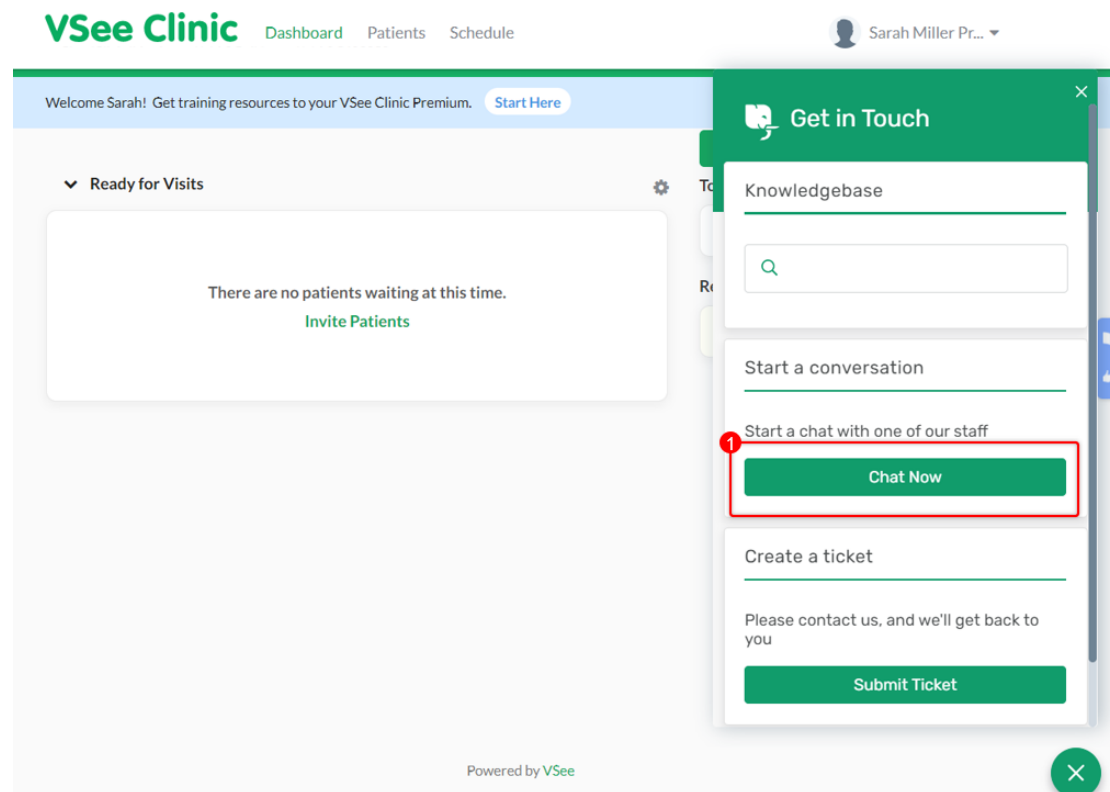
You will be routed to the VSee website - support page, where you can read the full article.

You can also utilize the search engine bar to type in other concerns/questions.



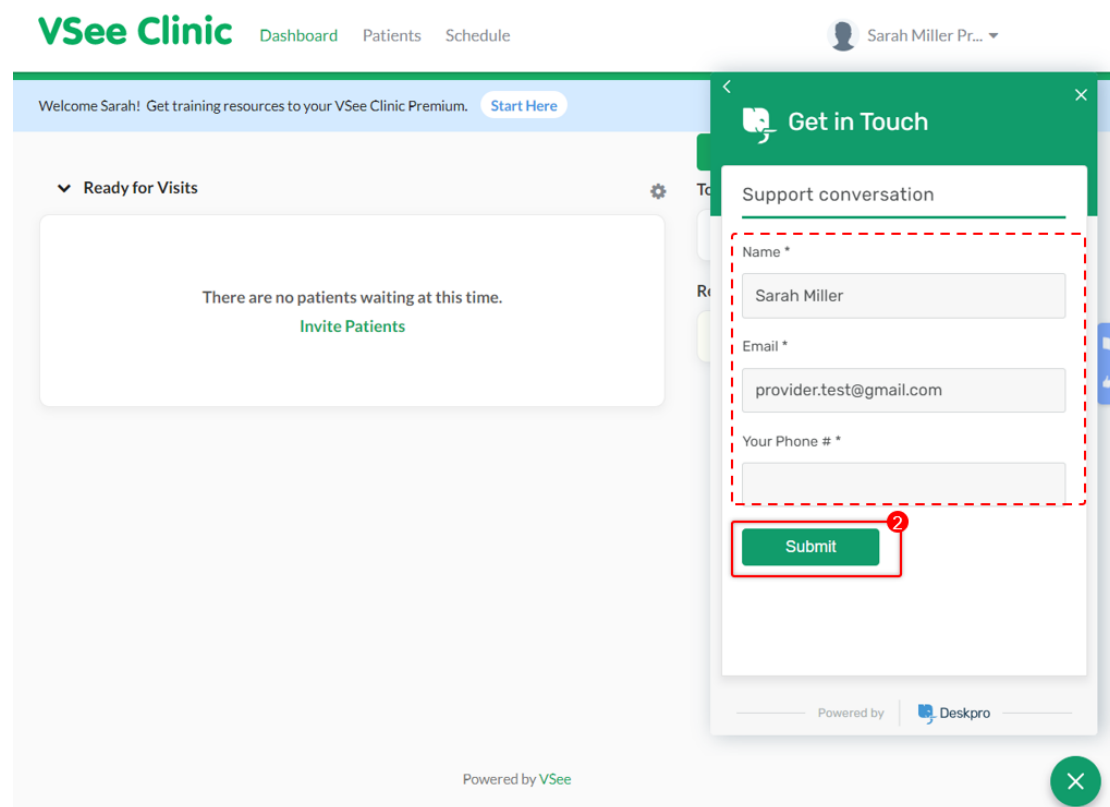
How to Use the Live Chat

1. Click on **Chat Now** to initiate a chat with a live agent.



Your basic information - Name and email, including your phone number, are auto-populated as long as you have added this information on your Profile page.

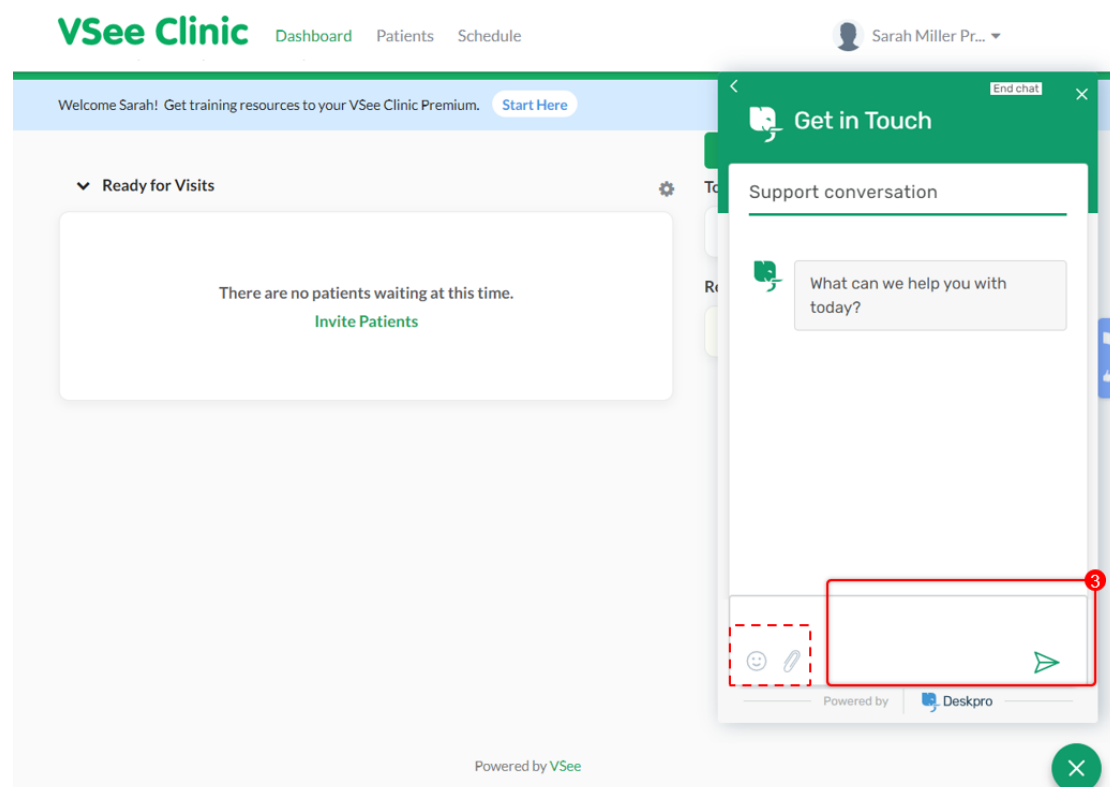
2. Click **Submit**.



3. Type in your **concern/questions** and click on the **arrow** to send.

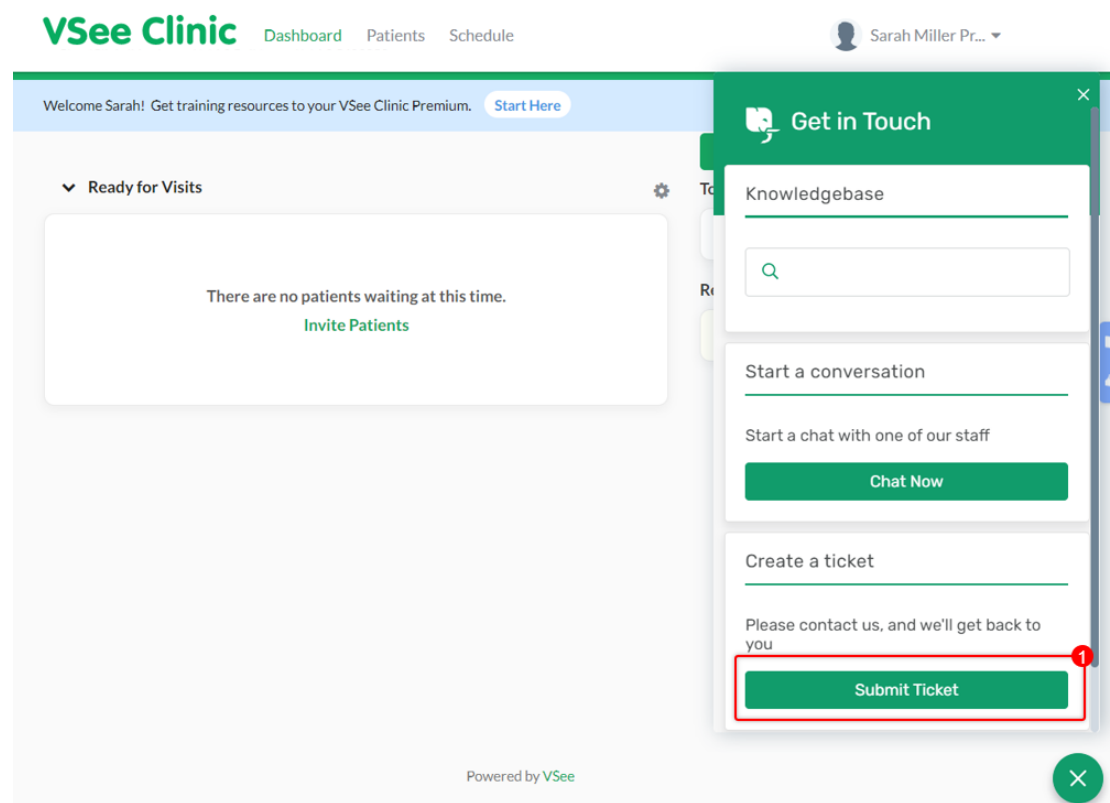
You can also send using an emoji or attach files.

A live agent will be available to chat with you at this point.



How to Submit a Ticket

1. Click on **Submit Ticket**.



2. You will need to type in your Name, Email, Phone number, Subject (Concern), and Message.

The additional email address is optional.

Please make sure to add all the necessary information under "Message" to make it clear enough for the VSee support team to address your concern ASAP.

3. Click on **Submit**.

The screenshot shows the VSee Clinic dashboard interface. At the top, there is a navigation bar with 'VSee Clinic' on the left and 'Sarah Miller Pr...' on the right. Below the navigation bar, a welcome message reads 'Welcome Sarah! Get training resources to your VSee Clinic Premium.' with a 'Start Here' link. The main content area is divided into sections: 'Ready for Visits' (indicating no patients are waiting), 'Today's Schedule' (indicating no appointments), and 'Reminder' (indicating no reminders). A 'Get in Touch' modal is open on the right side, containing a 'New ticket' form. The form fields are: Name *, Email *, Phone #, Subject *, Email Address, and Message *. A red dashed box highlights the 'Add attachment' area with the text 'Drag and drop'. A red circle with the number '2' is next to the 'Name' field, and a red circle with the number '3' is next to the 'Submit' button. The modal is powered by Deskoro.

VSee Clinic Dashboard Patients Schedule Sarah Miller Pr...

Welcome Sarah! Get training resources to your VSee Clinic Premium. [Start Here](#)

Ready for Visits

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

Today's Schedule

No appointments at this time.

Reminder

No reminders at this time.

Powered by VSee

Get in Touch

New ticket

Name *

Email *

Phone #

Subject *

Email Address

Message *

Add attachment or Drag and drop

Submit

Powered by Deskoro

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: 10 April 2023

- Tags
- [chat bubble](#)
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- [live chat](#)
- [technical issue](#)