



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

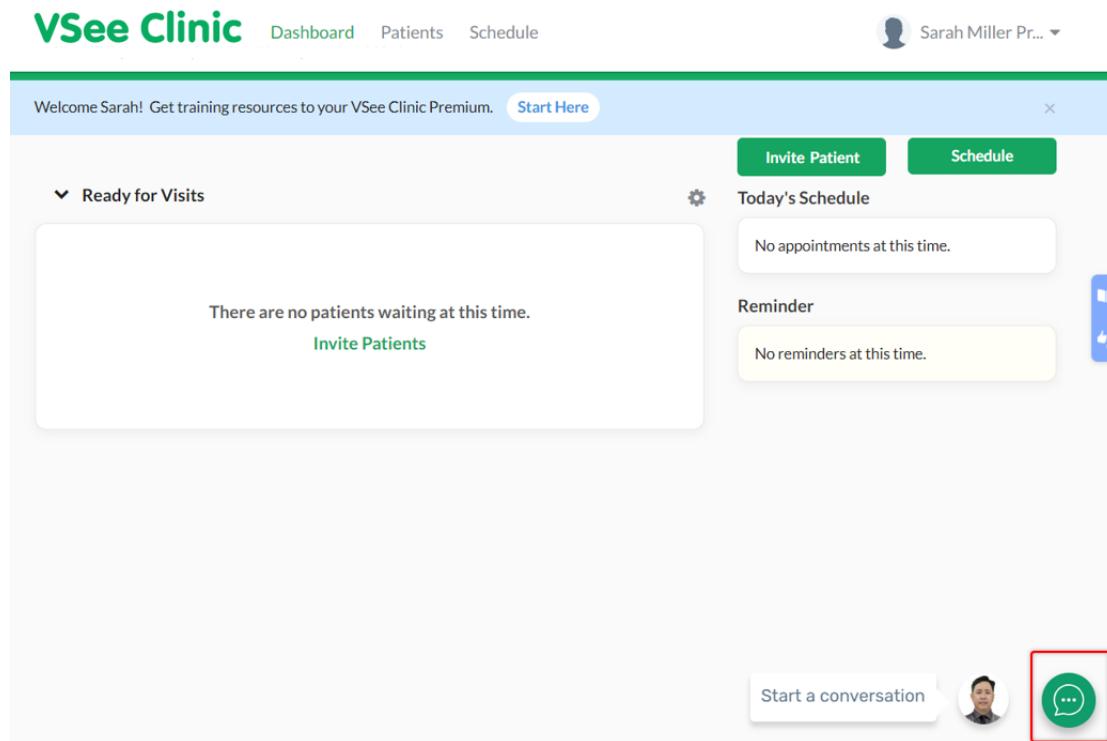
How to Use the Chat Bubble

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.

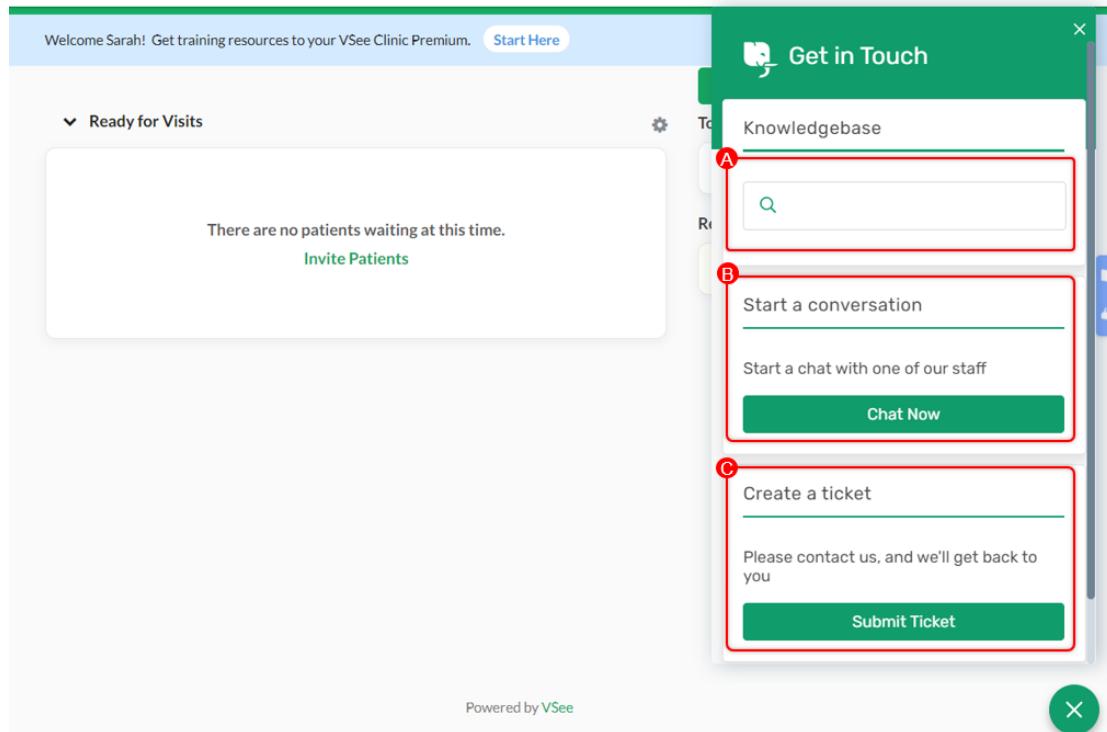
You will see the **Chat bubble** at the bottom right of your screen, anywhere inside your VSee clinic.

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](#)



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](#)

Get in Touch

Knowledgebase

A Search field

B Start a conversation

Start a chat with one of our staff [Chat Now](#)

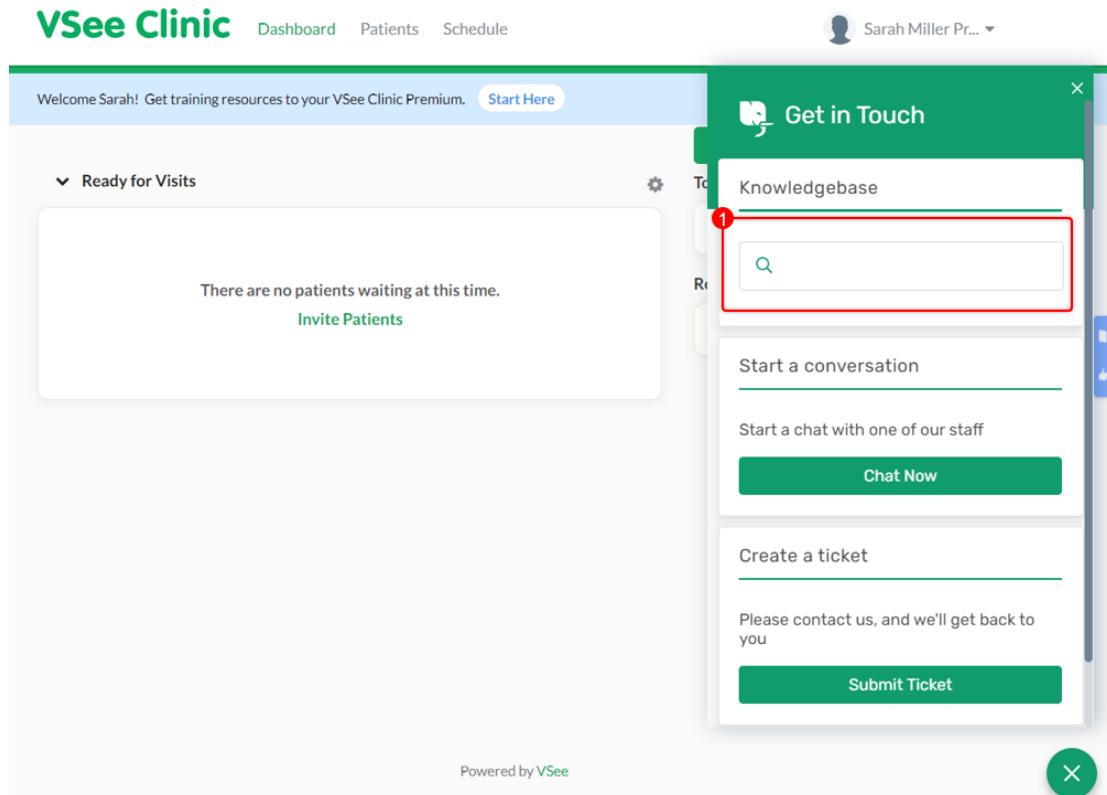
C Create a ticket

Please contact us, and we'll get back to you [Submit Ticket](#)

Powered by VSee 

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.



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

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Knowledgebase

1 Search field

B Start a conversation

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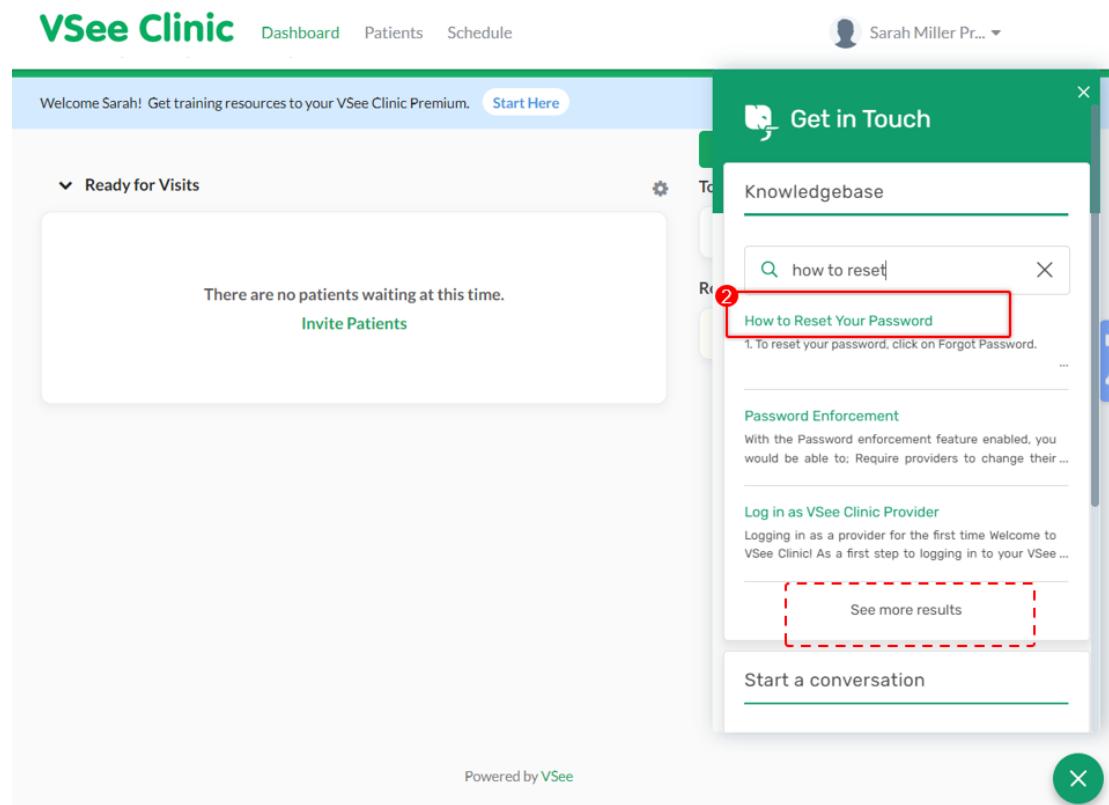
C Create a ticket

Please contact us, and we'll get back to you [Submit Ticket](#)

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

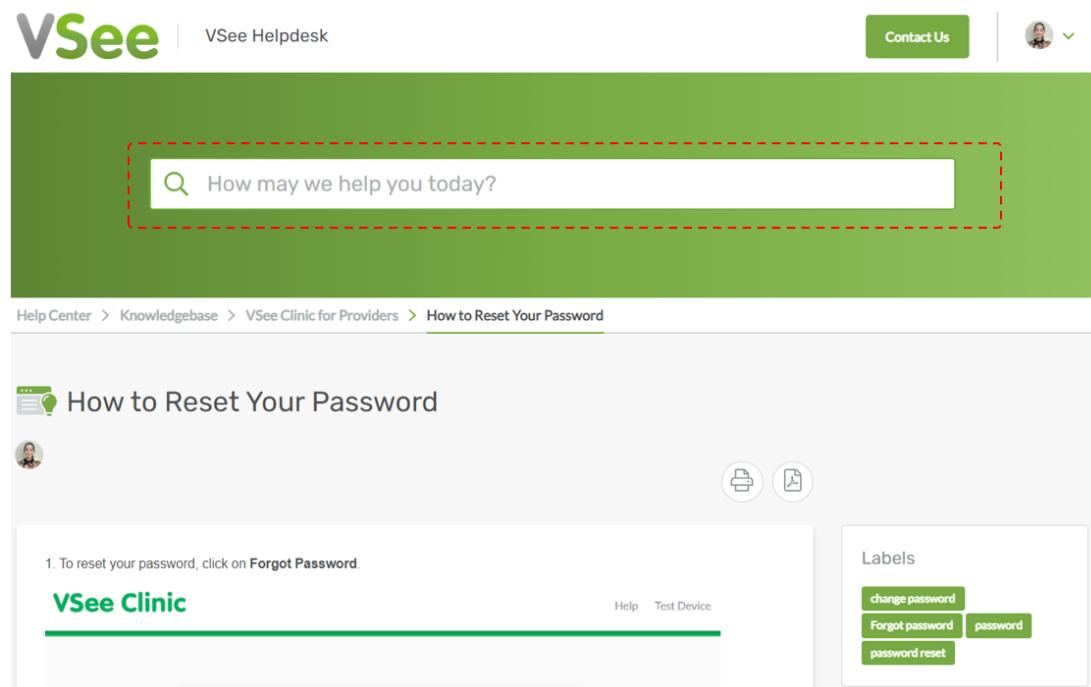
You can also click on **See more results** to view other related results (if there are any).



The screenshot shows the VSee Clinic provider dashboard. On the left, there's a sidebar with 'Ready for Visits' and a message: 'There are no patients waiting at this time.' Below this is a 'Invite Patients' button. On the right, a 'Get in Touch' sidebar is open, containing a 'Knowledgebase' section. A search bar at the top of this sidebar has 'how to reset' typed into it. A red box highlights the 'How to Reset Your Password' result, which is the first suggestion. A red number '2' is placed above this result. Below the search bar, there's a 'Password Enforcement' section and a 'Log in as VSee Clinic Provider' section. A 'See more results' button is located in the 'Log in as VSee Clinic Provider' section, also highlighted with a red dashed box. At the bottom of the sidebar is a 'Start a conversation' button. The footer of the sidebar says 'Powered by VSee'.

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

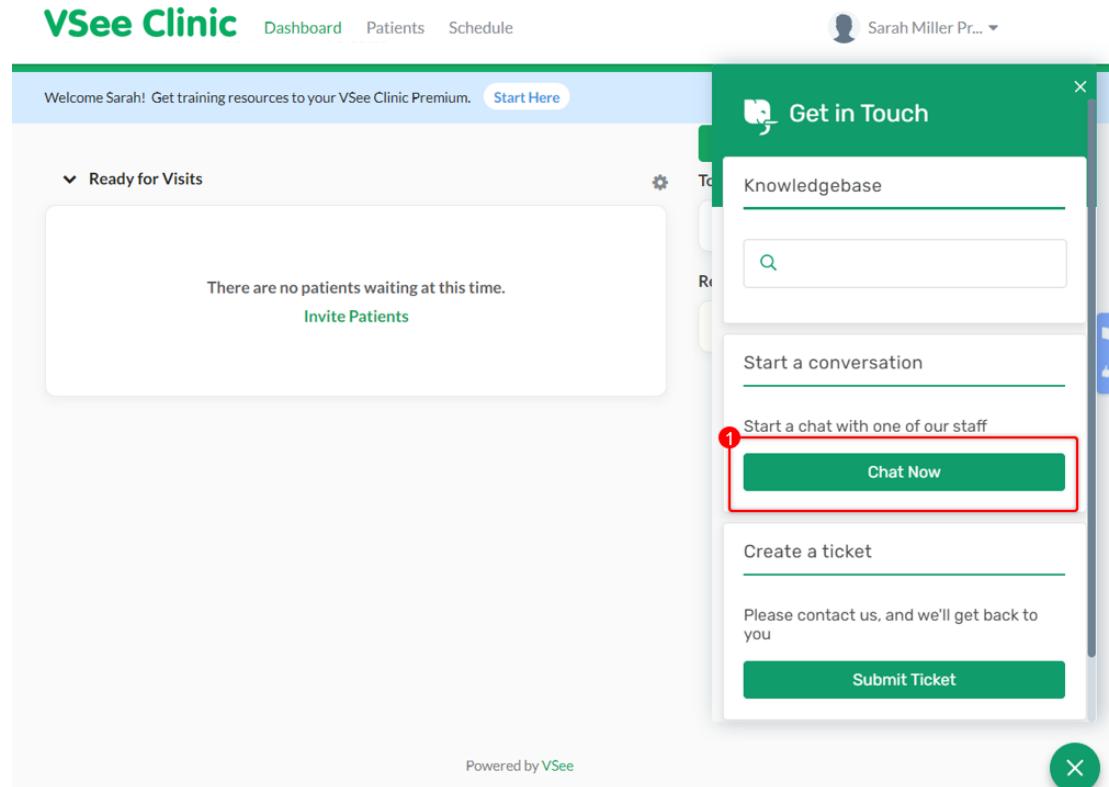
You can also utilize the search engine bar to type in other concerns/questions.



The screenshot shows the VSee Helpdesk support page for 'How to Reset Your Password'. At the top, there's a search bar with 'How may we help you today?' and a 'Contact Us' button. Below the search bar, the breadcrumb navigation shows 'Help Center > Knowledgebase > VSee Clinic for Providers > How to Reset Your Password'. The main content area has a title 'How to Reset Your Password' with a lightbulb icon. Below the title is a small user profile picture. To the right of the title are two circular icons with document symbols. The main text area contains the instruction: '1. To reset your password, click on [Forgot Password](#)'. At the bottom of this area is the 'VSee Clinic' logo. To the right of the main content is a 'Labels' sidebar with four categories: 'change password', 'Forgot password', 'password', and 'password reset', each with a small green icon.

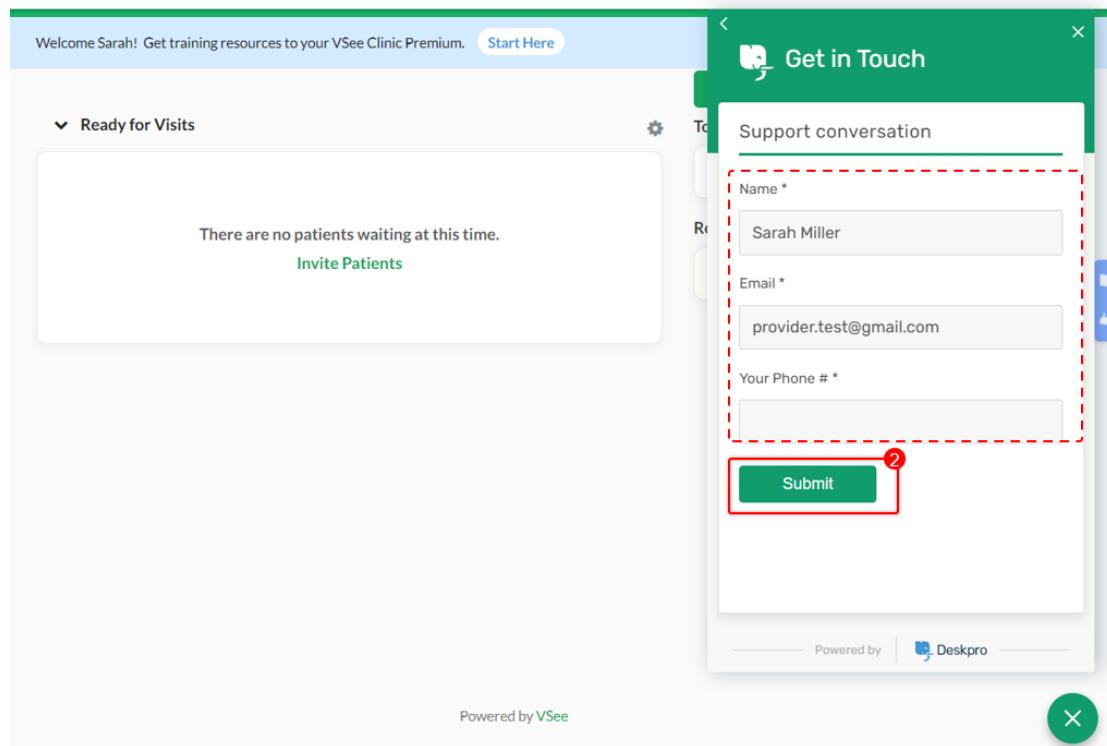
How to Use the Live Chat

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 you have added this information on your Profile page.

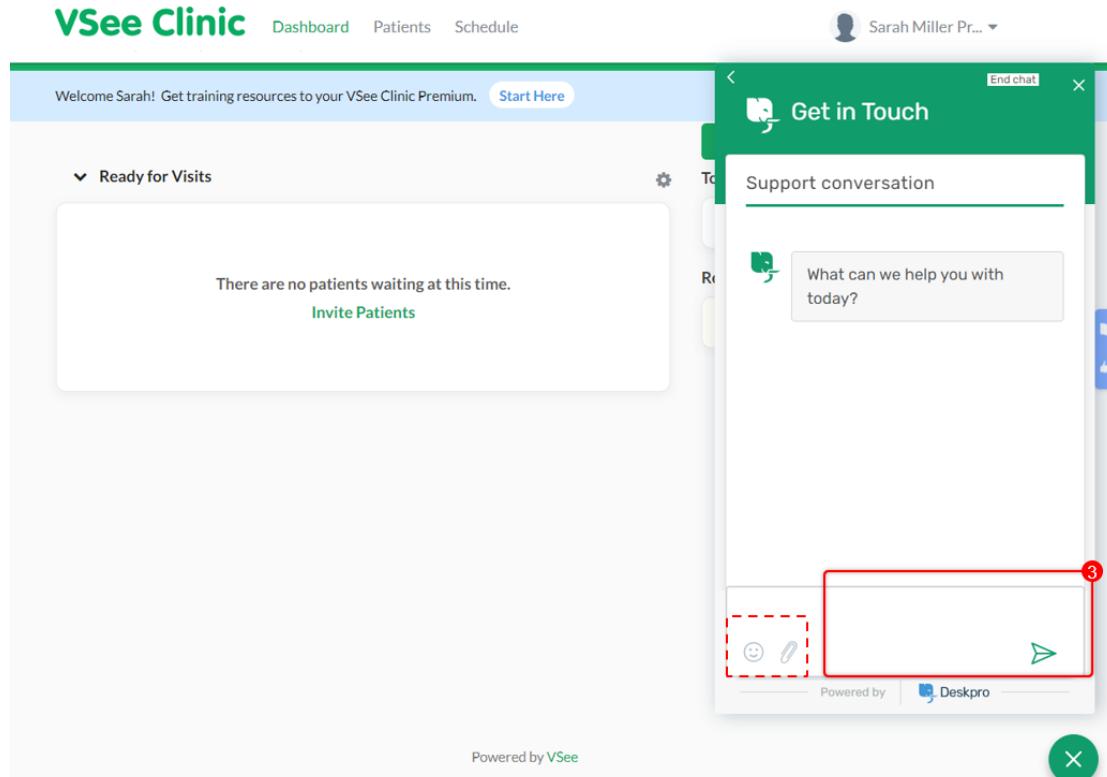
2. Click **Submit**.



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

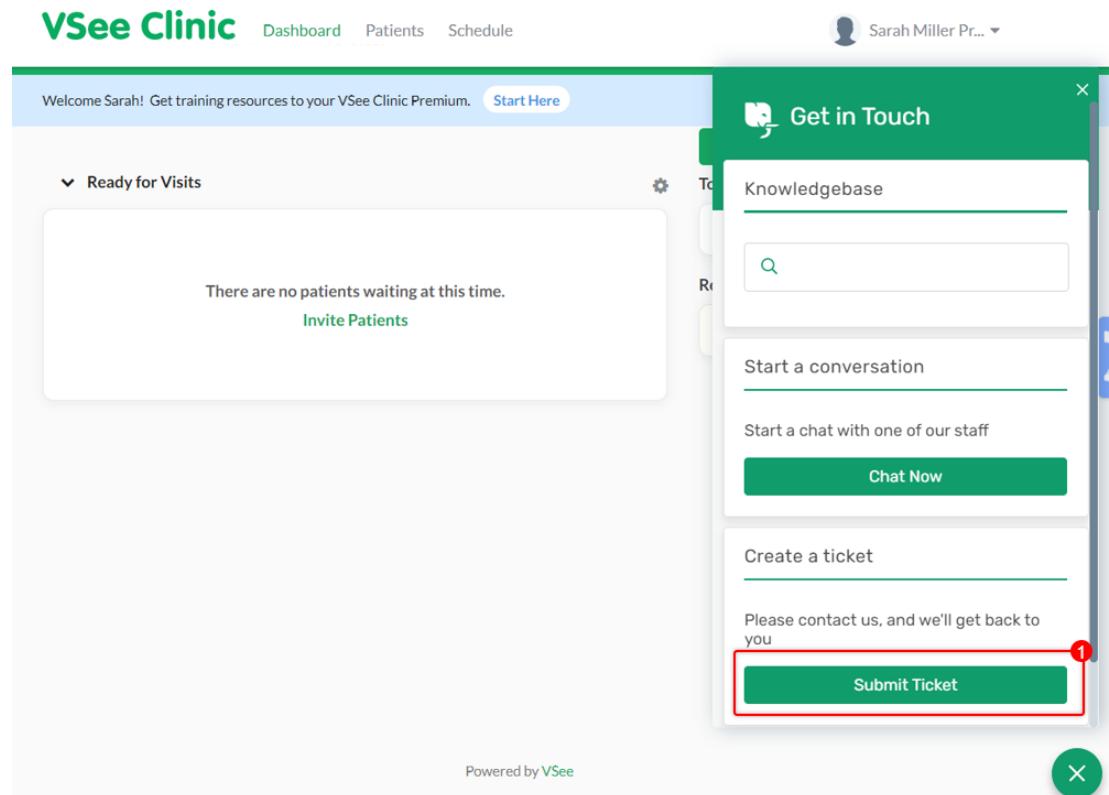
You can also send using an emoji or attach files.

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



How to Submit a Ticket

1. Click on **Submit Ticket**.

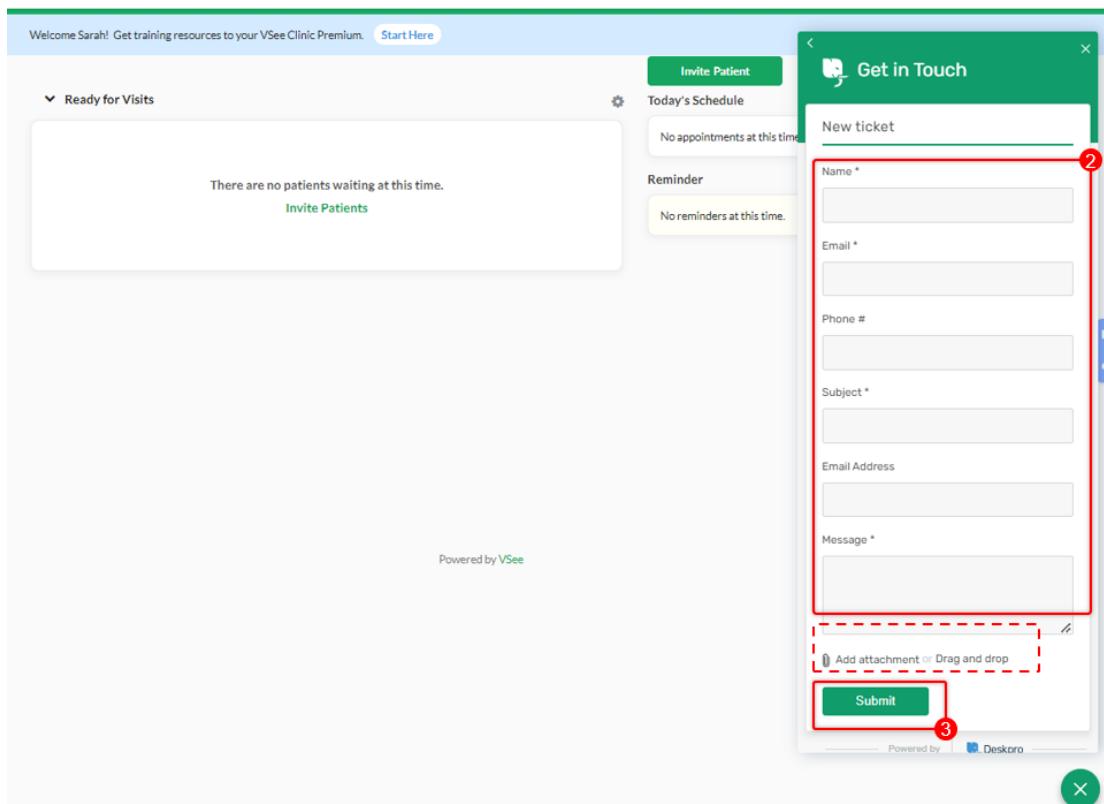


2. You will need to type in your Name, Email, Phone number, Subject (Concern), and Message.

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**.



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](#)
- [contact support](#)
- [live chat](#)
- [technical issue](#)