New to VSee? Start Here — Your First Telehealth Appointment

Nina - 2026-07-09 - VSee Clinic for Patients

Welcome! If this is your first time using VSee for a video appointment, you're in the right place. This guide walks you through everything — nice and simple.

What You Need Before You Start

- A phone, tablet, or computer with a camera and microphone
- A good internet connection (home Wi-Fi or mobile data works great)
- Your appointment link — you'll receive this via:
  Email from your provider's clinic, or
  A text message (SMS) with a direct link to join
- A quiet, well-lit spot for your call

Step 1 — Test Your Device the Day Before

Don't wait until your appointment to check if things are working! Do a quick test the day before:

1. **Find your appointment link** — check your text messages or email.
2. Click the link that says "Start Visit" or "Test My Device."
3. When a pop-up asks for camera and microphone access, click Allow.
4. Check that your camera and microphone are working.

⚠ Seeing a problem? Contact your clinic right away — there's still time to fix it before your appointment.

Step 2 — Join on Appointment Day

About 15 minutes before your scheduled time:

1. **Find your appointment link** — check your text messages or email.
2. Click the link and select **"Start Visit"** or **"Enter Waiting Room"** (whichever button appears).
3. If a pop-up appears asking about your camera or microphone — click Allow.
4. You'll enter a virtual waiting room. Just stay on the page — your provider will join when they're ready.

That's it! No need to do anything else once you're in the waiting room.

Which Browser Should I Use?

Your Device	Use This Browser
iPhone or iPad	Safari
Android phone or tablet	Google Chrome
Windows computer	Google Chrome
Mac computer	Safari or Chrome

 Avoid Internet Explorer and Firefox browsers — it does not support video calls.

Something's Not Working? Try These First

Problem	What to Do
Can't find the appointment email	Check your spam or junk folder
"Link is not valid"	Contact your clinic and ask for the room code
Camera or microphone not working	My Microphone or Camera Isn't Working
App won't open	Open Chrome or Safari and click the link directly from your email
You're in the waiting room but no one shows up	Stay on the page — your provider may be a couple of minutes late

VSee Cannot Help With...

VSee Support helps with **video call technology only.** For anything medical, please contact your **provider's clinic directly** — the phone number is usually in your appointment email.

This includes: appointment scheduling, prescriptions, billing, test results, and medical questions.

Related Articles

- My Microphone or Camera Isn't Working
- App Is Taking Too Long to Start
- Which VSee App Do I Need?
- What Are The Compatible Devices & OS?
- What VSee Support Can Help With

Still Need Help?

 Contact VSee Support: help.vsee.com/new-ticket

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