

## Open and Log In to VSee Messenger

- 2023-08-17 - VSee Messenger (Providers and Patients)

When expecting a call or chat, it's always best to check and make sure you are logged in to your VSee Messenger App. This will allow you to avoid missing any important calls or messages from your contacts.

[How to Open VSee Messenger](#)

[How to Log in](#)

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Open VSee Messenger

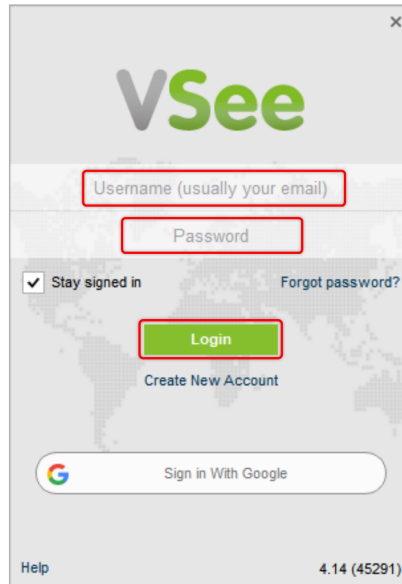
Once VSee Messenger is installed, it will create a shortcut by default on your desktop where you will see its logo.



To open the app, simply double-click on the logo.

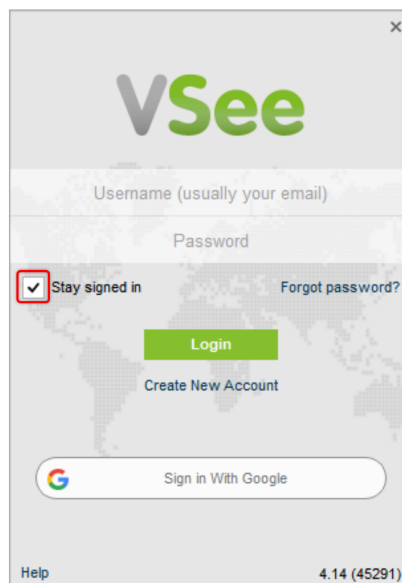
Log in to VSee Messenger

1. Type in your **Username**.
2. Type in your **Password**.
3. Click **Login**.



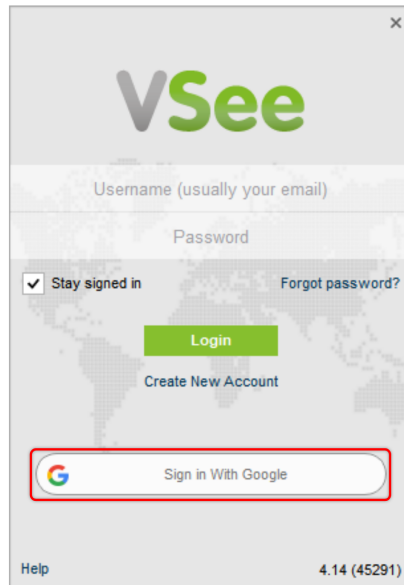
### Stay Logged In

Before logging in to the app, users may check on the option to **Stay signed in**. When this is enabled, the app will remember the user's credentials and automatically log them in when they open the app.




## Log In with Google Account

Users who are using their Gmail account for their Vsee Messenger can also click on the **Sign in With Google** button to log in. This will open a tab on their browser where they can select the Goggle Account they wish to log in with.



The image shows a login form for VSee Messenger. At the top is the VSee logo. Below it are input fields for 'Username (usually your email)' and 'Password'. There is a 'Stay signed in' checkbox which is checked, and a 'Forgot password?' link. A green 'Login' button is centered below these fields. Below the login button is a link for 'Create New Account'. At the bottom of the form, a 'Sign in With Google' button is highlighted with a red rectangular border. The button features the Google logo on the left and the text 'Sign in With Google' on the right. In the bottom left corner of the form is a 'Help' link, and in the bottom right corner is the version number '4.14 (45291)'.

 Sign in with Google

## Choose an account

to continue to **VSee Messenger**



[Redacted name]

[Redacted email]@vsee.com

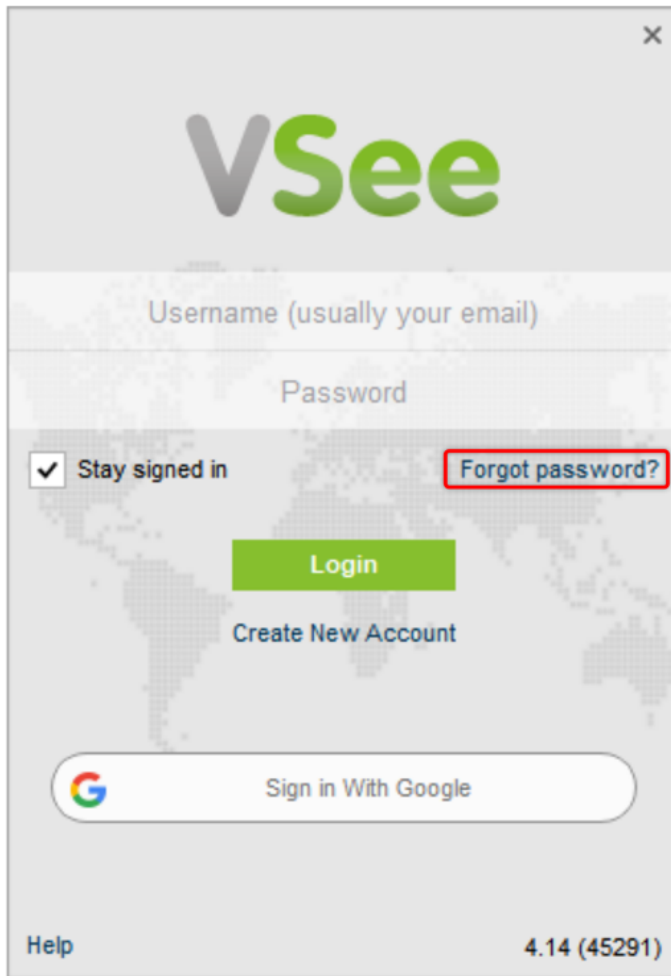


Use another account

To continue, Google will share your name, email address, language preference, and profile picture with VSee Messenger.

### Forgot or Reset Password

Users who forgot their password can reset their password by going to [VSee - Password Reset](#) or by clicking on the **Forgot Password** link on the app.



The user will then be routed to the Password Reset page where they can **enter the email address** they used and click on the Request Password Reset button to send the link to their email.

*Note: For users who also signed up for an online VSee Clinic account, an account for the VSee Messenger app will be simultaneously created as well. This will result in having the same login credentials for both.*

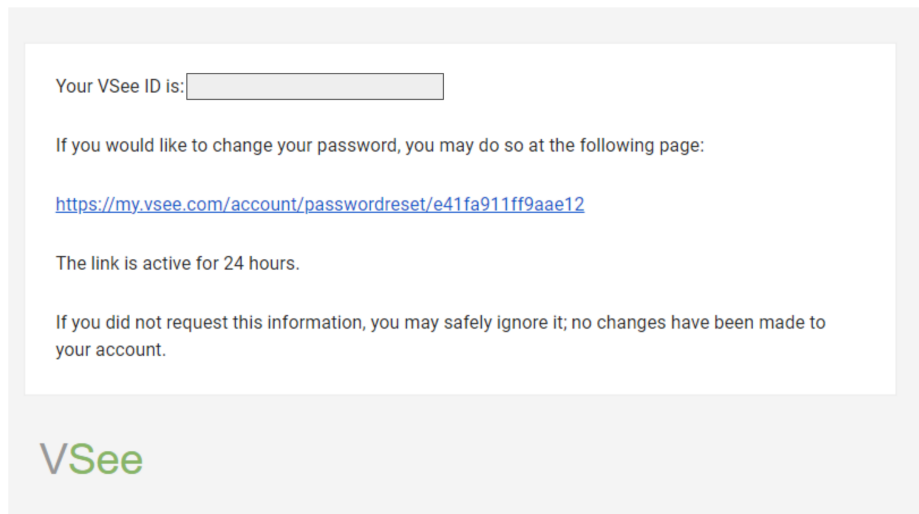


## Password Reset

Please enter your email / VSee ID

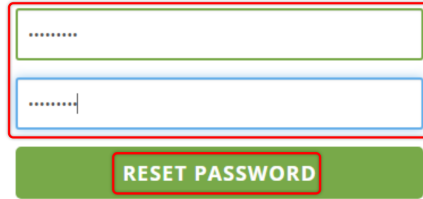
**REQUEST PASSWORD RESET**

The user may then open their email address for the link. Please make sure to check not only your Inbox but also your Spam or/and Junk folders as well. Once you find the email, open it and **click on the link** provided. As stated in the email, this link will only be **active for 24 hours** after the allotted time, the link will not work anymore.



Upon opening the link, the user will have to **enter a new password** and click on the **Reset Password** button. The user will then get a confirmation that the password reset was successful after which they can now log in using their new password.

## Password Reset



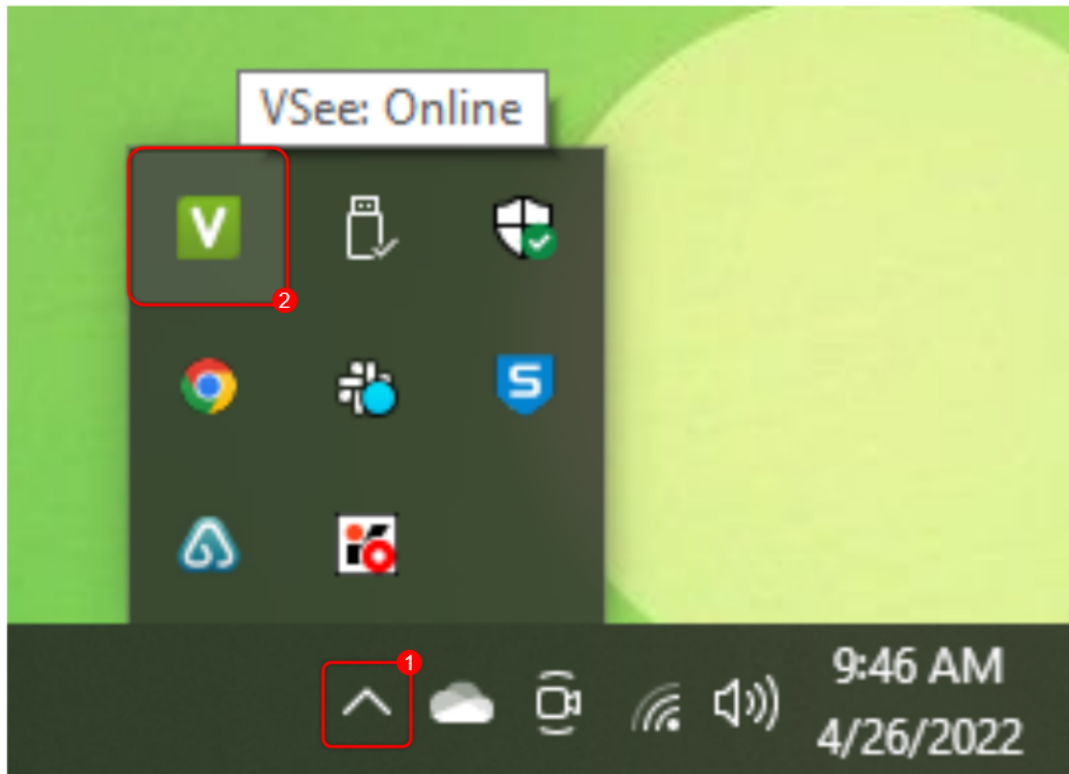
The image shows a 'Password Reset' form. It consists of two input fields stacked vertically, both containing six dots to represent masked text. The top field has a red border, and the bottom field has a blue border. Below the fields is a green button with the text 'RESET PASSWORD' in white, which is also enclosed in a red border.

*Note: The password must contain at least one of the English uppercase characters (i.e. A-Z), one of the English lowercase characters (i.e. a-z), one of the base 10 digits (i.e. 0-9), and one of the non-alphanumeric (e.g. !, @, #, \$, or &)*

VSee Messenger Not Showing

When the Vsee Messenger app is open, it may not show on your screen if it's in the background.

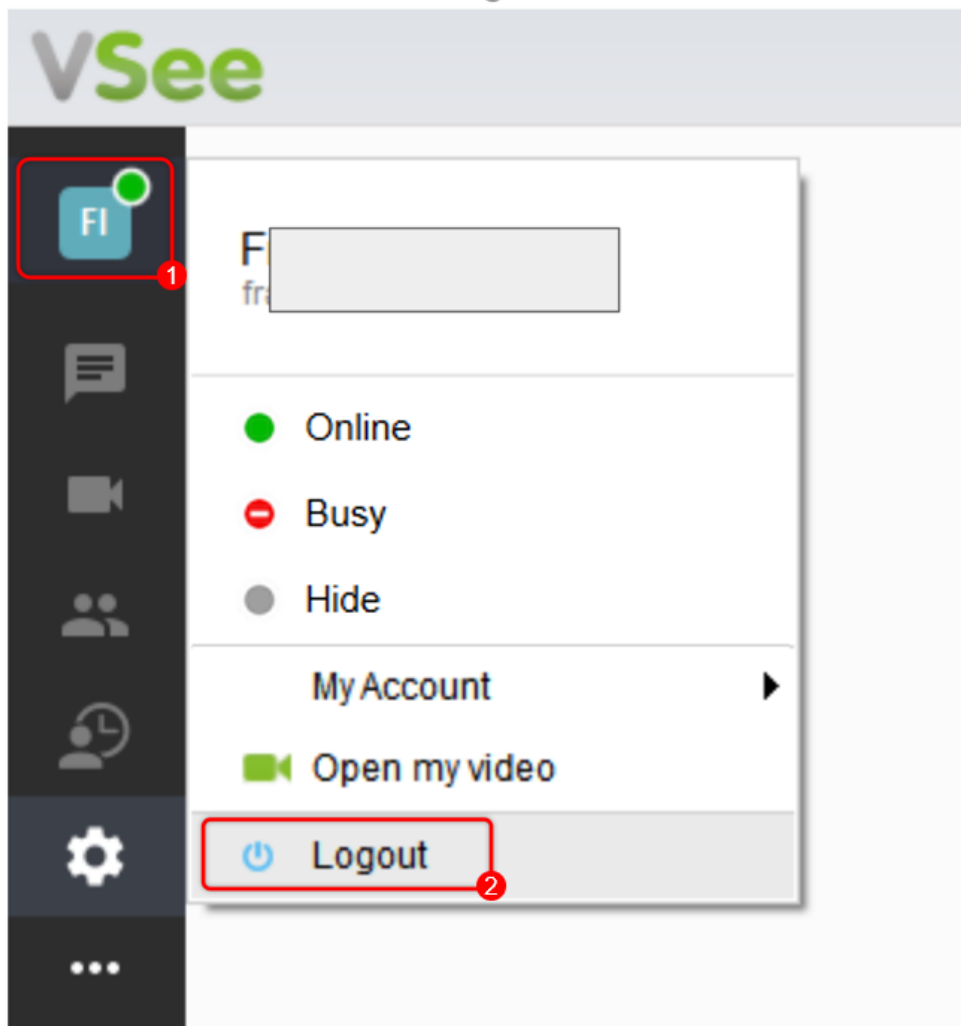
1. To show or display the app, you may check your **system tray**.
2. Click on the **VSee icon**.



Log Out from Vsee Messenger

1. Click on your **Initials**.
2. Select **Log out**.





*Note: You can also close the app by right-clicking on the logo and selecting Exit. Doing this will both log you out as a user and close the app.*

Related Article:

- [Update Profile and Online Status](#)

If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com)

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forgot  
Gmail  
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Invalid

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