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Open and Log In to VSee Messenger

- 2023-08-18 - [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.

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Open VSee Messenger

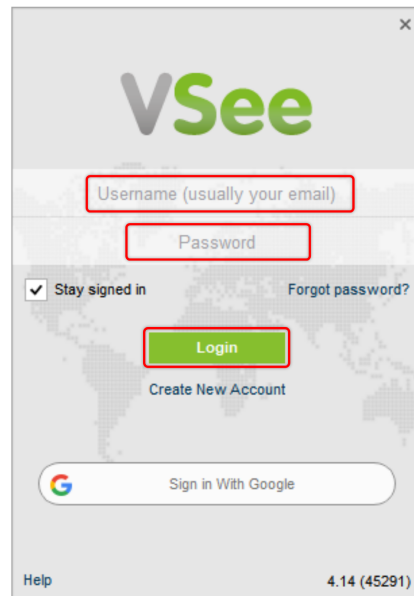
Once VSee Messenger is installed, it will create a shortcut by default on your desktop where you will see its logo.



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

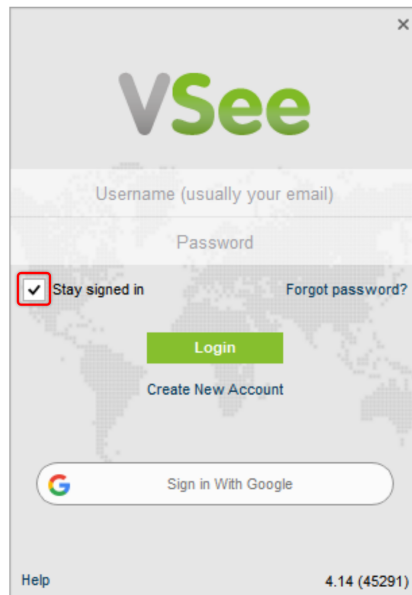
Log in to VSee Messenger

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

The image shows the VSee Messenger login interface. At the top is the VSee logo. Below it are two input fields: 'Username (usually your email)' and 'Password', both highlighted with red rectangular boxes. Under the password field is a checkbox labeled 'Stay signed in' which is checked, and a link 'Forgot password?'. Below these is a green 'Login' button, also highlighted with a red rectangular box. Under the login button is a link 'Create New Account'. At the bottom is a 'Sign in With Google' button with the Google logo. In the bottom left corner is a 'Help' link, and in the bottom right corner is the version number '4.14 (45291)'.

Stay Logged In

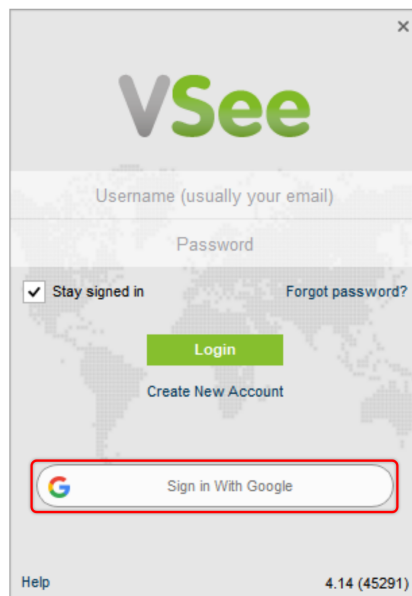
Before logging in to the app, users may check on the option to **Stay signed in**. When this is enabled, the app will remember the user's credentials and automatically log them in when they open the app.




The image shows a VSee login form. At the top is the VSee logo. Below it are input fields for 'Username (usually your email)' and 'Password'. A checkbox labeled 'Stay signed in' is checked and highlighted with a red box. To the right of the checkbox is a link 'Forgot password?'. Below these are a green 'Login' button and a blue 'Create New Account' link. At the bottom is a 'Sign in With Google' button with the Google logo, also highlighted with a red box. The footer contains a 'Help' link and the version number '4.14 (45291)'.

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.



This image is identical to the one above, showing the VSee login form. In this version, the 'Sign in With Google' button at the bottom is highlighted with a red box, while the 'Stay signed in' checkbox is not.

 Sign in with Google

Choose an account

to continue to **VSee Messenger**



[Redacted name]

[Redacted email]@vsee.com

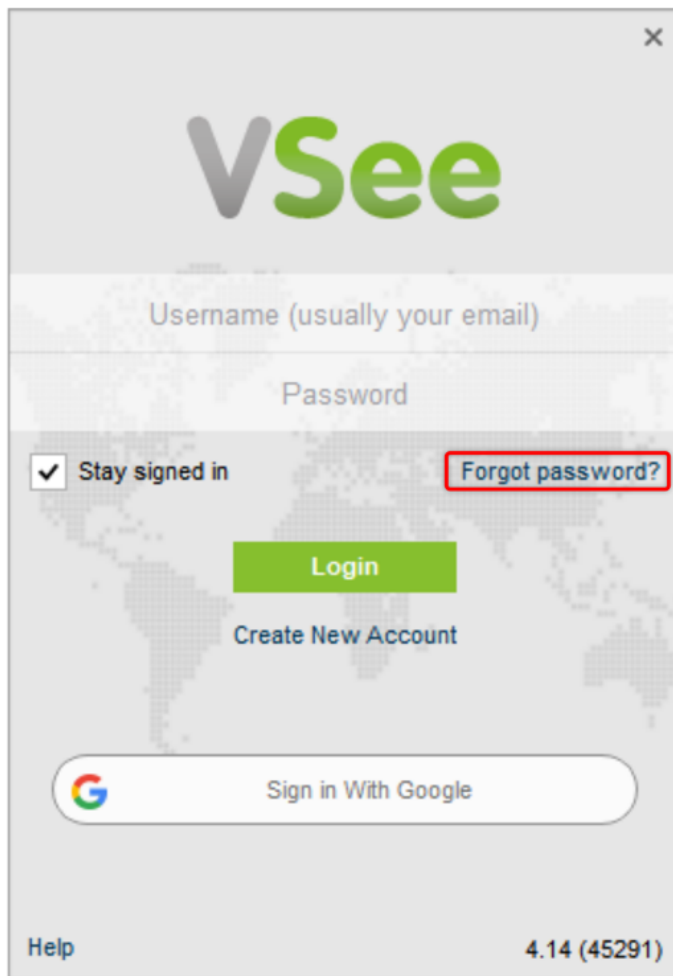


Use another account

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 image shows a VSee login window with a close button (X) in the top right corner. The VSee logo is at the top. Below it are two input fields: 'Username (usually your email)' and 'Password'. Under the password field, there is a checked checkbox for 'Stay signed in' and a red-bordered button labeled 'Forgot password?'. A green 'Login' button is centered below these options, with a blue 'Create New Account' link underneath it. At the bottom, there is a 'Sign in With Google' button featuring the Google logo. The footer contains a blue 'Help' link on the left and the version number '4.14 (45291)' on the right.

VSee


Username (usually your email)

Password

☒ Stay signed in [Forgot password?](#)

Login

[Create New Account](#)

 Sign in With Google

[Help](#) 4.14 (45291)

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.

Your VSee ID is:

If you would like to change your password, you may do so at the following page:

<https://my.vsee.com/account/passwordreset/e41fa911ff9aae12>

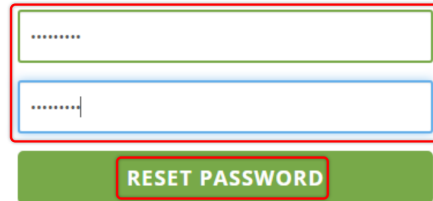
The link is active for 24 hours.

If you did not request this information, you may safely ignore it; no changes have been made to your account.



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



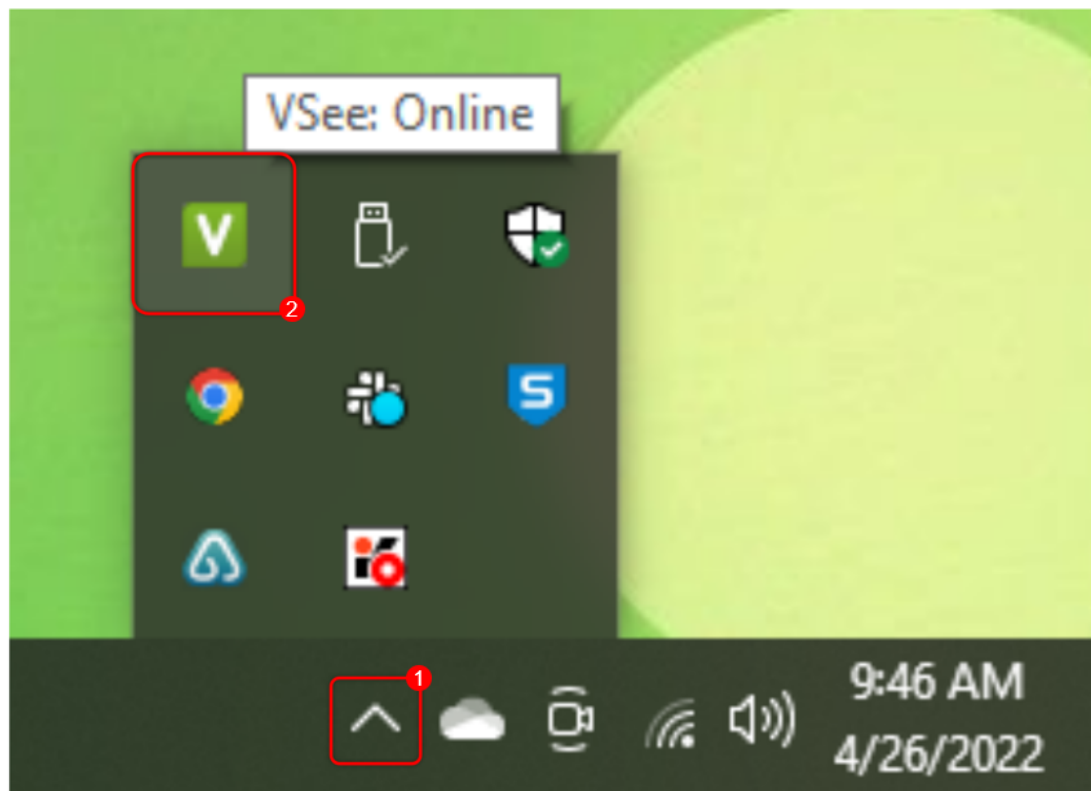
A password reset form consisting of two input fields and a button. The top input field has a green border and contains seven asterisks. The bottom input field has a blue border and contains seven asterisks followed by a vertical cursor. Both input fields are enclosed in a red rectangular border. Below the input fields is a green button with the text 'RESET PASSWORD' in white, which is also enclosed in a red rectangular 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

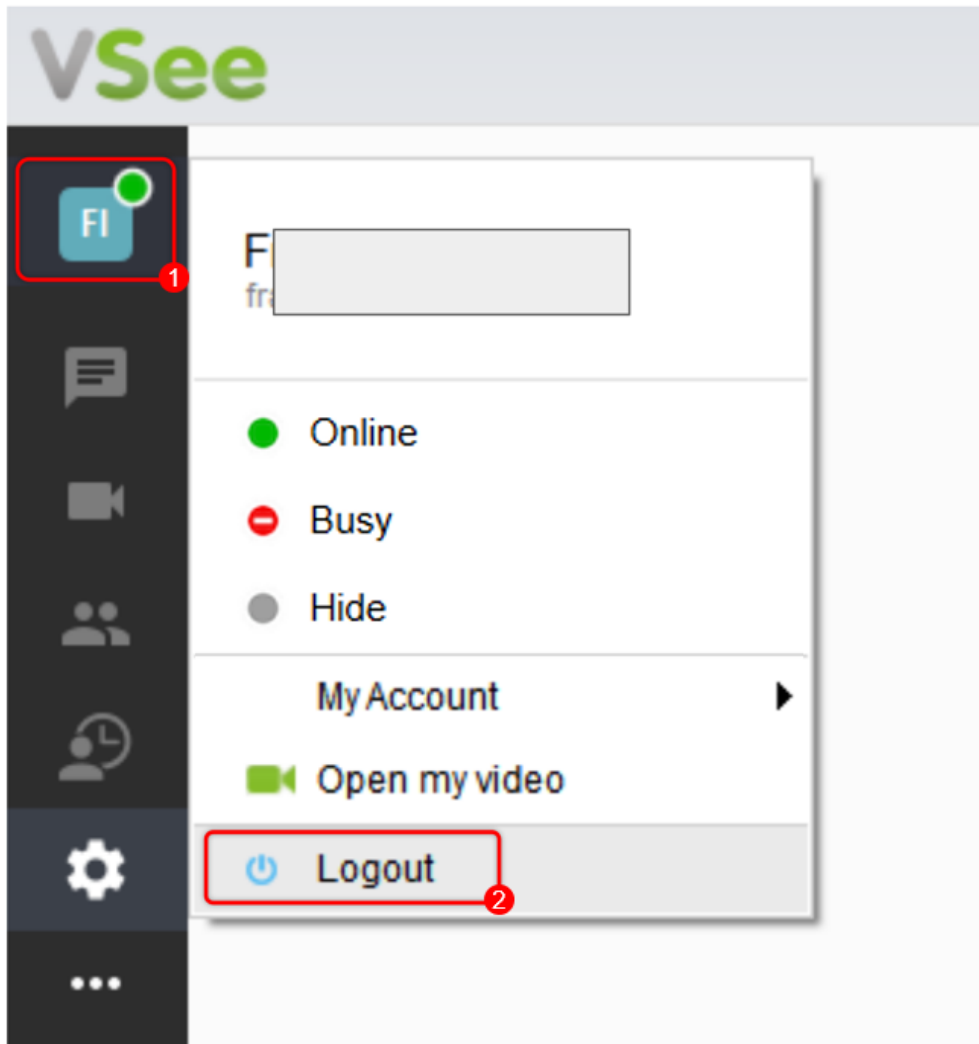
When the Vsee Messenger app is open, it may not show on your screen if it's in the background.

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.

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If you have any questions, please contact us at help@vsee.com

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