

Knowledgebase > VSee Clinic for Providers > Basic Workflow > Priority Message Alert

Priority Message Alert - 2025-06-16 - Basic Workflow

We get that it's important for doctors to make sure they receive notifications for their calls and appointments. Users may also send priority messages so that the recipient can be informed that the message they received is urgent.

When a priority message is sent, it will show up on all your devices that are logged into the VSee Messenger. The priority message shows up as a highlighted orange text bubble along with a flashing banner and a special ring tone. The ring tone will continue to play **every 15 seconds for 20 minutes** or until the receiving user acknowledges the alert.

If you are using VSee Clinic as a provider, you can receive priority messages when a patient enters your clinic.

How to Acknowledge an Alert for a New Patient in the Waiting Room

How to Send a Priority Message

How to Acknowledge an Alert for a Priority Message

How to Acknowledge and Stop a Priority Alert

1. Open the VSee Messenger app and log in.

2. Click or tap on the **Dismiss** button or anywhere on the flashing orange banner as well as on the **Clinic Icon**.

If you are logged in on multiple devices, you only need to acknowledge one of your devices.

VSee		omeone entered your waiting room. Dismiss	_ 0
	General Audio Video	 Start VSee when computer starts Show network warnings Mute chat notifications when in call Merge video windows Automatically accept calls from: all users selected users Type to add a contact to list 	
		Enable idle PIN lock	

Send a Priority Message

- 1. Open the VSee Messenger app and log in.
- 2. Click or tap on the **plus sign (+)** icon.
- 3. Select Send Priority Message.

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Acknowledge Priority Message Alert

- 1. Open the VSee Messenger app and log in.
- 2. Click or tap on the **flashing orange banner**.

If you are logged in on multiple devices, you only need to acknowledge one of your

devices.



Scope and Limitations:

- Sending a priority message is currently not available for Free VSee Messenger accounts. The user must be under a paid subscription to have this option.
- Waiting Room alerts are only available for Providers that have an online clinic set up.

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

Tags	
Message Alert	
notification	
priority message	