



[Knowledgebase](#) > [VSee Clinic for Providers](#) > [Provider-to-Provider Web Chats](#)

Provider-to-Provider Web Chats

Chi - 2022-06-20 - [VSee Clinic for Providers](#)

Available on June 21, 2022

VSee Clinic now allows Provider-to-Provider web chats. There is no more need for you to use the VSee Messenger app just to contact other staff of the clinic. All providers/staff (e.g. CSR, MA) that belong in the same waiting room are automatically added to each other's contact list.

[How to Start or Continue Chat with Provider/Staff](#)

[How to Add or Remove a Participant in the Chat Group](#)

How to Manage Chat Options

[Mute/Unmute Notifications](#)

[Archive Chat](#)

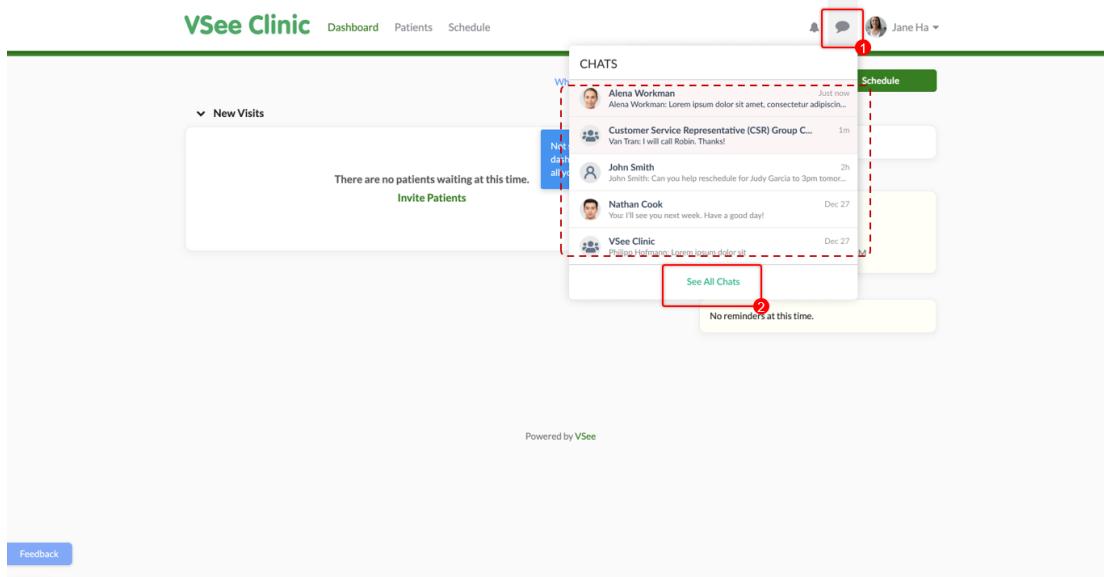
[Leave Group](#)

[Delete Group](#)

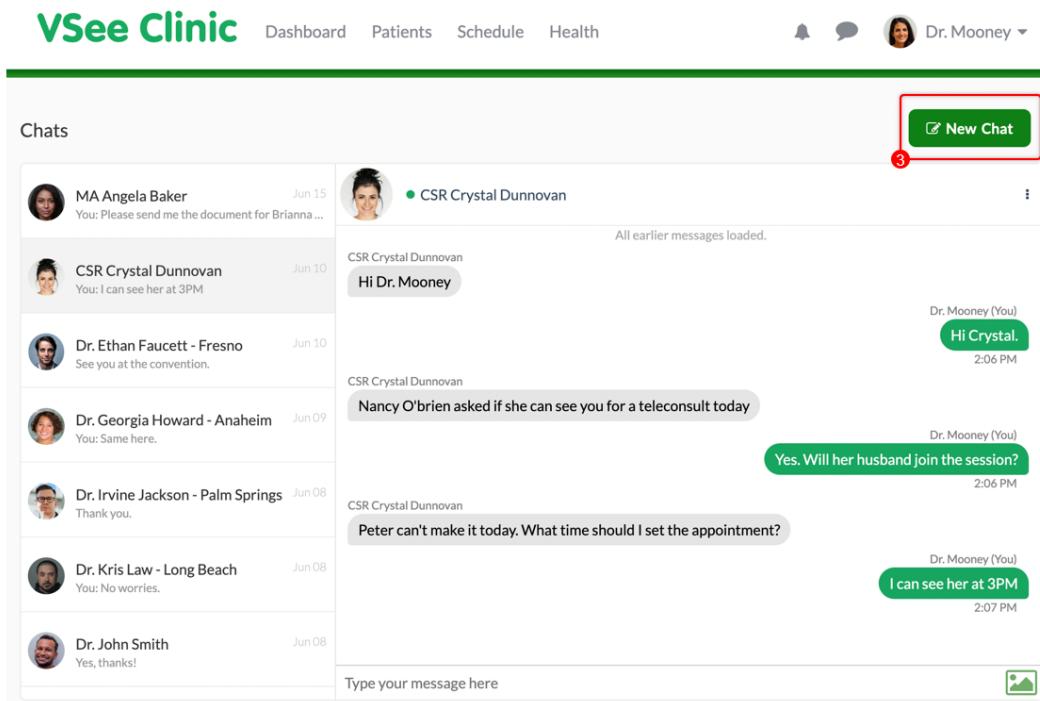
[Scope and Limitations](#)

Start or Continue Chat with Provider/Staff

1. Click on the **chat bubble button** next to your name to view the chats dropdown.
2. Select from your recent chat conversations OR click **See All Chats** to view all of your messages.



3. To create a new chat/conversation, click on **New Chat**.



4. Type in the name or email address of the Provider/Staff you would like to chat with.

Note: This person should already be in your address book to show a result in the dropdown.

VSee Clinic Dashboard Patients Schedule Jane Ha

Chats

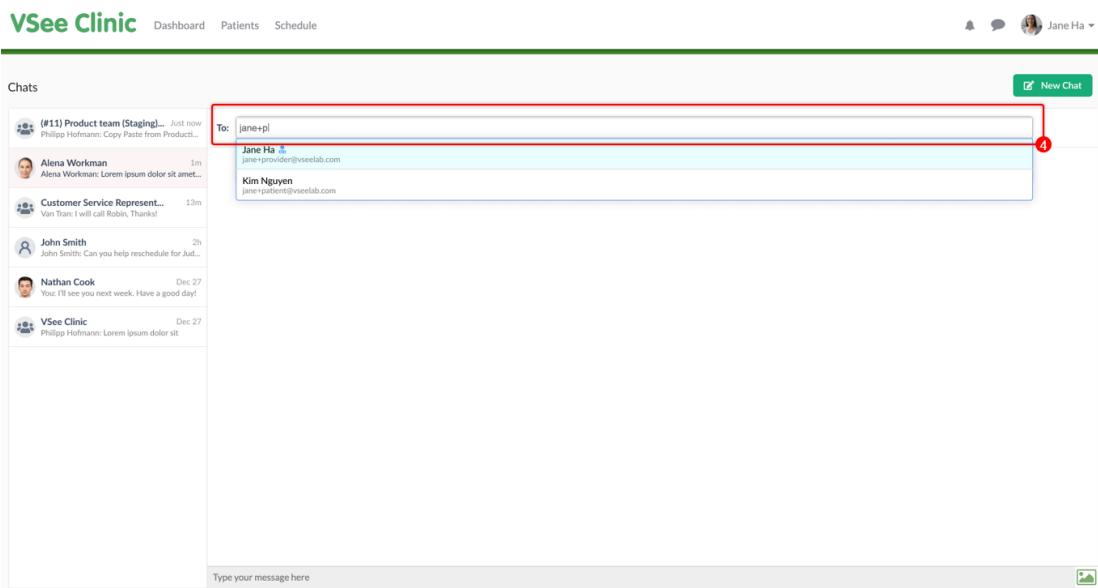
To: jane+pl

Jane Ha jane-provider@vseelab.com

Kim Nguyen jane-patient@vseelab.com

New Chat

Type your message here



The screenshot shows the VSee Clinic interface with the 'Chats' tab selected. A search bar at the top contains the text 'jane+pl'. Below the search bar, a list of results is displayed, including 'Jane Ha' and 'Kim Nguyen'. A red box highlights the search bar and the results list. The interface includes a 'New Chat' button and a message input field at the bottom.

If it shows as "no result", this means the entered name or email can't be found in your contact list.

VSee Clinic Dashboard Patients Schedule Jane Ha

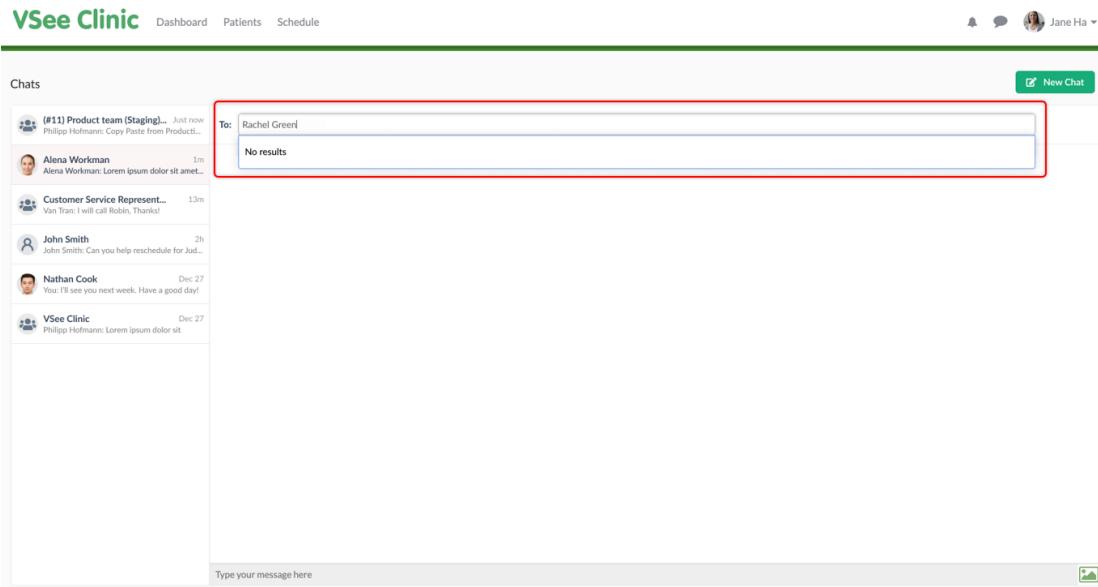
Chats

To: Rachel Greer

No results

New Chat

Type your message here



The screenshot shows the VSee Clinic interface with the 'Chats' tab selected. A search bar at the top contains the text 'Rachel Greer'. Below the search bar, a message box displays 'No results'. The interface includes a 'New Chat' button and a message input field at the bottom.

5. Start a chat or continue the conversation with the person/group. Or you may send a file.

Chats

New Chat

MA Angela Baker Jun 15 You: Please send me the document for Brianna ...

Staff Group Chat Jun 10 You: I can see her at 3PM

Dr. Ethan Faucett - Fresno Jun 10 See you at the convention.

Dr. Georgia Howard - Anaheim Jun 09 You: Same here.

Dr. Irvine Jackson - Palm Springs Jun 08 Thank you.

Dr. Kris Law - Long Beach Jun 08 You: No worries.

Dr. John Smith Jun 08 Yes, thanks!

Staff Group Chat All earlier messages loaded.

CSR Crystal Dunnovan Hi Dr. Mooney

CSR Crystal Dunnovan Hi Crystal. 2:06 PM

CSR Crystal Dunnovan Nancy O'brien asked if she can see you for a teleconsult today

Dr. Mooney (You) Yes. Will her husband join the session? 2:06 PM

CSR Crystal Dunnovan Peter can't make it today. What time should I set the appointment?

Dr. Mooney (You) I can see her at 3PM 2:07 PM

Type your message here

Add and Remove Participants from Group Chat

You can now add or remove participants from your existing group chats.

Add a Participant

1. Click the **pen icon** next to Participants.

VSee Clinic Dashboard Patients Schedule Jane Ha

New Chat

Chats

Staff Group Chat You: I can see her at 3PM

Staff Group Chat All earlier messages loaded. - 2021-12-1 -

Alena Workman 1m Alena Workman: Lorem ipsum dolor sit amet...

Customer Service Represent... 13m Van Tran: I will call Robin, Thanks!

John Smith 2h John Smith: Can you help reschedule for Jud...

Nathan Cook 27 Nathan Cook: You. I'll see you next week. Have a good day!

VSee Clinic Dec 27 Philipp Hofmann: Lorem ipsum dolor sit

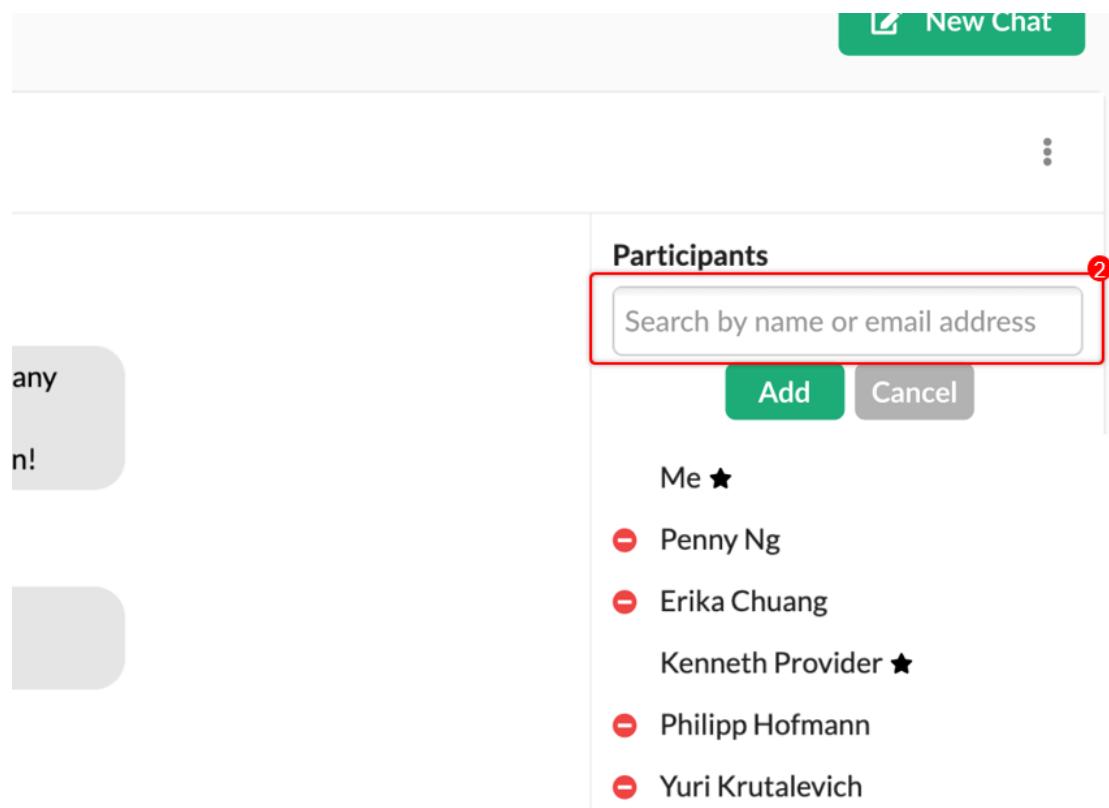
Participants 1

Me ★
Penny Ng
Erika Chuang
Kenneth Provider ★
Philip Hofmann
Yuri Krutalevich

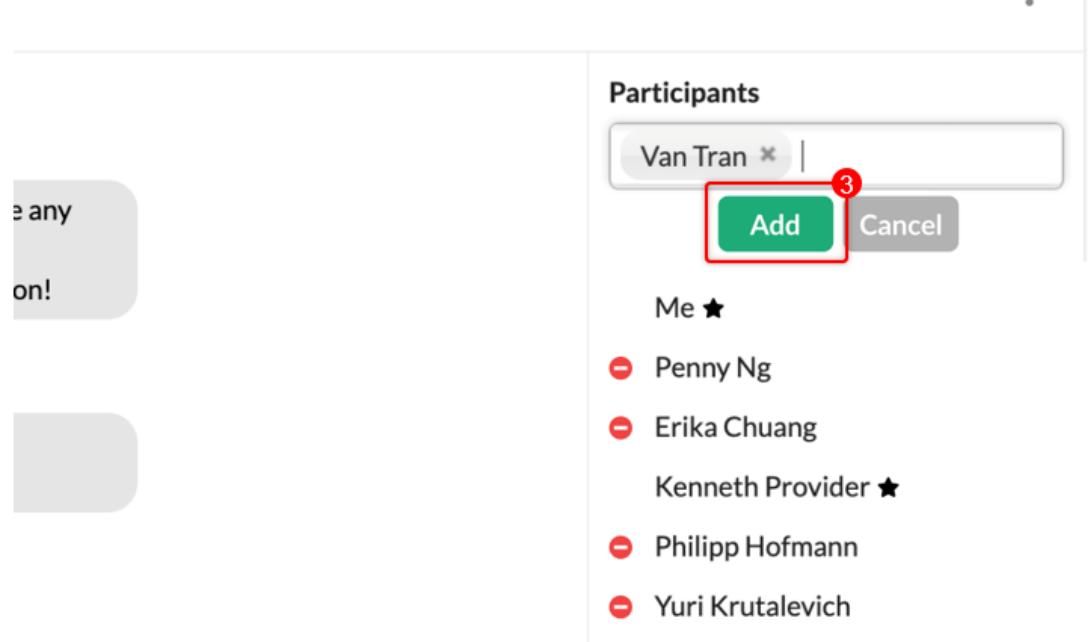
Type your message here

2. Search the name or email address of the person you would like to add as a participant.

Note: This person should already be in your address book to show a result in the dropdown.

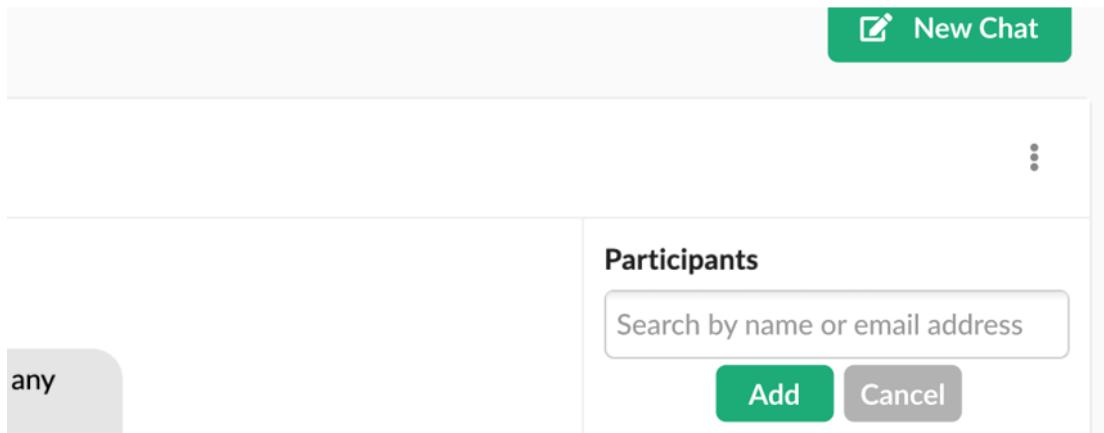


3. Click on the **Add** button.

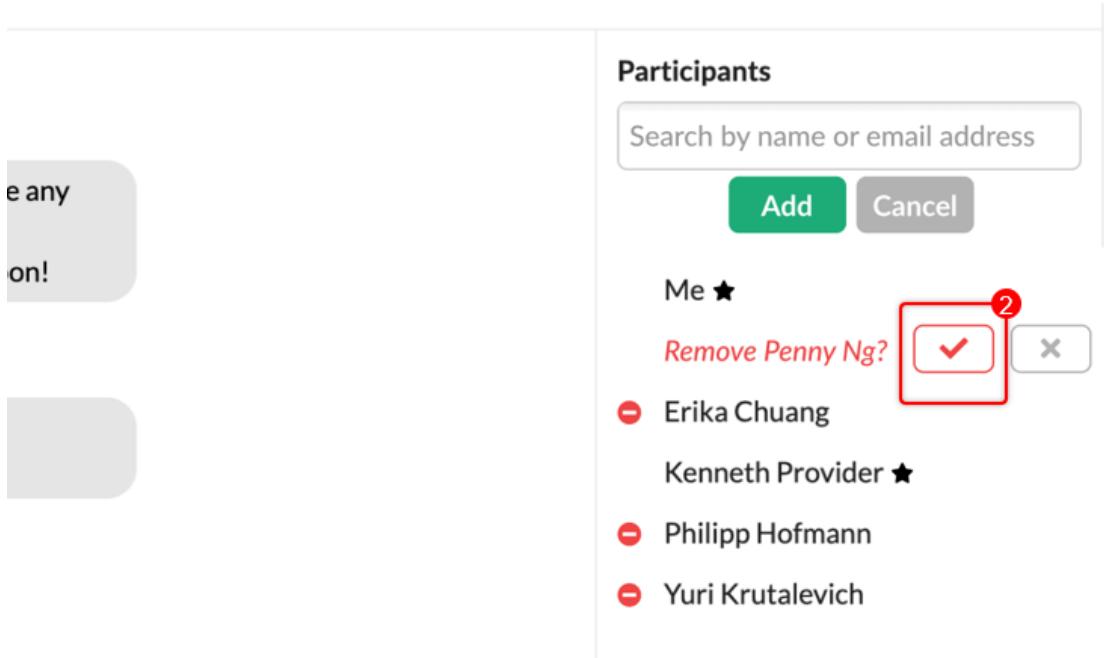


Remove a Participant

1. Click the **minus/delete** icon next to the participant's name that you would like to remove from the group chat.



2. Click on the **checkmark** to confirm.

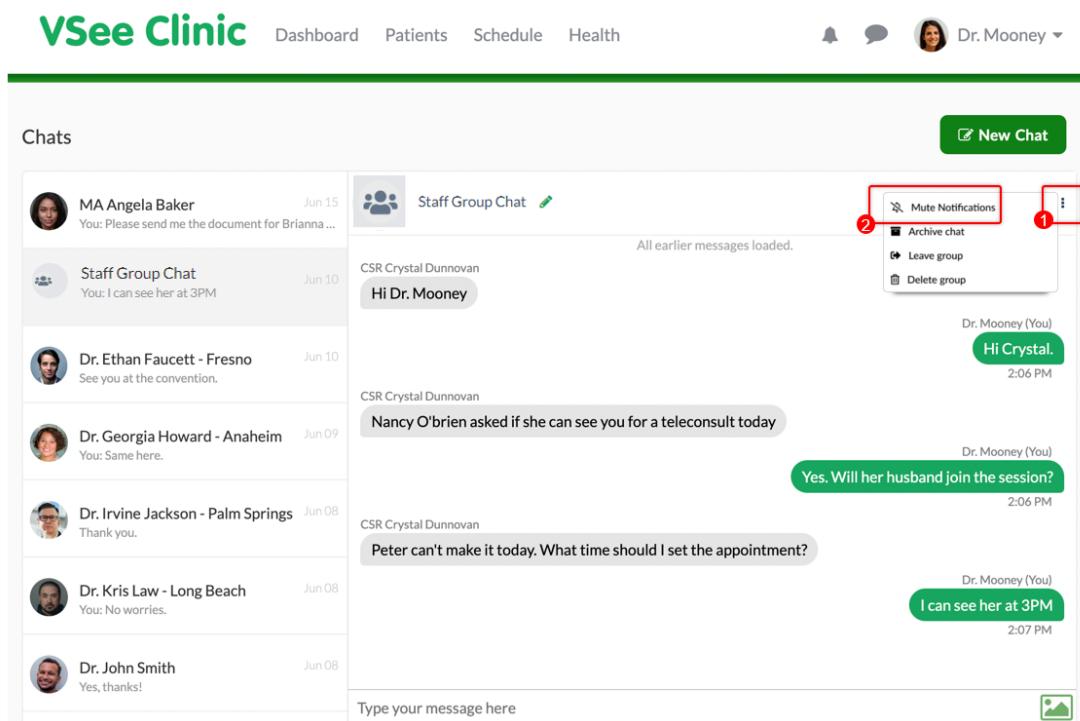


Manage Chat Options

Mute/Unmute Notifications

This **mutes the chat sound & stops the webchat box from popping up** (if not already opened).

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Mute Notifications**.



The screenshot shows the VSee Clinic webchat interface. At the top, there is a navigation bar with 'VSee Clinic', 'Dashboard', 'Patients', 'Schedule', 'Health', and user profile 'Dr. Mooney'. Below the navigation bar is a 'Chats' section. On the right side of the 'Chats' section, there is a 'New Chat' button. The main area shows a list of chats. One specific chat with 'Staff Group Chat' is highlighted. A dropdown menu is open next to the ellipsis icon (three vertical dots) in this chat. The dropdown menu items are: 'Mute Notifications' (with a muted bell icon), 'Archive chat', 'Leave group', and 'Delete group'. The 'Mute Notifications' option is highlighted with a red box and the number '2'. The 'Ellipsis' icon is also highlighted with a red box and the number '1'. The 'Staff Group Chat' message list shows messages from 'CSR Crystal Dunnovan' and 'Dr. Mooney'. A message from 'CSR Crystal Dunnovan' asks if she can see Dr. Mooney for a teleconsult. Dr. Mooney responds with 'Yes. Will her husband join the session?'. A message from 'Dr. Mooney' says 'I can see her at 3PM'. At the bottom of the chat list, there is a text input field with the placeholder 'Type your message here' and a camera icon.

A muted bell icon will show at the bottom of the user/group name once muted.

Chats



MA Angela Baker Jun 15 You: Please send me the document for Brianna ...

Staff Group Chat Jun 10 You: I can see her at 3PM

Dr. Ethan Faucett - Fresno Jun 10 See you at the convention.

Dr. Georgia Howard - Anaheim Jun 09 You: Same here.

Dr. Irvine Jackson - Palm Springs Jun 08 Thank you.

Dr. Kris Law - Long Beach Jun 08 You: No worries.

Dr. John Smith Jun 08 Yes, thanks!

 Staff Group Chat Jun 10 All earlier messages loaded.

CSR Crystal Dunnovan Jun 10 Hi Dr. Mooney

CSR Crystal Dunnovan Jun 09 Nancy O'brien asked if she can see you for a teleconsult today

Dr. Mooney (You) Jun 09 Yes. Will her husband join the session? 2:06 PM

CSR Crystal Dunnovan Jun 08 Peter can't make it today. What time should I set the appointment?

Dr. Mooney (You) Jun 08 I can see her at 3PM 2:07 PM

Type your message here 

Archive Chat

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Archive chat**.

Chats



MA Angela Baker Jun 15 You: Please send me the document for Brianna ...

Staff Group Chat Jun 10 You: I can see her at 3PM

Dr. Ethan Faucett - Fresno Jun 10 See you at the convention.

Dr. Georgia Howard - Anaheim Jun 09 You: Same here.

Dr. Irvine Jackson - Palm Springs Jun 08 Thank you.

Dr. Kris Law - Long Beach Jun 08 You: No worries.

Dr. John Smith Jun 08 Yes, thanks!

 Staff Group Chat Jun 10 All earlier messages loaded.

CSR Crystal Dunnovan Jun 10 Hi Dr. Mooney

CSR Crystal Dunnovan Jun 09 Nancy O'brien asked if she can see you for a teleconsult today

Dr. Mooney (You) Jun 09 Yes. Will her husband join the session? 2:06 PM

CSR Crystal Dunnovan Jun 08 Peter can't make it today. What time should I set the appointment?

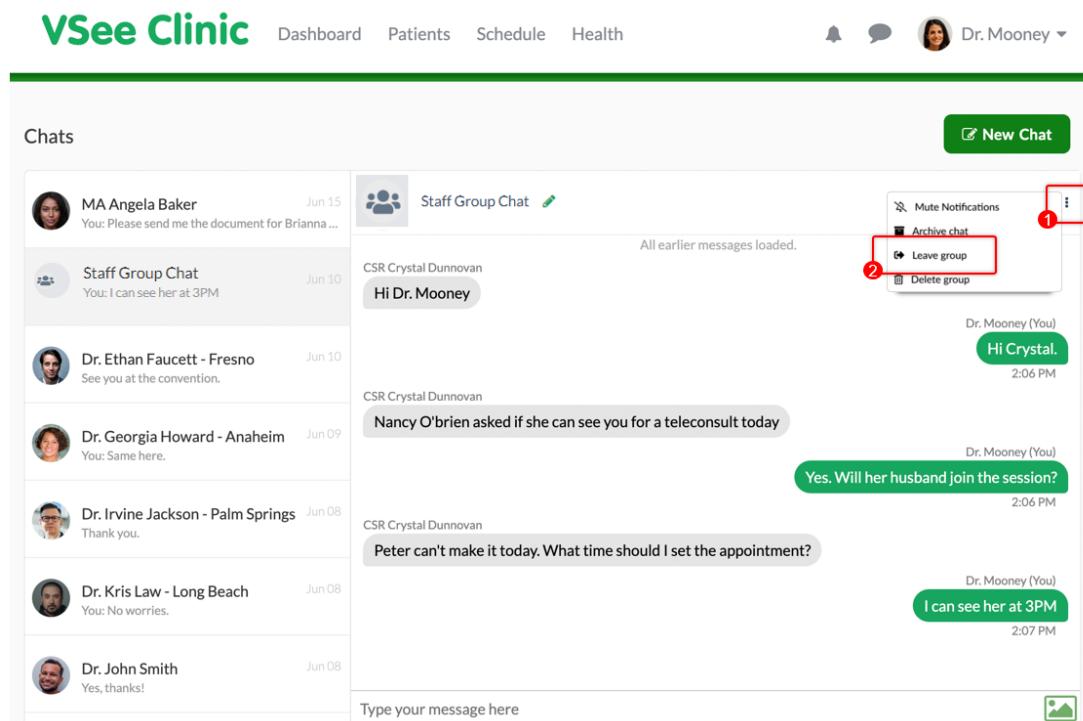
Dr. Mooney (You) Jun 08 I can see her at 3PM 2:07 PM

Type your message here 

Note: You can bring the archived chat back to the list by clicking “New chat” and searching for that user/group name.

Leave Group Chat

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Leave group**.



Chats

New Chat

MA Angela Baker Jun 15 You: Please send me the document for Brianna...

Staff Group Chat Jun 10 You: I can see her at 3PM

Dr. Ethan Faucett - Fresno Jun 10 See you at the convention.

Dr. Georgia Howard - Anaheim Jun 09 You: Same here.

Dr. Irvine Jackson - Palm Springs Jun 08 Thank you.

Dr. Kris Law - Long Beach Jun 08 You: No worries.

Dr. John Smith Jun 08 Yes, thanks!

Staff Group Chat Jun 10 All earlier messages loaded.

CSR Crystal Dunnovan Hi Dr. Mooney

CSR Crystal Dunnovan Nancy O'brien asked if she can see you for a teleconsult today

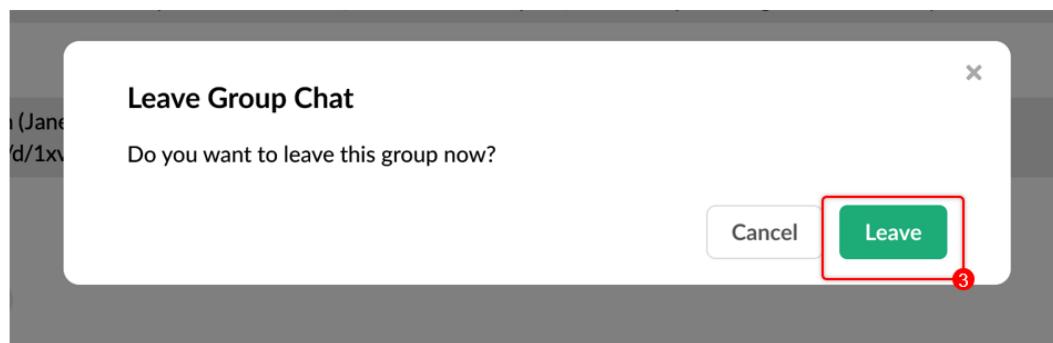
Dr. Mooney (You) Yes. Will her husband join the session? 2:06 PM

CSR Crystal Dunnovan Peter can't make it today. What time should I set the appointment? 2:06 PM

Dr. Mooney (You) I can see her at 3PM 2:07 PM

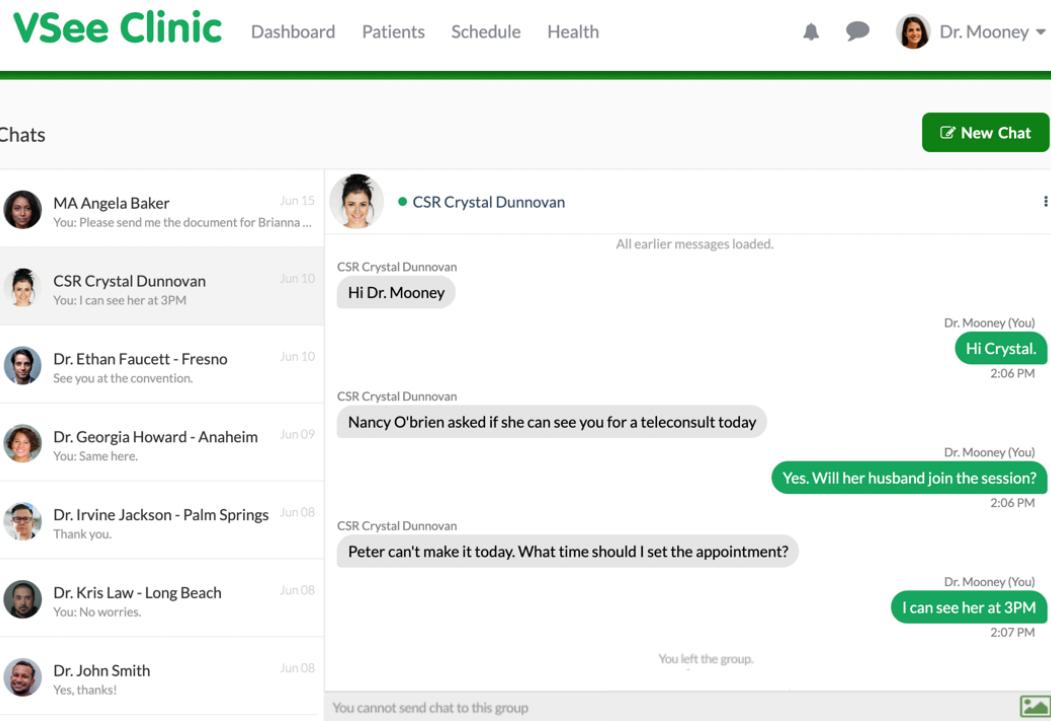
Type your message here

3. A pop-up notification will appear. Click on **Leave** to confirm.



At the bottom of the group chat, it will show as “You left the group.” And the chat input field will show as “You cannot send chat to this group.”

Note: You will not receive any new messages or updates from this group until someone adds you back in.



The image shows the VSee Clinic Chats interface. At the top, there is a navigation bar with the VSee Clinic logo, Dashboard, Patients, Schedule, Health, a notification bell icon, a speech bubble icon, and a user profile for Dr. Mooney. Below the navigation bar is a 'Chats' section. On the left, a list of participants in the group chat is shown, each with a profile picture, name, and a timestamp. On the right, the actual group chat messages are displayed in a conversational format. The messages are color-coded by sender: grey for others and green for Dr. Mooney. A 'New Chat' button is located at the top right of the message area. A note at the bottom of the message list states 'You cannot send chat to this group'.

Participant	Message	Timestamp
MA Angela Baker	You: Please send me the document for Brianna ...	Jun 15
CSR Crystal Dunnovan	CSR Crystal Dunnovan	Jun 10
CSR Crystal Dunnovan	Hi Dr. Mooney	Jun 10
Dr. Ethan Faucett - Fresno	CSR Crystal Dunnovan	Jun 10
Dr. Georgia Howard - Anaheim	Nancy O'brien asked if she can see you for a teleconsult today	Jun 09
Dr. Irvine Jackson - Palm Springs	Yes. Will her husband join the session?	Jun 08
Dr. Kris Law - Long Beach	Peter can't make it today. What time should I set the appointment?	Jun 08
Dr. John Smith	I can see her at 3PM	Jun 08

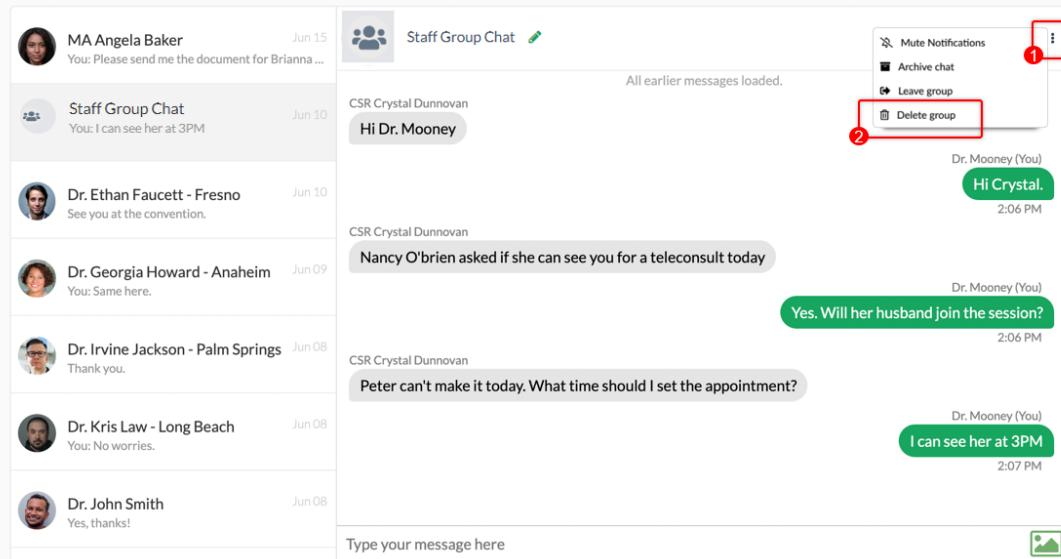
Delete Group

Note: Only the group owner can see this option. Once the group chat has been deleted, the chat will disappear from all members of the chat list.

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Delete group**.

Chats

 New Chat



MA Angela Baker Jun 15
You: Please send me the document for Brianna ...

Staff Group Chat Jun 10
You: I can see her at 3PM

Dr. Ethan Faucett - Fresno Jun 10
See you at the convention.

Dr. Georgia Howard - Anaheim Jun 09
You: Same here.

Dr. Irvine Jackson - Palm Springs Jun 08
Thank you.

Dr. Kris Law - Long Beach Jun 08
You: No worries.

Dr. John Smith Jun 08
Yes, thanks!

Staff Group Chat Jun 10
CSR Crystal Dunnovan
Hi Dr. Mooney

All earlier messages loaded.

CSR Crystal Dunnovan
Nancy O'brien asked if she can see you for a teleconsult today

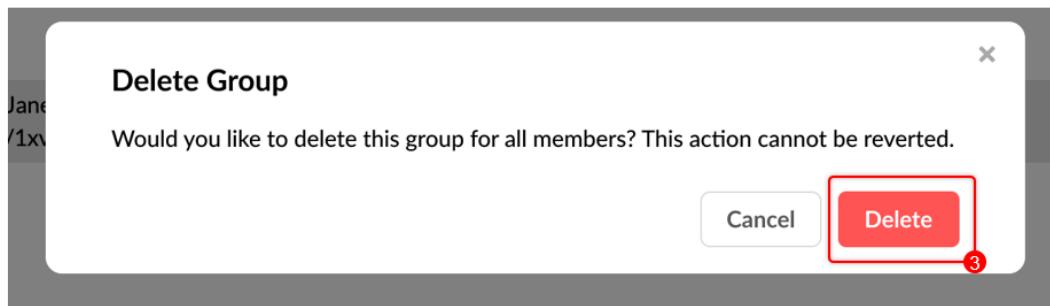
Dr. Mooney (You)
Yes. Will her husband join the session?

CSR Crystal Dunnovan
Peter can't make it today. What time should I set the appointment?

Dr. Mooney (You)
I can see her at 3PM

Type your message here 

3. A pop-up notification will appear. Click on **Delete** to confirm.



Scope and Limitations

- Only the group owner can delete a group chat.
- Once the group chat has been deleted, the chat will disappear from all members of the chat list.

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

This article was last updated on: 20 June 2022

- Tags

- [chat](#)
- [clinic chat](#)
- [internal chat](#)
- [staff chat](#)
- [vc chat](#)
- [webchat](#)