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

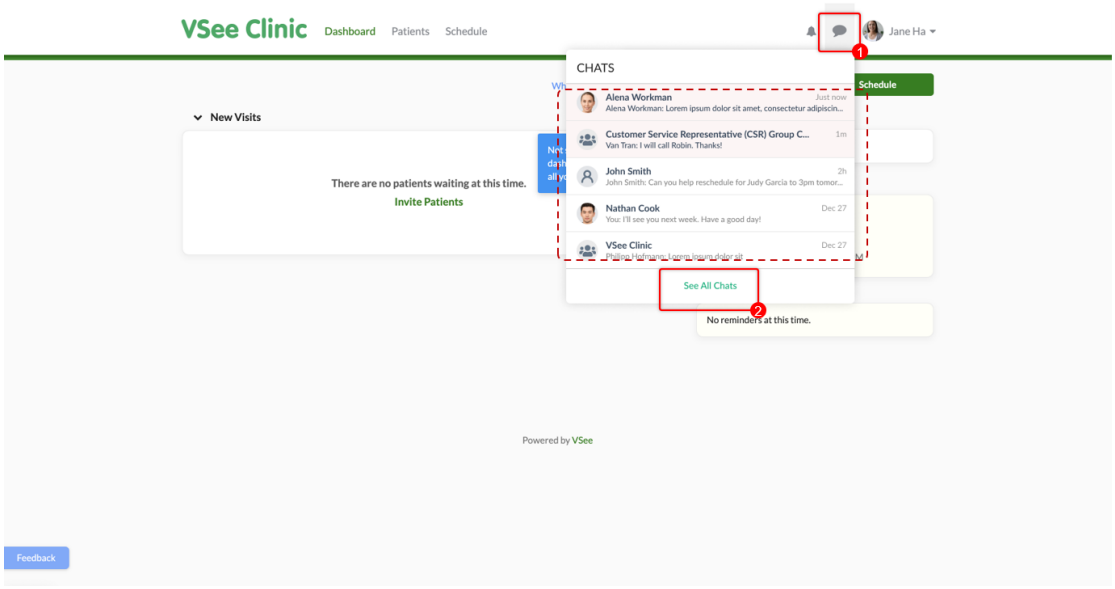
- Mute/Unmute Notifications
- Archive Chat
- Leave Group
- Delete Group

Scope and Limitations

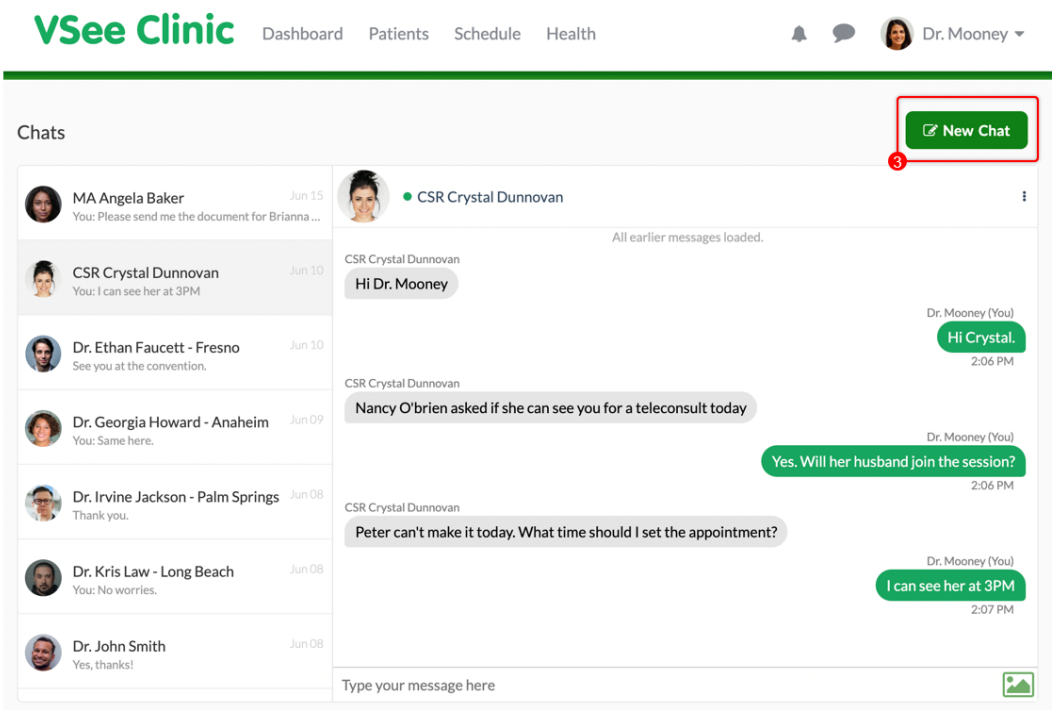
Start or Continue Chat with Provider/Staff

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.

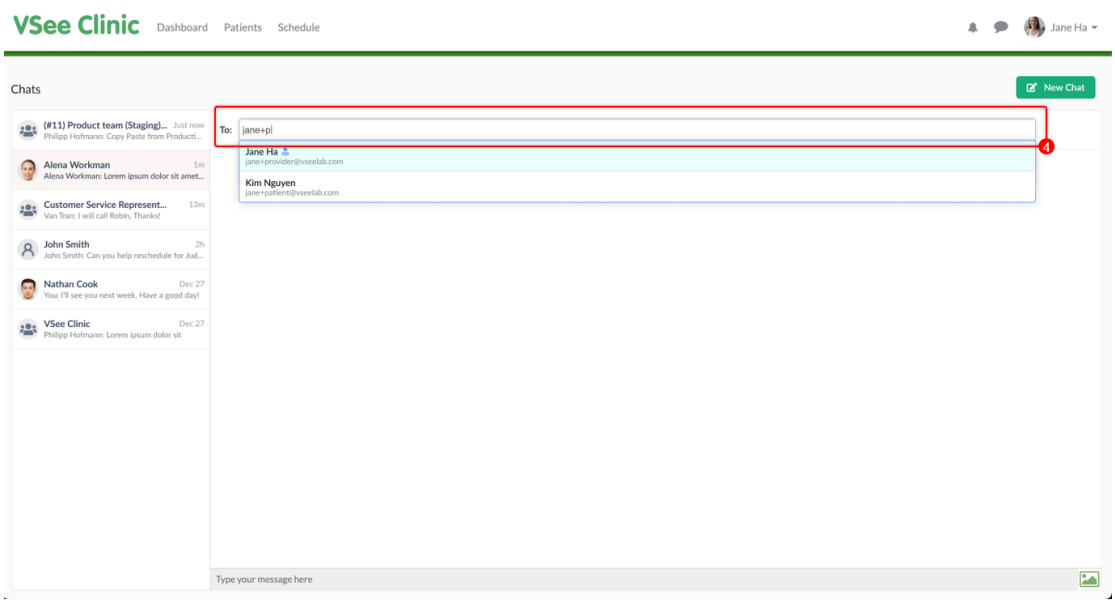


3. To create a new chat/conversation, click on **New Chat**.

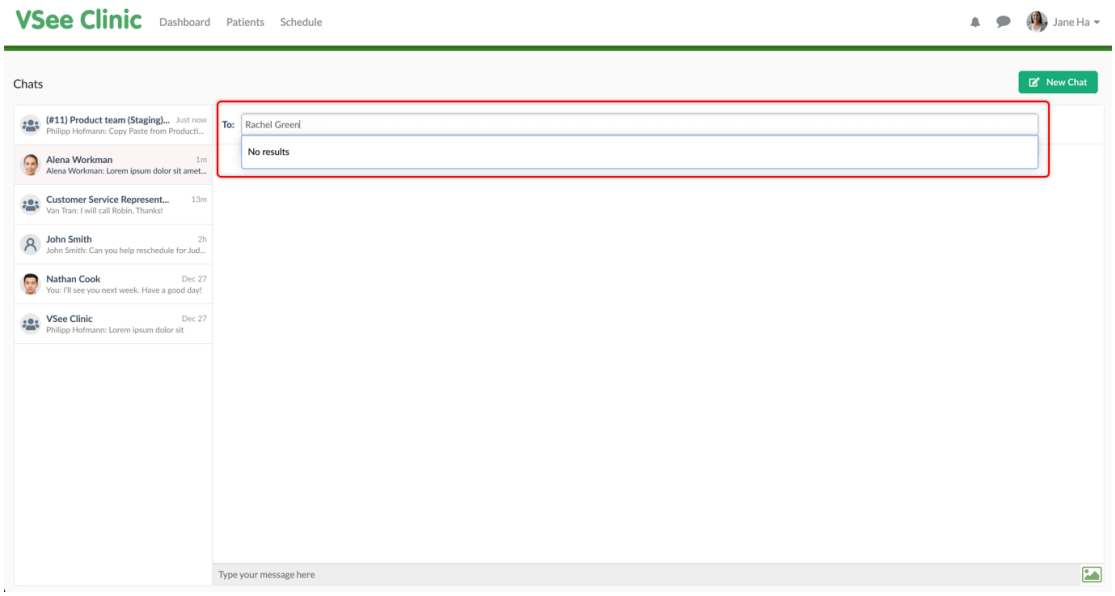


4. Type in the name or email address of the Provider/Staff you would like to chat with.

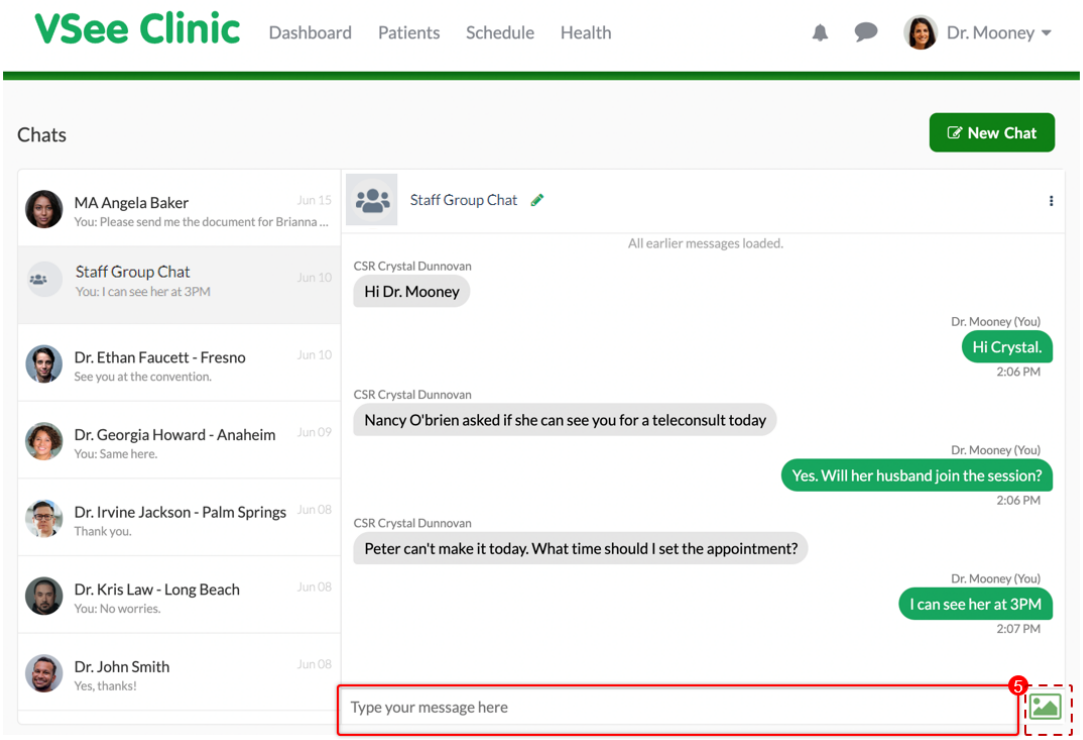
***Note**: This person should already be in your address book to show a result in the dropdown.*



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



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

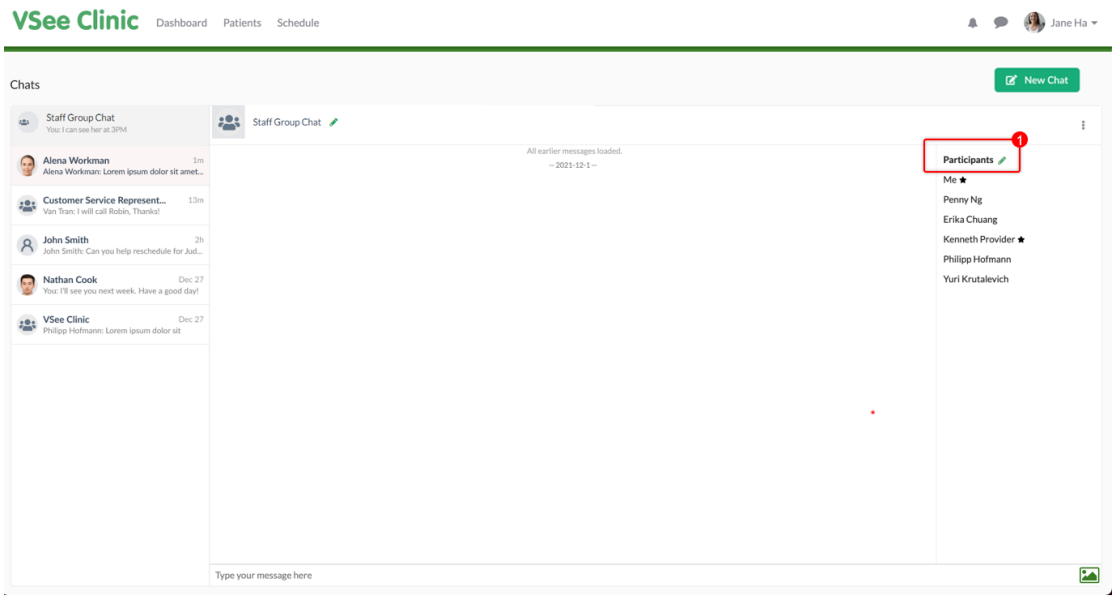


Add and Remove Participants from Group Chat

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

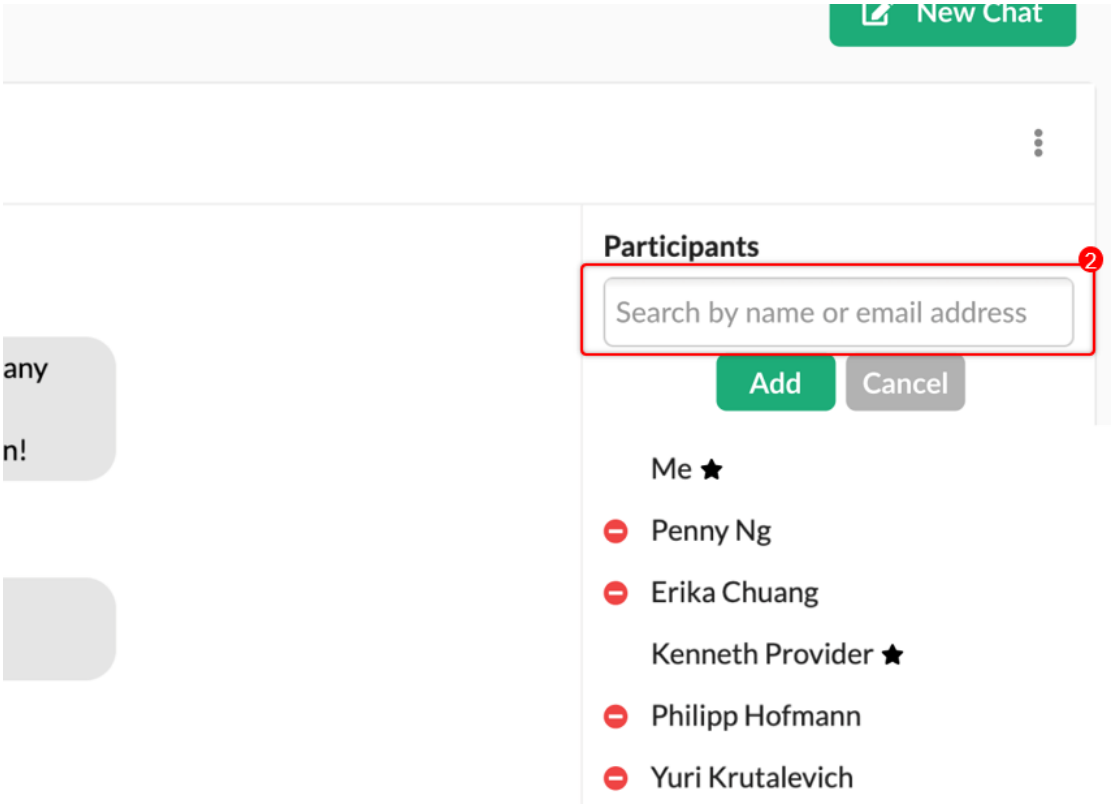
Add a Participant

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

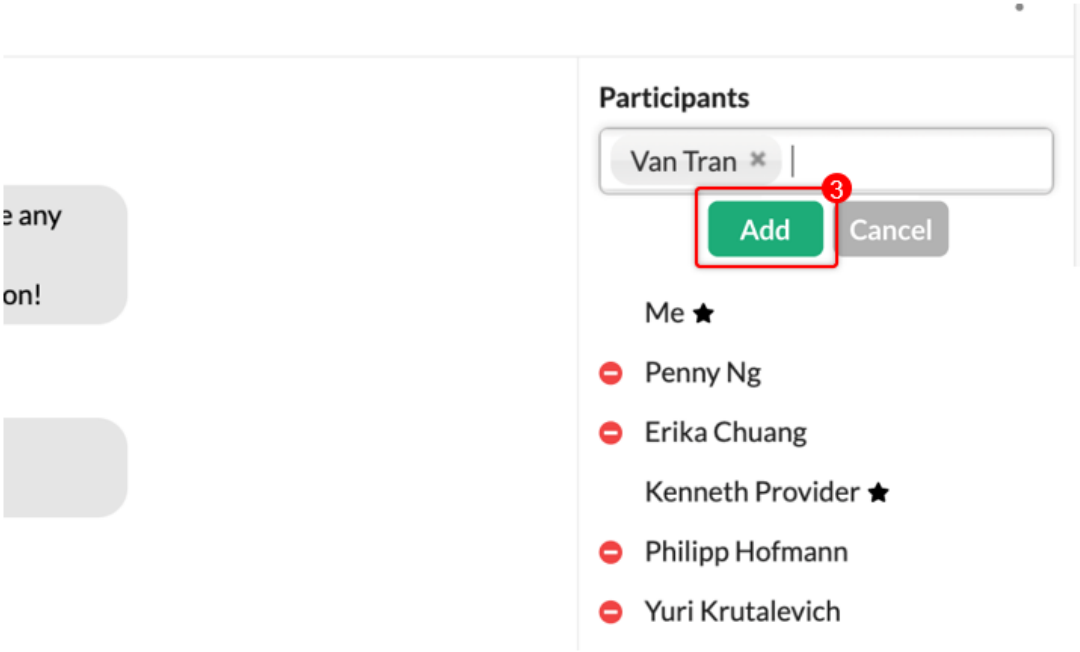


2. Search the name or email address of the person you would like to add as a participant.

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

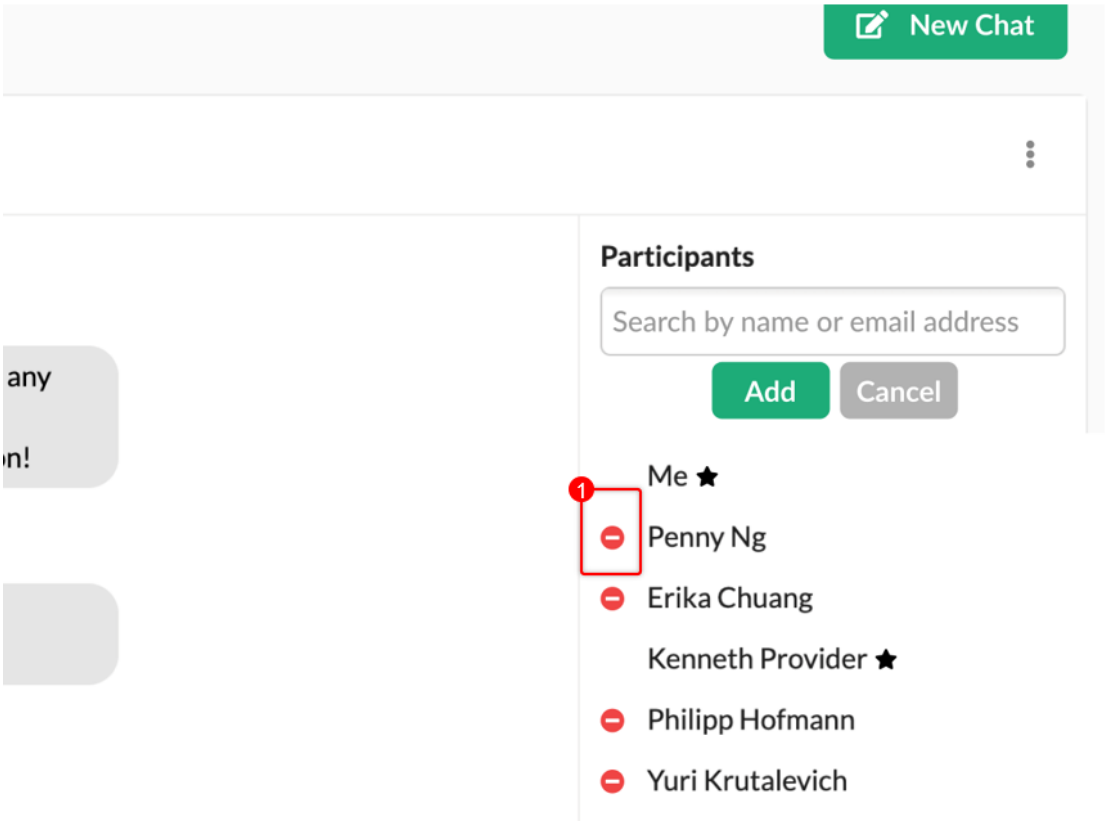


3. Click on the **Add** button.

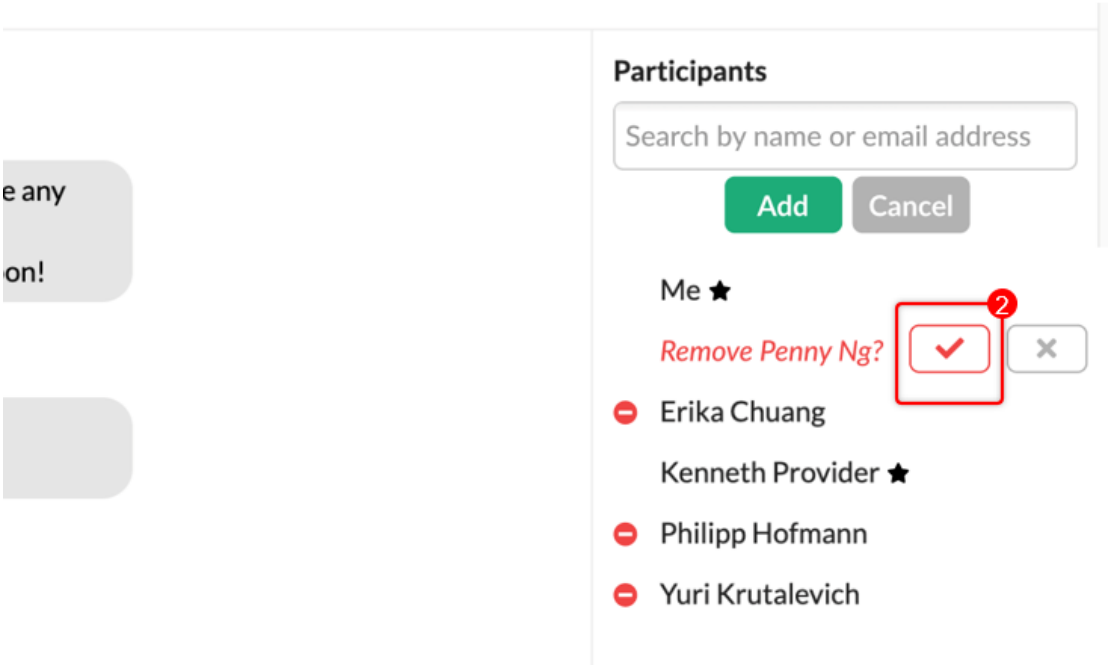


Remove a Participant

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.



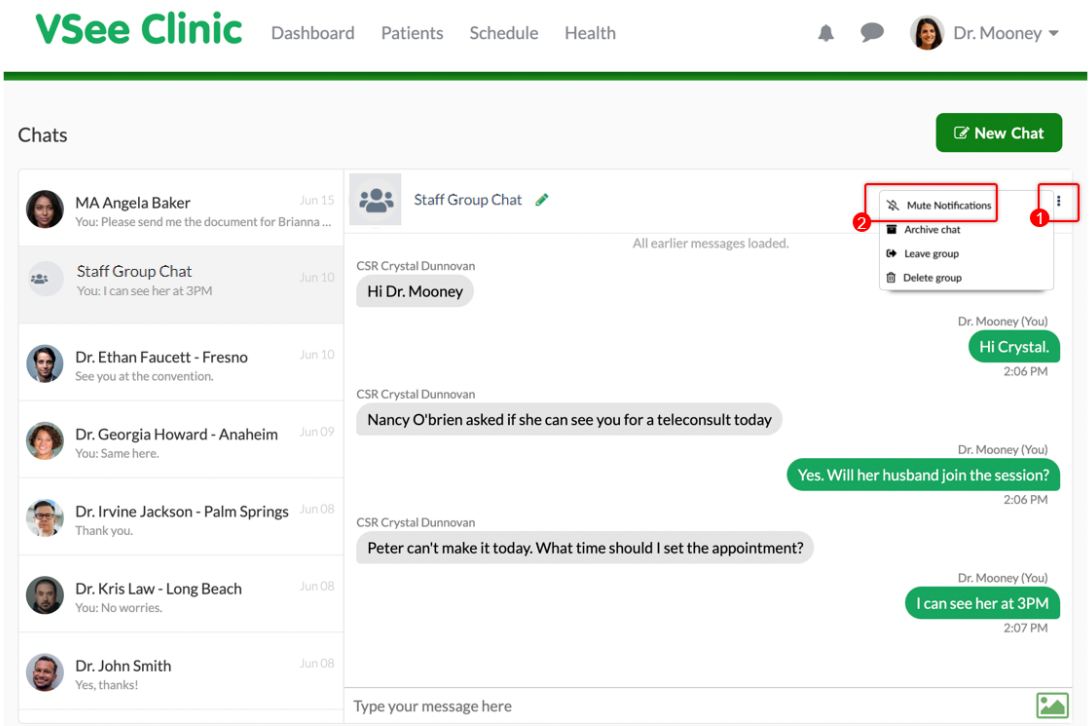
Manage Chat Options

Mute/Unmute Notifications

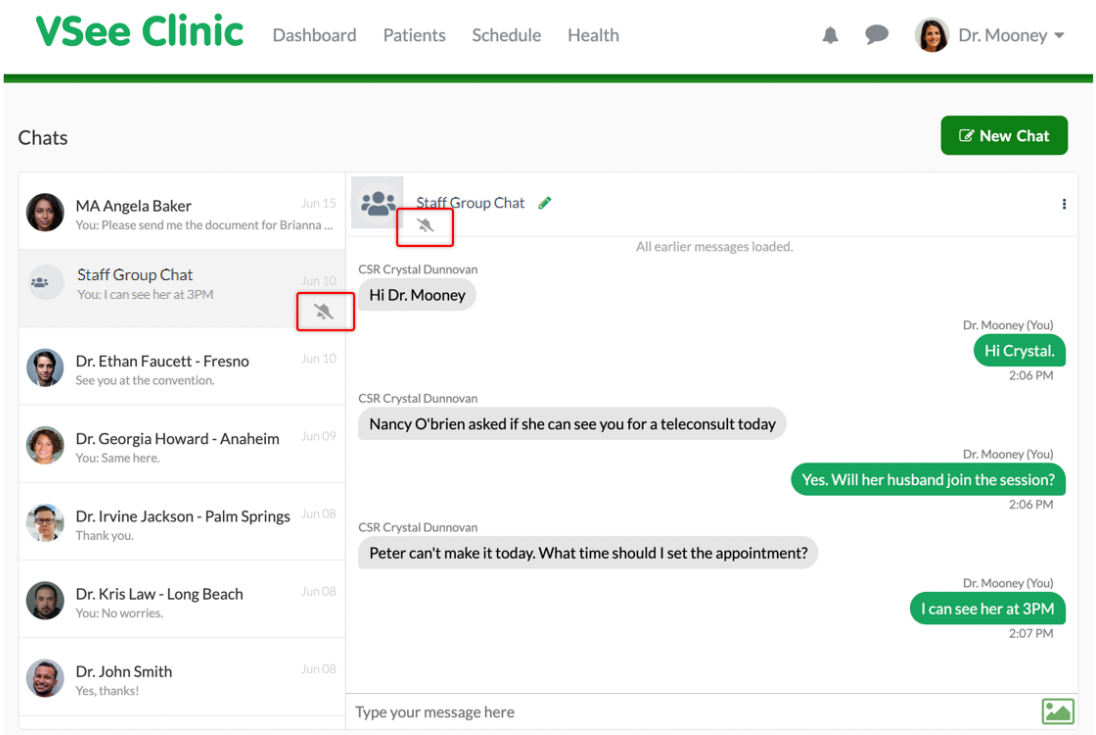
This **mutes the chat sound** & **stops the webchat box from popping up** (if not already opened).

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.

2. Select **Mute Notifications**.

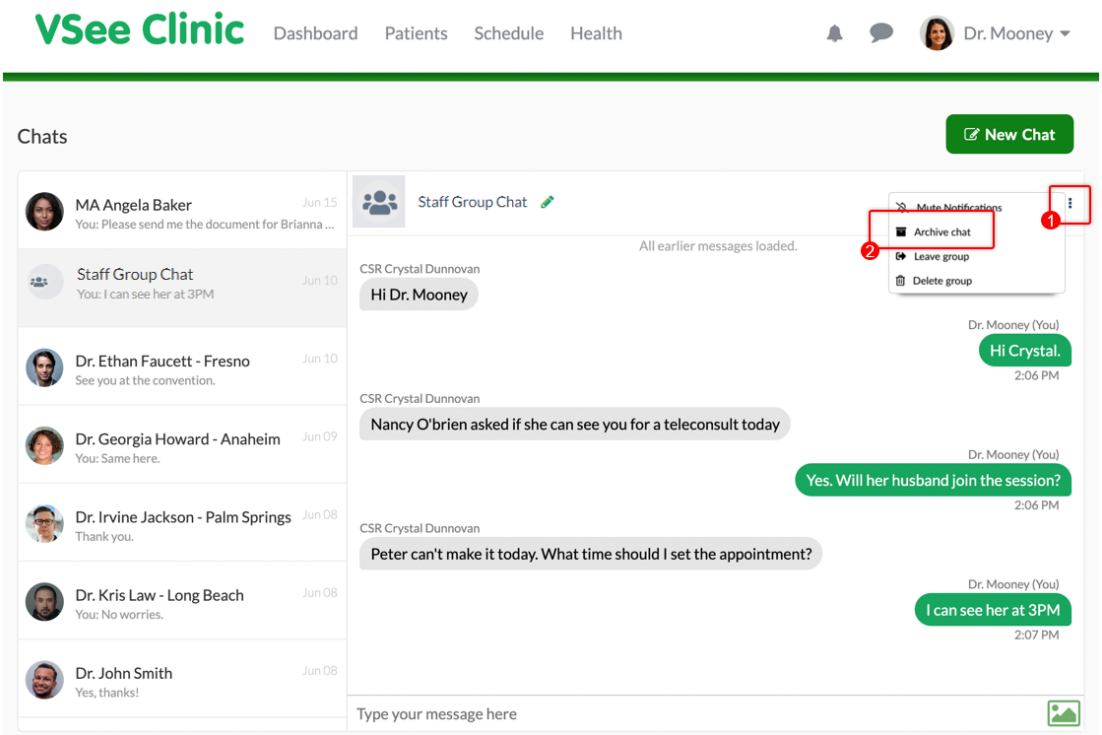


A muted bell icon will show at the bottom of the user/group name once muted.



Archive Chat

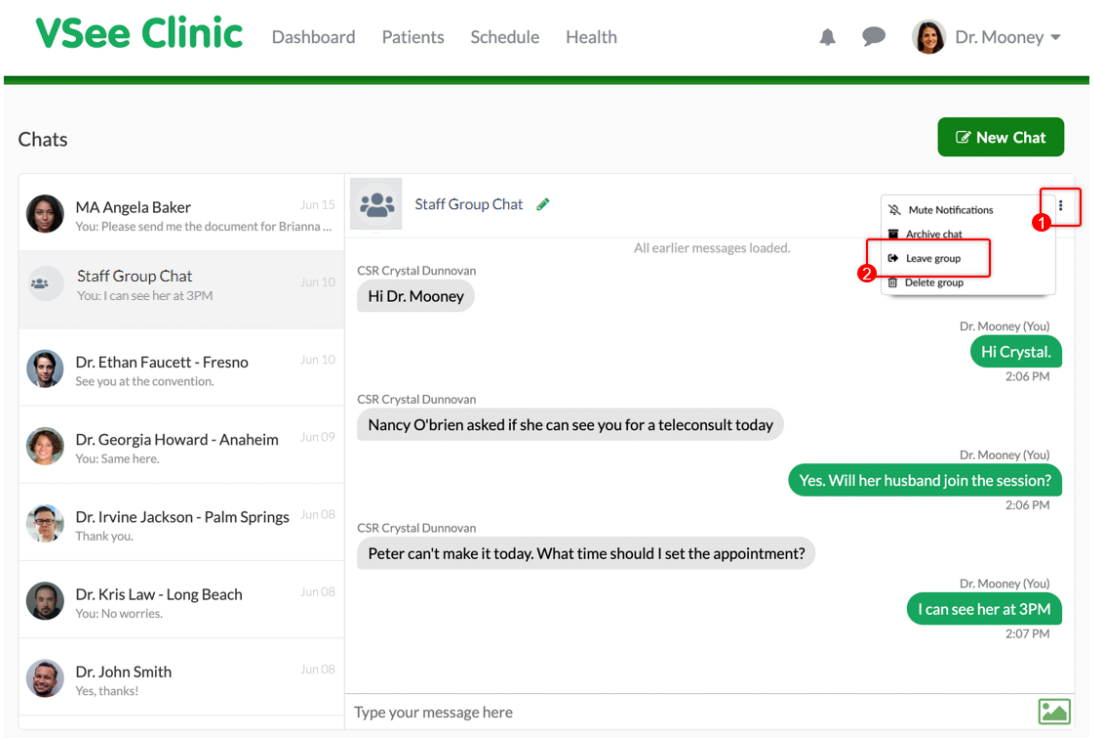
1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Archive chat**.



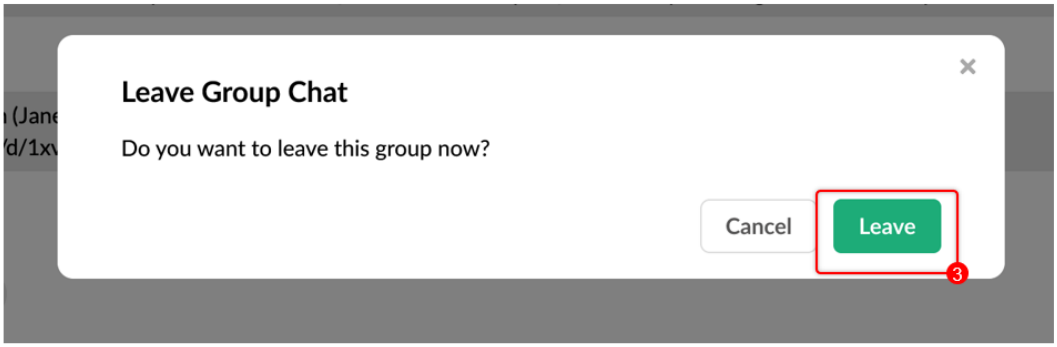
***Note**: You can bring the archived chat back to the list by clicking "New chat" and searching for that user/group name.*

Leave Group Chat

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

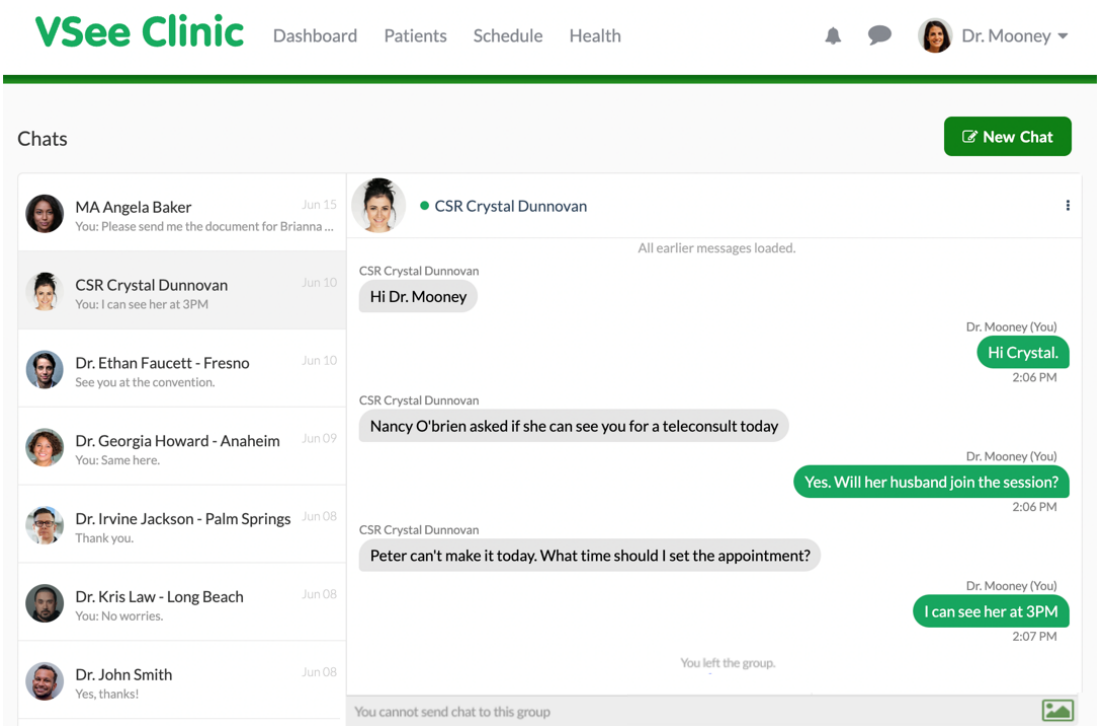


3. A pop-up notification will appear. Click on **Leave** to confirm.



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.*

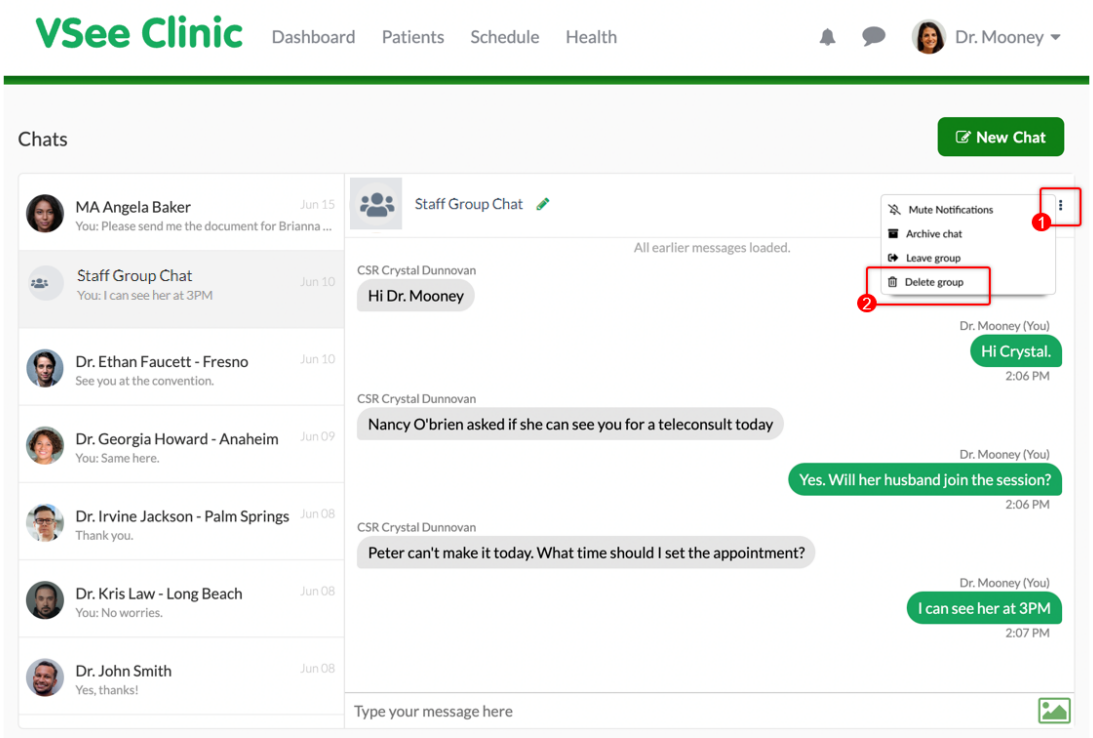


Delete Group

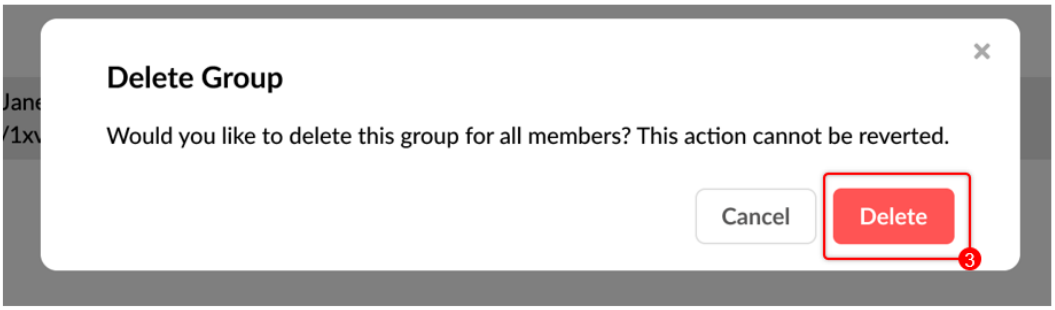
***Note**: Only the group owner can see this option. Once the group chat has been deleted, the chat will disappear from all members of the chat list.*

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.

2. Select **Delete group**.



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