VSee health

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

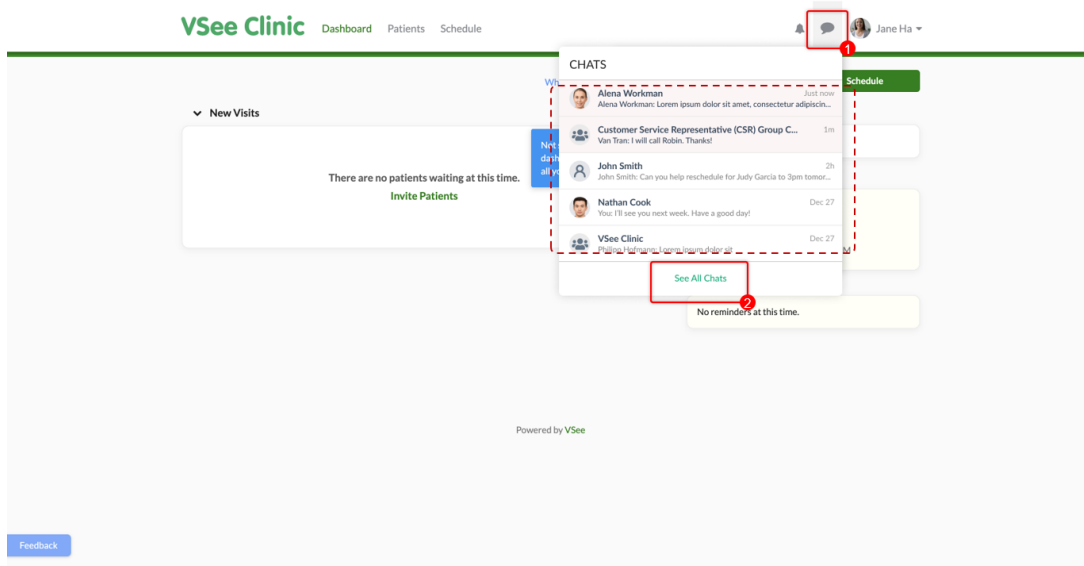   [Mute/Unmute Notifications](#)

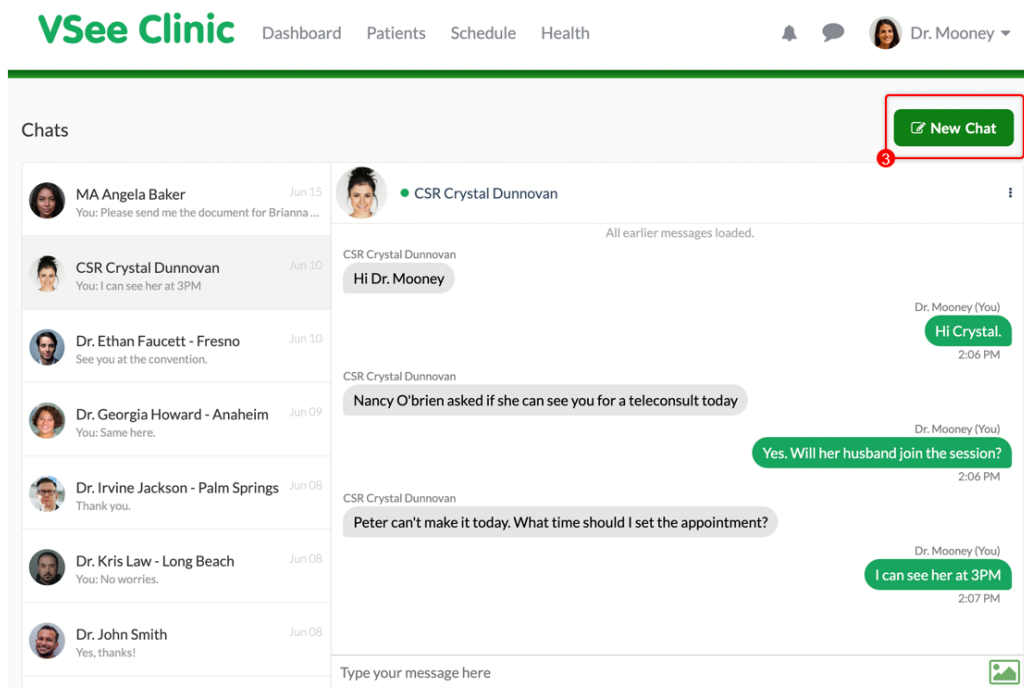   [Archive Chat](#)

    [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.

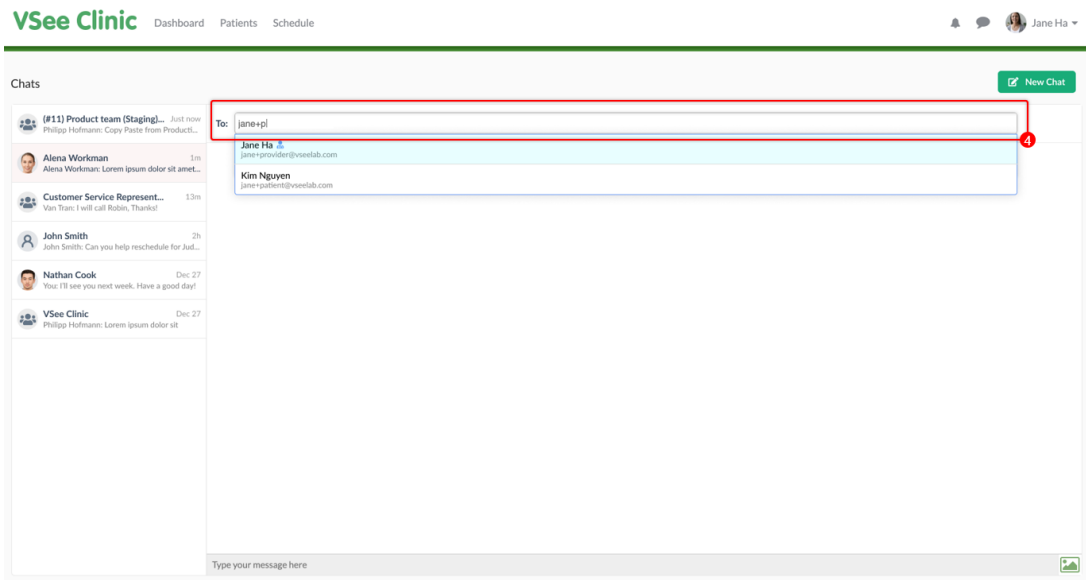2. Select from your recent chat conversations OR click **See All Chats** to view all of your messages.

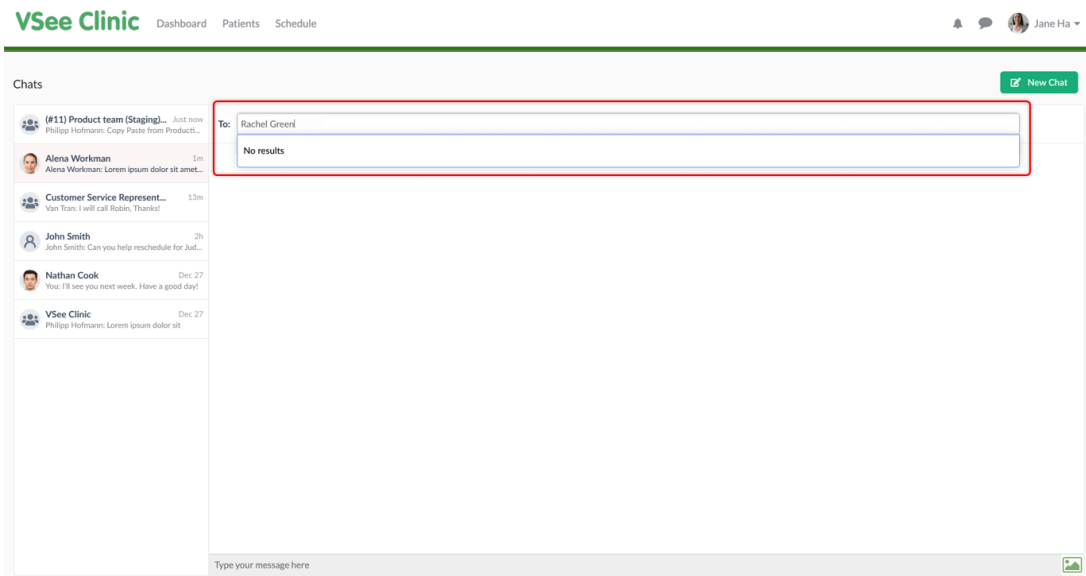3. To create a new chat/conversation, click on **New Chat**.

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.

Participants

Van Tran ✕ |
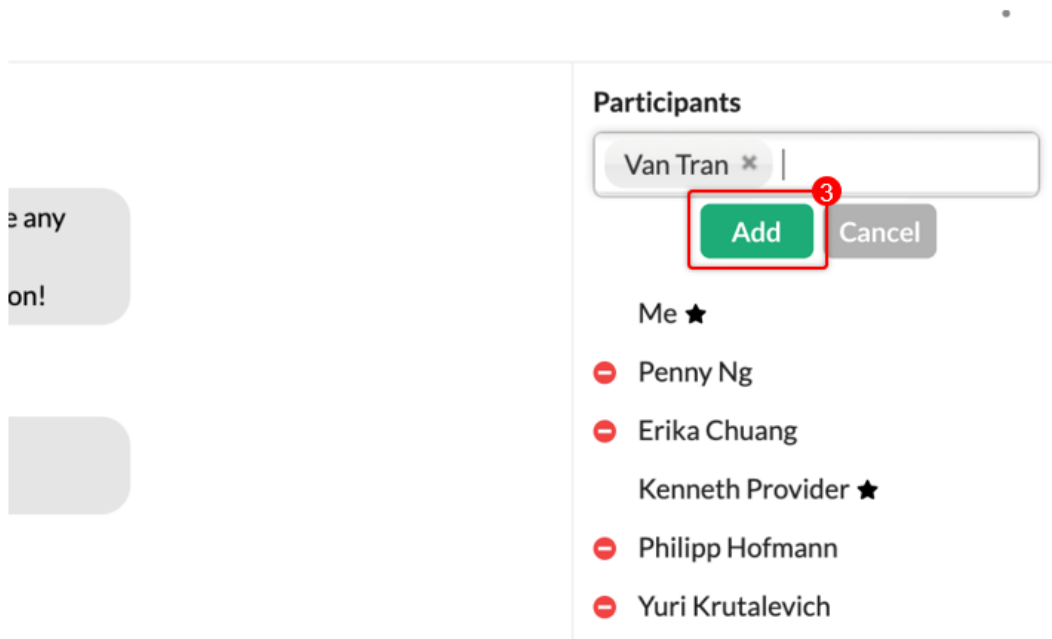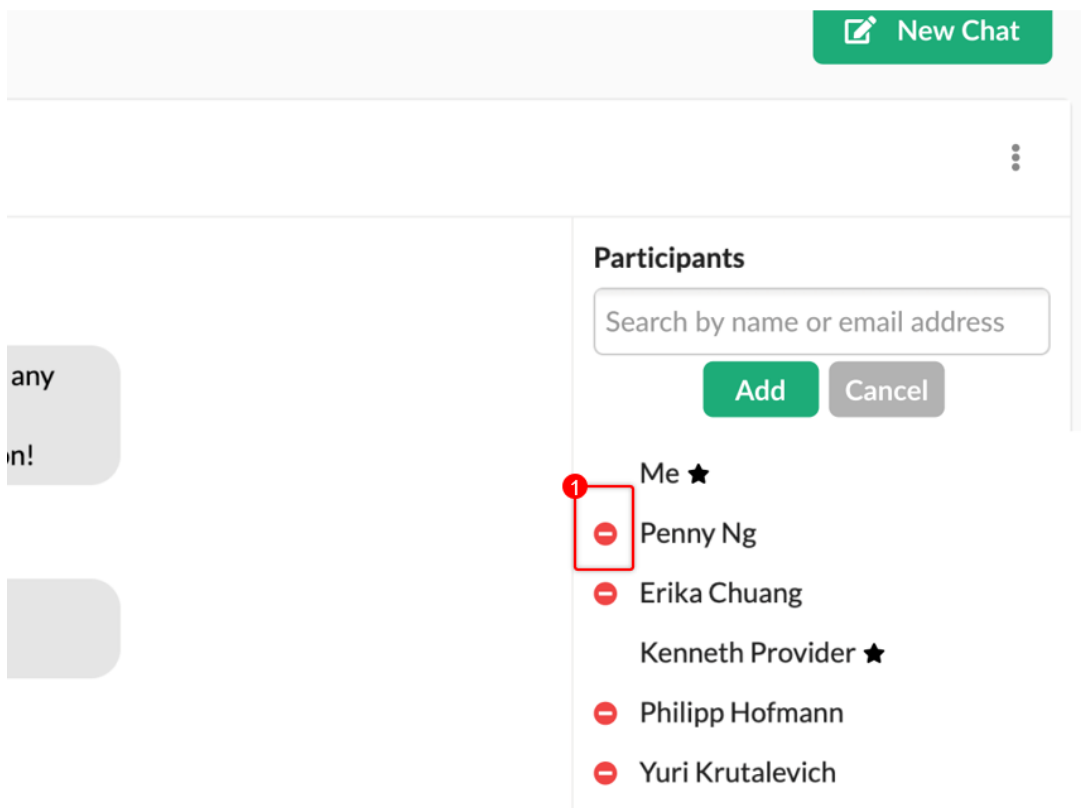
Add   Cancel

Me ★

⊖ Penny Ng

⊖ Erika Chuang

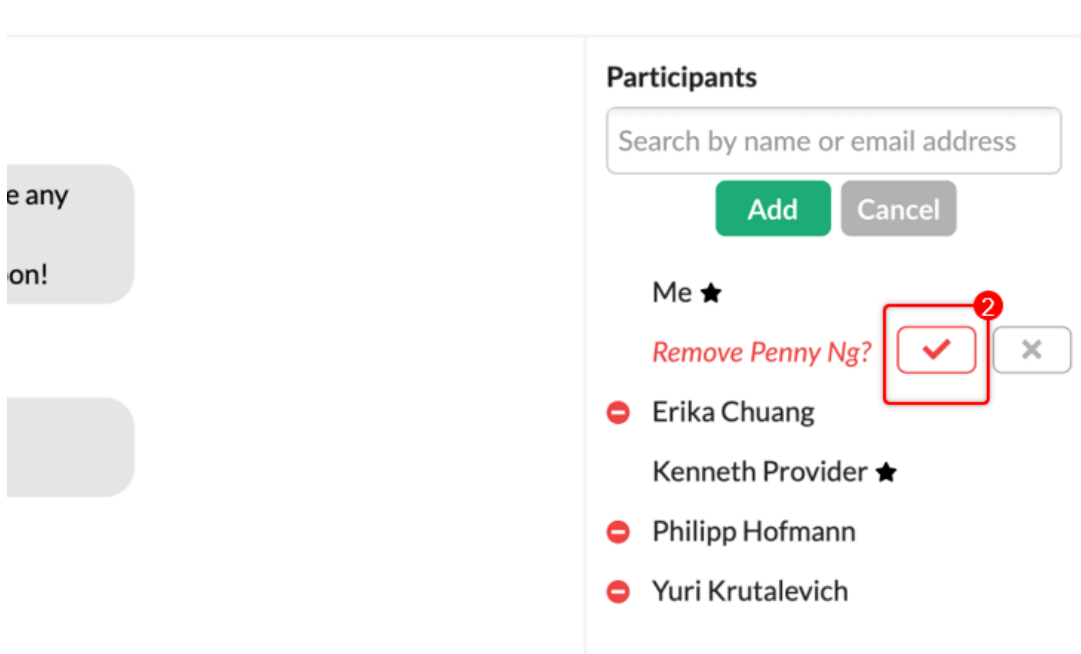Kenneth Provider ★

⊖ Philipp Hofmann

⊖ Yuri Krutalevich
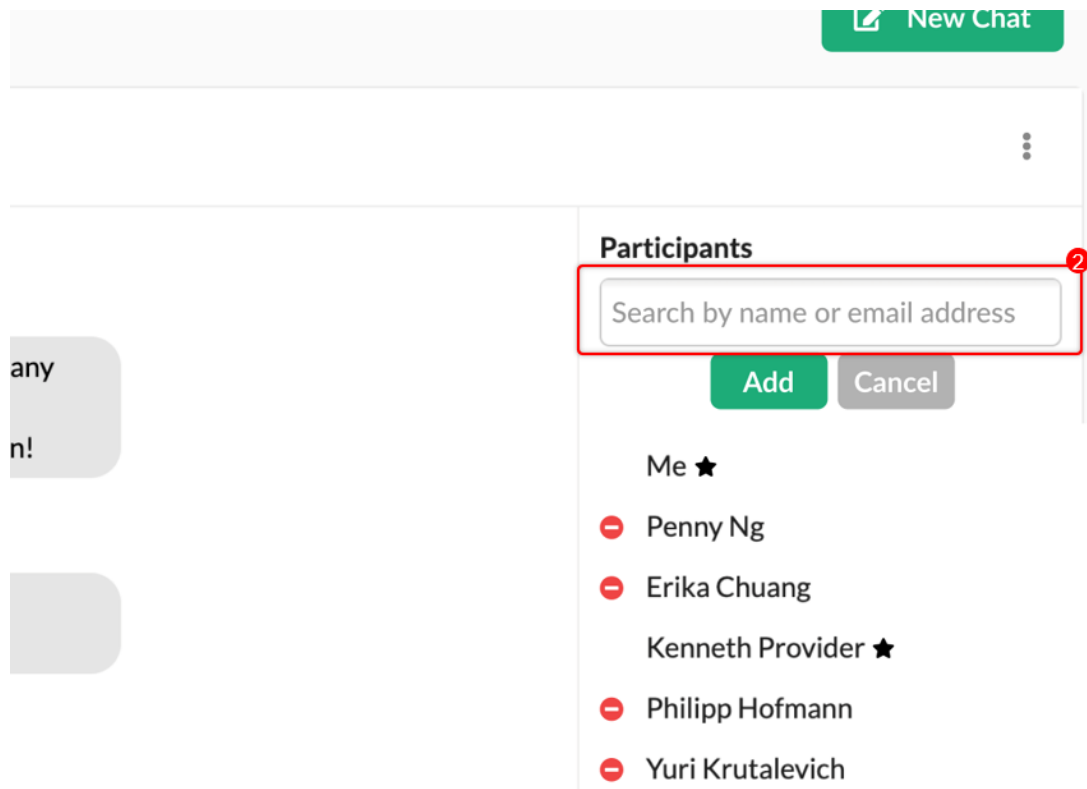
Remove a Participant

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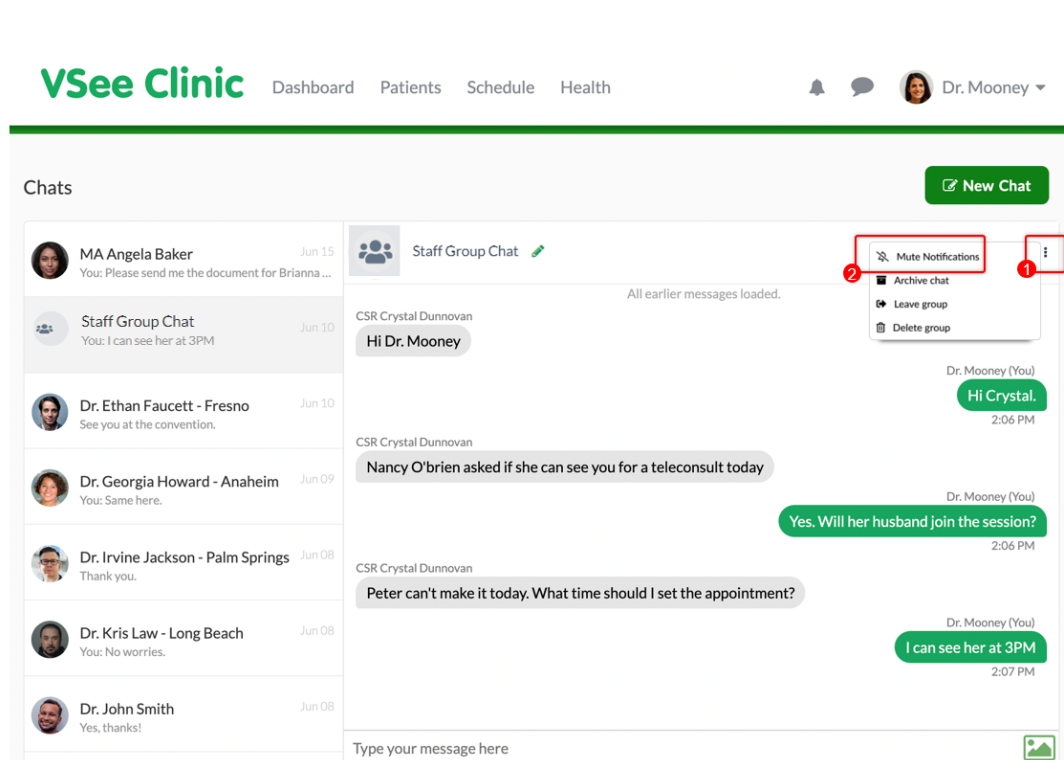
2. Click on the **checkmark** to confirm.

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**.

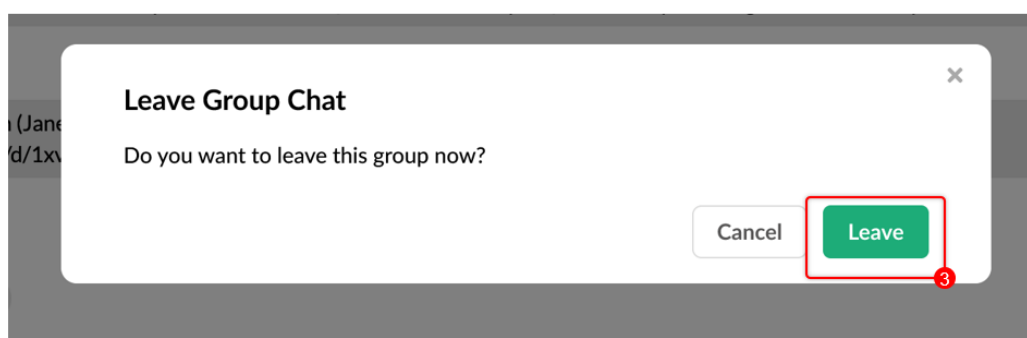*Note*: *You can bring the archived chat back to the list by clicking "New chat" and searching for that user/group name.*

Leave Group Chat

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
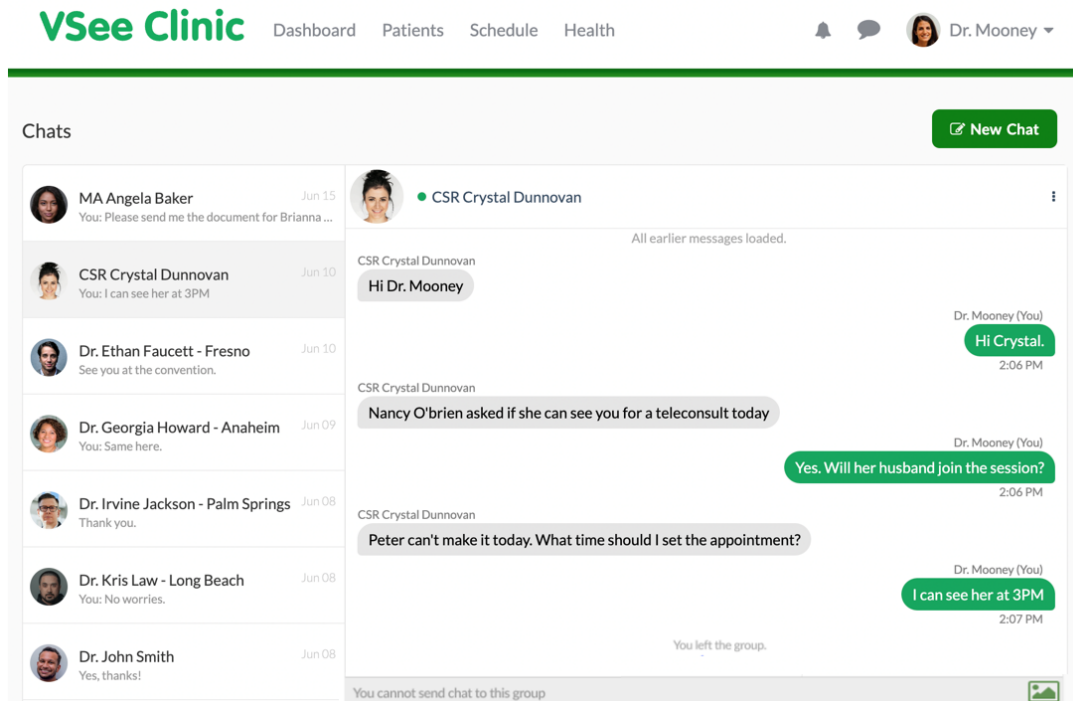
2. Select **Leave group**.
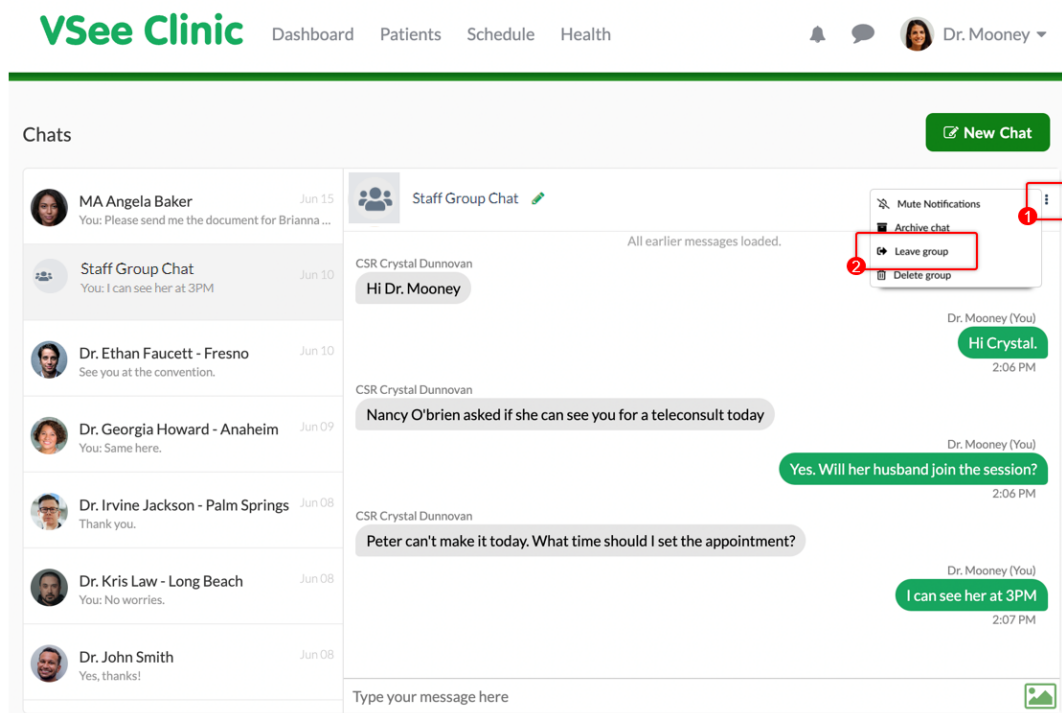
3. A pop-up notification will appear. Click on **Leave** to confirm.

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.*
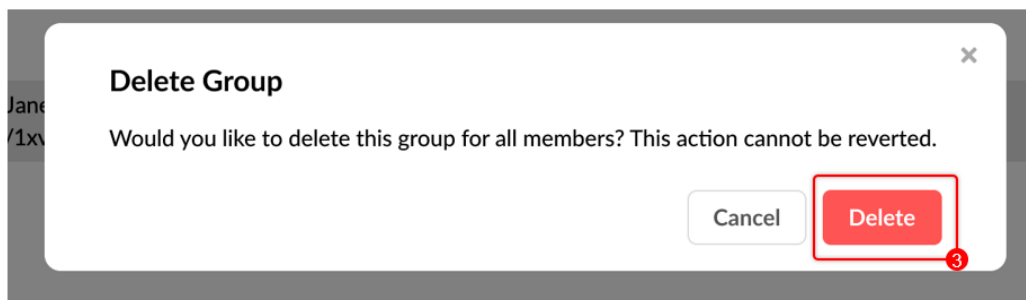

Delete Group

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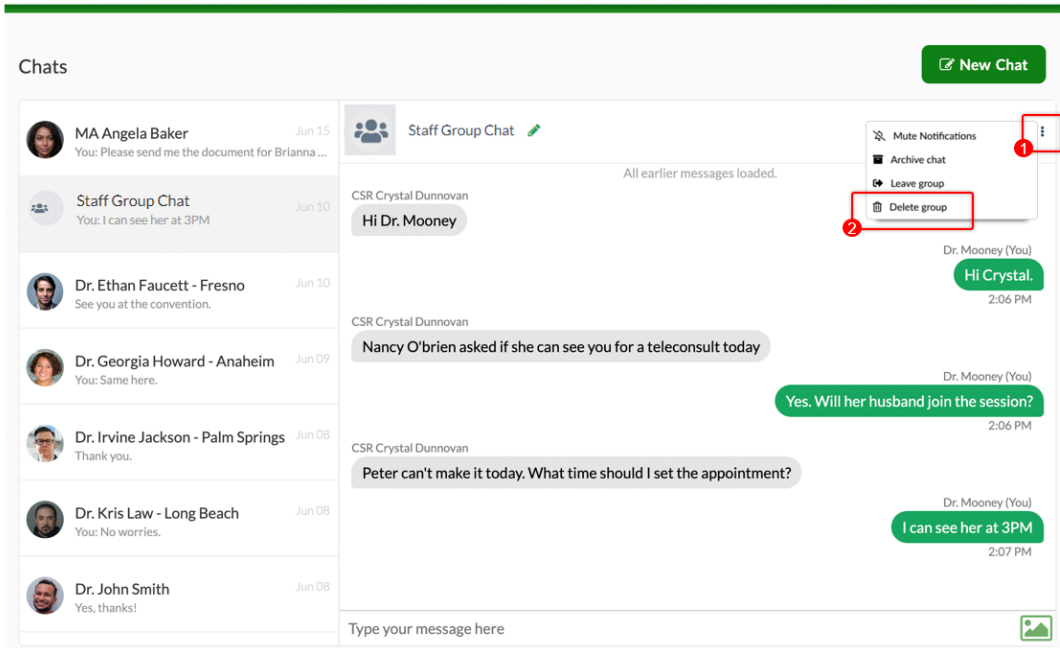
3. A pop-up notification will appear. Click on **Delete** to confirm.

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