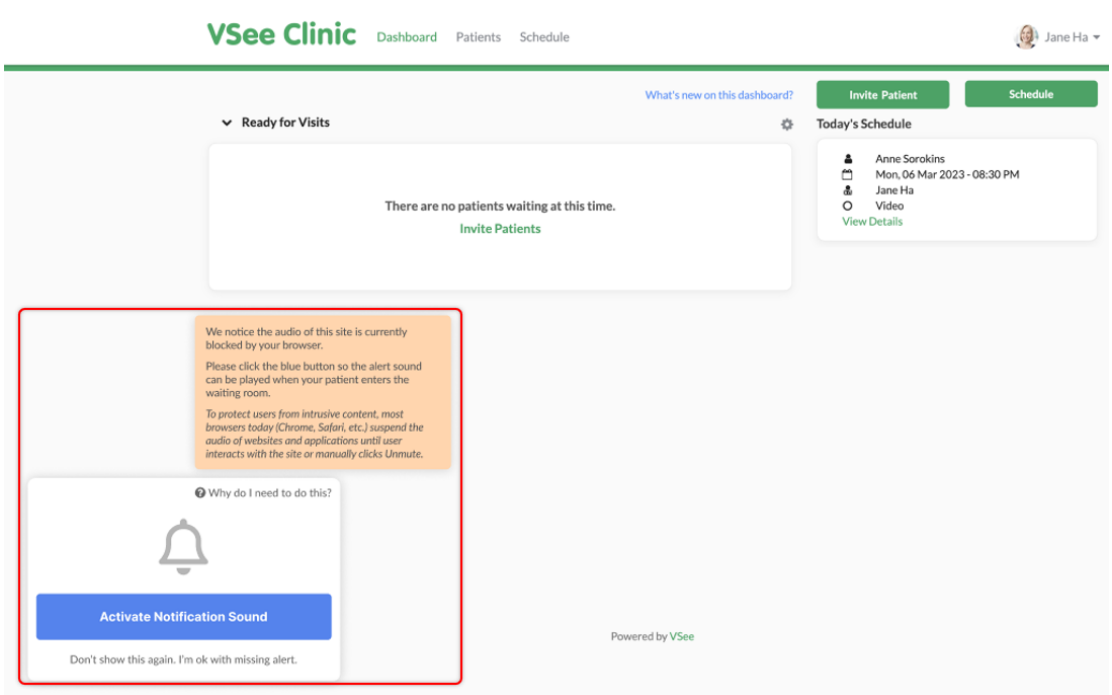
Sound Alert Permission

Jay-Ileen (Ai) - 2023-09-13 - VSee Clinic for Providers

To protect users from intrusive content, most browsers today (Chrome, Safari, etc.) suspend the audio of websites and applications until the user interacts with the site or manually clicks Unmute.

VSee Clinic plays a notification sound when a patient enters the waiting room. This sound can be blocked by your browser even if it is enabled under the Clinic settings - causing you not to hear the notification sound.

Due to this, we have created the Activate Notification Sound pop-up. This shows when the system notices that the audio is being blocked by your browser each time you log in and have not interacted with the site yet. This pop-up will only appear when the “Play Alert when Patient Enters” is enabled under your Waiting Room Notification settings. You can now choose to enable or disable this pop-up.

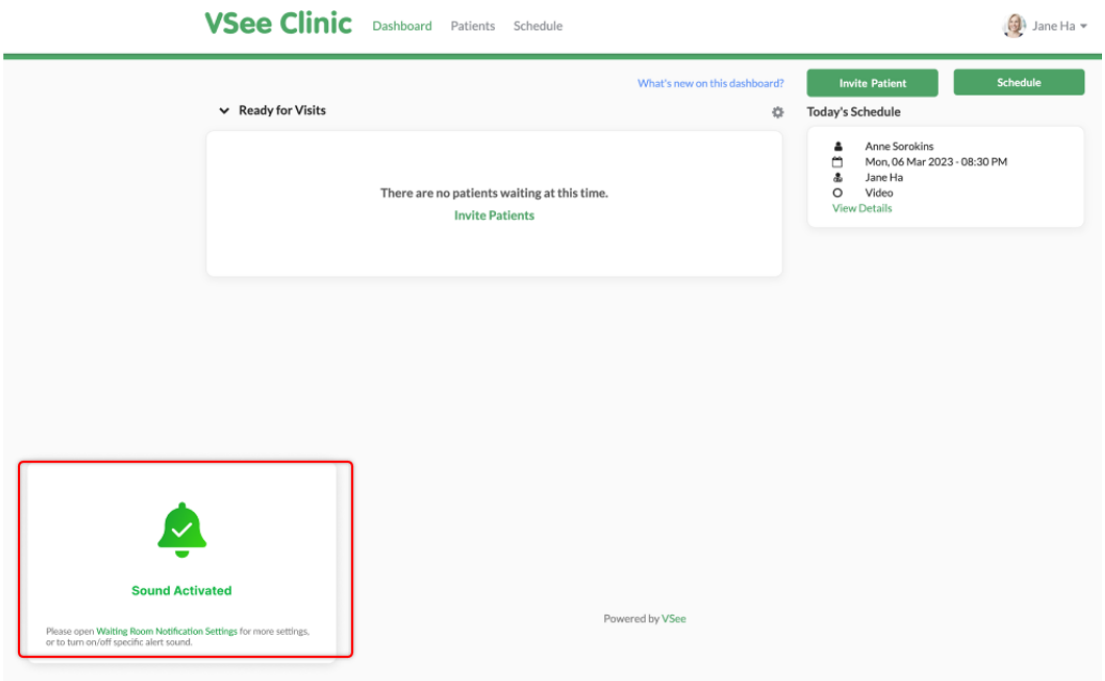


Activate Notification Sound

When the audio is disabled by your browser, the sound alert notification pop-up will appear at the bottom left of your Waiting room Dashboard, click

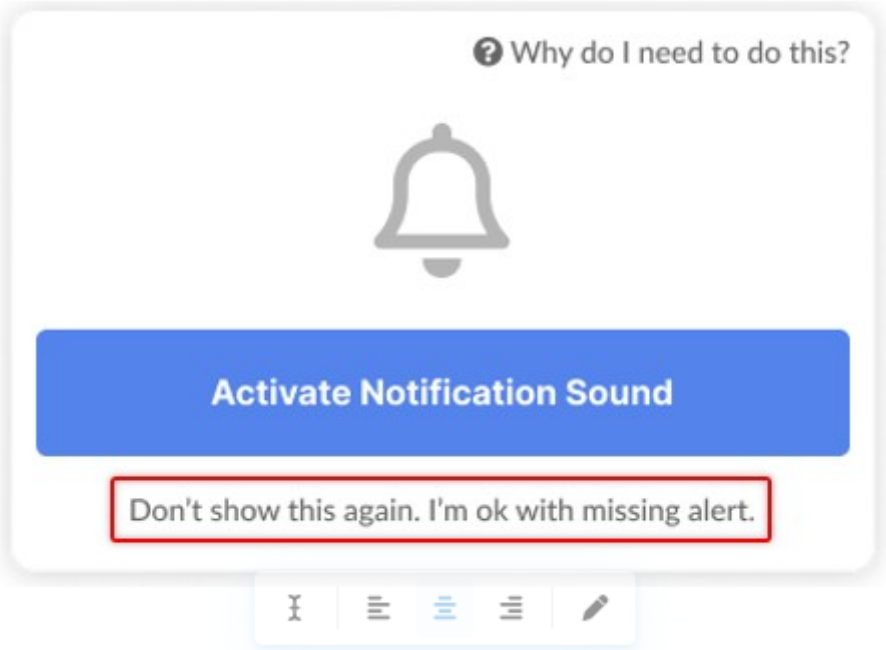
on **Activate Notification Sound**.

Once the sound alert is activated, you can hear it every time a patient enters the waiting room.



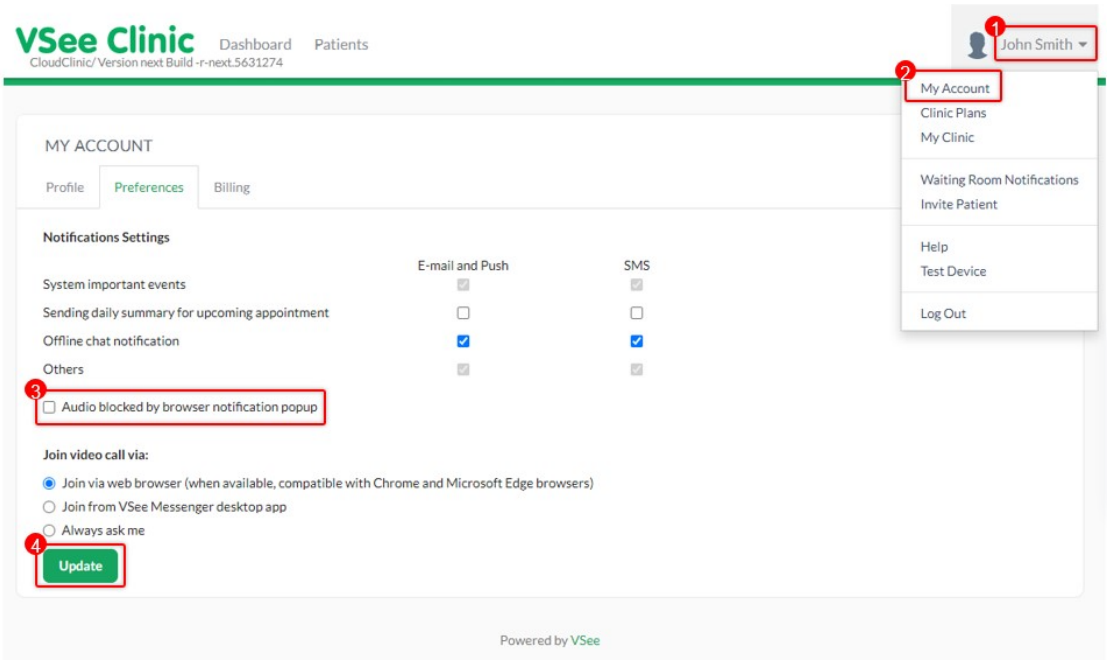
Disable Pop-up

If you don’t want to see the notification pop-up, you can disable this by clicking **Don’t show this again**. **I’m ok with missing alerts**. You will no longer see this pop-up when you log in or refresh the page.



You can also follow the steps below:

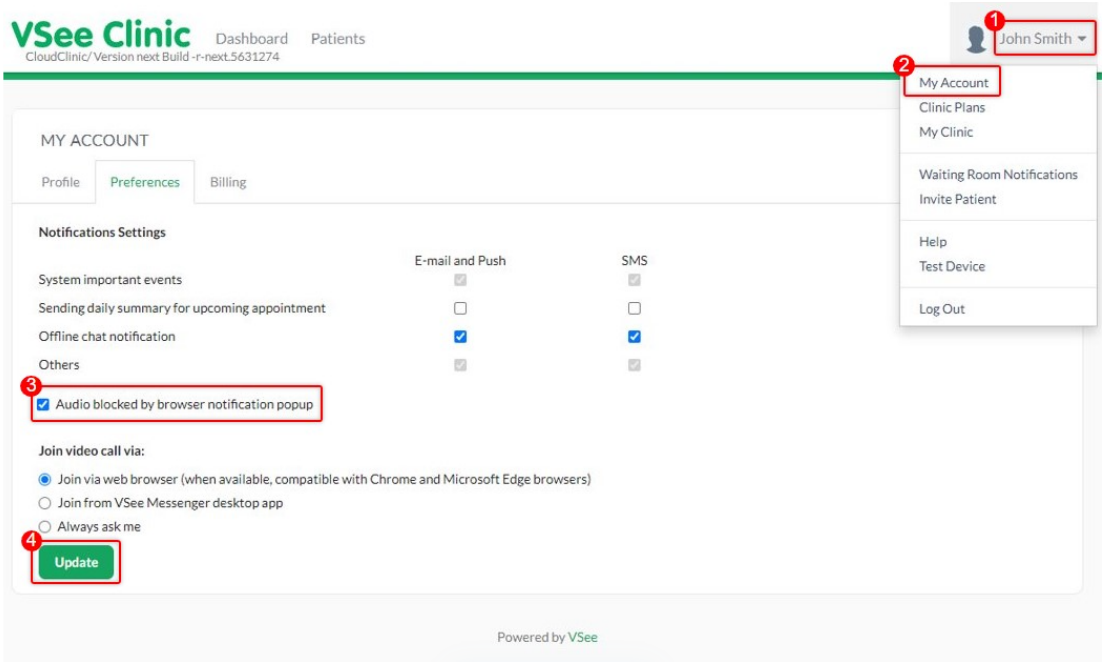
1. Click on your **name** to open the Profile Menu.
2. Click on **My Account**.
3. Under Preferences, uncheck the box for **Audio blocked by the browser notification popup**.
4. Click on **Update** to save changes.



Enable Pop-up

If you have dismissed the and/or clicked on Don’t show this again. I’m ok with the missing alert, you can enable the notification pop-up again by checking the option from your account preferences:

1. Click on your **name** to open the Profile Menu.
2. Click on **My Account**.
3. Under Preferences, check the box for **Audio blocked by the browser notification popup**.
4. Click on **Update** to save changes.



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

- Tags
- sound alert
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