

Knowledgebase > VSee Clinic for Providers > Sound Alert Permission

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.

VSee	Clinic Dashboard	Patients Schedule			🧶 Jane Ha 👻
✓ Read	y for Visits		What's new on this dashboard?	Invite Patient Today's Schedule	Schedule
	There are no	patients waiting at this time. Invite Patients		Anne Sorokins Mon, 06 Mar 2023 Jane Ha Video Video View Details	- 08:30 PM
We notice the blocked by yo Please click the and be played waiting room. To protect user howsers tody, audii of vecksi interacts with I I Why do I nee	audio of this site is currently ar browser. e blue button so the alert sound when your patient enters the s from intrusive content, most (Chrone, Sofari, etc.) suspend the se and applications until user he site or manually clicks Unmute. d to do this?				
Activate Notification Sound	alert.	Power	ed by VSee		

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.

	VSee Clinic	Dashboard Patients Schedule			🥑 Jane Ha 👻
	✓ Ready for Visits		What's new on this dashboard?	Invite Patient Today's Schedule	Schedule
		There are no patients waiting at this time. Invite Patients		 Anne Sorokins Mon, 06 Mar 2023 Jane Ha Video View Details 	08:30 PM
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A 199	·				
Sound Activ	rated	Bou	and by VEas		
Please open Waiting Room Notification or to turn on/off specific alert sound.	Settings for more settings,	Pow	ered by visee		

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.

			My Account	
			Clinic Plans	
MY ACCOUNT			My Clinic	
Profile Preferences Billing	Waiting Room Notificatio			
lotifications Settings			invite Patient	
	E-mail and Push	SMS	Help Test Davies	
ystem important events			lest Device	
ending daily summary for upcoming appointment			Log Out	
Offline chat notification			1	
Others	5			
Audio blocked by browser notification popup				
Join via web browser (when available, compatible with	Chrome and Microsoft Edge brow	/sers)		
) Always ask me				

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.

			My Account
MY ACCOUNT	Clinic Plans My Clinic		
Profile Preferences Billing			Waiting Room Notification Invite Patient
Notifications Settings			Help
System important events	E-mail and Push	SMS	Test Device
Sending daily summary for upcoming appointment			Log Out
Offline chat notification			
Others			
Audio blocked by browser notification popup			
 Join via web browser (when available, compatibl 	e with Chrome and Microsoft Edge brow	vsers)	
 Join from VSee Messenger desktop app 			
Always ask me			

If you have any questions, please contact us at <u>help@vsee.com</u>.

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