

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.

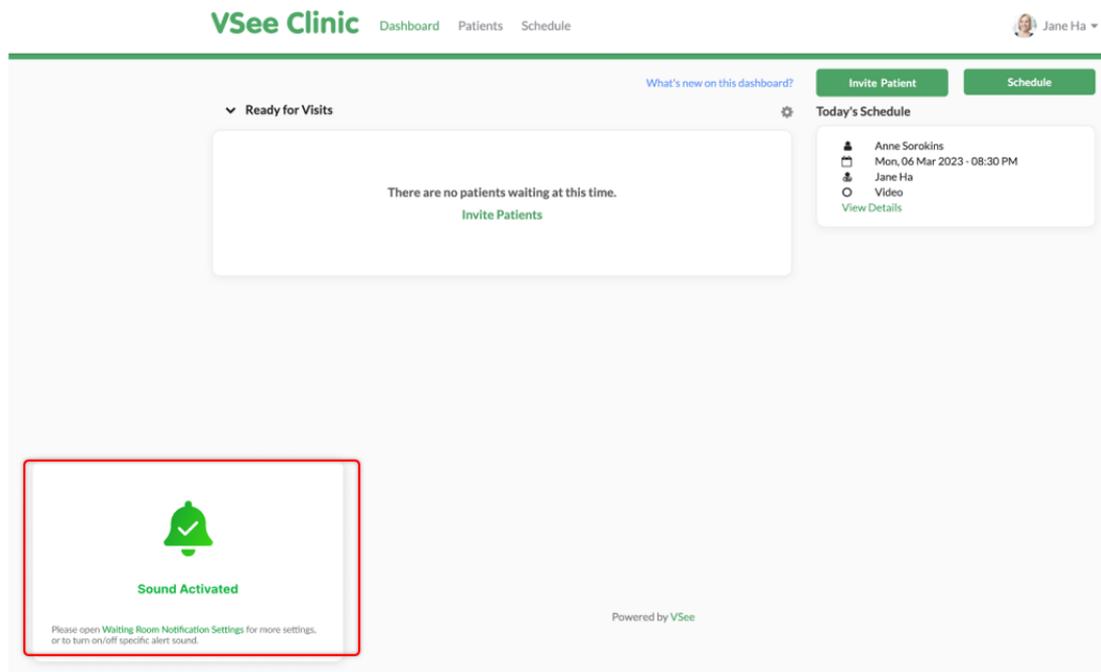
The screenshot displays the VSee Clinic dashboard interface. At the top, there is a navigation bar with 'VSee Clinic' logo, 'Dashboard', 'Patients', and 'Schedule' links, and a user profile for 'Jane Ha'. Below the navigation bar, the main content area is divided into sections. On the left, there is a 'Ready for Visits' section with a message: 'There are no patients waiting at this time.' and an 'Invite Patients' button. On the right, there is a 'Today's Schedule' section listing appointments for Anne Sorokins and Jane Ha. A prominent notification pop-up is overlaid on the bottom left of the dashboard, enclosed in a red border. The pop-up has an orange header with the text: 'We notice the audio of this site is currently blocked by your browser. Please click the blue button so the alert sound can be played when your patient enters the waiting room. To protect users from intrusive content, most browsers today (Chrome, Safari, etc.) suspend the audio of websites and applications until user interacts with the site or manually clicks Unmute.' Below the header is a white box with a bell icon and the text 'Why do I need to do this?'. At the bottom of the pop-up is a blue button labeled 'Activate Notification Sound' and a link that says 'Don't show this again. I'm ok with missing alert.' The footer of the dashboard includes the text 'Powered 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.**

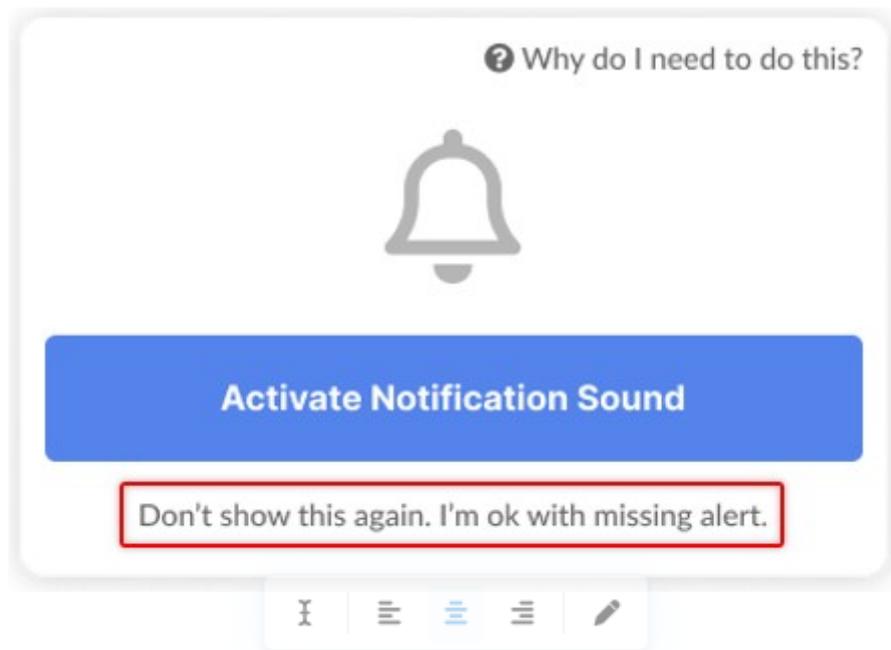
Once the sound alert is activated, you can hear it every time a patient enters the waiting room.



The screenshot displays the VSee Clinic dashboard interface. At the top, the logo 'VSee Clinic' is followed by navigation links for 'Dashboard', 'Patients', and 'Schedule'. The user's name 'Jane Ha' is visible in the top right corner. The main content area is divided into two sections: 'Ready for Visits' and 'Today's Schedule'. The 'Ready for Visits' section shows a message: 'There are no patients waiting at this time.' with an 'Invite Patients' button. The 'Today's Schedule' section lists a patient 'Anne Sorokins' for 'Mon, 06 Mar 2023 - 08:30 PM' with options for 'Jane Ha' and 'Video', and a 'View Details' link. A red-bordered pop-up notification is overlaid on the bottom left, featuring a green bell icon with a checkmark, the text 'Sound Activated', and a small instruction: 'Please open Waiting Room Notification Settings for more settings, or to turn on/off specific alert sound.' The text 'Powered by VSee' is located at the bottom right of the dashboard.

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.

VSee Clinic Dashboard Patients
CloudClinic/Version next Build -r-next.5631274

John Smith

MY ACCOUNT

Profile Preferences Billing

Notifications Settings

	E-mail and Push	SMS
System important events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sending daily summary for upcoming appointment	<input type="checkbox"/>	<input type="checkbox"/>
Offline chat notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Audio blocked by browser notification popup

Join video call via:

- Join via web browser (when available, compatible with Chrome and Microsoft Edge browsers)
- Join from VSee Messenger desktop app
- Always ask me

Update

Powered by VSee

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.

1 John Smith ▾

2

- My Account
- Clinic Plans
- My Clinic
- Waiting Room Notifications
- Invite Patient
- Help
- Test Device
- Log Out

MY ACCOUNT

Profile Preferences Billing

Notifications Settings

	E-mail and Push	SMS
System important events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sending daily summary for upcoming appointment	<input type="checkbox"/>	<input type="checkbox"/>
Offline chat notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3 Audio blocked by browser notification popup

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- Join via web browser (when available, compatible with Chrome and Microsoft Edge browsers)
- Join from VSee Messenger desktop app
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4 Update

Powered by VSee

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

- Tags
- [sound alert](#)
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