

Knowledgebase > VSee Messenger (Providers and Patients) > Update Profile and Online Status

Update Profile and Online Status
- 2023-07-12 - VSee Messenger (Providers and Patients)

Users will have an option to change or update their VSee Messenger profile. This includes their display name and password. They can also set the option to receive an email notification when someone sends them a message and they happen to be logged out from their VSee Messenger app.

- How to Edit User Profile
- How to Change Status or Presence

## **Edit User Profile**

To edit your profile, you may go to <u>VSee - Messenger Login</u> <u>Page</u> or follow the steps below.

- 1. Open and Log in to VSee Messenger.
- 2. Click on your Initials.
- 3. Select My Account.
- 4. Then click on Edit Profile.



You will then be brought to your account profile settings page (if you used the link above you will be asked to log in with your account credentials). Simply click on the **pencil icons** to edit your first name, last name, and password. You may also turn on or off the option to get email notifications for messages that were sent to you by clicking on the **check box**.

Note: There is no save or update button here so if you are already logged in to your Messenger account, please log out and then log back in to apply the change made.

VSee	
Account Profile	
VSEE ID FIRST NAME LAST NAME PASSWORD OFFLINE NOTIFICATION (EMAIL)	fr vsee.com
Manage	

An option to delete your account will also show here. For more details on this, please go to <u>VSee Messenger - How to Delete Your</u> <u>Account - Knowledgebase / FAQs - VSee Helpdesk</u>.

Note: For security purposes, our system does not allow changing an account's email address. Please create a VSee Messenger account using your new email address. You may go here for more details <u>Change VSee Messenger Email and Migrate Contacts -</u> <u>Knowledgebase / VSee Messenger (Providers and Patients) - VSee</u> <u>Helpdesk</u>.

## **Change Status or Presence**

Depending on what the user is doing, they can also change their status or online presence in VSee Messenger. This will allow them to change how their contacts see them from their app.

- 1. Click on your Initials.
- 2. Select which **Status** to show.

VSee	
FI	Francis Ilagan francis.ilagan@vsee.com
	Online
	Busy
*	Hide
ŝ	My Account
<u> </u>	Open my video
\$	() Logout

Below is the description for each of the different statuses:

Online - This is the default status.

- Busy You will be automatically be shown as busy when in a call.
- Hidden/Offline When hidden, you are shown as offline but you can still receive chats and calls.
- Idle System-defined status. Your status will show as idle after 5 mins of inactivity.
- Mobile System-defined presence. This is when you are logged-in your mobile device.

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

Last updated on: 26 May 2022

Edit Presence profile status

Related Content

• Open and Log In to VSee Messenger