What is the Ad Hoc Recording Feature?

Jay-Ileen (Ai) - 2023-12-26 - VSee Clinic for Providers

If a Clinic has the regular recording feature enabled, the recording will automatically start as soon as the call starts and the Providers can't manually turn off the recording.

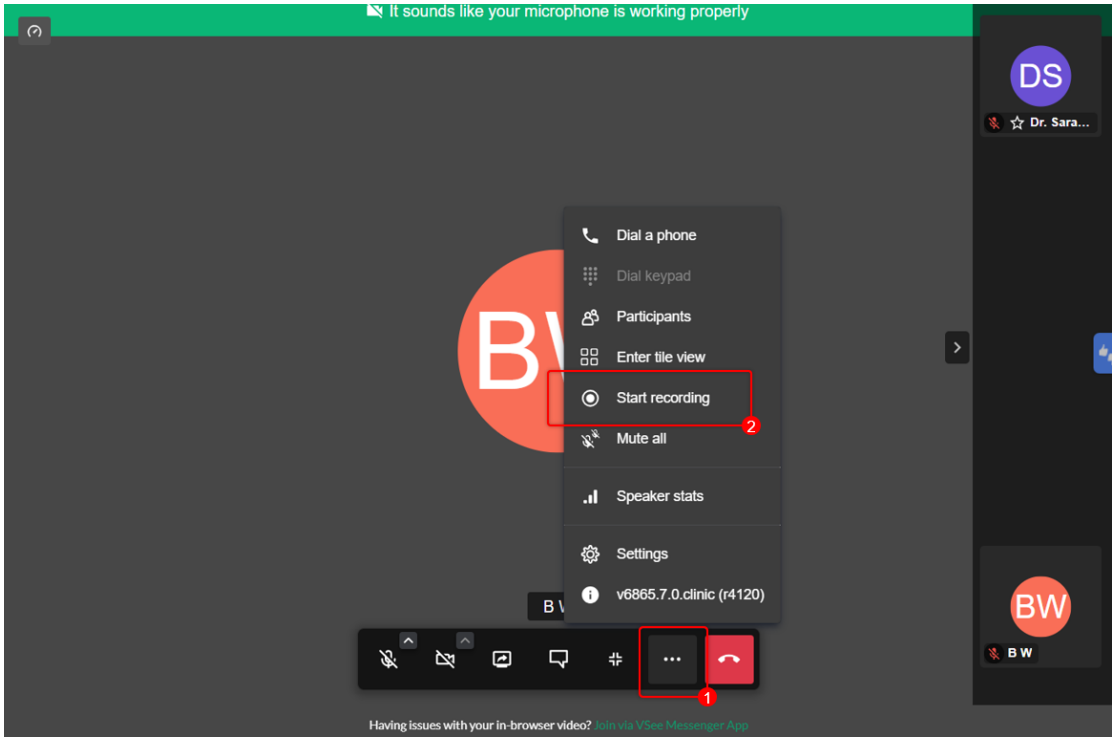
The Ad hoc recording feature allows Providers to start or stop the recording manually during the call.

- How to Use the Ad Hoc Recording
- How to Download the Recording

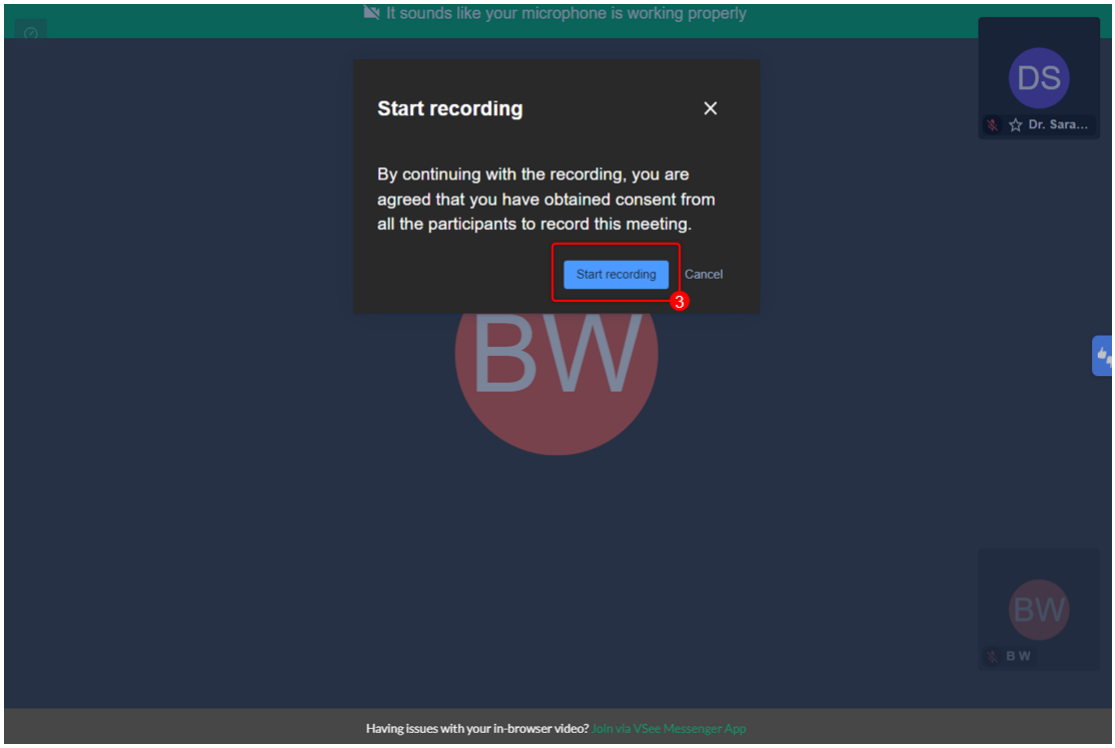
How to Use the Ad Hoc Recording

1. In the call, click the 3 dots or the ellipsis.

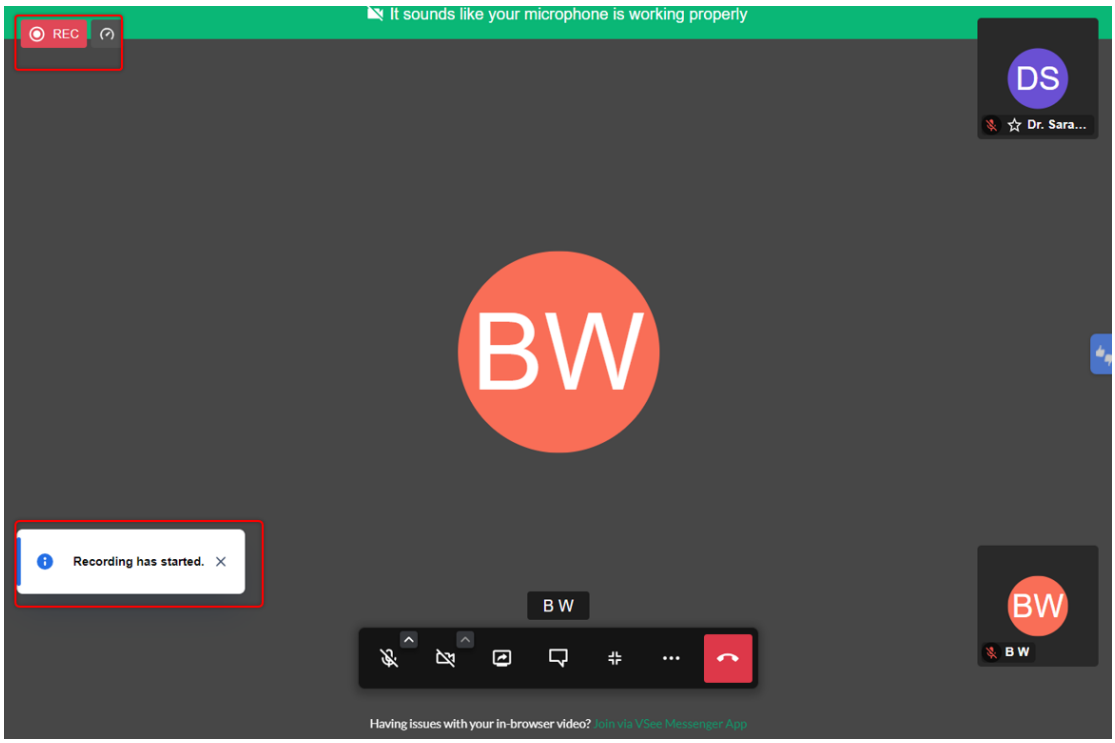
2. Select Start recording.



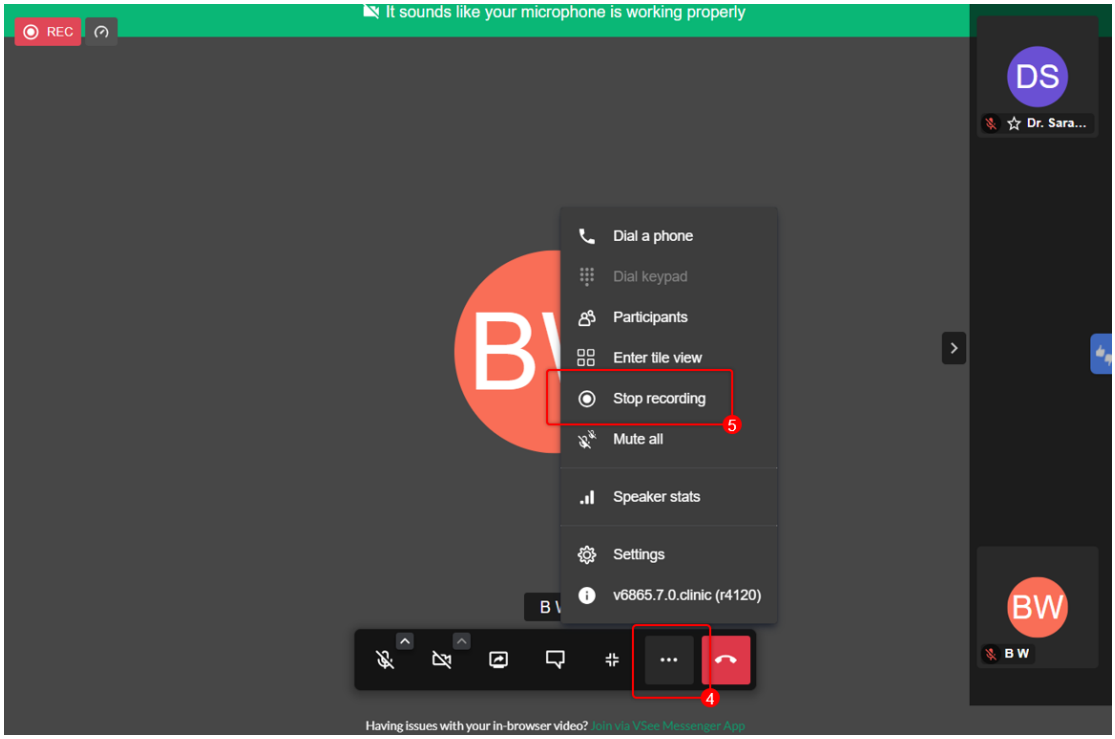
3. A pop-up window will appear. Click on **Start recording**.



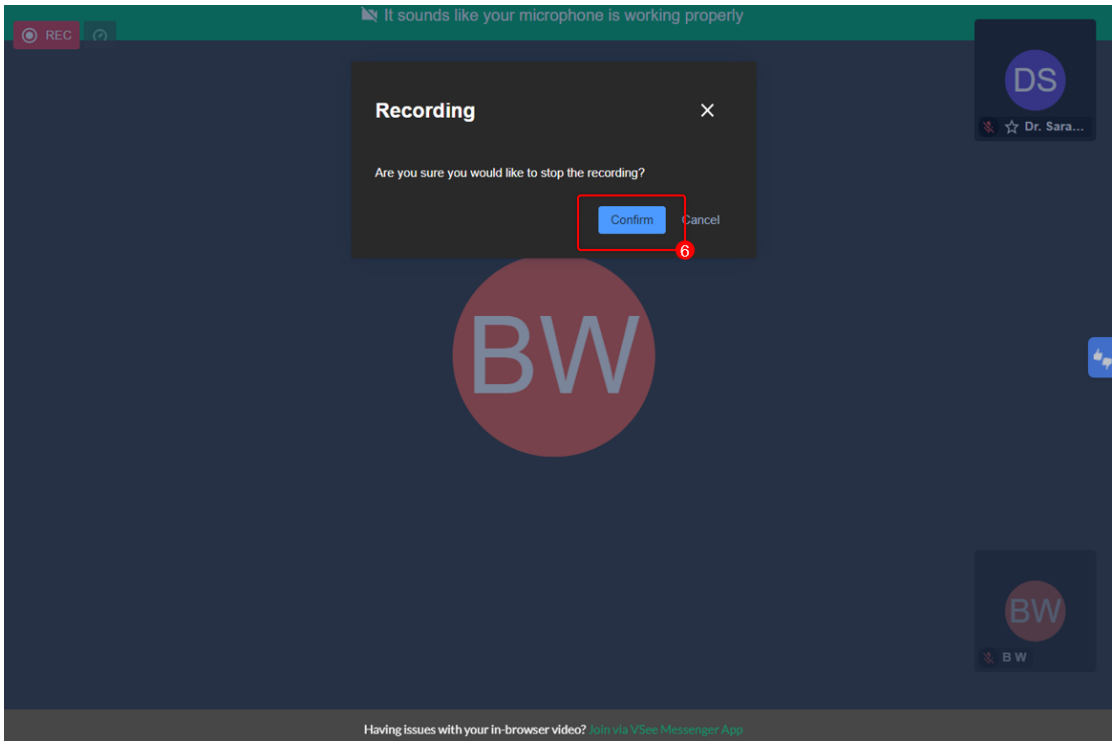
You will see a confirmation that the recording feature has started. You will also see a REC button at the top left as an indicator that the recording is in progress.


REC
It sounds like your microphone is working properly
DS
Dr. Sara...
BW
Recording has started.
B W
BW
B W
Having issues with your in-browser video? Join via VSee Messenger App

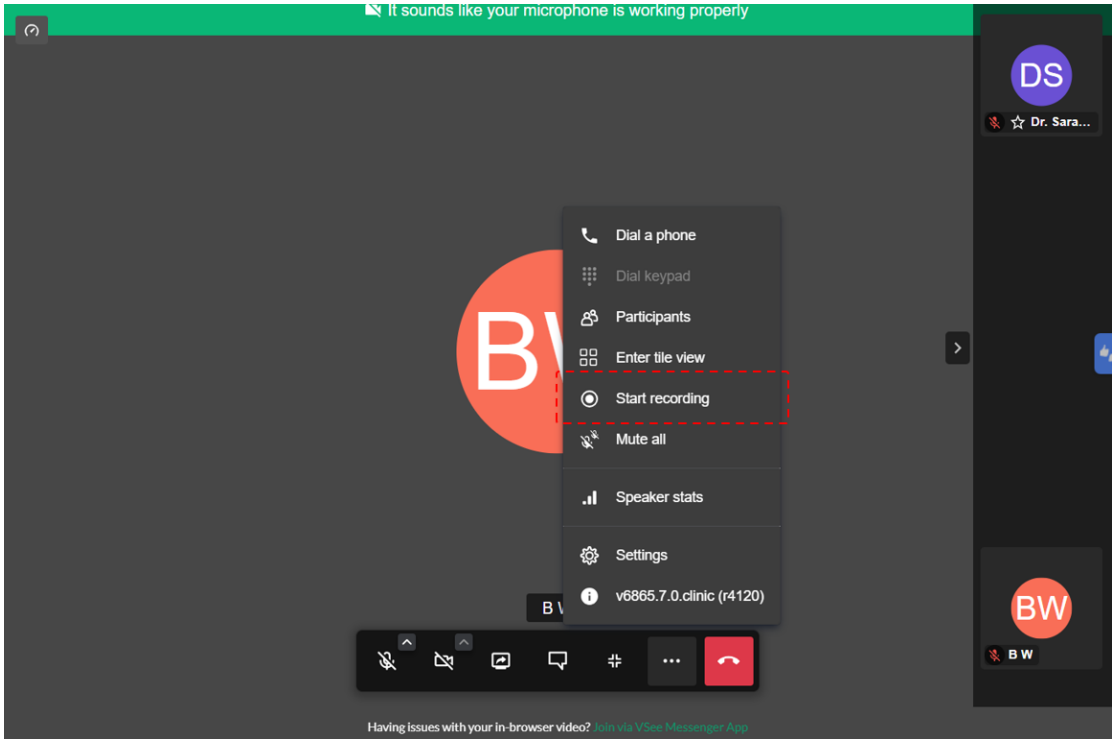
4. To end the recording, click once again the **3 dots** or the **ellipsis**.
5. Select **Stop recording**.



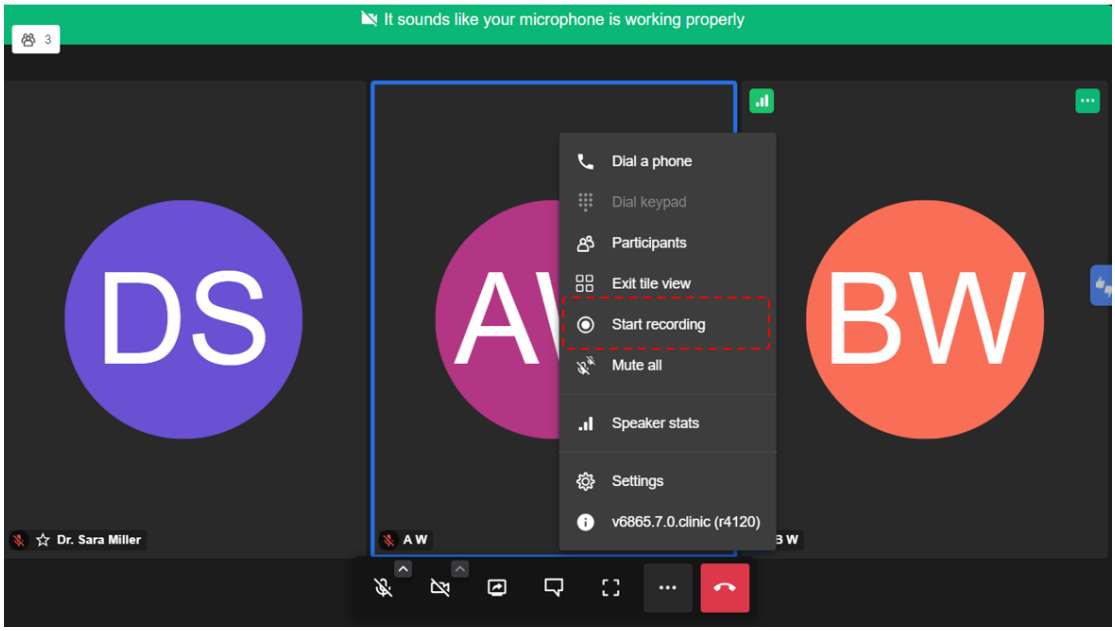
6. A pop-up window will appear. Click on **Confirm** to stop the recording.


It sounds like your microphone is working properly
REC
Recording
Are you sure you would like to stop the recording?
Confirm
Cancel
6
DS
Dr. Sara...
BW
BW
Having issues with your in-browser video? Join via VSee Messenger App

You can initiate multiple recordings within one call session.



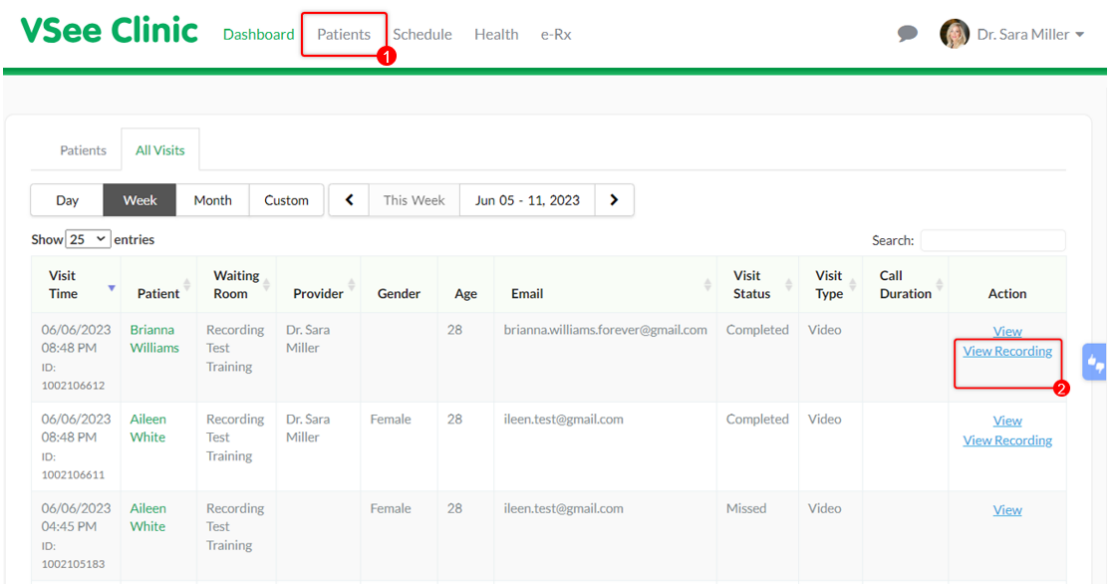
Note: The same steps apply to group calls.



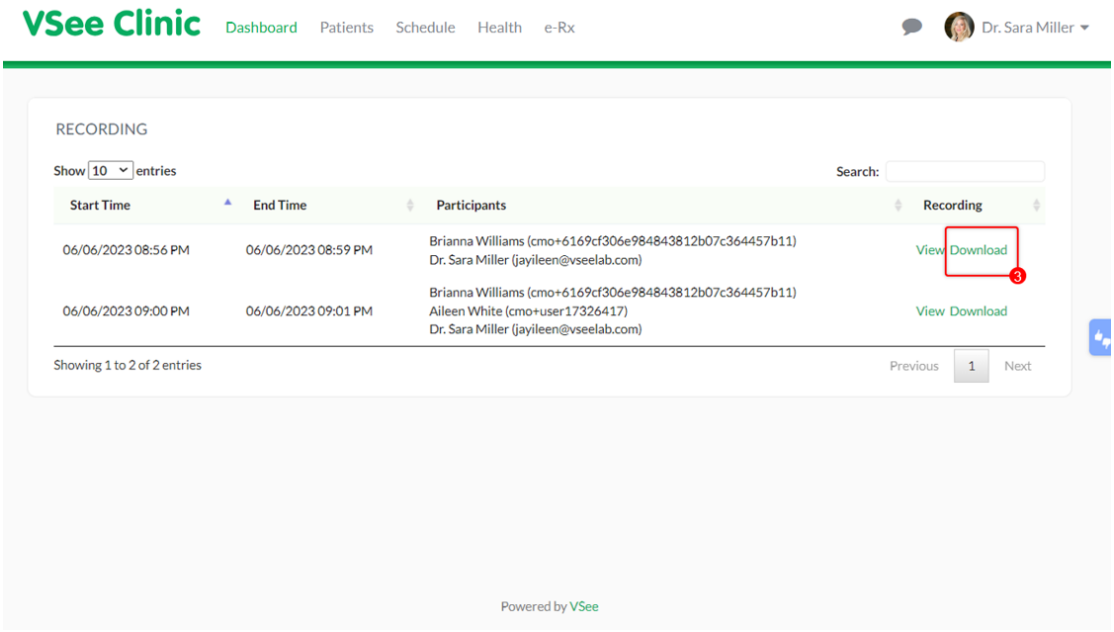
How to Download the Recording

1. Click on the Patients tab.

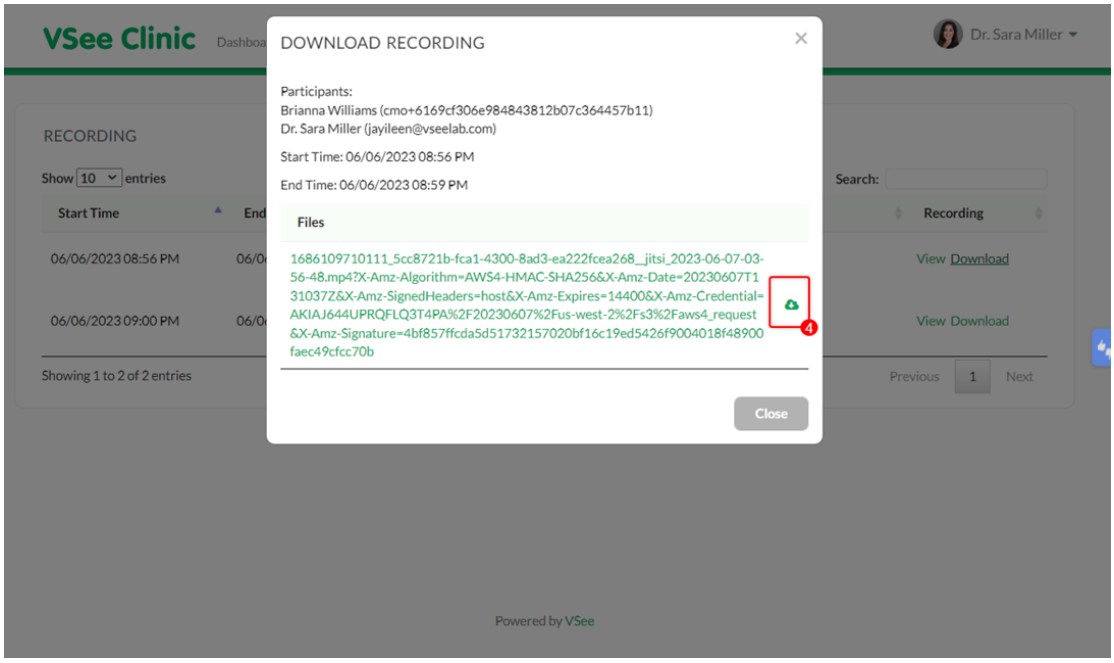
2. Under the All Visits tab, find the visit. And click on View Recording under the Action column.



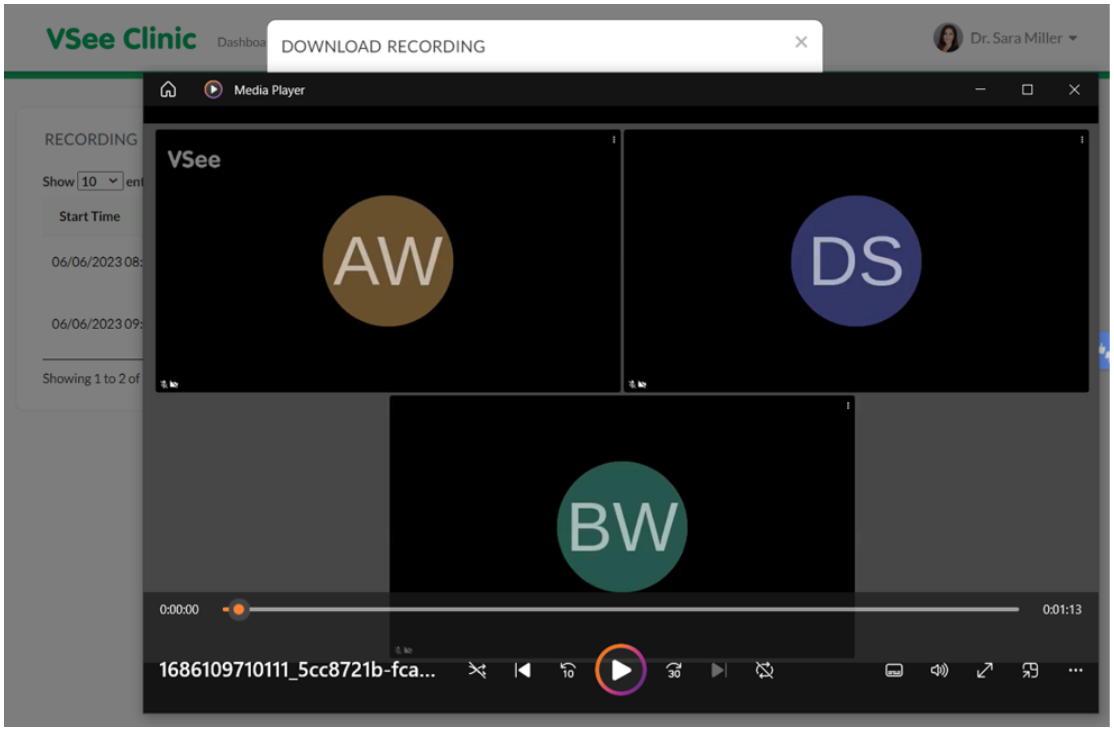
3. Click **Download** under the Recording column.



4. A pop-up window will appear. Click on the **Download** icon.



As soon as the download is finished, the recording will auto-play for you to view.



Please contact Sales or your Account Manager to enable this feature in your Clinic.

Related Article

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

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