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Which VSee App Do I Need? VSee Clinic vs. VSee Messenger

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There Are Two Different VSee Apps — Here's Which One You Need

VSee has two separate apps. Downloading the wrong one is one of the most common reasons patients can't join their appointments. Here's a simple guide to help you pick the right one.

The Simple Rule

□ Always click the link in your appointment email first. It will take you directly to the right place. You may not need to download anything at all. If you do need to download an app, follow the guide below.

Which App Is for Me?

I'm a Patient (I have an appointment with a doctor or provider)

In most cases, you'll use your internet browser (Chrome or Safari) — no download required. Just click the link your provider sent you.

Upon clicking the link provided by your provider and selecting 'Start Visit', if an app is required, you will be automatically redirected to download either the VSee Messenger or the VSee Clinic for Patient app.

- □ iPhone/iPad: Search "VSee Messenger or VSee Clinic for Patient" in the App Store
- □ Android: Search "VSee Messenger or VSee Clinic for Patient" in the Google Play Store

This part can be removed.

I'm a Provider or Therapist (I see patients through VSee)

You likely use VSee Messenger to receive calls from your patients.

- □ Download for Windows/Mac: vsee.com

- ☐ iPhone/iPad: Search "VSee Messenger" in the App Store
- ☐ Android: Search "VSee Messenger" in the Google Play Store

If your clinic is set up on VSee Clinic, you'll use the browser or the VSee Clinic dashboard — your clinic administrator will give you instructions.

Quick Comparison

	VSee Clinic for Patient	VSee Messenger
Who uses it	Patients joining appointments	Patients, Providers & Therapist
How you get in	Click link from email, or enter room code	Login with email and password
Where to download	App Store / Google Play	vsee.com or App Store / Google Play
Browser option	☐ Yes — Chrome or Safari	☐ Yes — Chrome or Safari

Still Not Sure?

If you're a patient, check your appointment email — it should tell you exactly what to do. If you're unsure which app your clinic uses, contact your ****provider's office**** directly. They'll know exactly what you need.

For technical questions, VSee Support is here to help:

☐ Contact VSee Support: help.vsee.com/new-ticket