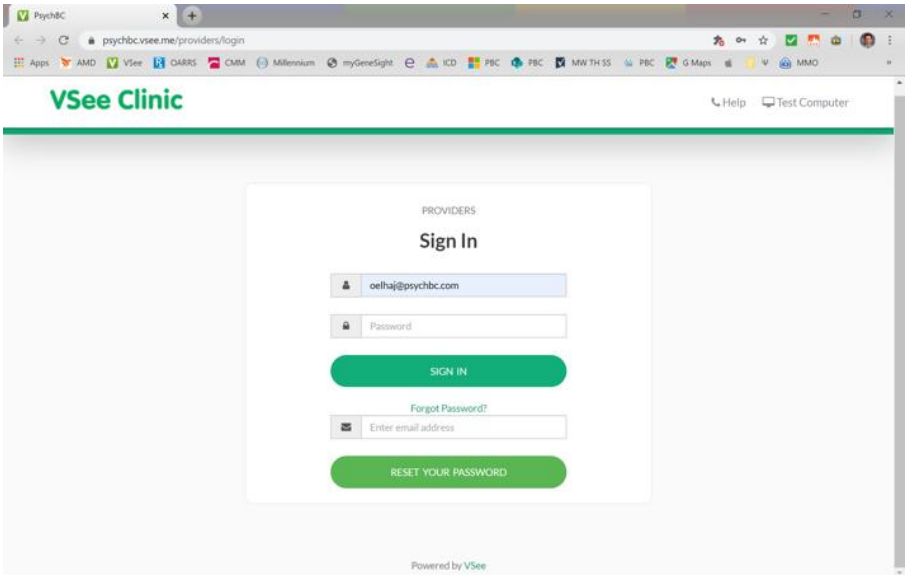
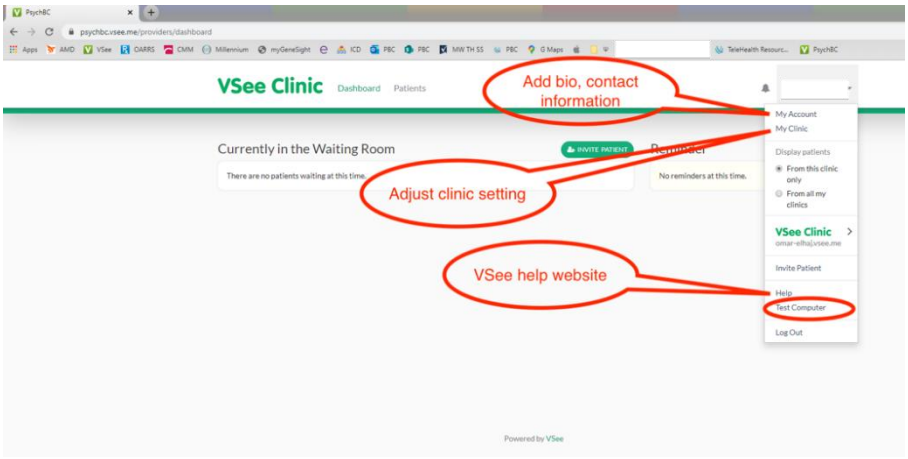
VSee App Tips

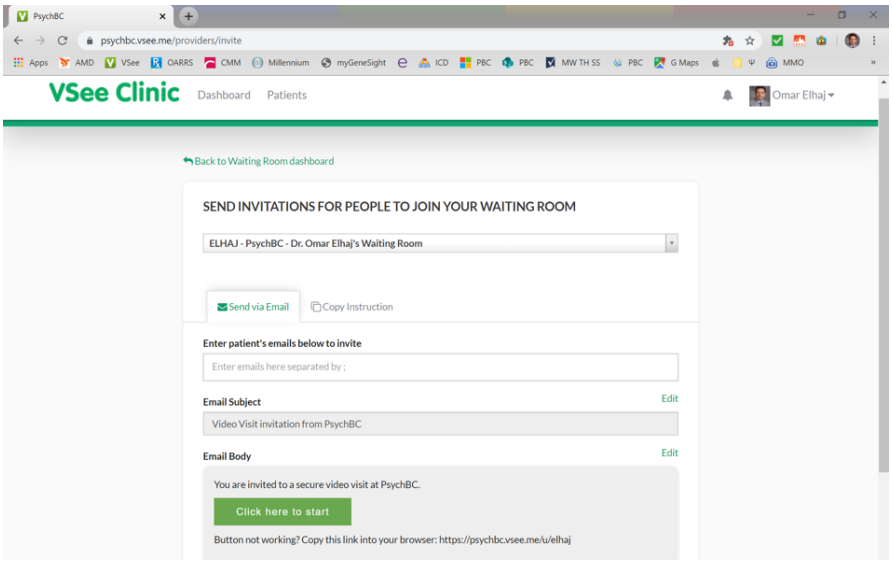
- When you receive the initial email from VSee that your account is activated and to reset your password, please follow the link included in the email, or go your virtual clinic website and use the password reset function from there.



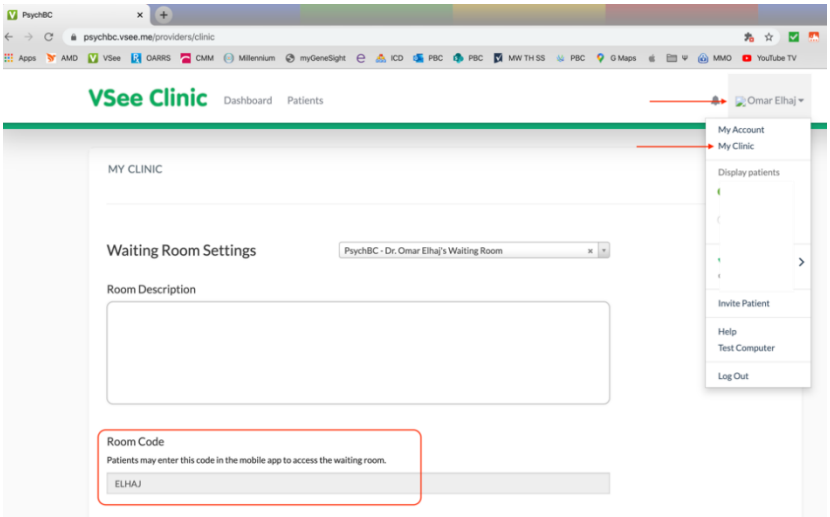
- After you log in, please make sure to follow the instructions and download **VSee Messenger App**.

- Please familiarize yourself with VSee virtual waiting room website:
    - By clicking on your name on the top right corner, you will have access to a large menu of functions including:
        - Testing your computer components, which we recommend before the first time you use VSee to see your patients.
        - By clicking on “My Account”, you will have access to adding and editing your bio and contact information.
        - By clicking on “My Clinic”, you will have access to adjusting your clinic settings.
        - You can access VSee help website from here or from the Messenger App as well.
        - You can also invite your patients from this menu, as well as from the dashboard.

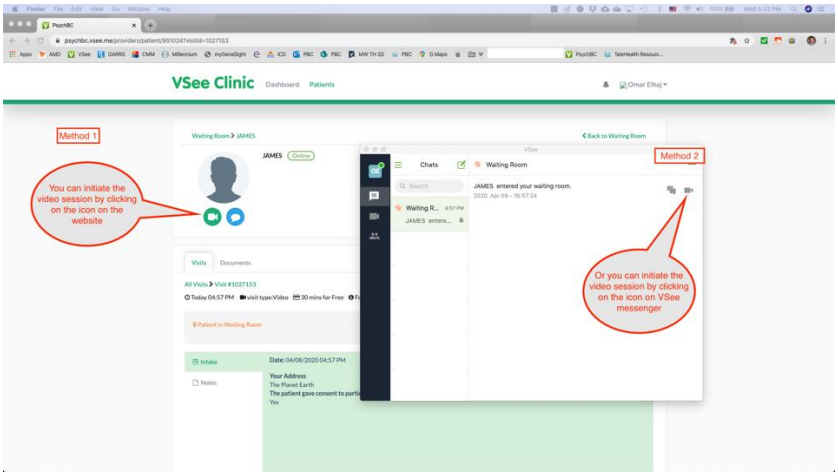


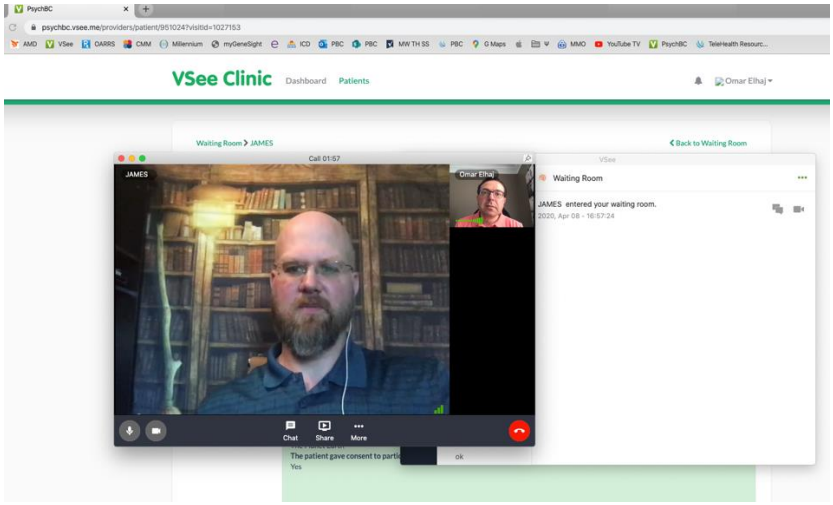


- If your patients will be using the mobile app, you can give them your virtual room code to enter it directly in the mobile app. You can find that code by going to “My Clinic”.

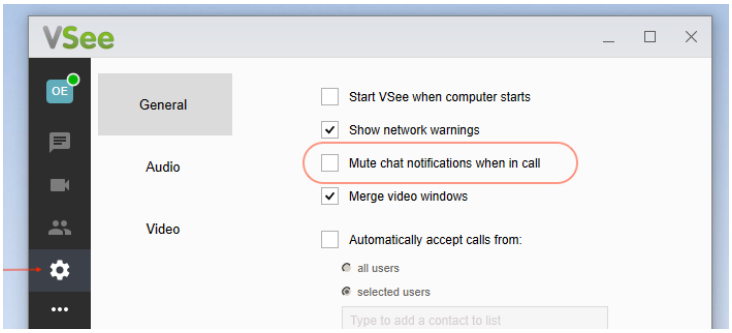


- When your patient enters your virtual waiting room, and you are ready to see them, you can activate the video session either from the website or from VSee messenger app.
    - ***We heard some feedback from our providers that when the website is not functioning well, accessing the video session from the messenger app worked better.***

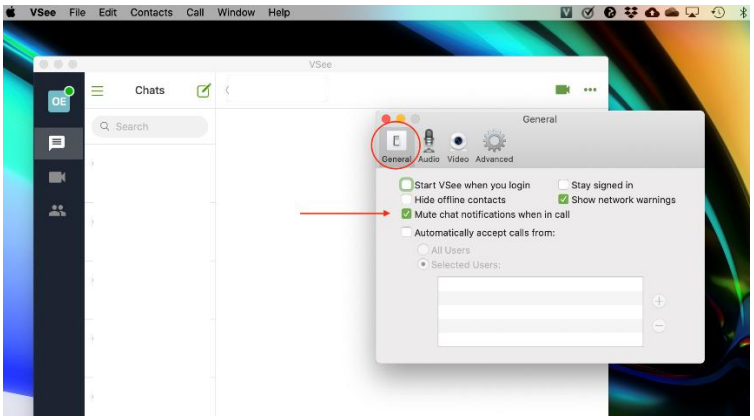




- **If patients enter your waiting room outside of their appointment time, please don't engage with them in either chat or video communication, and please remember that you could also check them out of the clinic.**
- Please access the application setting to **mute chat notification** while you're in a session.

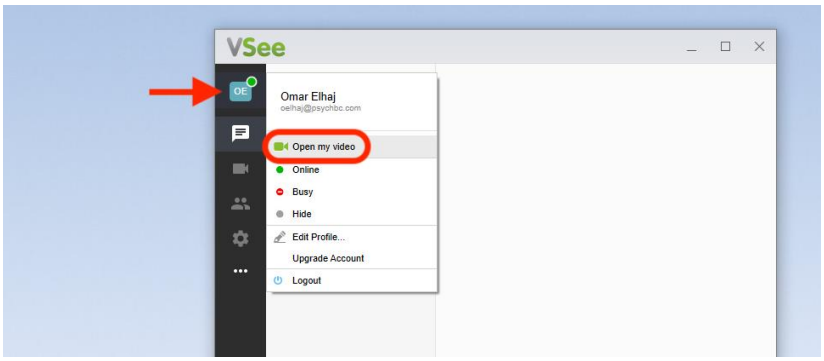


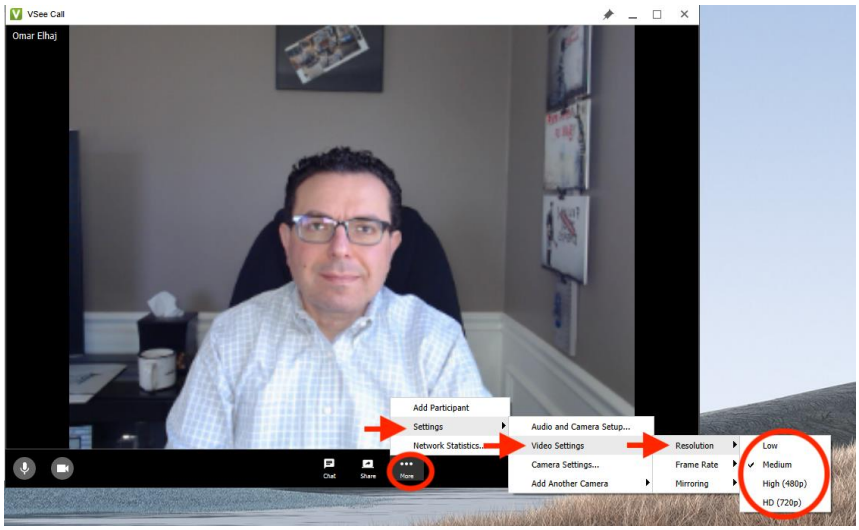
Windows-based system

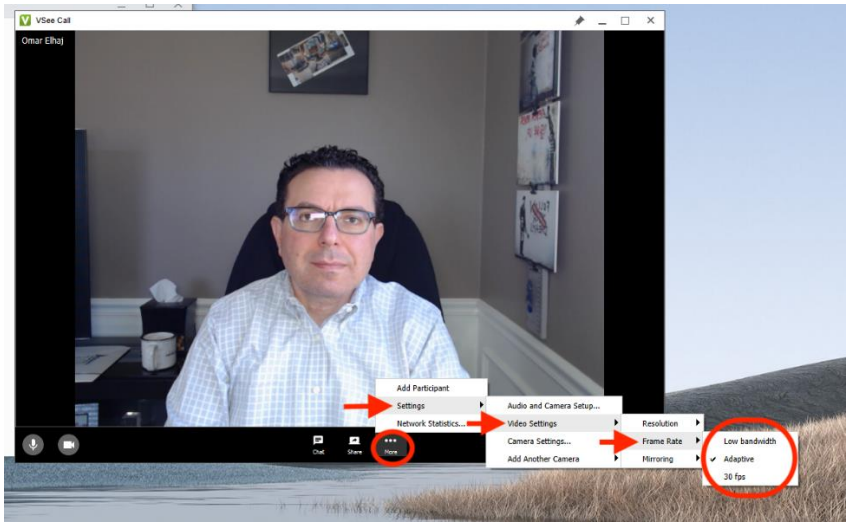


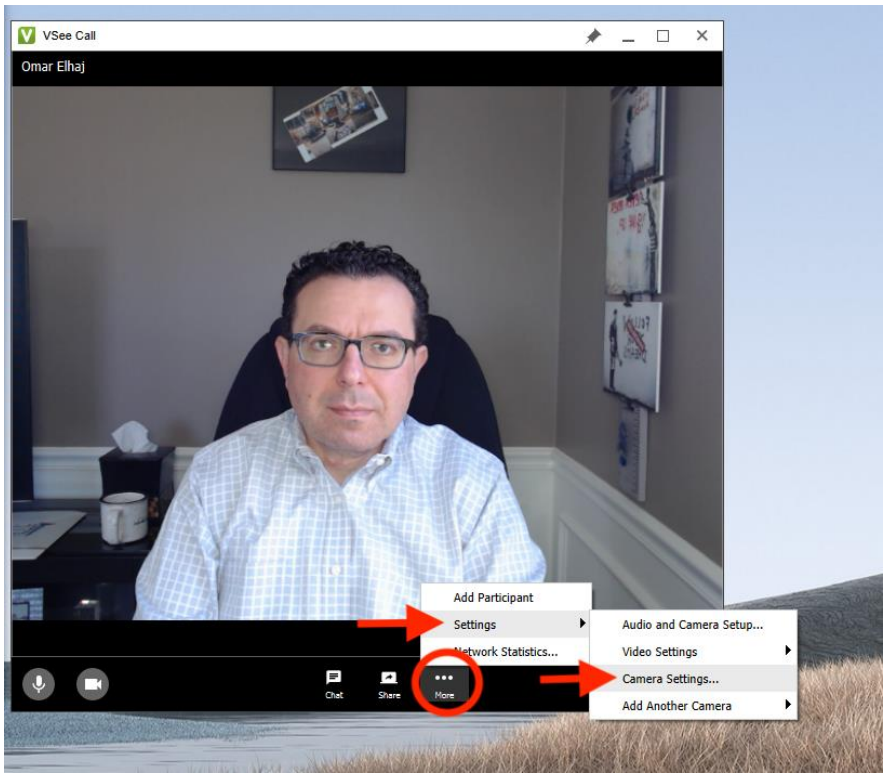
Mac-based System

- To help with **improving connectivity issues**, please try to adjust your VSee **Video Resolution** and **Frame Rate** to the lowest possible setting. Please advise your patient to do the same.
    - Here are the screen shots Windows based systems






VSee Call
Omar Elhaj
Add Participant
Settings
Network Statistics...
Audio and Camera Setup...
Video Settings
Camera Settings...
Add Another Camera
Resolution
Frame Rate
Mirroring
Low bandwidth
Adaptive
30 fps
Chat
Share
More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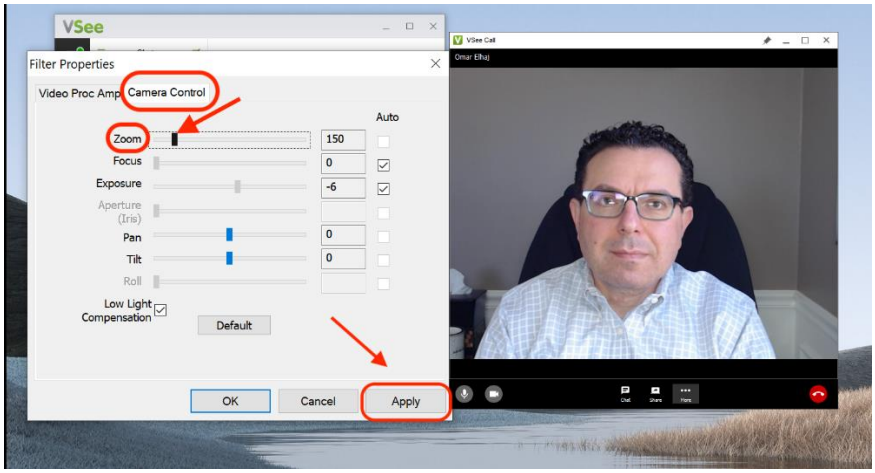
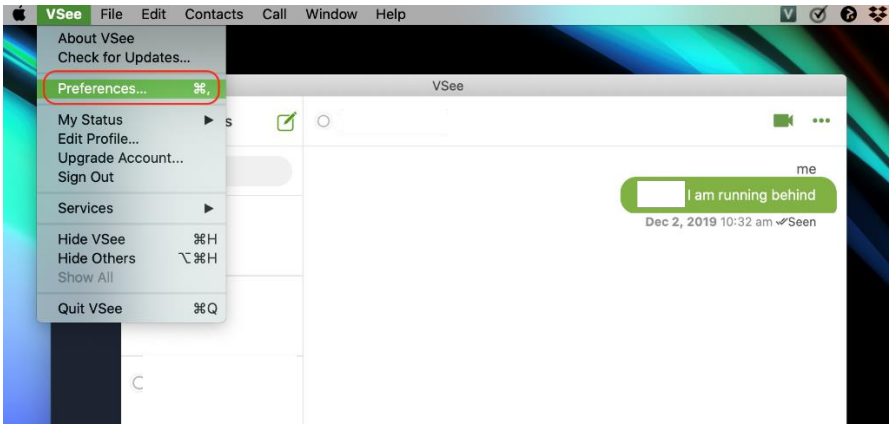
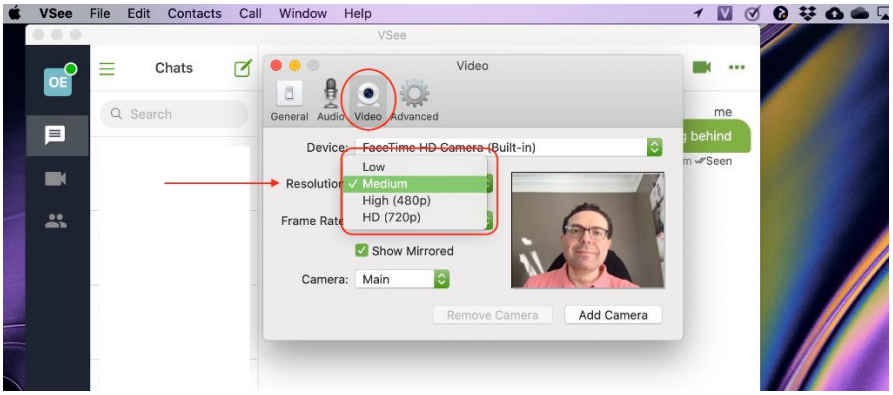
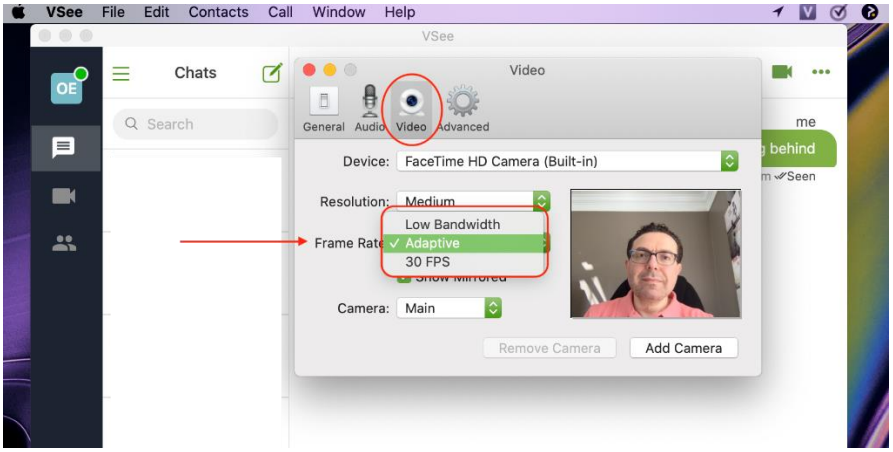

VSee
Filter Properties
Video Proc Amp
Camera Control
Auto
Zoom
150
Focus
0
Exposure
-6
Aperture (Iris)
Pan
0
Tilt
0
Roll
Low Light Compensation
Default
OK
Cancel
Apply
VSee Call
Omar Elhaj

- Here are the screen shots for Mac based systems