

# ACCESSING YOUR VIRTUAL TELEHEALTH CLINIC VISIT USING A MOBILE DEVICE (iOS or Android)

From an iOS or Android Phone

## ACCOUNT SET UP

Once scheduled, you will receive an appointment confirmation email.

When accessing the application from the link within the email confirmation for the first time, you will be prompted to reset your password.

- You can always use the “Forgot Password” feature on the login page.

## LOG IN & START APPOINTMENT

- Click on the **Login** button or the link in your email confirmation.
- Log in with your email address and the password created during account set up.
- Select your time zone (for first time users only)
- Open the **VSee Clinic App** from the waiting room page.
  - If not already downloaded, you will be redirected to the Google Play (Android users) or App store (Apple users).
  - Once downloaded, the app will route you to your patient homepage.
- Select your upcoming appointment “video call visit” from the home page.
- Select **START APPOINTMENT**

**Please note: this button will not be enabled until 15 minutes prior to your appointment start time.**

*Your self-view video will appear.*

*Your provider will join you shortly.*

