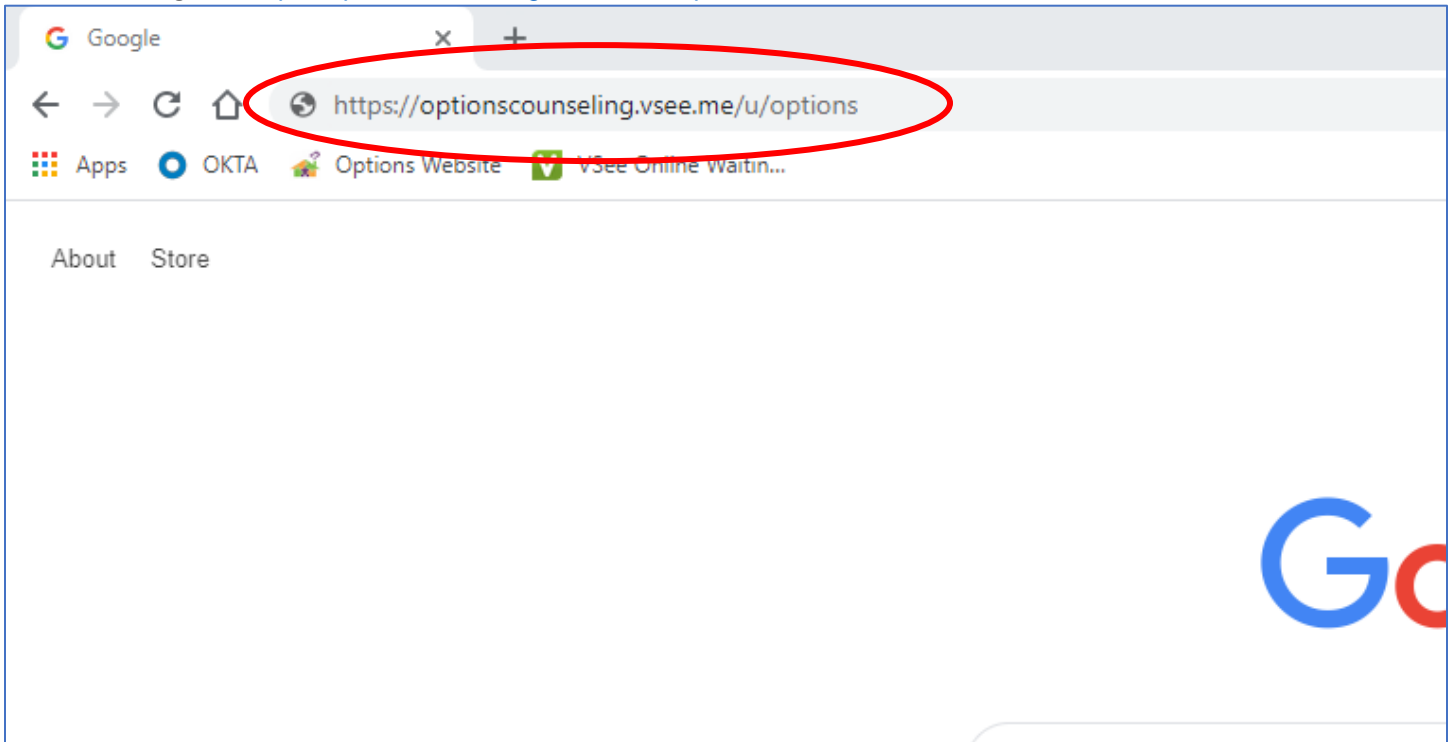


VSee for Clients on Windows PC

Please make sure your computer has: a webcam, speakers and a microphone.

From Chrome go to: <https://optionscounseling.vsee.me/u/options>



Enter your FULL NAME then your provider's FULL NAME as in the example below.

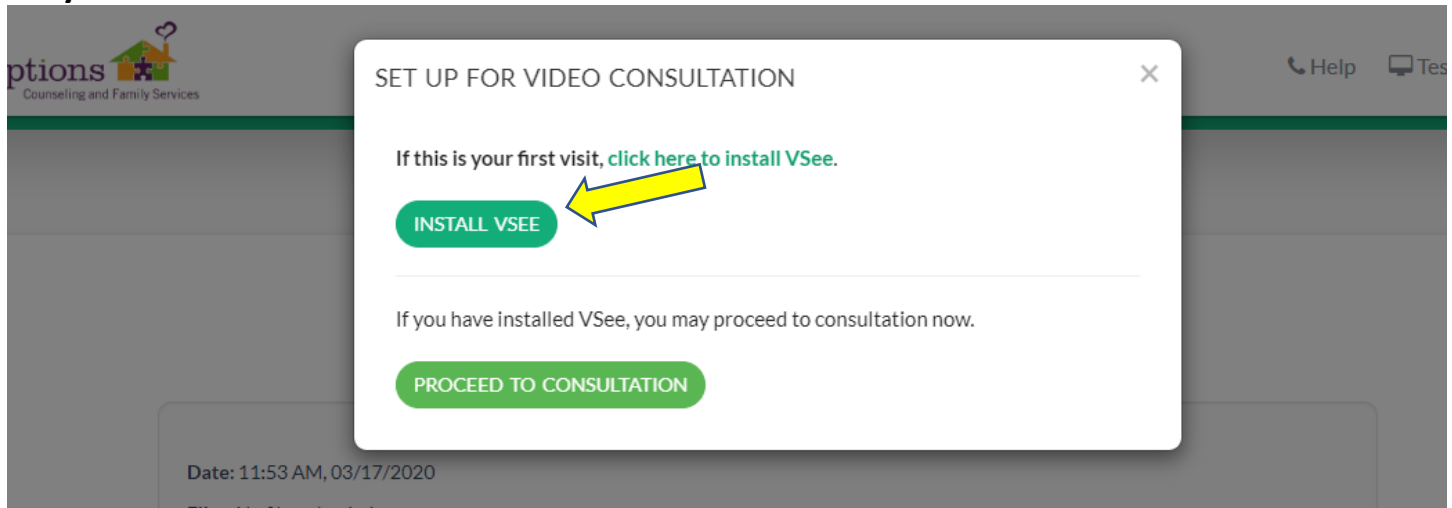
Then check the box next to, "I give my consent to..."

Then click Enter Waiting Room

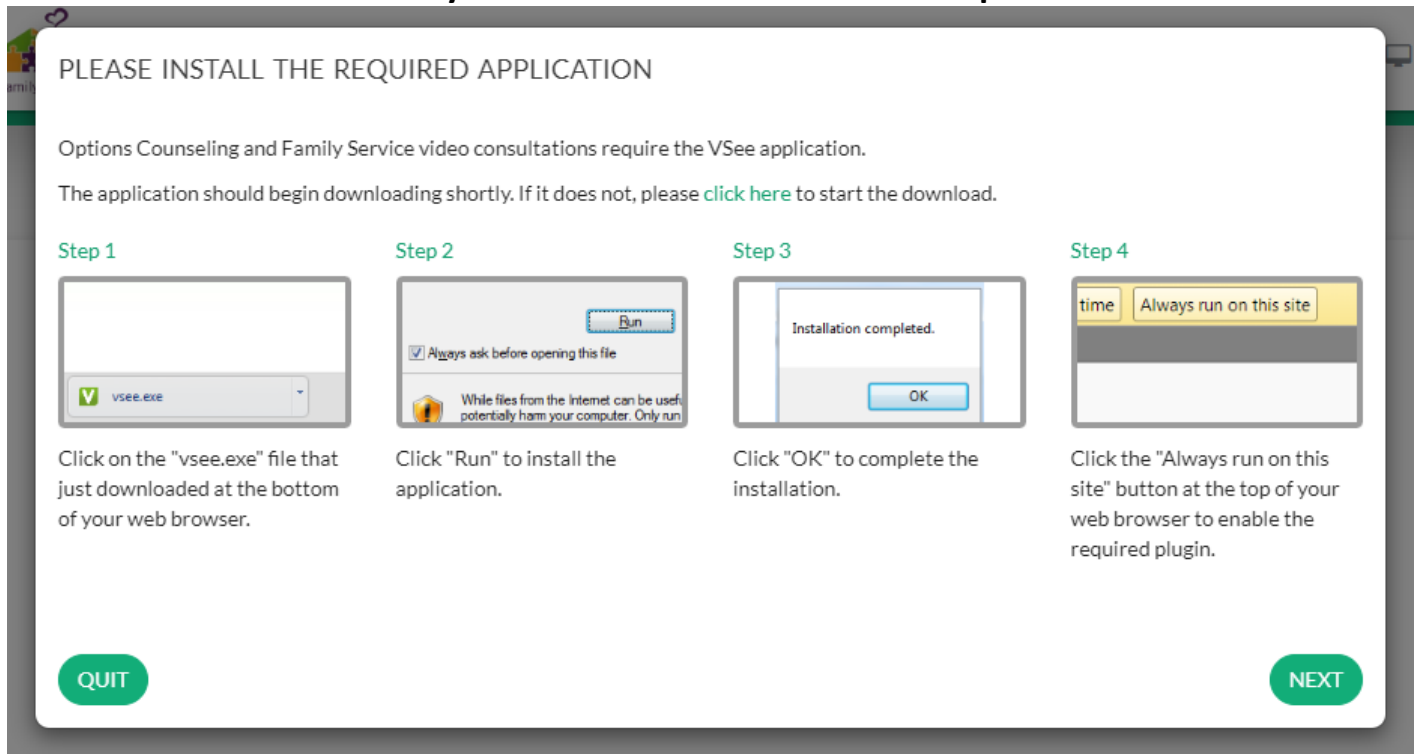
A screenshot of the Options Counseling and Family Services website. The page title is "Welcome to Options' Waiting Room". At the top left is the logo for "Options Counseling and Family Services". A red warning message reads "If this is an emergency, please call 911". Below this is a form with the following fields:

- A text input field labeled "Please fill in your name to proceed *" containing the text "Minnie Mouse – Dr. Doug Ross".
- A text area labeled "Reason for visit (optional)".
- A file upload section labeled "File upload (health record, labs, or relevant information) (optional)" with a dashed border. It contains the text "Drag and Drop files here" and "Or Click Here to browse files".
- A checkbox labeled "I give my consent to participate in this Telemedicine Consultation. *". A yellow arrow points to this checkbox.
- A blue button labeled "ENTER WAITING ROOM". A yellow arrow points to this button.

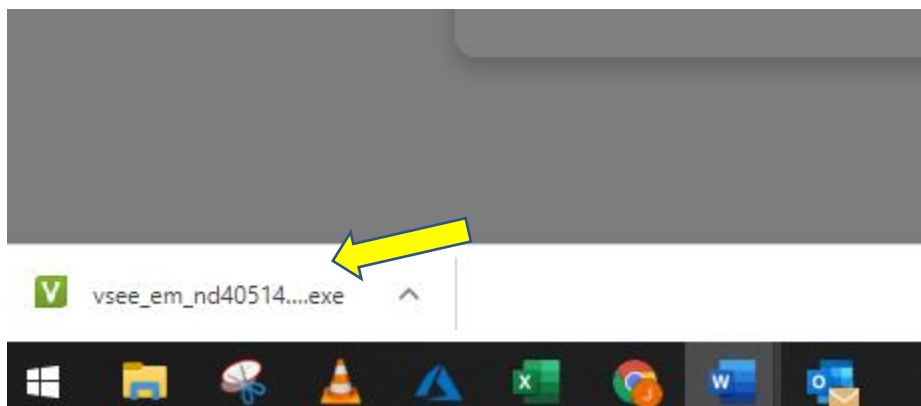
On your first visit – click INSTALL VSEE



The VSee website will show you these directions – see next step



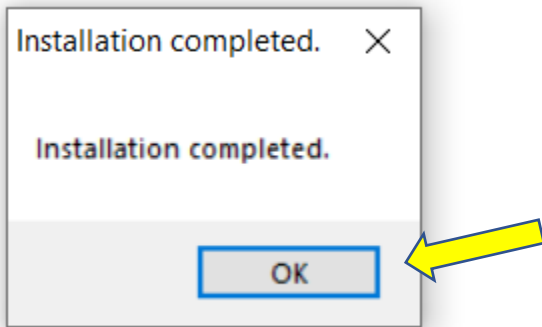
Click in the box on the bottom left of the browser



You will see the VSee icon pop up on your task bar – click on that



You will see Installation complete – click OK

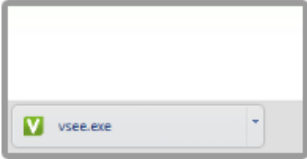


Go back to Chrome and click Next

PLEASE INSTALL THE REQUIRED APPLICATION

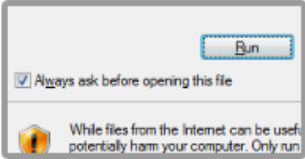
Options Counseling and Family Service video consultations require the VSee application.
The application should begin downloading shortly. If it does not, please [click here](#) to start the download.

Step 1



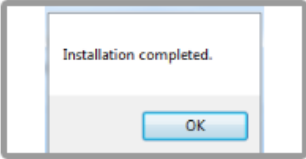
Click on the "vsee.exe" file that just downloaded at the bottom of your web browser.

Step 2



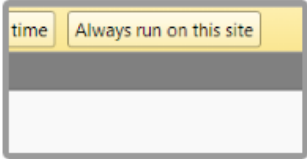
Click "Run" to install the application.

Step 3



Click "OK" to complete the installation.

Step 4



Click the "Always run on this site" button at the top of your web browser to enable the required plugin.

QUIT **NEXT**

Click on START TEST

CHECK YOUR AUDIO AND VIDEO SETTINGS

Click on the **Start Test** button below to test your audio and video equipment.

Note: You may be prompted to allow an "External Protocol Request". If so, please follow the steps below.

Steps for External Protocol Request

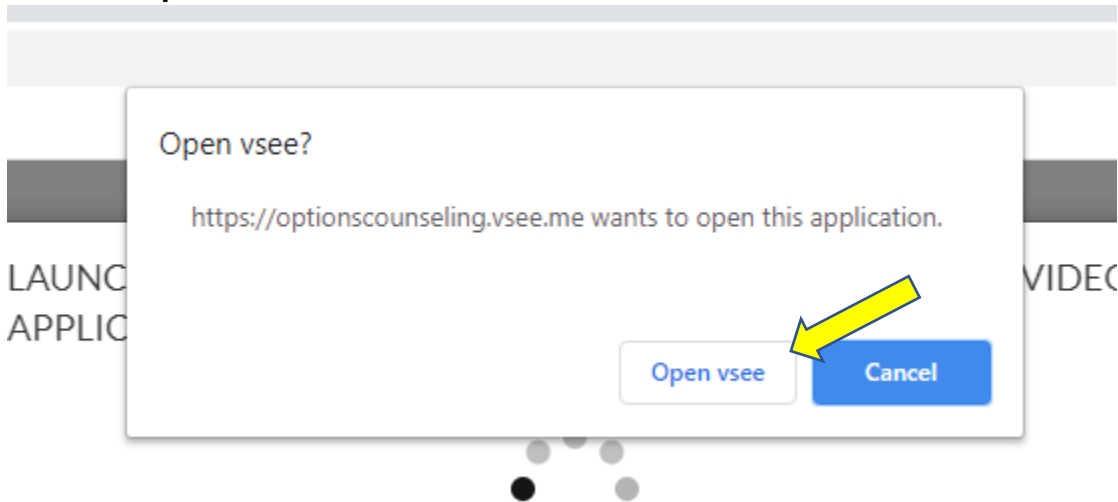
Remember my choice for all links of this type.

Launch Application

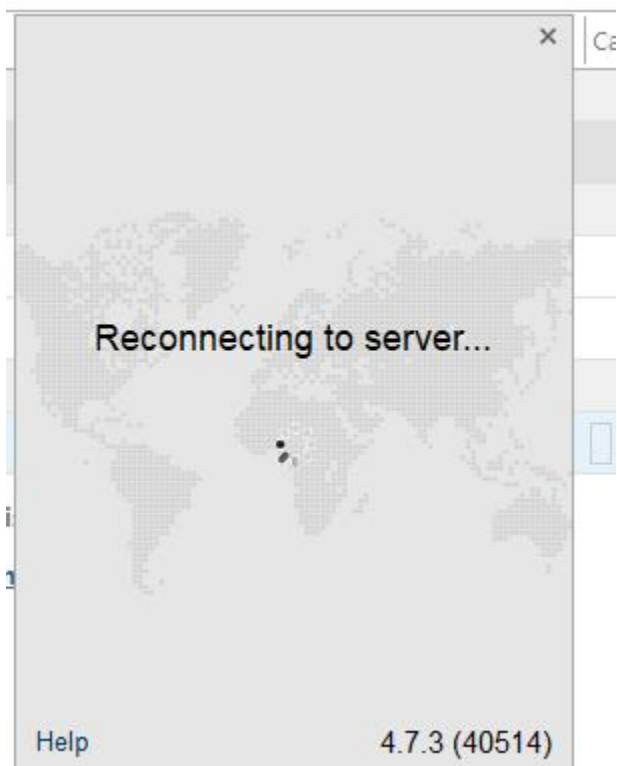
1. Check the box next to "Remember my choice for all links of this type"
2. Click on the "Launch Application" button.



Click on Open vsee



You will see this window briefly



Click on I Agree

Data we store when you use VSee products.

- When you set up a VSee Account, we store the account information you supply including name, email address and other data you provide.
- When you use your VSee Account we store your instant messages, usage history, and crash analysis data.
- For VSee Clinic users only : We store only the scheduling information, medical history, photos and notes that you enter into the VSee Clinic application.
- For VSee Clinic providers only : We store scheduling information and the information you and your users enter into the VSee Clinic application.

Why VSee stores this data.

- Enable our products to work as intended.
- Improve and identify problems in our software.
- Communicate to our users about VSee and telemedicine.
- Allow providers to assist their VSee Clinic users.
- Ensure HIPAA compliance with respect to auditing and archiving of data.

How to control your data.



- VSee users can request that VSee delete all or some of their personal information by contacting privacy@vsee.com.
- Questions about our policies and handling of your data can also be directed to privacy@vsee.com.

If you can see yourself – Click Yes

Setup Your Video and Audio

Setup your webcam

Do you see yourself?





HP HD Camera

Click on Play test sound

Setup Your Video and Audio

Speaker Volume

1. Turn up your speaker volume.
2. Press "Play test sound"
3. Listen for the sound



Default Device: [Speakers (Conexant ISST Audio)]


If you hear the sound, click Yes.

Setup Your Video and Audio

Speaker Volume

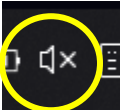
Do you hear the ring tone?





Default Device: [Speakers (Conexant ISST Audio)]

If you don't hear yourself, double check that your speakers are turned on and not muted.





Speak to test your microphone, if you see Red, click Yes

Setup Your Video and Audio

Microphone

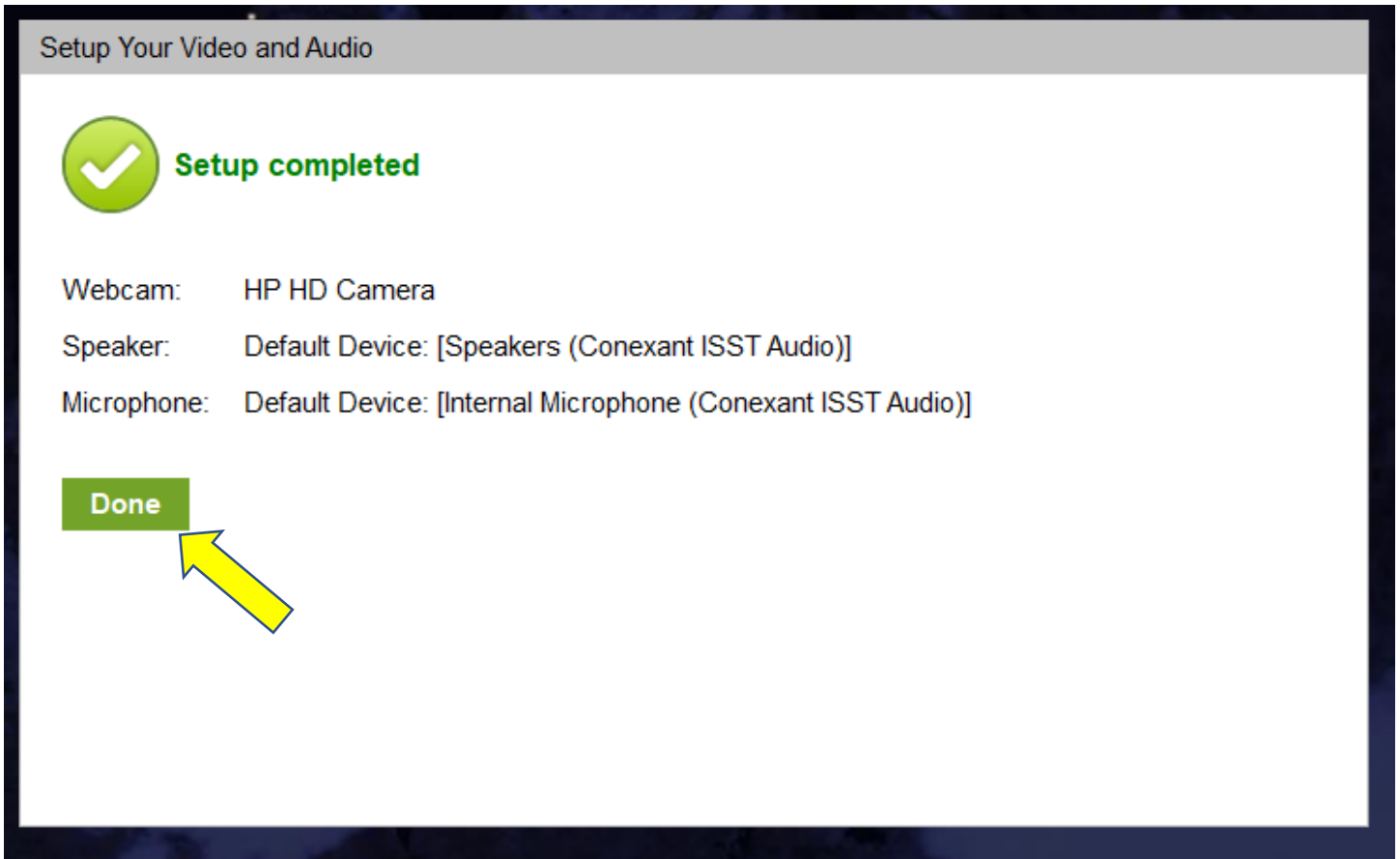
Try speaking at a normal volume.
Do you see the mic turning red?





Default Device: [Internal Microphone (Conexant ISST Audio)]

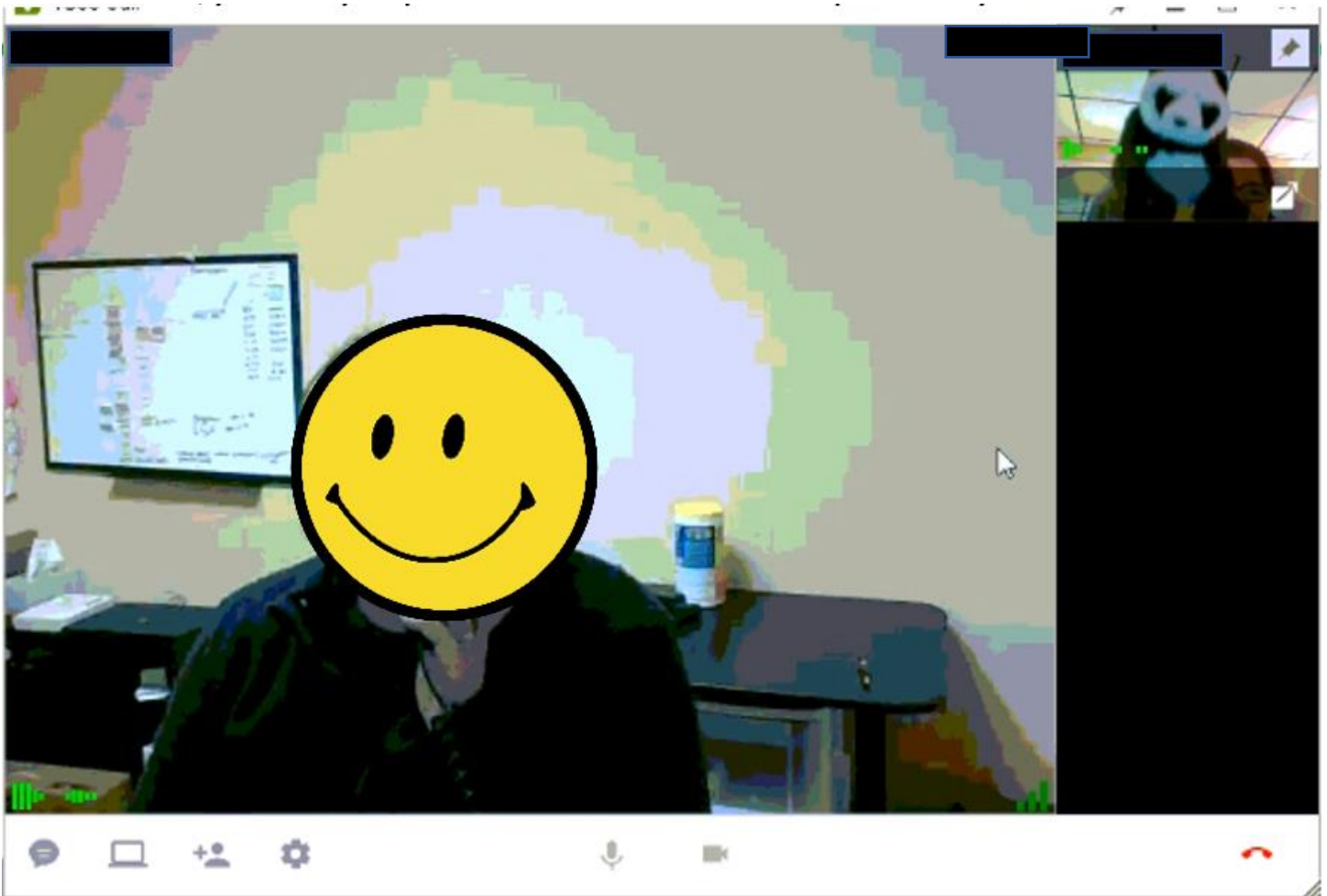
Click Done



You will see yourself – Please wait and your provider will get you out to of the VSee waiting room and you can start your appointment.



Once connected, you'll see your provider in the main screen and a preview of yourself in the corner



When finished your provider will end the session and you can click on the red telephone