

The Everett Clinic

Part of Optum®

VSee video visits with The Everett Clinic

Set up VSee on a Windows computer

With VSee, you can have a video visit with your provider from the comfort of your home, using video chat to see and speak with each other. Here are the steps to set up VSee on your desktop or laptop computer prior to your visit.

All you need is a computer with a webcam or built-in camera, a headset or built-in microphone and speakers, internet access, and the latest version of Chrome (recommended), Firefox, or Safari.

Before starting, close other video conferencing tools such as Zoom, WebEx, Skype, or FaceTime.

1. Enter the unique web address for your clinic 10 minutes prior to your appointment start time and click **Enter Waiting Room**.

Welcome to The Everett Clinic

Room code:

Current number of patients waiting: 0
If this is an emergency, please call 911

ENTER WAITING ROOM ← CLICK HERE

2. Enter your name, check the consent box, and click **Continue**.

WHAT IS YOUR HEALTH CONCERN TODAY? ×

First Name * Last Name *

Date of birth *
Month Day Year

Phone *

Chief Complaint (optional)

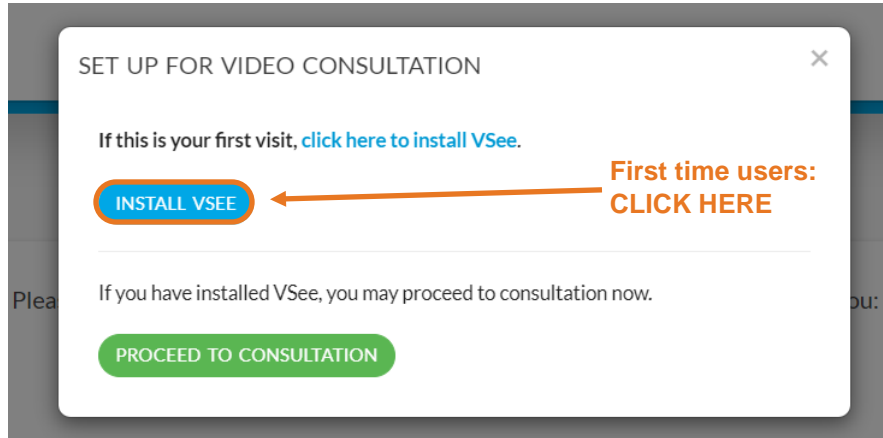
Is this your first visit with us? *
 Yes No

I give my consent to participate in this Telemedicine Consultation. *

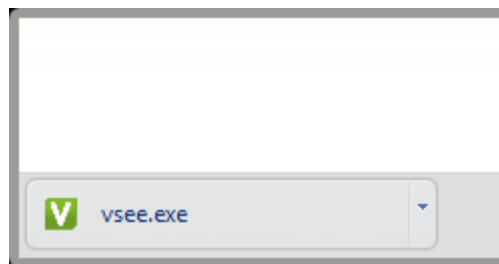
CONTINUE > ← CLICK HERE

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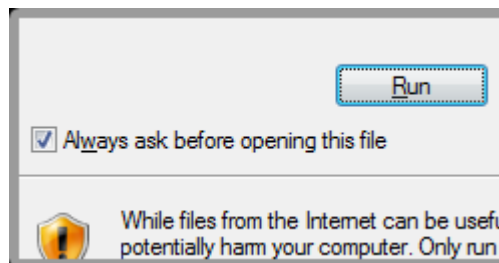
3. You will be prompted to install the VSee application. If this is your first visit, click **Install VSee** and follow the next steps in this guide.



4. Click on the **vsee.exe** file that downloads at the bottom of your web browser.



5. If asked, click **Run** to install the application.



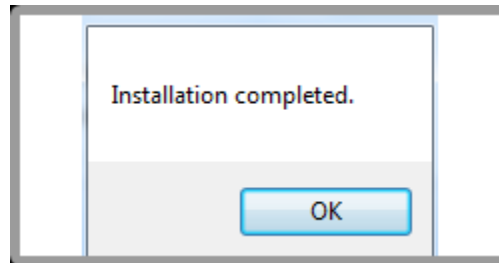
Running into issues?

Try these troubleshooting tips:

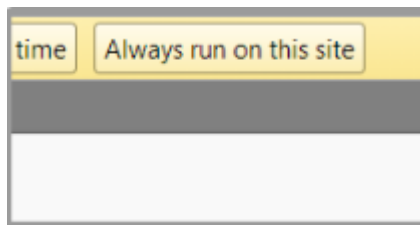
- In your browser, enable [JavaScript and cookies](#)
- Check that your browser is the [latest version](#) and is a [supported browser](#)
- Check that your computer is [compatible with VSee](#)

Set up VSee on a Windows computer

6. Click **Ok** to complete the installation.



7. If asked, click the **Always run on this site** button.

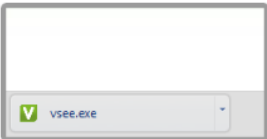


8. Click **Next**.

PLEASE INSTALL THE REQUIRED APPLICATION

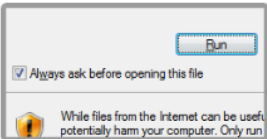
Optum Test Clinic video consultations require the VSee application.
The application should begin downloading shortly. If it does not, please [click here](#) to start the download.

Step 1



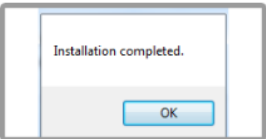
Click on the "vsee.exe" file that just downloaded at the bottom of your web browser.

Step 2



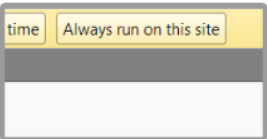
Click "Run" to install the application.

Step 3



Click "OK" to complete the installation.

Step 4



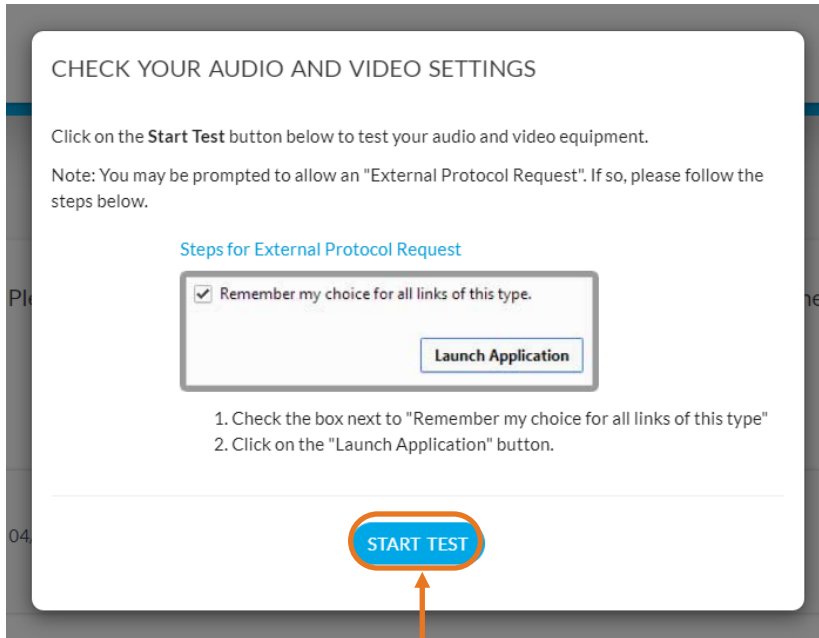
Click the "Always run on this site" button at the top of your web browser to enable the required plugin.

QUIT **NEXT**

CLICK HERE

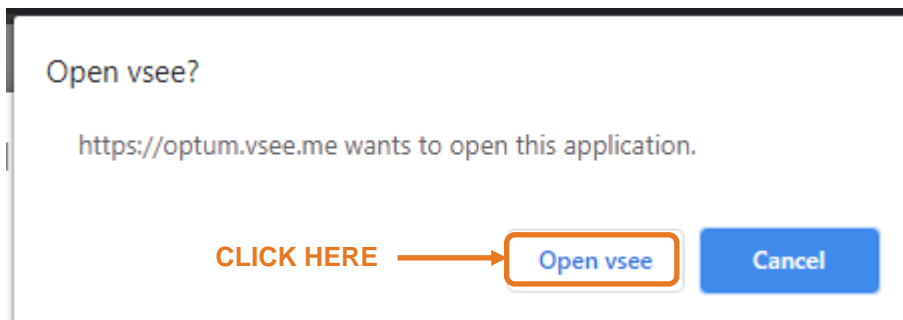
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9. Check your Audio and Video Settings, click **Start Test**.



CLICK HERE

10. Click **Open VSee** and wait while the application connects.

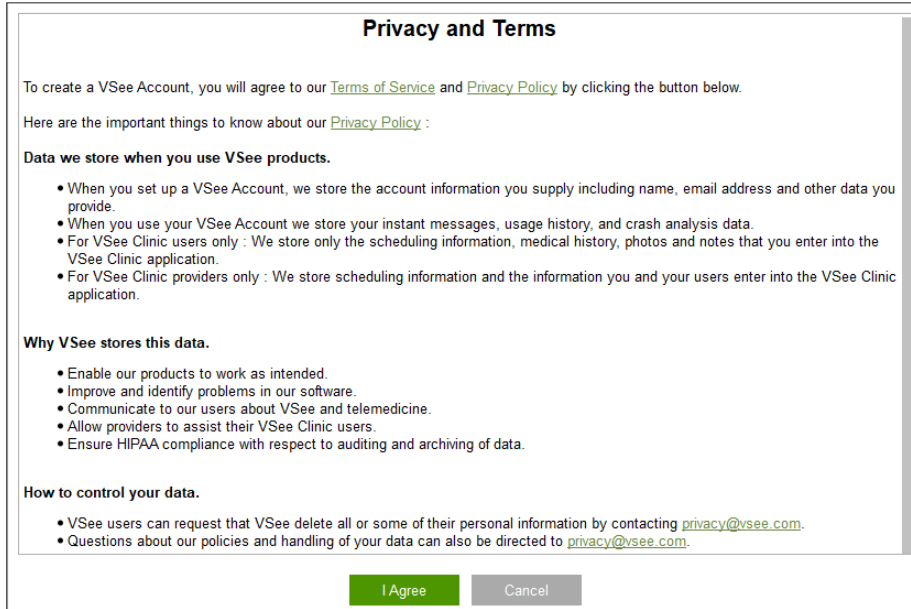


If the application does not automatically pop up, look at the bottom of your screen in the taskbar for a new flashing icon and click on it:

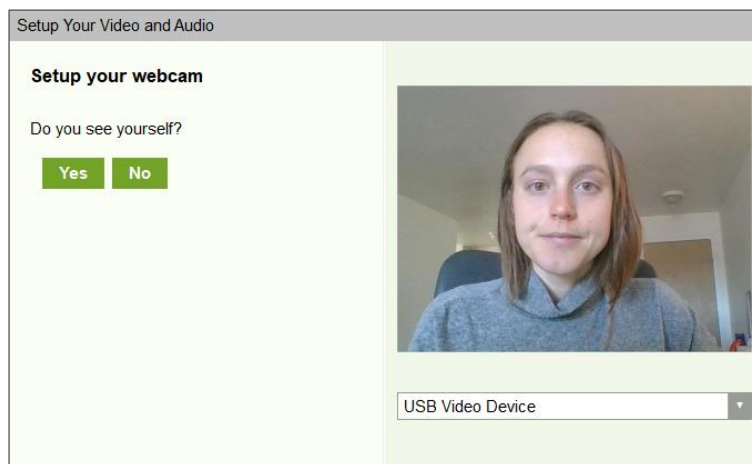


Set up VSee on a Windows computer

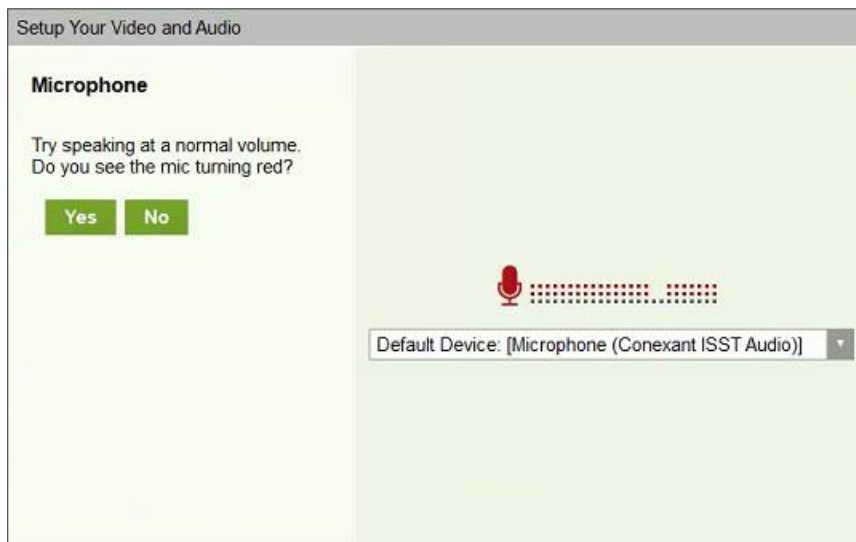
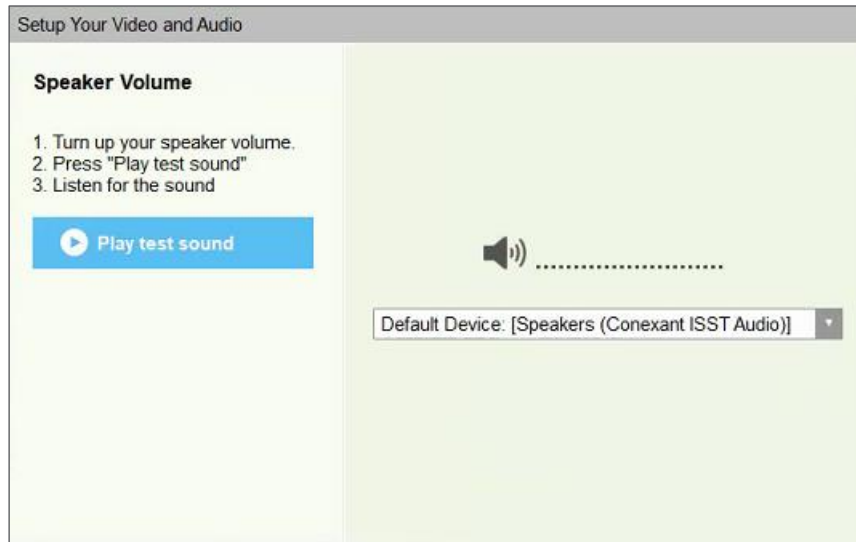
11. Review the *Privacy and Terms*, click **I Agree**.



12. Follow the instructions to test your webcam, speakers, and microphone.

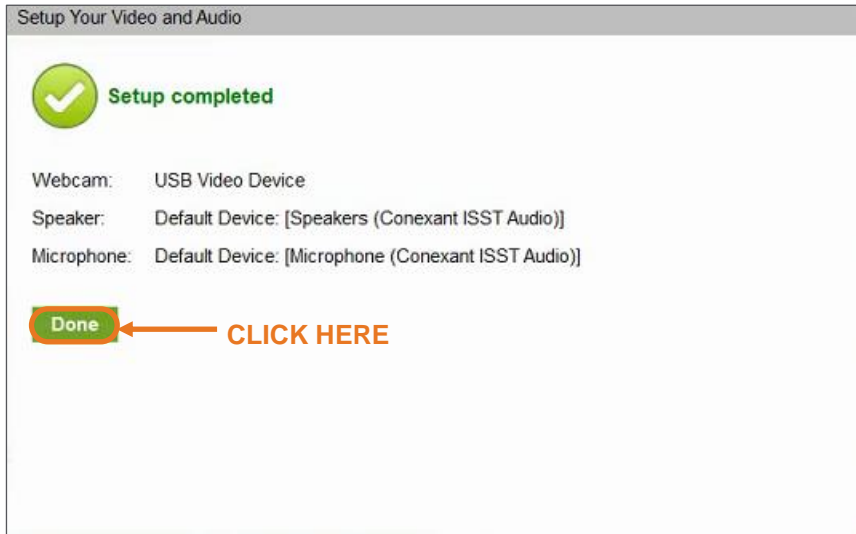


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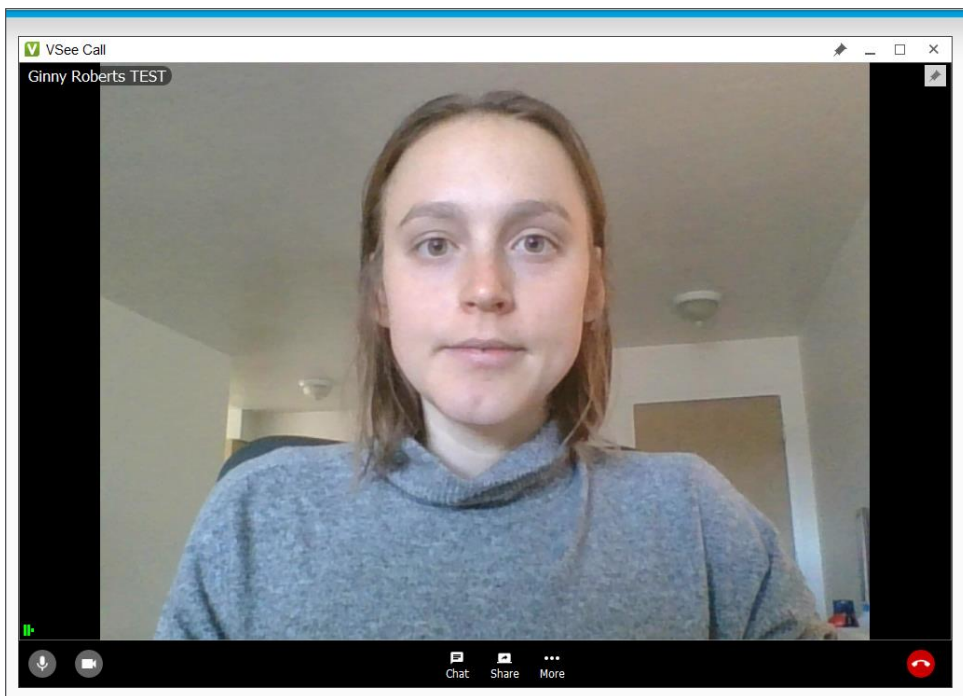


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13. When set up is complete, click **Done**.

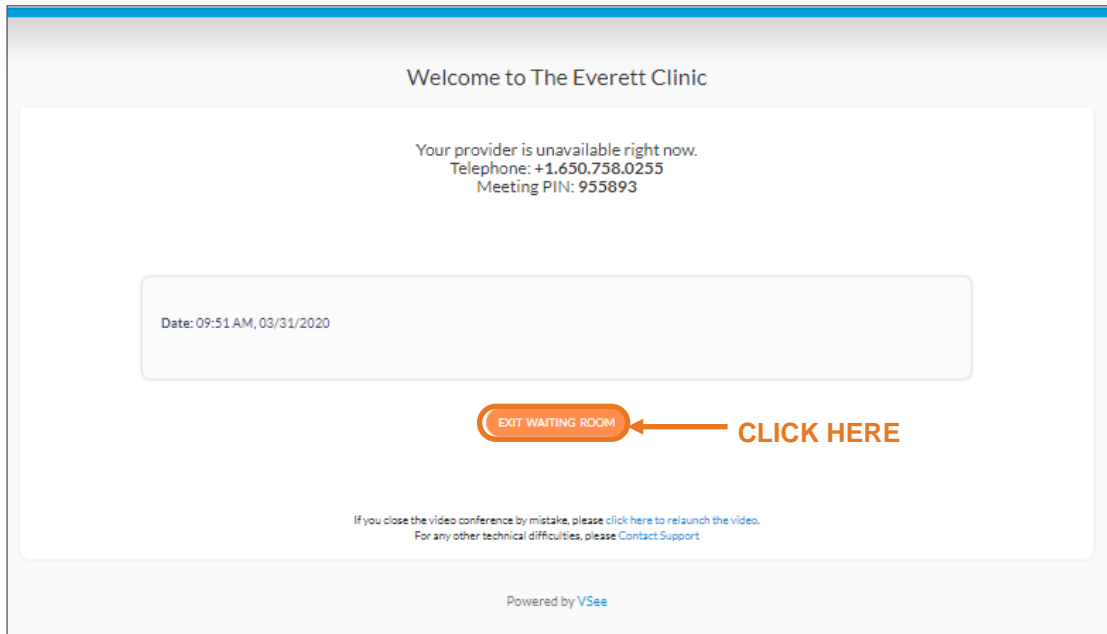


14. The video call will launch. Your provider will join the visit shortly.



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15. When your visit is complete, please click **Exit Waiting Room** in your web browser.



The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please contact your clinic.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Contacta a tu clínica.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請致電你的診所。