

# The Everett Clinic

Part of Optum®

## VSee video visits with The Everett Clinic

# Set up VSee on a Mac 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.

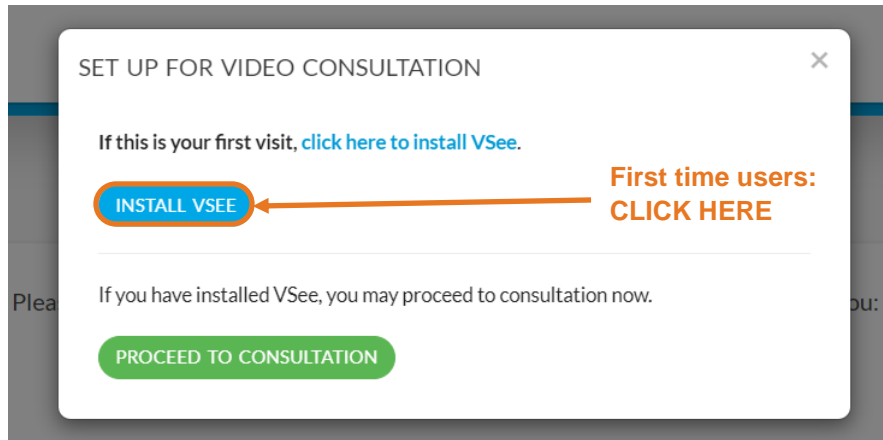
**Before starting**, close other video conferencing tools such as Zoom, WebEx, Skype, or FaceTime.

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

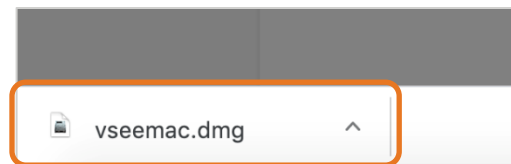
2. Enter your name, check the consent box, and click **Continue**.

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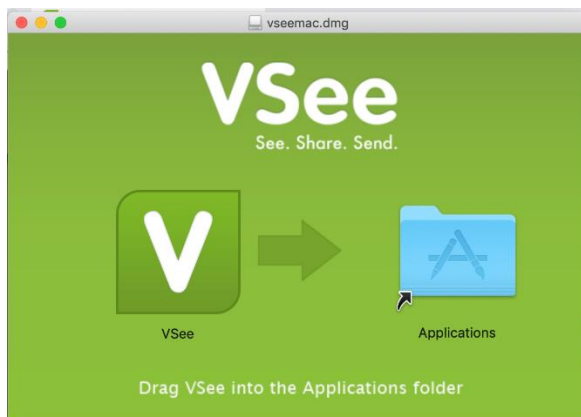
3. You will be prompted to install the VSee application. If this is your first visit, click **Install VSee** and follow the next steps in this guide.



4. Click the **vseemac.dmg** file that downloads at the bottom of your web browser.



5. Drag VSee into the **Applications** folder.



If you aren't the primary account owner for the computer, you may be prompted to enter administrator credentials. Click **Authenticate** and then **Use password**. Enter the computer administrator's first and last name and password.

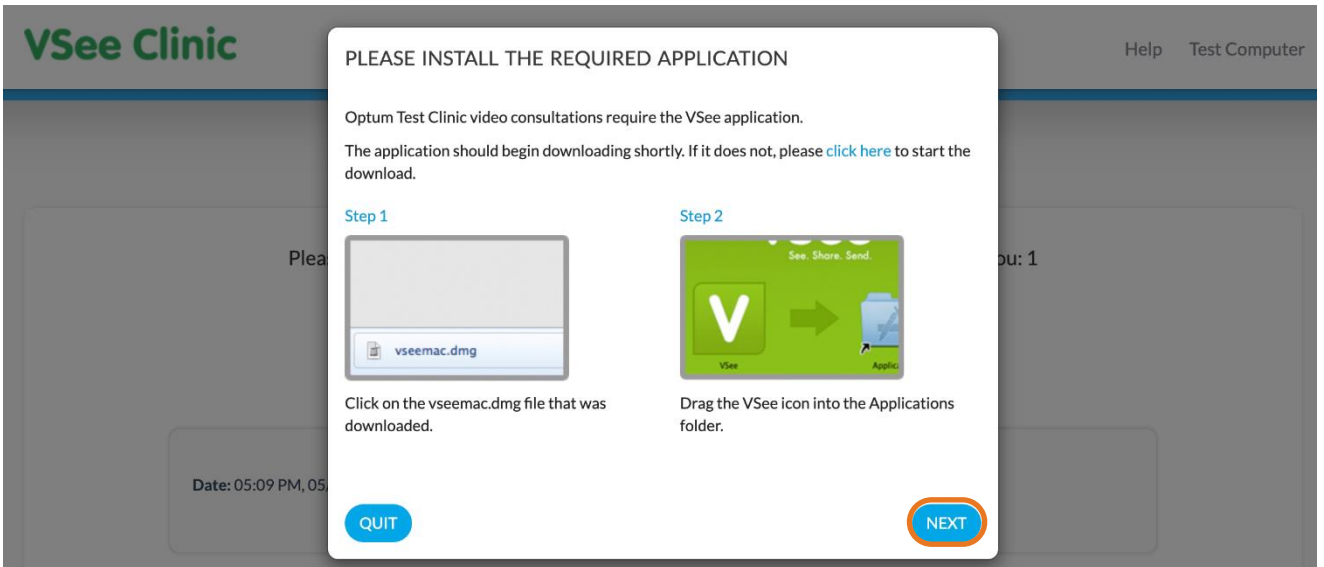
### Running into issues?

Try these troubleshooting tips:

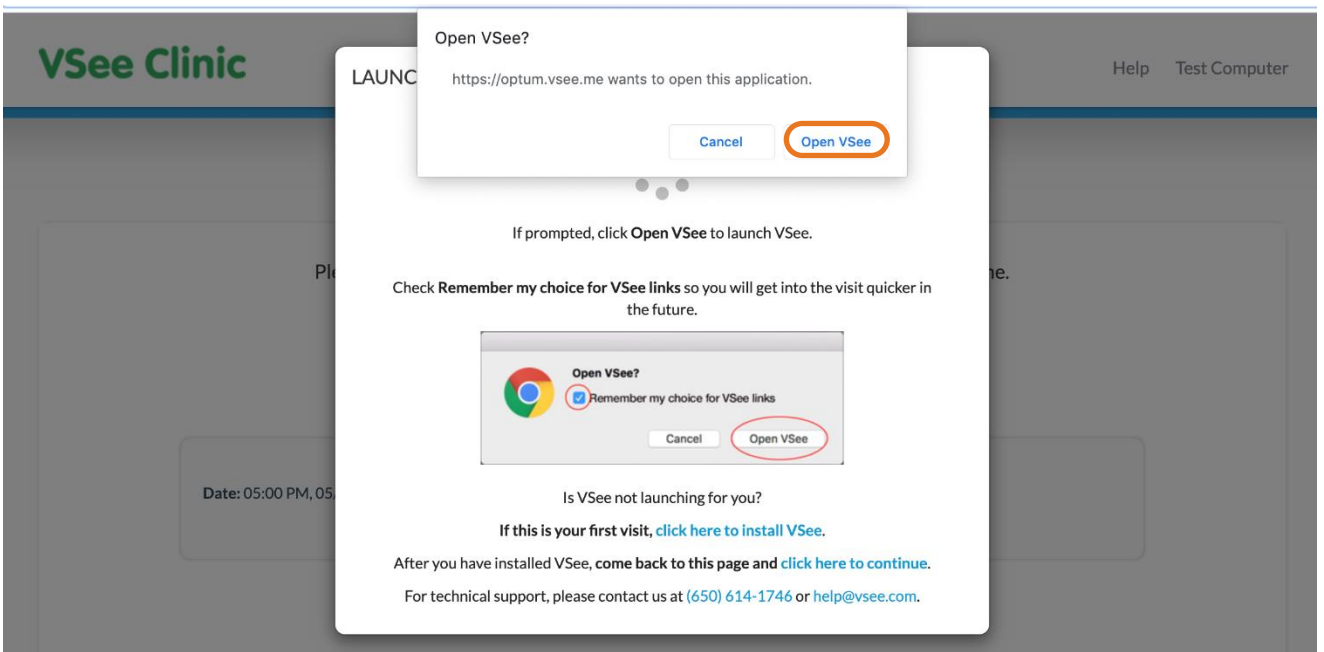
- In your browser, enable [JavaScript and cookies](#)
- Check that your browser is the [latest version](#) and is a [supported browser](#)
- Check that your computer is [compatible with VSee](#)

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6. In your browser, click **Next**.

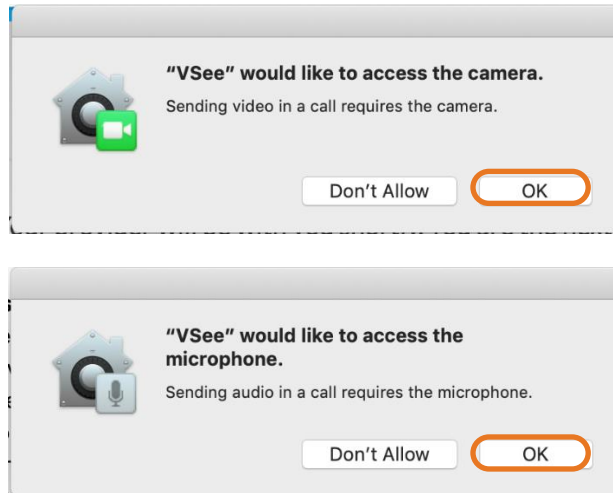


7. If prompted, click **Open VSee**.



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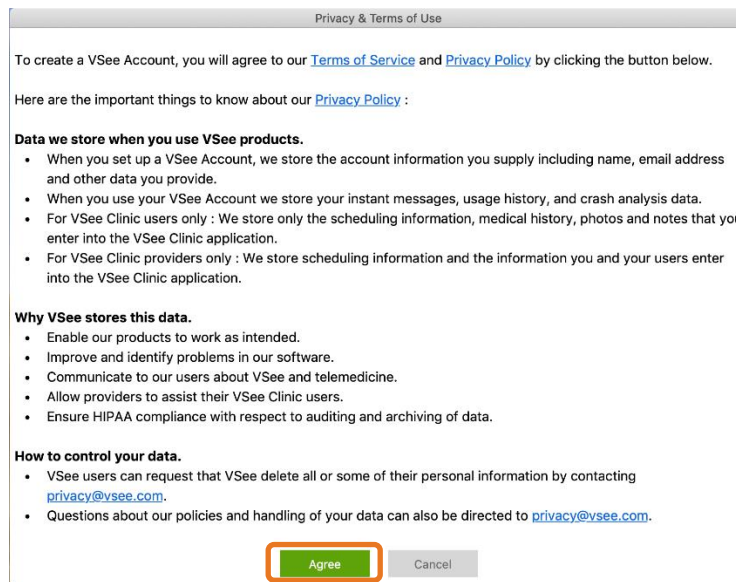
8. Click **OK** to allow access to the camera. Then click **OK** to allow access to the microphone.



9. If the application does not automatically open, look for the VSee icon on your dock and click on it.



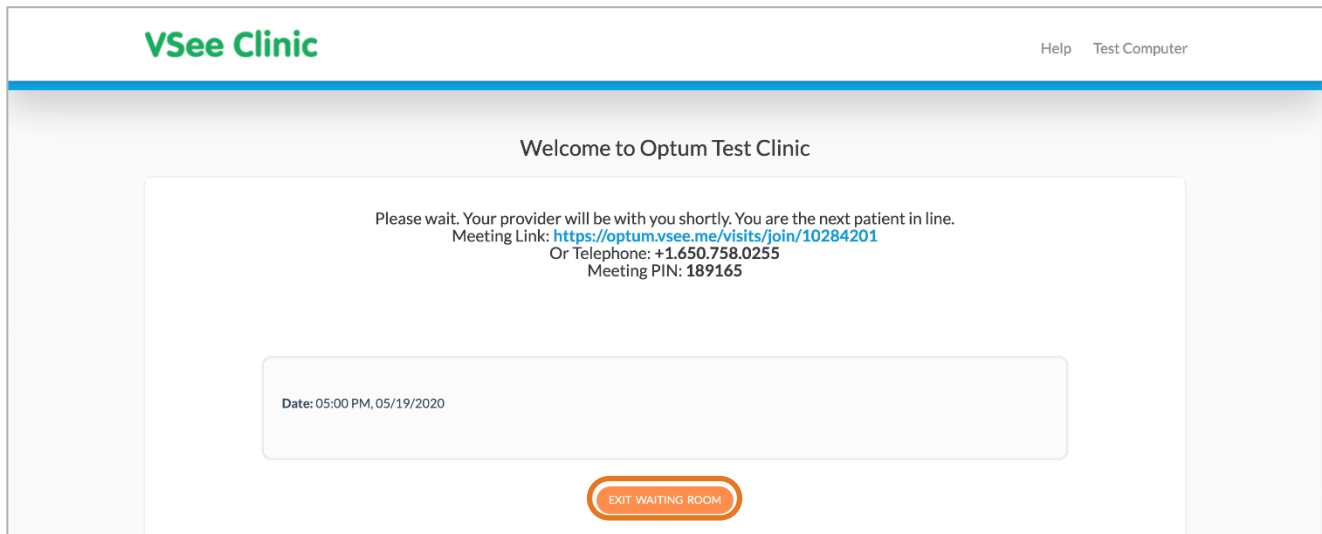
10. Review the *Privacy & Terms of Use*, and click **Agree**.



11. The video visit will launch. Your provider will join the visit shortly.

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



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。