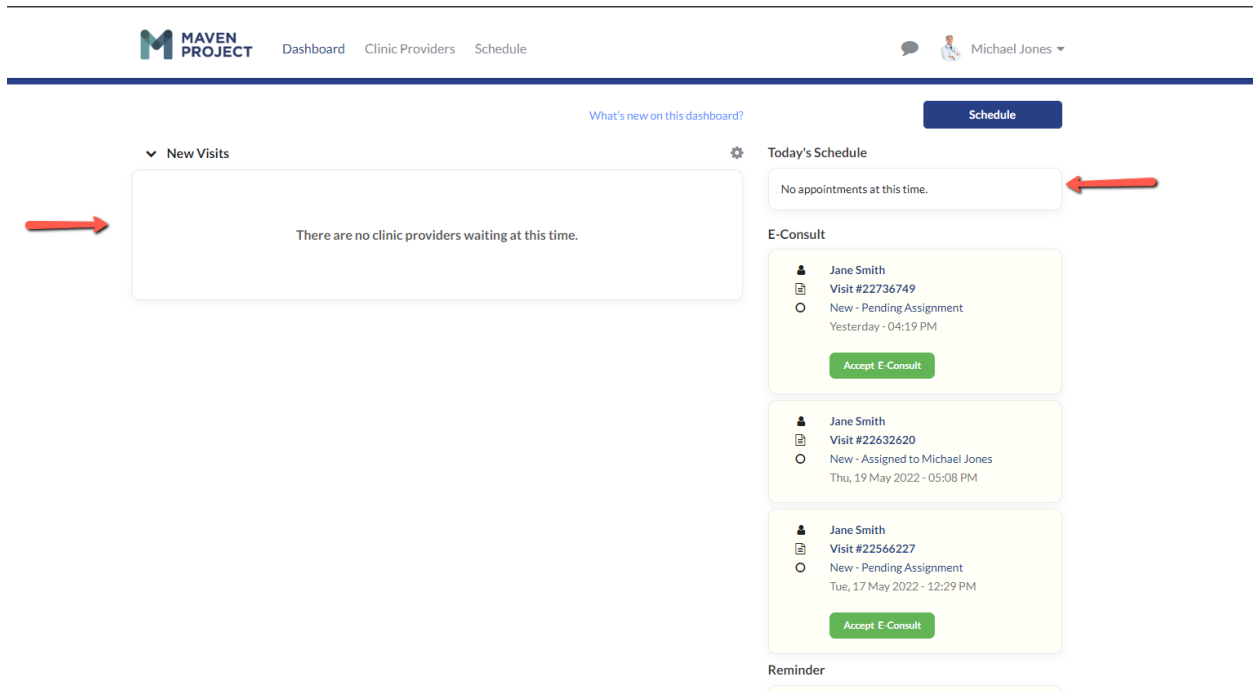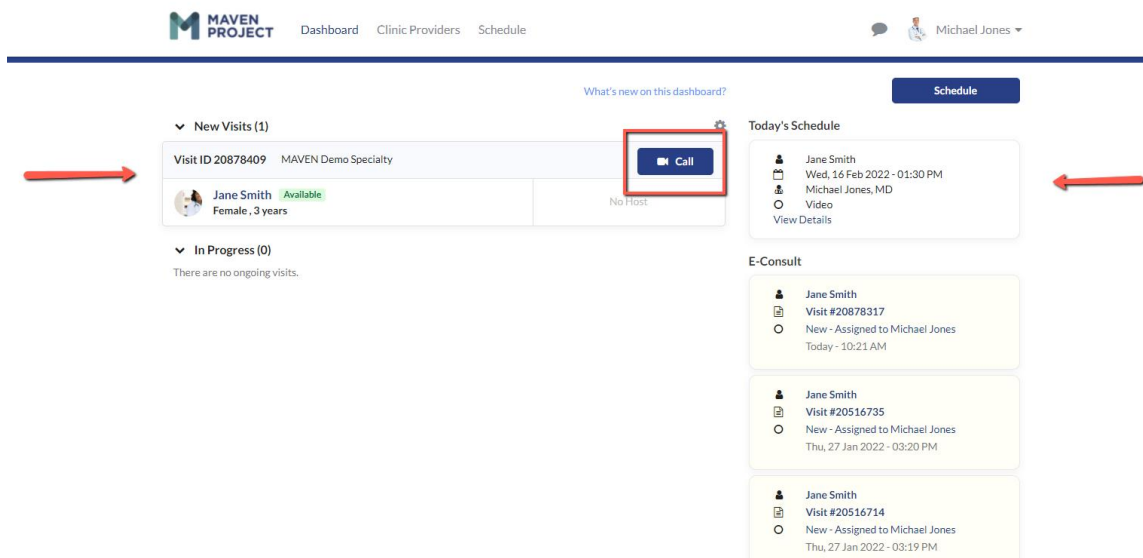# VSee Video Consult/Mentoring

- Once you Log in to VSee the Opening page is the Dashboard tab.

- You will see on the right hand if you that any scheduled video Consult for the present day.

- On the left, you will see the Provider in the waiting room once they have initiated Video Consult.

- For you to join Video Consult you will select the Call button.

- If you haven't already the application will advise you to test your device by selecting Start Test

- You will then follow the prompt first with the Browser Test

- You will then see the Speaker Test

**Speaker Test**

Do you hear the sound playing?
Try all your sound-output devices.

Default - Speakers (Realtek(R) Audio)

Communications - Speakers (Realtek(R) Audio)

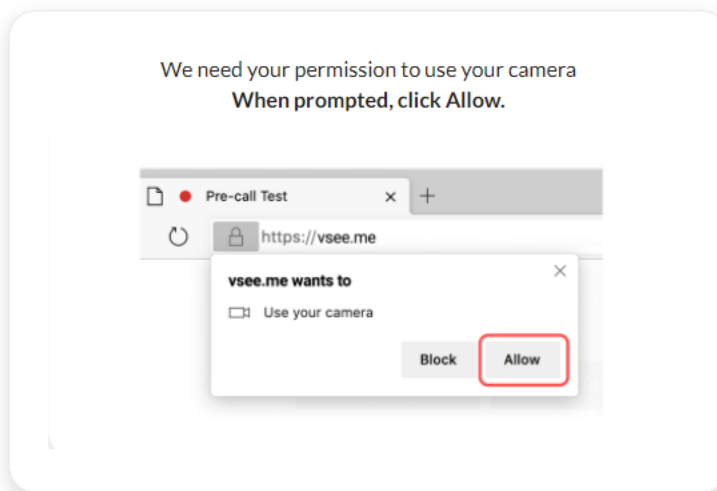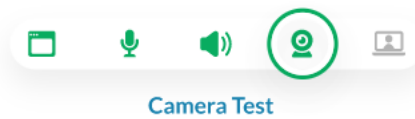Speakers (Realtek(R) Audio)

If not, please

- Check Your Volume

- Try Some Headphones

- Change Your Audio Device

Ask Support          Yes

Then the Camera Test (the screenshot below is just an example) you will need to grant the application permission for it to use your camera

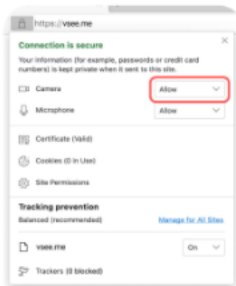Unable to perform camera capture test:
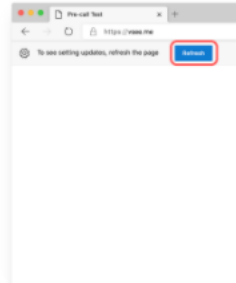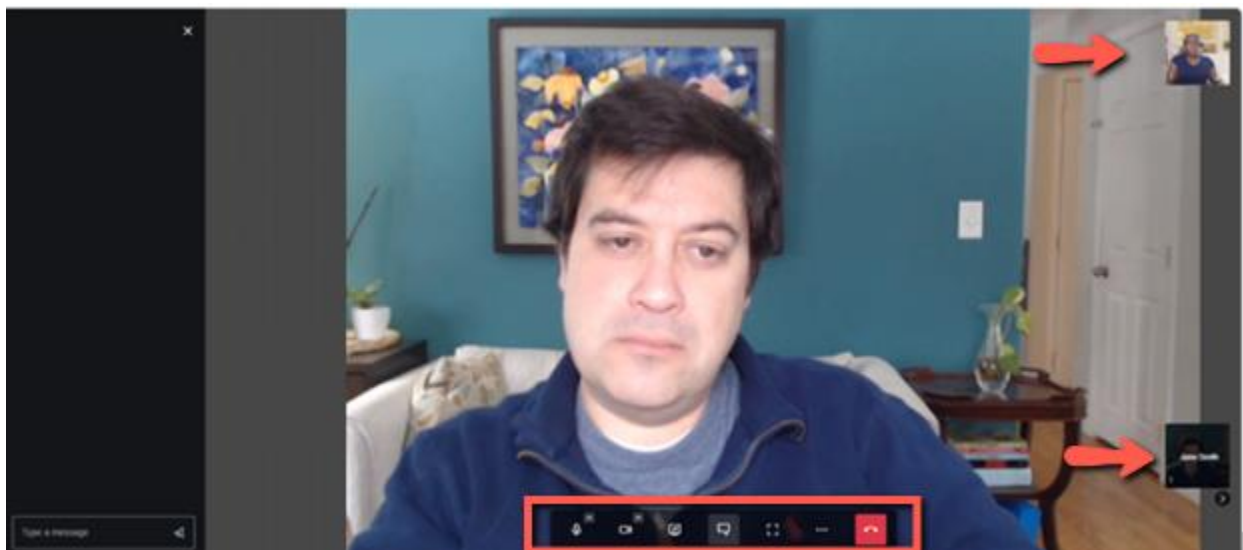**The request is not allowed by the user.**

**How to give permission** ▼

- Find Address Bar on the top
- Press "🔒" icon
- Find Camera
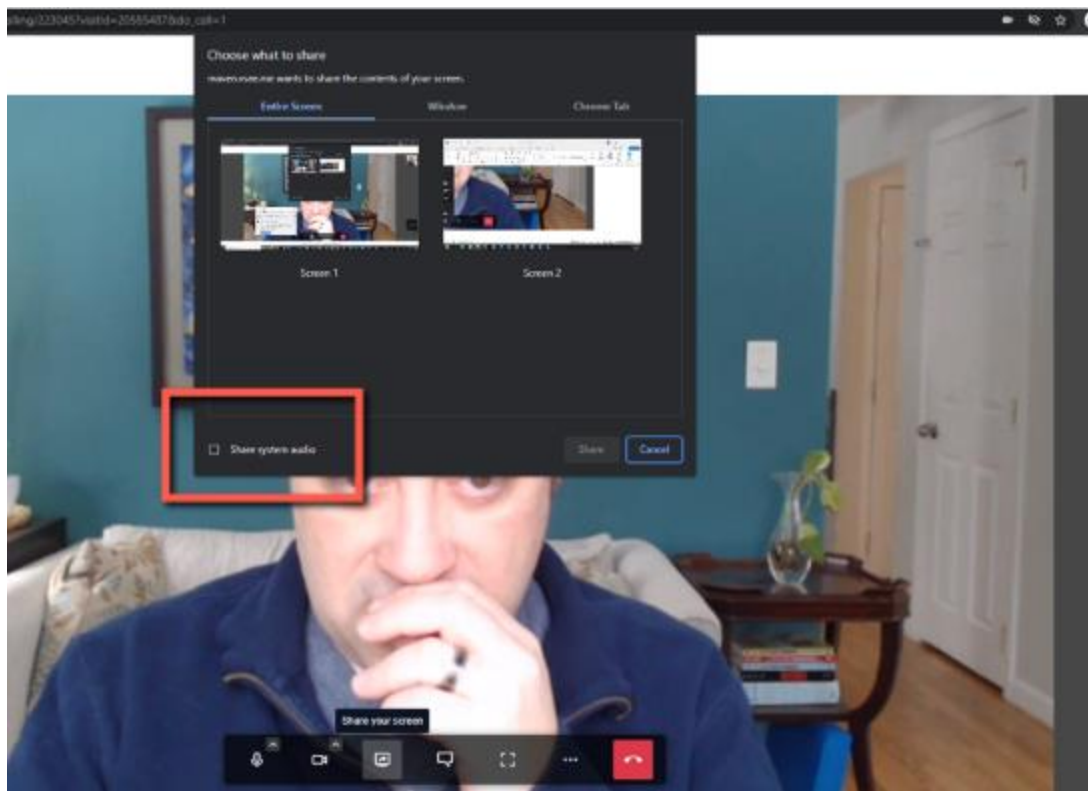- Confirm that "Allow" is checked

- Refresh page if the browser suggest

- You should then be able to see the Provider. The box in the upper right should show the volunteer video and in the lower right will show the Provider video.

- The Center lower portion of the screen will provide you with your available option as you are in video Consultation format.

- Selecting the Microphone Icon to allow you to mute and Unmute the arrow on the Microphone icon allows you to select which device for sound. Same with the Camara icon

- The third option gives you the ability to screen share We do suggest selecting "Share System Audio" on the bottom left of the "Choose what to share" screen

- The fourth option allows for the chat screen to appear on the left-hand side (you will not be able to add any attachment to chat).