



**SecureVideo**

HIPAA-Compliant Videoconferencing

# Getting Started Guide

SECUREVIDEO ON VSEE PLATFORM

# Table of Contents

## **A. Setting Up**

Download our videoconferencing app 2

## **B. Hosting a Session**

Schedule a session (as the host) 3

Schedule a session (on behalf of the host) 4

How your invitees will enter your waiting room 5

Starting a session 7

Ending a session 8

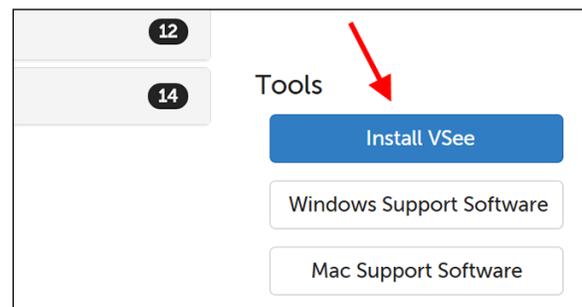
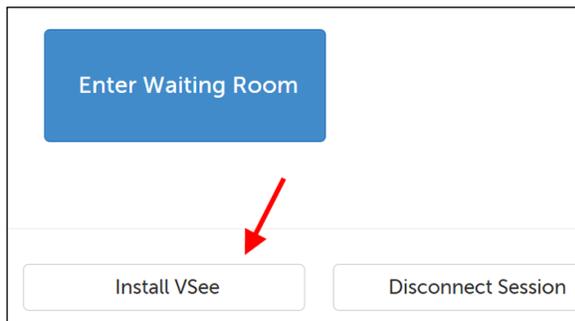
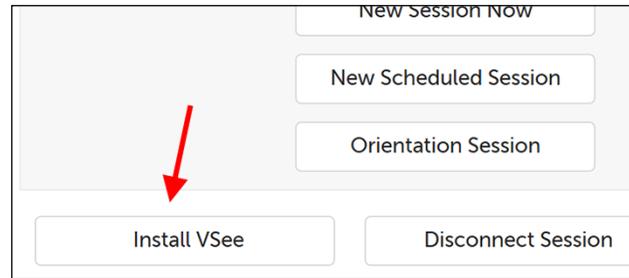
# A. Setting Up

## Download our videoconferencing app

To use SecureVideo.com, a videoconferencing application called VSee Embedded must be installed on the device you will use to participate in a session. This process only needs to be done once per device.

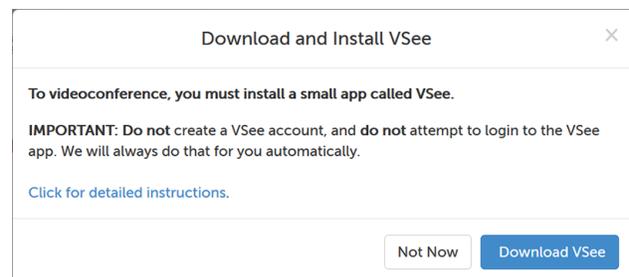
- 1. Account holders can use the **Install VSee** button in the lower left-hand corner of the **Dashboard** (image right).

Session participants can find the **Install VSee** button in two places: the lower left-hand corner of the waiting room page (image below, left) or the lower right-hand corner of [the Support page](#) (image below, right).



- 2. A message will appear to help you download VSee, and you can install it like any other program on your device.

For browser- and platform-specific instructions kept updated by our Support team, use the **Click for detailed instructions** link.

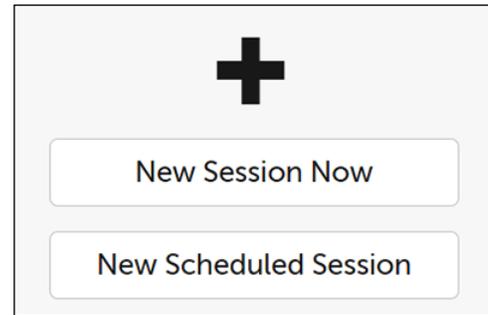


Once you have installed VSee, you don't need to open the application. **Always log into your account from the website**, and it will launch VSee for you. (You cannot log into VSee directly.)

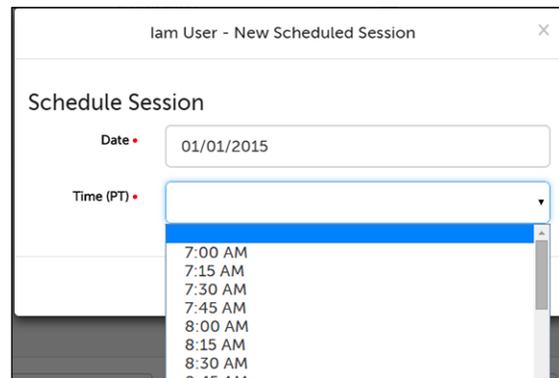
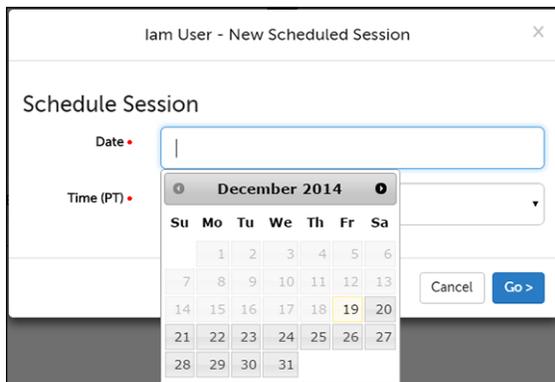
# B. Hosting a Session

## Schedule a session (as the host)

1. Click on the **Videoconference** tab to access your Dashboard. There are two primary scheduling options:
  - **New Session Now:** Schedule a new session for right now. (It will pre-populate the date and time.)
  - **New Scheduled Session:** Schedule a new session for a future time. (You choose the date and time.)



2. If scheduling a New Session Now, skip to Step 3. If scheduling a New Scheduled Session, you will select a date (LEFT) and time (RIGHT):



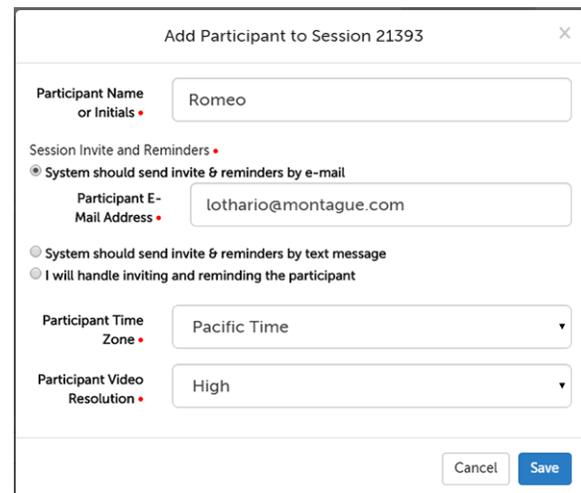
3. Then add the participant details:

**Participant Name or Initials:** Enter the invitee's name (2 character minimum). Saved contacts will appear in the autofill.

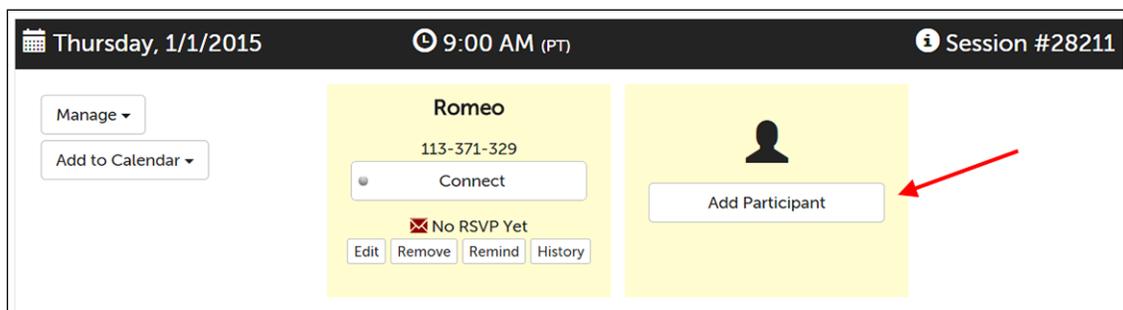
**Sessions Invite and Reminders:** Select e-mail or text message and a field will appear for those details. Or choose not to send a session invite or reminders.

**Participant Time Zone:** Select the participant's time zone.

**Participant Video Resolution:** Select your participant's starting video resolution.



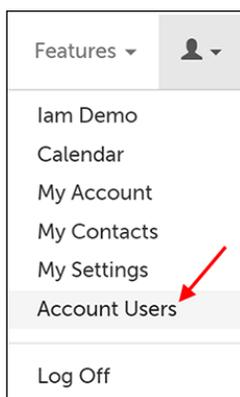
- 4. Click on **Add Participant** if you would like to invite additional participants. Each participant will have a 9-digit access code generated for them, which will appear underneath their name. (Only one person can use a session access code at a time, so be sure to use Add Participant if this will be a group session.)



## Schedule a session (on behalf of the host)

Account Administrators can schedule sessions on behalf of other users in their organization's account.

- 1. Click on the profile icon in the upper-right hand corner, and select **Account Users**.
- 2. Click on the **Schedule** button in the same row as the user you want to schedule on behalf of.



- 3. You will land on the user's **Scheduling Dashboard**, where you can schedule sessions as though you are the host (although you will not have the option to connect to their sessions).

TIP: Selecting **Calendar** in Step 1 will show the organization's Calendar page, where you can view all sessions currently scheduled on the organization account.

# How your invitees will enter your waiting room

Invitees can enter sessions by clicking on a link in their session invitation e-mail, invitation text, or by using a session Access Code that you provide them with.

## a. If Using a Session Invitation

- 1a. The session invitation an invitee receives includes the time and date of the session, their session Access Code, and a **Join Session** button or link.
- 2a. Your invitee RSVPs with **Yes** or **No**.

The invitee also receives a reminder e-mail/text 2 hours before the session, and 10 minutes before the session. They will both have the **Join Session** button or link, which will direct your invitee to your waiting room page (Step 3).

**SecureVideo.com** <support@securevide...> 2:24 PM (2 minutes ago) ☆

to me ▾

---

**SecureVideo.com** Session Invite

Dear Mai Patient,

Iam Demo has invited you to a videoconference hosted by SecureVideo.com.

WHEN:  
**Thursday, January 15, 2015 at 9:00 AM (Pacific Time)**

WILL YOU ATTEND?

TO JOIN:  
To join the session, just click here:

You can also join the session from the [securevideo.com](http://securevideo.com) website by clicking "Join a Session" and entering **943-488-092**. You can read more on how to join a session by [clicking here](#).

QUESTIONS?  
If you have any questions about this session, or have any problem when you try to join, please call **Iam Demo** at [\(888\) 540-2829](tel:8885402829).

TECHNICAL SUPPORT  
If you need technical assistance, please call **SecureVideo.com Technical Support** at [\(888\) 540-2829](tel:8885402829). Or, you can send an e-mail to [support@securevideo.com](mailto:support@securevideo.com).

This message was sent by SecureVideo.com. DO NOT REPLY DIRECTLY TO THIS E-MAIL, as the reply will go to SecureVideo.com, and NOT TO Iam Demo.

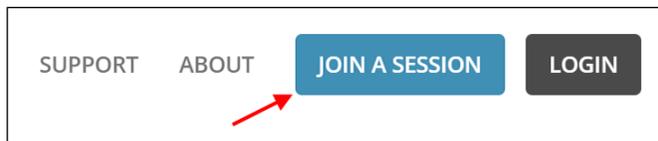
SecureVideo Demo Session with Iam Demo - Wed, 01/22 at 10:30 AM (PT) - <https://demo.securevideo.com/Pass/Join/507752909> - (RSVP reply Y or N)  
Now via SMS

Now via SMS

You have Confirmed your Session with Iam Demo for Wed, 01/22 at 10:30 AM (PT). Thank you.  
Now via SMS

## b. If Using the Access Code

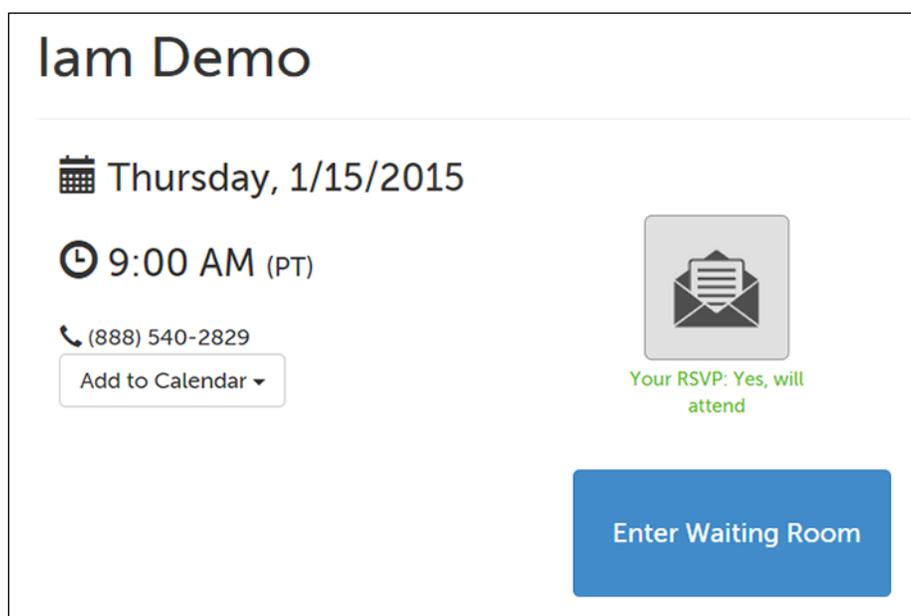
- 1b. Your invitee can go to the SecureVideo website ([www.securevideo.com](http://www.securevideo.com)), and click the **Join a Session** button in the upper right-hand corner.



- 2b. On the next page, they can enter their 9-digit session Access Code (using hyphens or spaces are optional). Then they click **Go** to be taken to the waiting room page.

A screenshot of the 'Join a Session' form. The title 'Join a Session' is at the top. Below it is a label 'Access Code' and a text input field containing '9 Digit Access Code'. At the bottom left is a blue button labeled 'Go >'.

- 3. When your invitee clicks on **Yes** to confirm their attendance, they will be directed to the waiting room page where they can test their connection. Clicking on the **Join Session** button or link in their invite will also direct them to this page, where they will use the **Enter Waiting Room** button at the time of the session.

A screenshot of the 'I am Demo' waiting room page. The title 'I am Demo' is at the top. Below it are session details: a calendar icon followed by 'Thursday, 1/15/2015', a clock icon followed by '9:00 AM (PT)', and a phone icon followed by '(888) 540-2829'. There is an 'Add to Calendar' button with a dropdown arrow. To the right is an envelope icon with a checkmark, and below it, the text 'Your RSVP: Yes, will attend' in green. At the bottom right is a large blue button labeled 'Enter Waiting Room'.

## Starting a session

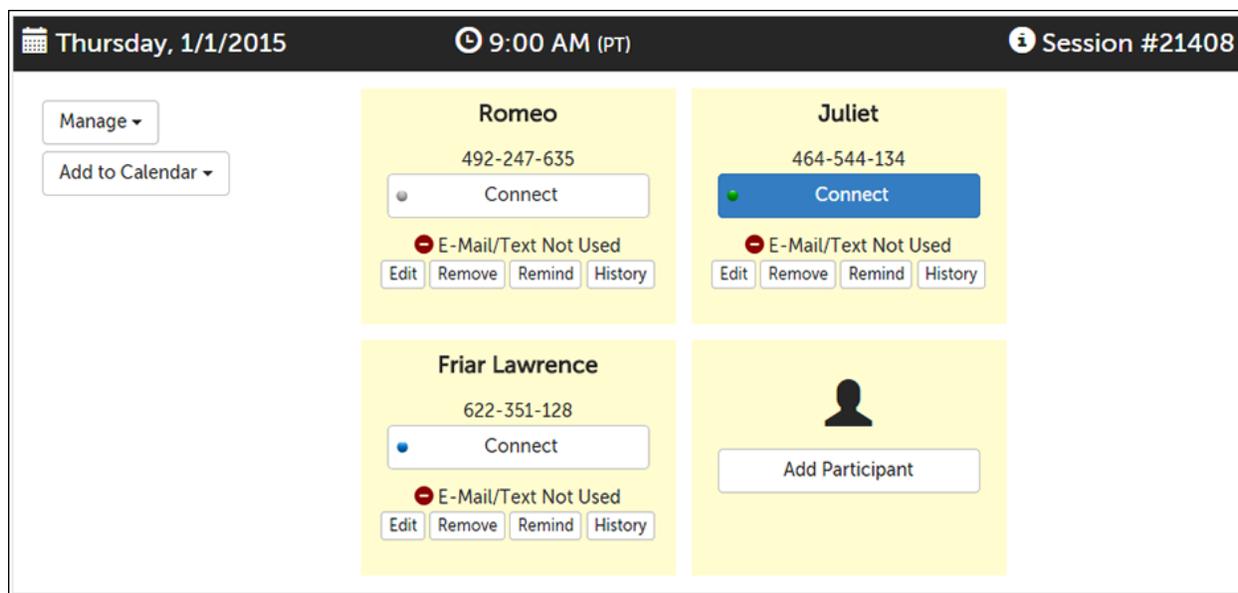
As the host, you must initiate the session by connecting to participants that are in your virtual waiting room.

1. Click on the **Videoconference** tab to access your Dashboard.



2. Your invitees can have three different statuses, as illustrated by this example:

- **Dot is gray: not in waiting room**  
Romeo is not online.
- **Dot is green, Connect button is colored: in waiting room**  
Juliet is online and waiting to be connected to you.
- **Dot is blue, Connect button is not colored: in session**  
Friar Lawrence is online and currently in session with you.



3. When your participant is in the waiting room and you are ready to start the video conference, click on the **Connect** button, and it will launch VSee and make their video tile appear. (If you have multiple invitees, click on the **Connect** button in the order you would like to add them to the session.)

## Ending a session

---

We recommend ending a session with these instructions, to ensure that the program closes promptly.

### If using a computer:

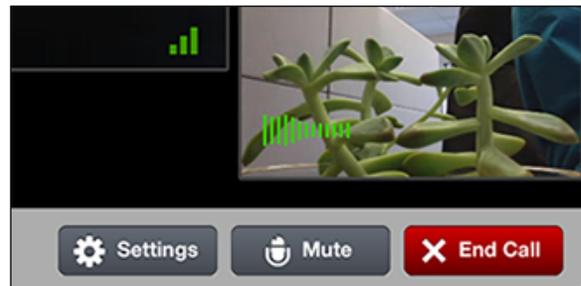
1. Use the **Disconnect Session** button along the bottom of your Dashboard (or the waiting room page).



---

### If using an iPad:

1. Click on the red **End Call** button in the lower right-hand corner of the screen.



---

### If using an iPhone:

1. Tap on the red phone icon in the lower right-hand corner of the screen.



---

### If using an Android Phone:

1. Tap on the phone icon in the upper right-hand corner of the screen.

