

How to Update Your Listing

Download the PDF instructions or view the instructions below.

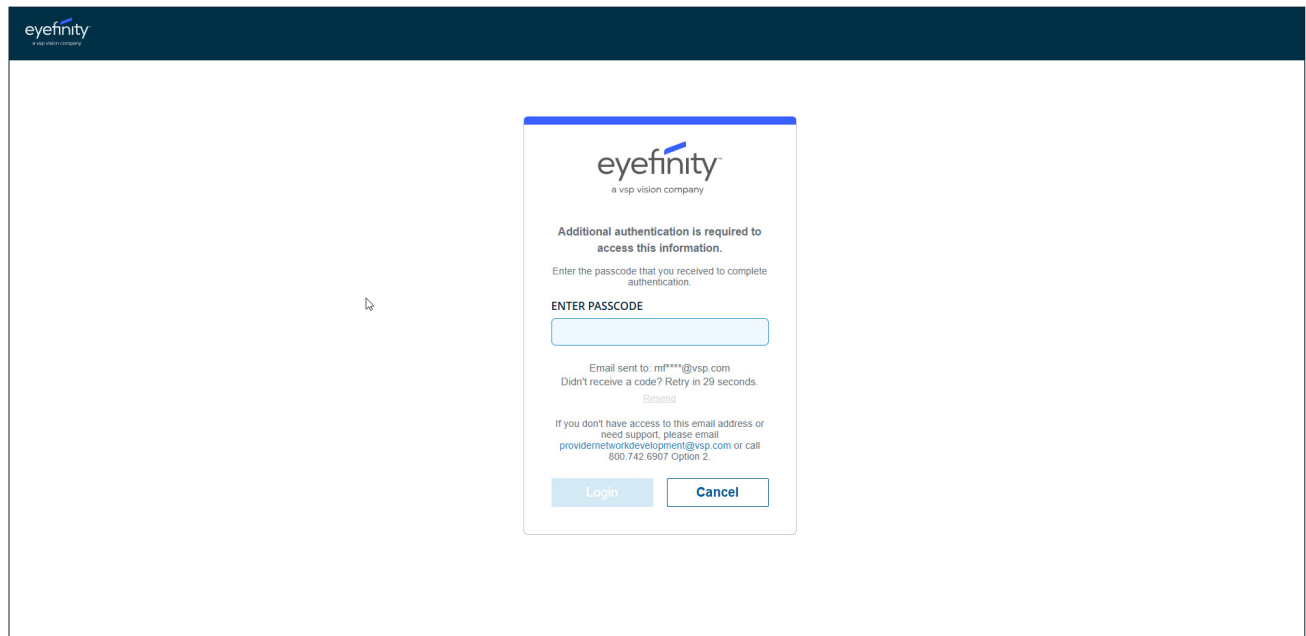
[Get Instructions](#)

Getting started

1. Log in to Eyefinity® using your practice username and password.
2. Navigate to VSP Online by clicking on **eINSURANCE** in the top navigation, then **VSP Online** in upper right-hand corner.
3. In the left-hand navigation, select **Administration** then **Practice/Doctor Updates**.

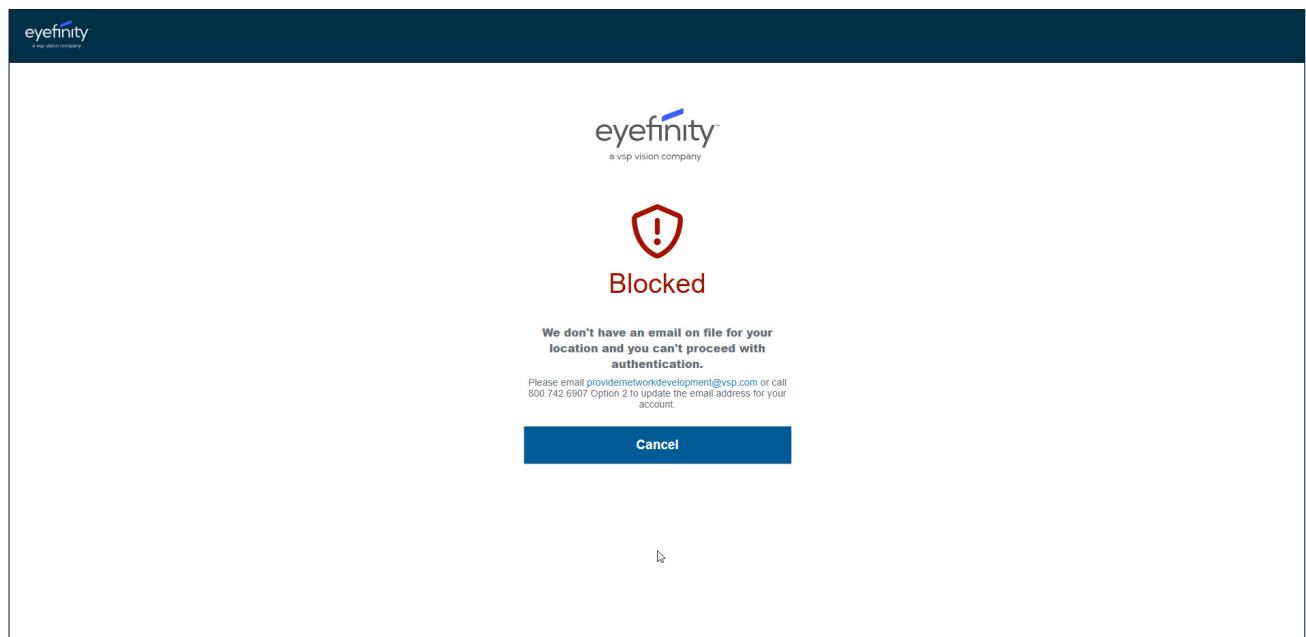
The screenshot shows the Eyefinity VSP Online web application. At the top, there is a navigation bar with links: HOME, eINSURANCE, eLAB, eBUY, eLEARN, eWEB, and EHR solutions. Below this, the 'vsp online' logo is displayed. On the left, a vertical navigation menu lists various categories: Calculators, Manuals, Administration (highlighted), Plans, Products, Programs, Special Offers, Community Outreach, Training & Support, and VSP Vision Companies. The 'Administration' menu is expanded, showing sub-options: Submitting Patient Conditions, Practice Report, Advertising with VSP, Explanation of Payment, Forms Library, Notice of Deposit, Network Doctor Agreements, Practice/Doctor Updates (highlighted with a mouse cursor), Supply Request Form, and Claim Corrections. The main content area features a large blue banner with the headline 'A 46-Year Journey from Tumbleweeds to Triumph' by Dan Carver, OD, FAAO, Orange County, CA. Below the banner, there are several articles and updates, including 'Action Needed to Comply: Keep Information Updated', 'Compliance Reminder: Appointment Availability Standards', 'Appointment Availability Calls from MDC Research', 'REMINDER - Patient Language Assistance', 'Streamline Appointment Scheduling for Blue Shield of California Members With Zocdoc at No Cost to Your Practice', 'People Ease into Their Careers. I Jumped into the Fire.', 'A 46-Year Journey from Tumbleweeds to Triumph', 'The Doctor Difference: Patient Stories with Heart', 'A Future in Private Practice: Returning to My Virginia Community', 'More Than Growth: Building a Practice That Serves and a Legacy That Matters', 'VSP Vision Announces New Provider Program Enhancements', 'Your Practice. Our Priority. See How VSP Vision Is Investing in You', 'Volunteer ODs Needed for VSP Eyes of Hope Mobile Clinics', 'Questions about VSP Vision™ Policies, Products, or Services?', 'Unlock Key Insights with Your 2025 Q3 Practice Report', 'End-of-Year Vision Care Made Easy with VSP Individual Plans', 'New Extra \$20 Marketing Resources Available', 'Help Your Patients Stretch FSA & HSA Dollars Before Year-End', 'Marketing Resources to End the Year Strong', 'VSP Vision Awards \$5,000 Scholarship to Advance Care in Appalachia', 'OAL Develops New Young Leadership Institute with Support from VSP Vision', 'Premier Edge Promise Can Help Retain Patients', 'The Nominations Are In! The Best Boss Award Goes To...', 'Practice Spotlight: Cypress Eye Optometry Group', 'Upgrade Your Practice Equipment with Premier Edge Offers', 'Available to Order: Unity V3 Elite Progressive Lenses', 'Is Your Website Filling Your Schedule?', 'Get a FREE Terminal and Flat Fees for EncompassPay', 'Enhance your Profitability with Kering Eyewear', 'Keep Over-the-Counter Purchases in-Practice with Vision Rescue', 'Special Equipment Offers for Your Practice from VSP Premier Edge Partner Optos', 'Have You Integrated OCT Angiography into Your Practice?', 'Maui Jim Offer Makes It Easier to Attract and Retain Patients', and 'Enhance Patient Care with VSP Premier Edge Partner Marco Lombart & Santinelli'.

4. You will have to complete a Multifactor Authentication (MFA) to proceed.



The screenshot shows the eyefinity login page with a dark blue header. The main content area is white and contains a central login box. The box has the eyefinity logo at the top, followed by the text "Additional authentication is required to access this information." Below this, it says "Enter the passcode that you received to complete authentication." There is a text input field labeled "ENTER PASSCODE". Below the input field, it says "Email sent to: m****@vsp.com" and "Didn't receive a code? Retry in 29 seconds." with a "Resend" link. At the bottom of the box, there are two buttons: "Login" and "Cancel".

If you get an error message, Please email providernetworkdevelopment@vsp.com or call **800.742.6907** Option 2 to update the email address for your account.



The screenshot shows the eyefinity login page with a dark blue header. The main content area is white and contains a central error message. At the top of the message is the eyefinity logo. Below the logo is a red shield icon with a white exclamation mark. The word "Blocked" is written in red. Below this, it says "We don't have an email on file for your location and you can't proceed with authentication." At the bottom of the message, it says "Please email providernetworkdevelopment@vsp.com or call 800.742.6907 Option 2 to update the email address for your account." There is a blue button labeled "Cancel" at the bottom of the message.

Add or update the schedule appointment button:

1. Click on the **Appointment Scheduler** tab.
2. Click **Get Started**.


a vsp vision company

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VSPOnline

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Practice Updates

Update Information

Appointment Scheduler

Monitor Your Profile

View Your Fees

Provider Credentialing

Request for Staff Access

Online Appointment Scheduler

The Online Appointment Schedule (OAS) feature is available to all VSP network doctors. Practices can opt-in to the online appointment schedule feature, allowing patients with VSP benefits the added convenience of submitting appointment requests directly through the vsp.com [Find a Doctor directory](#). By offering this feature, practices can optimize their schedules with respect to new safety protocols, and help improve operational efficiencies, helping to accelerate recovery after reopening.

This feature is available for practices with an existing online appointment scheduling solution.

How the Online Appointment Scheduler works:

When a prospective patient visits the Find a Doctor Directory on vsp.com, practices that have chosen to turn on this feature will display a link to request an appointment.

How to add your Custom Scheduler link:

- Click “Get Started” below.
- Fill in the text box labeled “Scheduler URL” with the link to your existing solution.
- The link to “Schedule an Appointment” will be added to your practice profile.

Please have a few things ready before you begin:

- A link to your pre-existing scheduler must contain (without quotes) an “http://” and a “.com”, “.net”, “.org” or whichever domain extension is applicable. Please check to ensure the link is spelled correctly and that it is a valid address.

Important notes for adding this feature to your vsp.com profile:

- Practices must opt-in to activate this feature.
- Practices may edit or deactivate this feature at any time through VSPOnline.
- VSP will not monitor, audit, or maintain the link for the practice—it is the practice’s responsibility to ensure the accuracy of the information.
- Only Practice Administrators will be able to access and set up this feature through VSPOnline.
- By opting-in, a practice is agreeing to the [Terms and Conditions](#).

This feature is not currently activated for your practice. To set up the Online Appointment Scheduler for your practice, click the button below.

Get Started

For any questions please email: providernetworkdevelopment@vsp.com or call 800.742.6907 Option 2.

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3. Enter or update the URL to your appointment scheduler.
 - A link to your pre-existing scheduler must contain (without quotes) “http://” and a “.com”, “.net”, “.org” or whichever domain extension is applicable. Please check to ensure the link is spelled correctly and that it is a valid address.
4. Check the box next to **Agree to the terms and conditions**.
5. Click **Save & Publish**.

The screenshot shows the Eyefinity VSPOnline interface. At the top is a navigation bar with links: HOME, eINSURANCE, eLAB, eBUY, eLEARN, eWEB, and EHR solutions. On the left is a sidebar menu with categories like VSPOnline, Calculators, Manuals, Administration, Plans, Products, Programs, Special Offers, Community Outreach, Training & Support, and VSP Vision Companies. The main content area is titled 'Practice Updates' and contains a tabbed interface with tabs for 'Update Information', 'Appointment Scheduler', 'Monitor Your Profile', 'View Your Fees', 'Provider Credentialing', and 'Request for Staff Access'. The 'Appointment Scheduler' tab is active, showing the 'Online Appointment Scheduler' section. This section includes a text block explaining the feature, a text input field for the 'Scheduler URL', a checkbox for 'Agree to the terms and conditions to continue', and a 'Save' button. Below the form, there is a footer with contact information and a copyright notice.

eyefinity
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HOME eINSURANCE eLAB eBUY eLEARN eWEB EHR solutions

Practice Updates

Update Information Appointment Scheduler Monitor Your Profile View Your Fees Provider Credentialing Request for Staff Access

Online Appointment Scheduler

As a provider participating in the VSP network, you can now add a link to your vsp.com Find a Doctor Directory that allows VSP members to connect with your practice online to schedule an appointment.

To opt-in to this feature, your practice must have an existing online appointment scheduling solution. Add the link to your solution in the box below:

You can de-activate this feature at any time through VSPOnline on Eyefinity.com.

For example: <http://myscheduler.com>

Scheduler URL *

☐ Agree to the [terms and conditions](#) to continue.

Save

For any questions please email: providernetworkdevelopment@vsp.com or call 800.742.6907 Option 2.

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Add or update doctor's profile, including education, languages, special services/interests, and certifications:

1. Click on the **Monitor Your Profile** tab.
2. Confirm your profile is set as **Active** on **vsp.com**.
3. Add or update education, languages, special interests, certifications, and your professional statement.
4. Click **Preview Profile** to verify all information is correct.
5. Click **Save & Publish**.

Practice Updates

Update Information

Appointment Scheduler

Monitor Your Profile

View Your Fees

Provider Credentialing

Request for Staff Access

New feature: Doctor Profiles
A profile is key information about you. Only doctor profiles can be edited on this page.
[Click here to make changes at the office level.](#)
Complete the form below to update your doctor profile and begin connecting with potential patients. Provide as much detail as possible. This information will be used to help patients choose the doctor best fit for them. Patients are more likely to contact a doctor with a thorough profile.
Your profile on vsp.com is currently ACTIVE.

Preview Profile

Save & Publish

☒ Deactivate your vsp.com profile.

Doctor Profile
**denotes required information*
Doctor's Name

Change Legal Name

Doctor's Title
Optometrist
Highlights
Welcomes new patients
Offers eye exams, glasses and contacts
Doctor Networks
Choice
Signature
Advantage
Medicaid
Practicing since (enter full year. E.g.: "1987")

Education

Optometry School Name *	80 / 80	Degree *	City *	25 / 25	State *
		OD			OR
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select-			-Select-
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select-			-Select-
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select-			-Select-
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select-			-Select-

If Your Profile Says Inactive:

1. Fill in all the required items. (If you do not see an option to Publish your profile, it is incomplete, go back and complete all information)
2. When complete, you should see a checkbox below the doctor dropdown menu to activate your vsp.com profile, check that box. The Save button will change to Save & Publish.
3. If the checkbox is missing, go back and complete all information.

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eINSURANCE
eLAB
eBUY
eLEARN
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New feature: Doctor Profiles

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[Click here to make changes at the office level.](#)

Complete the form below to update your doctor profile and begin connecting with potential patients. Provide as much detail as possible. This information will be used to help patients choose the doctor best fit for them. Patients are more likely to contact a doctor with a thorough profile.

Your profile on vsp.com is currently **INACTIVE**.

AFFILIATE PROVIDER ▼

Preview Profile

Save

☐ Activate your vsp.com profile.

Doctor Profile
**denotes required information*

Doctor's Name
 AFFILIATE PROVIDER Change Legal Name

Doctor's Title
 Optometrist

Highlights
 Welcomes new patients
 Offers eye exams, glasses and contacts

Doctor Networks

Practicing since (enter full year. E.g.: "1987")*

Education

Optometry School Name *	70 / 80	Degree *	City *	16 / 25	State *
		OD ▼			AL ▼
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select- ▼			-Select- ▼
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select- ▼			-Select- ▼
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select- ▼			-Select- ▼
Optometry School Name	80 / 80	Degree	City	25 / 25	State
e.g.: California State University, Sacramento		-Select- ▼			-Select- ▼

Add or update doctor's photo:

1. Click on the **Monitor Your Profile** tab.
2. Confirm your profile is set as **Active** on vsp.com.
3. Check the box to include a photo.
4. To update your photo, click on **Change Photo**.
5. Upload a photo from your computer.
6. Using your cursor, drag your photo to reposition the image.
7. Click **Save & Publish**.

Professional Statement*
Describe your practice and your approach to helping your patients see better.

test

996 of 1000 characters left

Photo

1. To update your photo, click the "change photo" link.
2. Upload a photo from your computer.
3. Drag your photo to reposition the thumbnail.

☐ include in profile



[change photo](#)

Gender

-Select- ▼

☐ include in profile

Certifications

☐ include in profile

60 of 60 characters left

60 of 60 characters left

60 of 60 characters left

60 of 60 characters left

60 of 60 characters left

Ask Me About

☐ include in profile

☐ Pink Eye
☐ Glaucoma
☐ Conjunctivitis
☐ Astigmatism
☐ Cataracts
☐ Macular Degeneration
☐ Color Blind Test

Preview Profile

Save

For any questions please email: providernetworkdevelopment@vsp.com or call 800.742.6907 Option 2.

Need to add or remove a Doctor?

Please email Provider Network Development at providernetworkdevelopment@vsp.com and we'll be happy to assist you.

Add or update a link to your website (Premier Edge Practices only):

1. From the Update **Information** tab, click **Manage Your Social Media Links**.
2. Check the box for **Private Practice Website Link**.
3. Click on the button for **Add**, **Delete**, or **Change Private Practice Website Link**.
4. Enter your practice's website address (URL) in the box for **Current Private Practice Website Link**.
5. Click **Submit**.

VSPOnline

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VSP Vision Companies

Manage Links on [vsp.com](#) [Find a Doctor Search](#)

Select the website you'd like to manage on the Find a Doctor search results page.

(Add / Change / Delete)

☐ Yelp

☒ Private Practice Website Link

Practice Link

☐ Add Private Practice website link

☐ Delete Private Practice website link

☐ Change Private Practice website link

Current Private Practice Website Link

Valid link begins with [http://www](#)

Need to update your office hours, office address, or phone number?

Please email Provider Network Development at providernetworkdevelopment@vsp.com and we'll be happy to assist you.

You're all set!

Schedule Appointment button and website link updates will appear on your **Find a Doctor** listing within 24 hours. Other updates may take up to 7 business days.

