Video Chat
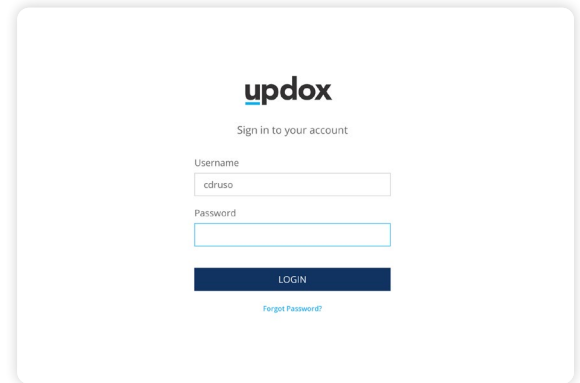
A **quick guide** to help get you started.

How to use Updox Video Chat

A quick guide to get your practice using Video Chat today.
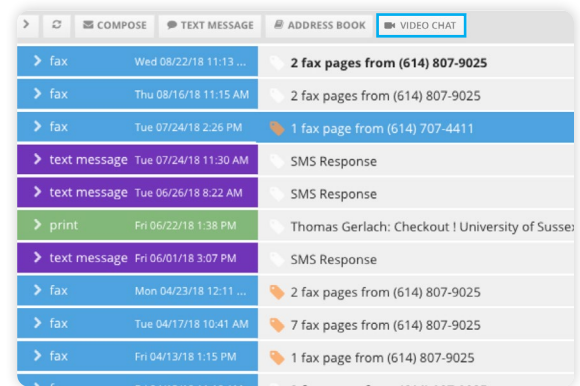
1

Log in to Updox

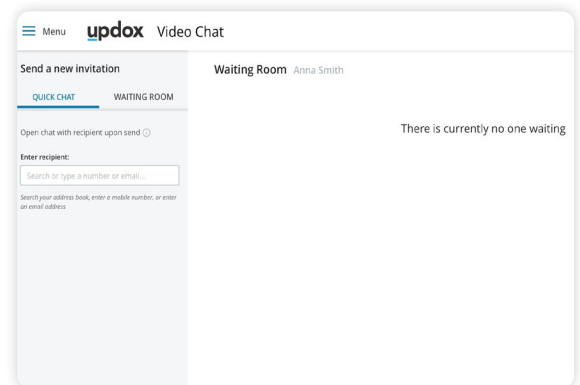Enter your username and password to log in to your Updox account.

2

Locate the Video Chat button

The Video Chat button is located in the Menu line of the Updox Inbox. To initiate a video chat, simply click the button.
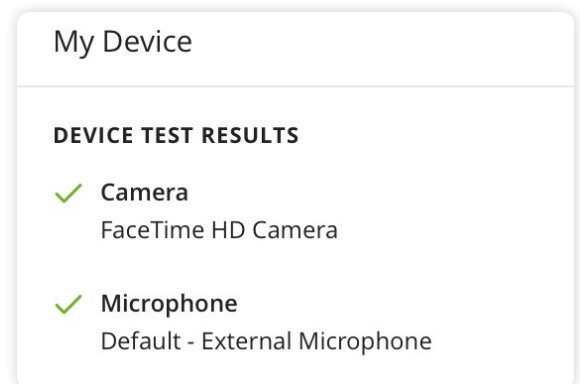

3

The Video Chat page will open in a new browser window

From the Video Chat page, you will be able to:

· Invite recipients directly to a Video Chat session

· Invite recipients to a Video Chat waiting room

· View recipients in your Video Chat waiting room

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Updox will test your device

The top right corner of the Video Chat page will display a "My Device" icon. A device test will automatically run, and the icon will be green if there are no errors and orange if errors are present. Click "My Device" for error details. There is also an option to re-run the device test.
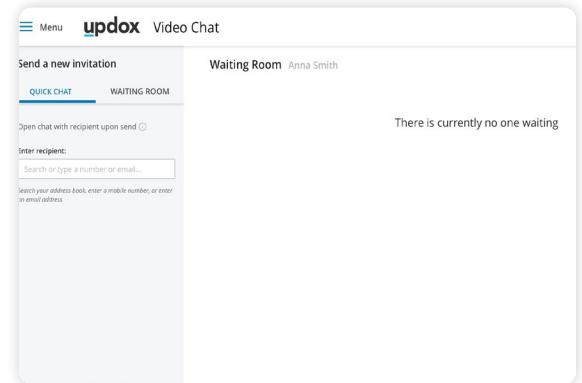
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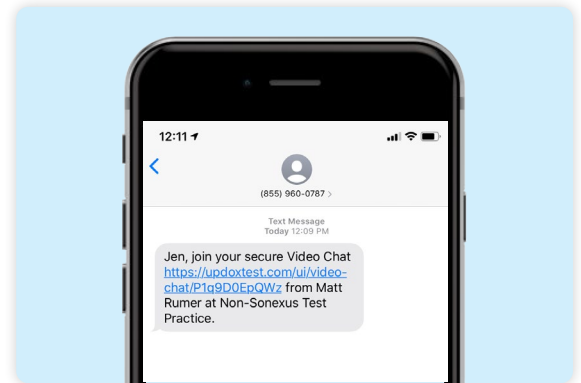
Start a Quick Chat

5

To invite a recipient directly to a Video Chat session via text or email, select "Quick Chat" and search the Updox address book or type in the phone number or email address. The recipient has 10 minutes to join the chat.

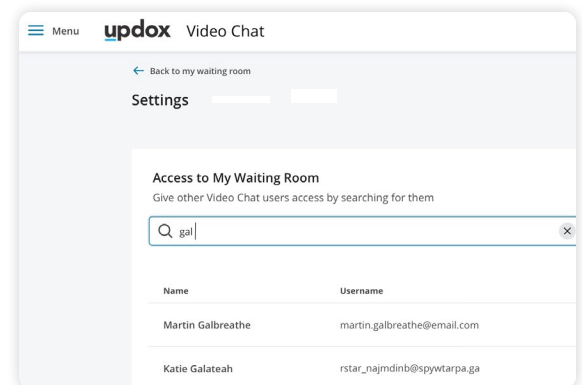### Send a waiting room invite

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Invite a recipient to a Video Chat waiting room via text or email up to 48 hours in advance by searching the Updox address book for a patient or contact or typing in a recipient's phone number or email. If sending an invite on behalf of another user, choose their name from the drop-down.

Delegate users to your waiting room

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A user may delegate another user to send invites to his/her waiting room. To grant access, click the "Settings" icon in the top right corner. Search by name or Updox username then click "Grant access".

Did you know

Updox support is always readily available to help. You can reach our support staff by visiting **updox.com/support.**

updox | Dublin, OH | 866-MYUPDOX | www.updox.com
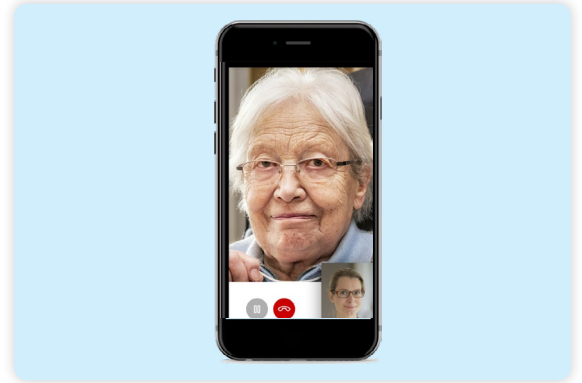
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Managing your Video Chat waiting room

8
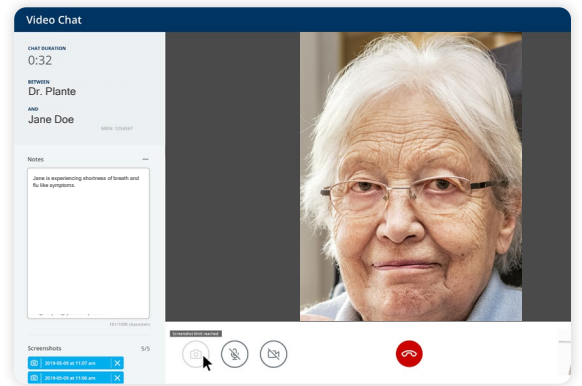
Your Video Chat waiting room will allow you to:

- View recipients in the waiting room after an Updox device test and how long he/she has been in the waiting room.
- Start a Video Chat for individuals in your personal waiting room.
- View all waiting room invites sent by you or your delegate.
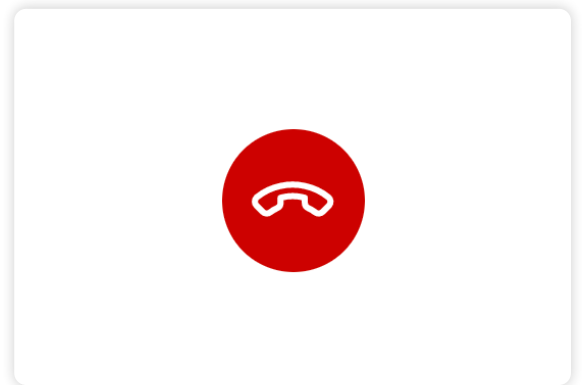

Features to know

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Participants are in a HIPAA-compliant, secure environment. The host of the session can pause the video and/or audio feed, capture screenshots, or end the session using simple controls.

End Chat

10

When the conversation is complete, click the End Chat button to see the Chat Summary page. On this page, the date, time, duration, name and birthdate of the recipient will be displayed.

Video Chat documentation

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The summary page acts as documentation of the session. Click to send the summary to the Inbox, where it is saved as a PDF. In the inbox, you may choose to store it for your records or download it to save to the EHR.