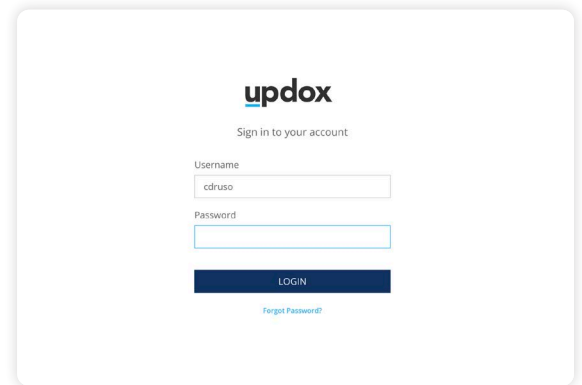# updox

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.
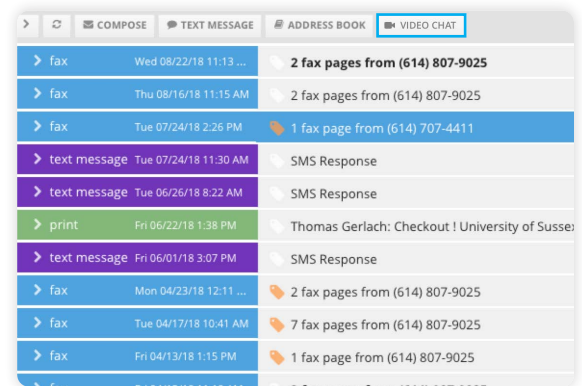
1

Log in to Updox

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

2

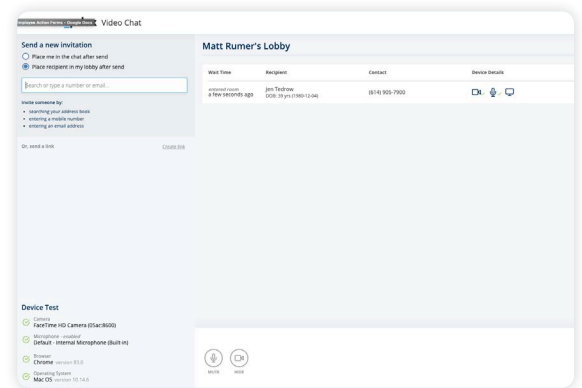### Locate the Video Chat button

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 to a Video Chat waiting room
- Invite recipients to participate in a Video Chat session
- View recipients in your Video Chat waiting room

4

Updox will test your device

The bottom left corner of the Video Chat page will display a device test. Green check marks will indicate a passed test. If a red X appears, click on it for troubleshooting information.
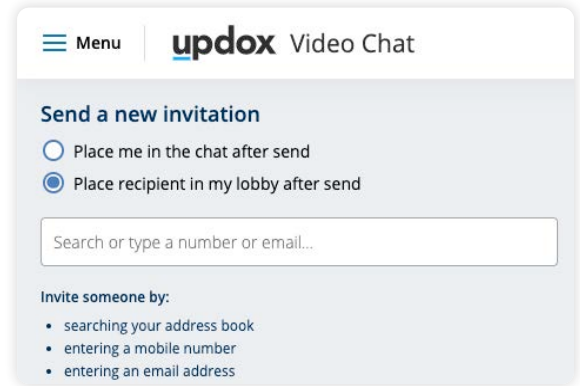
Device Test

- Camera
  FaceTime HD Camera (05ac:8600)
- Microphone - *enabled*
  Default - Internal Microphone (Built-in)
- Browser
  Chrome version 83.0
- Operating System
  Mac OS version 10.14.6

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Send the invite to your recipient

Select whether you would like to invite the recipient to a Video Chat waiting room or directly into a Video Chat session. Then, search the Updox address book for a patient or contact, or you can simply type in a recipient's phone number or email to send the invite.
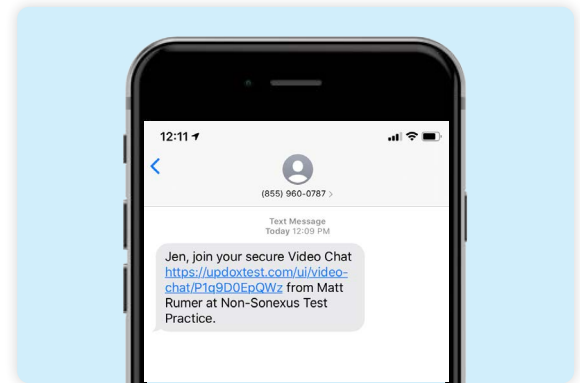

6

Invite link is sent

An invitation to the Video Chat waiting room or session is sent via text or email to a recipient.

· An invite to the Video Chat waiting room can be sent up to 48 hours in advance.

· An invite to the direct Video Chat session must be sent when the provider is ready to connect with the patient. The recipient has 10 minutes to join the chat.
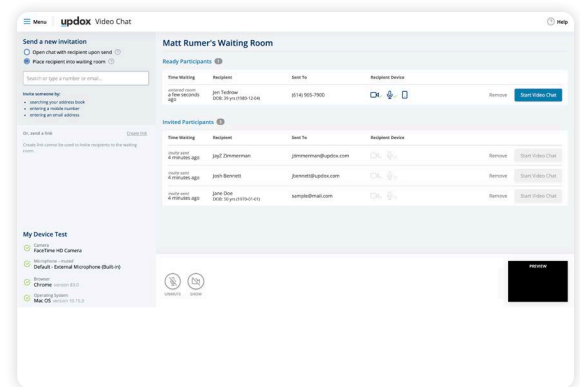

7

Managing your Video Chat waiting room

Your Video Chat waiting room will allow you to:

· View all waiting room invites with the time sent.

· View if a participant has entered the waiting room after an Updox device test and how long he/she has been in the waiting room.

· Start a Video Chat with a participant in the waiting room.
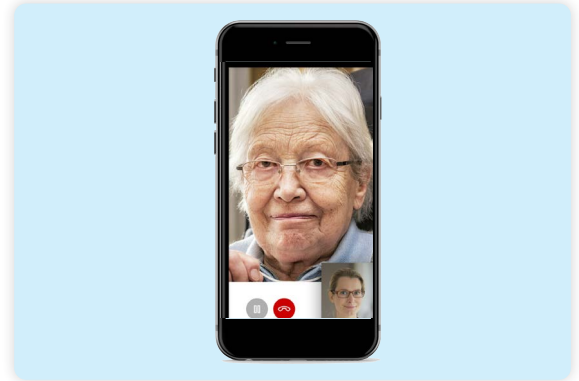

Did you know

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

How to use Updox Video Chat

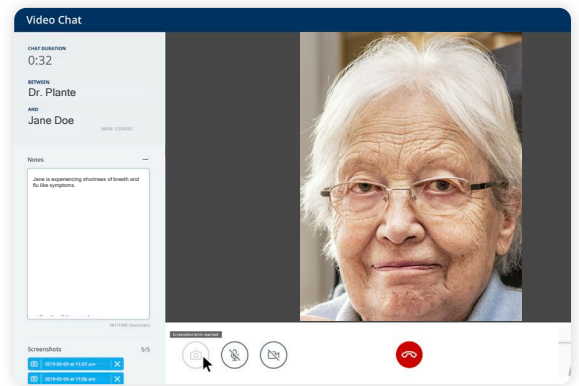## A quick guide to get your practice using Video Chat today.

What your participant sees

8

You are now in the Video Chat session where you can connect for 90 minutes. This is an example of what your participant will see on their end.
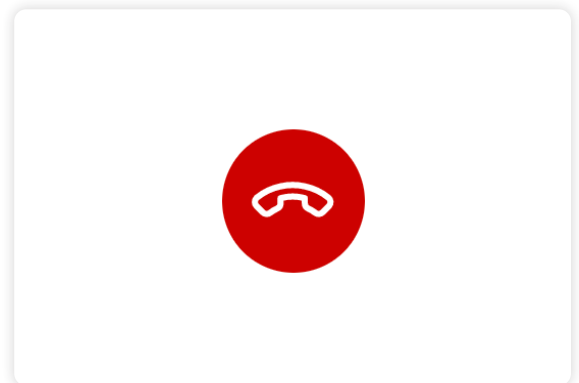

Features to know

9

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.