

Video Chat

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

updox

Dublin, OH

866-MYUPDOX

www.updox.com

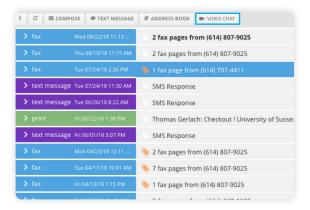
How to use Updox Video Chat

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

Log in to Updox

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

Light in to your account Username maxward Pasward Light Pasward



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.

The Video Chat page will open in a new browser window

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

- $\cdot\,$ 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

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.

Send a new invitation	Matt	Matt Rumer's Lobby				
Place me in the chat after send						
Place recipient in my lobby after send	Wait Ter		Recipient	Contact	Device Details	
Bearch or type a number or email	ercered	conds ago	jen Tedrow	16141 905-7900		
invite comeone by:	a rew st	corras aga	D08: 39 yrs (1580-12-04)			
 searching your address book 						
entering a mobile number entering an email address						
Dr, send a link	Create link					
Device Test						
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Camera FaceTime HD Camera (05ac:8600)						
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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.



Invite link is sent

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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.

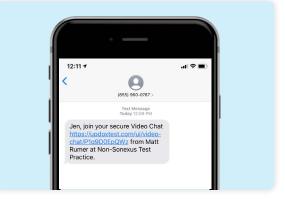
Managing your Video Chat waiting room

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.



Send a new invitation	Matt Rumer's Waiting Room							
Open chat with recipient upon send ③ Place recipient into waiting room ③	Ready Participants							
Search or type a number or email	Time Waiting	Pacipient	Sent To	Recipient Device				
its someone by: searching your address book	antword room a few seconds ago	jen Tedrow DOII: 39 yrs (3180-12-64)	(514) 905-7900	0.4.0	Remove	Start Video Chat		
entering a mobile number entering an email address	Invited Participa	Invited Participants						
Or, send a link <u>Create link</u>	Time Waiting	Recipient	Sent To	Resiptont Device				
Create link cannot be used to indite recipients to the waiting room.	endy sent 4 minutes ago	Jay2 Zimmerman	jämmerman@updox.com		Remove	Start Video Chat		
	é minutes ago	Josh Bennett	(bennet)(Bupdox.com		Remove	Start Video Chat		
	A minutes ago	Jane Doe DOE: Stym (1979-01-01)	sample@mail.com		Renove	Start Video Out		
My Device Test								
G FaceTime HD Camera								
Default - External Microphone (Built-In)						PROVEN		
C Browner Orrene version 83.0								
C Operating System Mak OS version 10.15.3	UNINGE SHOW							

Did you know

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

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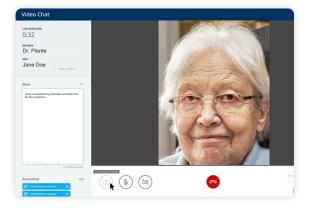
What your participant sees

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

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

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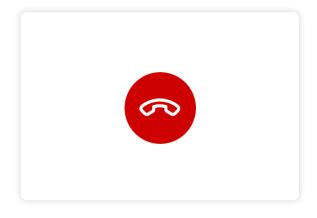
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When the conversation is complete, click the End Chat button to see the Chat Summary page. On this page, the date, time, duration, name and birthdate of the recipient will be displayed.

Video Chat documentation

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.



	Your chat has ended
	Summary
Mon, 1/19/19	Bartholomew Rhodes
CHAT BURKTION 00:33:26	RECIPIDAT Mark Gilicinski 000:28 pm (2006-01-41) MRN: 1224587
Nulla condimentum fi eu libero. Ut ut quam	nenous ecin, aliquem loren. Sospenditos a uma situcidant justo tistolant tempur, emerizan odo ut mattis. Quóspa uma non, hendrent si amel luctus in, comaris at ticos condimentum palvnara sel eu odo. Sel agestas utanonper mollo. Vicios rhenos paletestespa evi, utanonere vista quan.
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	Chat sent successfully 🧭
	Start room video, chas