



VIDEO CHAT FAQ

INVITATIONS

What are the two types of Video Chat invitations?

Users have two options to invite recipients to Video Chat.

1. QUICK CHAT: invite recipients to participate in a Video Chat session
2. WAITING ROOM: invite recipients to your Video Chat waiting room or another user's waiting room

What will be the invitation setting default selection?

The invitation will default to whatever was last selected by the user. If it is the first time or cache has been cleared, the default will be "Open chat with recipient upon send."

Can other users send invites on behalf of another user for participants to join their waiting room?

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". Users also have the ability to "Revoke access".

How far in advance can a Video Chat user send a link for the waiting room to a participant?

Links to a waiting room invitation will expire after 48 hours.

Does the invitation link become invalid after the recipient clicks on it once?

No, this link will become invalid once the provider starts the Video Chat. Clicking on the link does not make the link invalid.

Can a user cancel a sent invitation?

Yes, a user may cancel an invitation if the participant has not yet joined the waiting room. The user will need to notify the participant directly when canceling as this does not send a notification to the participant. The participant will see an error page if they attempt to access a canceled link, letting them know the provider canceled the invitation.

Can waiting room invites be scheduled for a specific time?

Not at this time, though we are considering this for a future enhancement.



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How does a user start a Video Chat session from the waiting room?

Once a participant has successfully passed pre-flight, the “Start Video Chat” option will appear by their name.

WAITING ROOM

What is a waiting room?

These are rooms dedicated to specific Video Chat users. Users may see multiple participants in their waiting room, but participants will not see each other.

The provider or user view of the waiting room will display the patient or recipients’ names, contact methods (email or text), when the invitations were sent, whether they have joined the waiting room successfully and how long they have been in the waiting room.

The patient or participant view of the waiting room will display a message letting them know they are checked in, the chat will start soon, and to not close or leave the screen. Participants will not be aware of other participants in a user’s waiting room.

Will the waiting room display appointment times?

Not at this time, though we are considering this for a future enhancement.

Can the user view another user’s waiting room (ex. MA viewing a provider’s waiting room)?

Users may only view their own waiting rooms. Users may also view invites they have sent on behalf of another user who has granted access.

Does the user need to be logged into Updox for a participant to join their waiting room?

No, participants may join a user’s waiting room any time as long as the link is not expired (within 48 hours of sending).

What happens to a user’s waiting room while they are in an active Video Chat session?

The waiting room will not be viewable while the user is in an active Video Chat session, but participants may still join the waiting room.



What happens if the participant navigates away from or closes the browser window of the waiting room while waiting for the user to start the chat?

The participant can click the link again to join the waiting room, as long as the chat has not been started.

What if a patient cancels, reschedules, or no shows after an invitation was sent?

The user has the ability to remove the invitation that appears in the waiting room, or the invitation will automatically expire and be deleted from the waiting room after 48 hours.

DEVICE TEST

What happens if the device test fails?

There are two device tests. One is for the Video Chat user or provider. The other is for the Video Chat recipient or patient. Both tests review the compatibility of the camera, microphone, browser, and operating system.

For the user or provider, in 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. If errors are present, the user still will be able to send out waiting room invitations and cancel waiting room invitations, but will still be unable to start a video chat (either a quick chat or waiting room chat).

For the recipient or patient, green check marks will also indicate a passed test, and they are then placed into the waiting room or directly into the Video Chat room. If a red X appears, they will not be able to connect. The most likely scenarios are because they did not enable microphone or camera or may need to restart their device, and they would have to do so. The participant may refresh their mobile browser to receive the prompt for access again.

For additional technical assistance, view [Updox's Technical Guide](#).

MISCELLANEOUS

What happens if the connection is dropped or either the user or participant navigates away from or closes the browser window of an active Video Chat?

A new invitation must be sent. Our recommendation is that a “connect now” link be sent in this case.

Are there any changes to the inbox summary flow?

No changes to the inbox summary flow are introduced with this feature.

