

# Video Chat

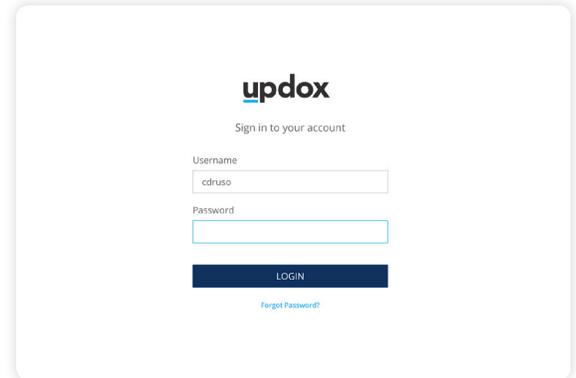
A quick guide to help get you started.

# How to use Updox Video Chat

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

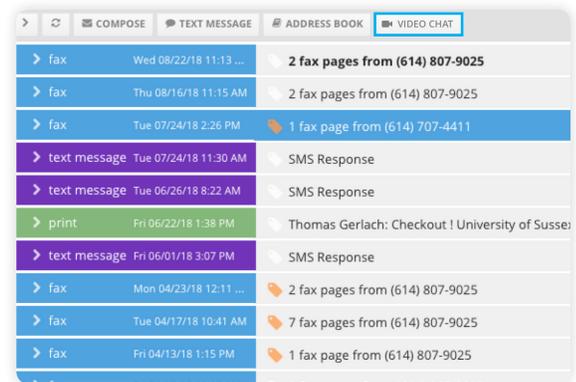
## Log in to Updox

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



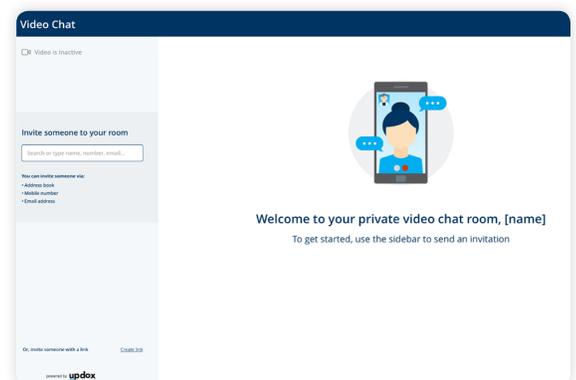
## Locate the Video Chat button

- 2 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

- 3 You will automatically be signed in. From the Video Chat page, you will be able to invite recipients to participate in a chat session.



## Did you know?



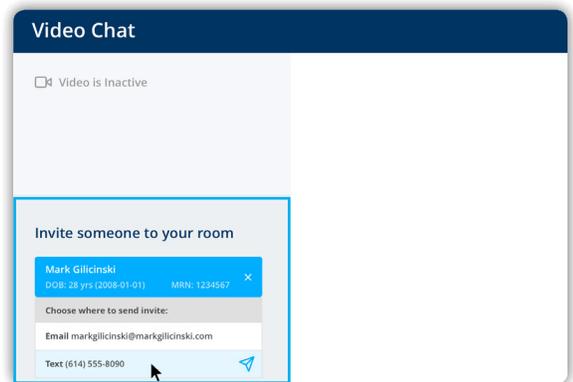
Updox Video Chat is optimized to work best with Google Chrome on PCs, Safari on Macs and works well with both iPhone and Android phones.

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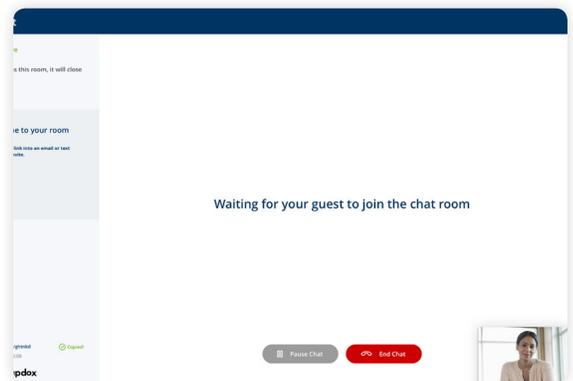
## Send the invite to your participant

Inviting a participant to a Video Chat can be accomplished several different ways. You can search the Updox Address book for a patient or contact. Or you can simply type in a recipient's phone number or email.



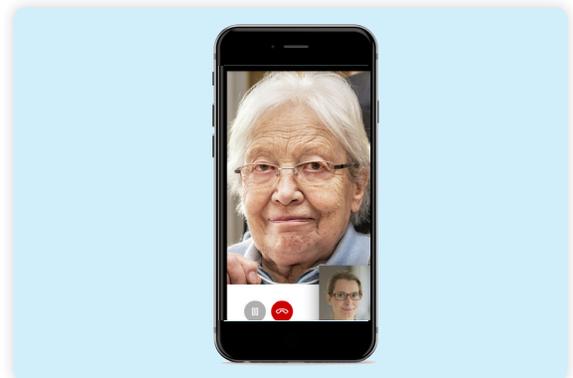
## Invite link is sent

An invitation to the video chat is sent via text or email to a recipient. After clicking the link, the recipient will automatically be redirected to a private video chat room. The participant has 10 minutes to join the chat.



## What your participant sees

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



## Did you know?



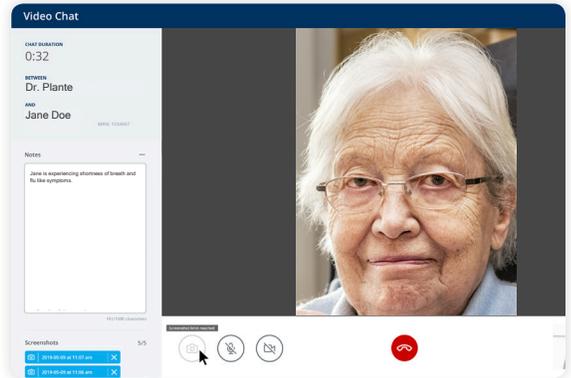
Can't find a patient or contact in the search bar? Use the "Create Link" button to generate a link that can be copied and pasted into an email or Updox Secure Text.

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## Features to know

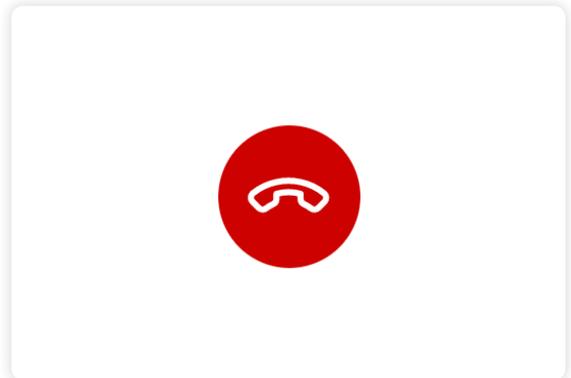
Participants are in a HIPAA-compliant, secure environment. The host of the session can pause the video and/or audio feed, capture screenshots, or end the session using simple controls.



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## End Chat

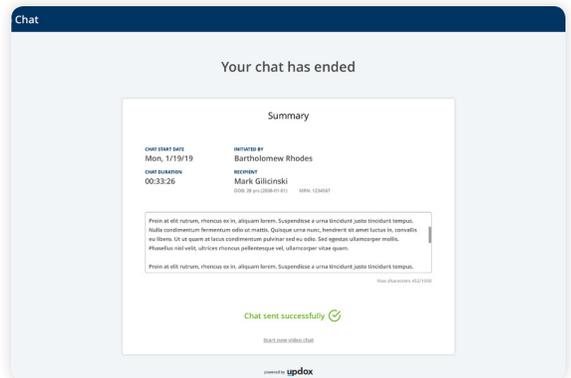
When the conversation is complete, click the End Chat button to see the Chat Summary page. On this page, the date, time, duration, name and birthdate of the recipient will be displayed.



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## Video Chat documentation

If you plan to bill a patient for a Video Chat, this summary page acts as documentation of the session.



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## Did you know



Updox support is always readily available to help. You can reach our support staff by visiting [updox.com/support](https://www.updox.com/support).