

# Video Chat Waiting Room: Tips and Tricks

Last Modified on 02/09/2026 7:43 pm EST

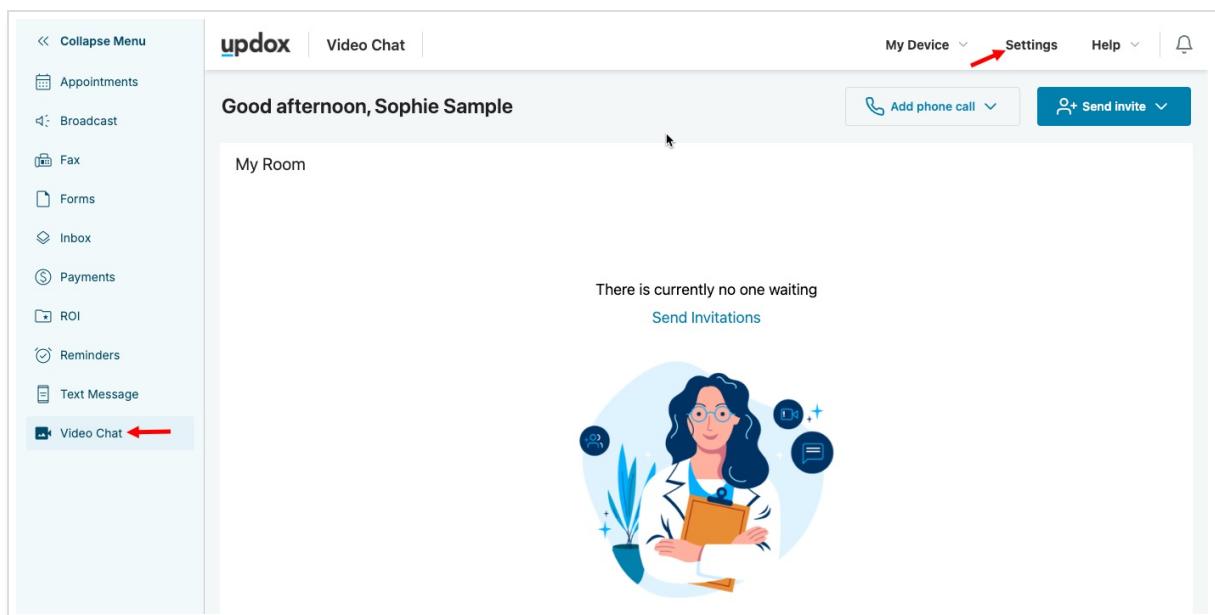
[Set up a public waiting room](#) | [Open or close the Waiting Room](#) | [Use the public waiting room link for reminders](#)

The **Waiting Room** in Updox's **Video Chat** makes managing your telehealth visits easy and intuitive. You can [send invites to patients](#) right from your waiting room management view.

Did you know you could also set up a public waiting room link that patients can use to join at any time? This article describes how to set up the public waiting room and a couple of examples of how to use it.

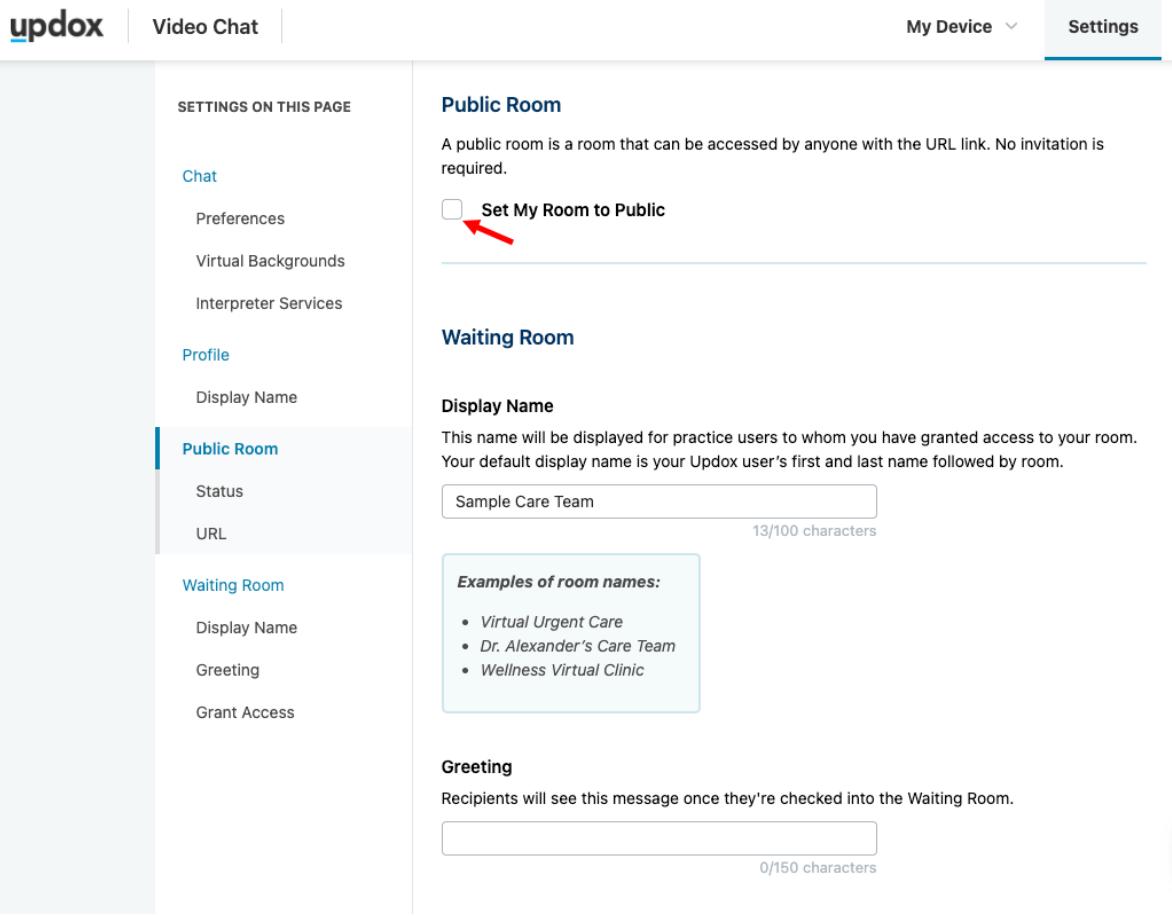
## Set up a public waiting room

1. From the home menu, select **Video Chat** and then select **Settings**.



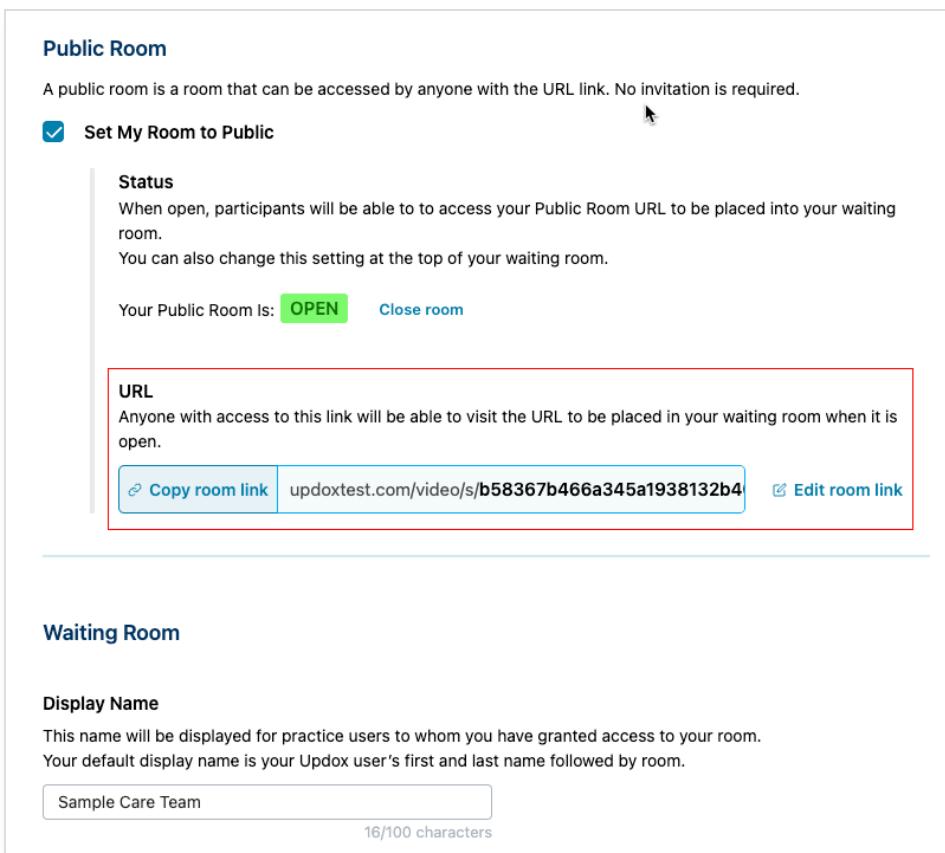
The screenshot shows the Updox software interface. On the left, a sidebar lists various menu items: Collapse Menu, Appointments, Broadcast, Fax, Forms, Inbox, Payments, ROI, Reminders, Text Message, and Video Chat (which is highlighted with a red arrow). The main content area is titled "Good afternoon, Sophie Sample" and shows "My Room". It displays a message: "There is currently no one waiting" and a "Send Invitations" button. Below this is a circular graphic of a doctor holding a clipboard, surrounded by icons for phone, video, and messaging. The top right of the screen has a "My Device" dropdown, a "Settings" button (which is also highlighted with a red arrow), a "Help" dropdown, and a notification bell icon.

2. Select **Public Room** on the left menu to go straight to that section, and then select the **Set My Room to Public** checkbox.



The screenshot shows the Updox Settings page for Video Chat. The left sidebar has a 'Public Room' section selected. The main content area is titled 'Public Room' and contains a description: 'A public room is a room that can be accessed by anyone with the URL link. No invitation is required.' Below this is a checkbox labeled 'Set My Room to Public' with a red arrow pointing to it. The 'Waiting Room' section is also visible, showing fields for 'Display Name' (Sample Care Team, 13/100 characters) and 'Examples of room names' (Virtual Urgent Care, Dr. Alexander's Care Team, Wellness Virtual Clinic). The 'Greeting' section shows a placeholder message and character count (0/150 characters).

3. Once the waiting room is public, you can copy the URL. Select **Copy room link**.



The screenshot shows the 'Public Room' settings page. It includes a 'Status' section with an 'OPEN' button, a 'URL' section with a 'Copy room link' button (highlighted with a red box) and a URL field (updoxtest.com/video/s/b58367b466a345a1938132b4), and a 'Waiting Room' section with a 'Display Name' field (Sample Care Team, 16/100 characters).

## Open or close the Waiting Room

When the **Waiting Room** is open, patients can access the link and **Waiting Room** wherever you have included it.

To close the room, from the **Video Chat Settings** page, select **Close room** so it cannot be accessed with the link.

**Public Room**

A public room is a room that can be accessed by anyone with the URL link. No invitation is required.

**Set My Room to Public**

**Status**  
When open, participants will be able to access your Public Room URL to be placed into your waiting room.  
You can also change this setting at the top of your waiting room.

Your Public Room Is: **OPEN** **Close room** 

**URL**  
Anyone with access to this link will be able to visit the URL to be placed in your waiting room when it is open.

**Copy room link** [updoxtest.com/video/s/b58367b466a345a1938132b4](http://updoxtest.com/video/s/b58367b466a345a1938132b4) **Edit room link**

You can also change the settings from the main **Video Chat** dashboard.

**Video Chat**

Good afternoon, Sample Doctor

WAITING ROOMS	My Room	Recipient	Room
All Rooms	<b>OPEN</b>		
James Smith's Wai...	<b>CLOSED</b>		
<b>My Room</b>			
	<input type="checkbox"/> Laure Sample 	Laure Sample 	My Room 
	<input type="checkbox"/> Last seen 25 minutes ago	Laurie Sample 	My Room 
	<input type="checkbox"/> Last seen 1 minute ago	Sample Patient 	My Room 

When the **Waiting Room** is closed, patients see the following message when trying to access it.

This waiting room is currently closed.

## Use the public waiting room link for reminders

Another useful example of the public **Waiting Room** is for reminders. You can include the **Waiting Room** link in reminders so it's always available to patients when they receive them.

The following is an example of a text reminder **script** that includes the link to the public waiting room.

### Text Script

**Script Name**  
Video Chat

Active  
 Default text script

**Personalize your message**  
Use the variables below to personalize your message. Variables will always appear in English

\* = required

**English Message**

Hello there [firstname],

Here is the link for your video chat appointment. Please click on the link for your appointment on [date] at [time].

Thank you,

<https://myupdox.com/video/s/72755ecbf3d84098ade6fbdb443d7cb9>

[+ Add Spanish version](#) [Preview](#)

[Discard](#) [Save](#)

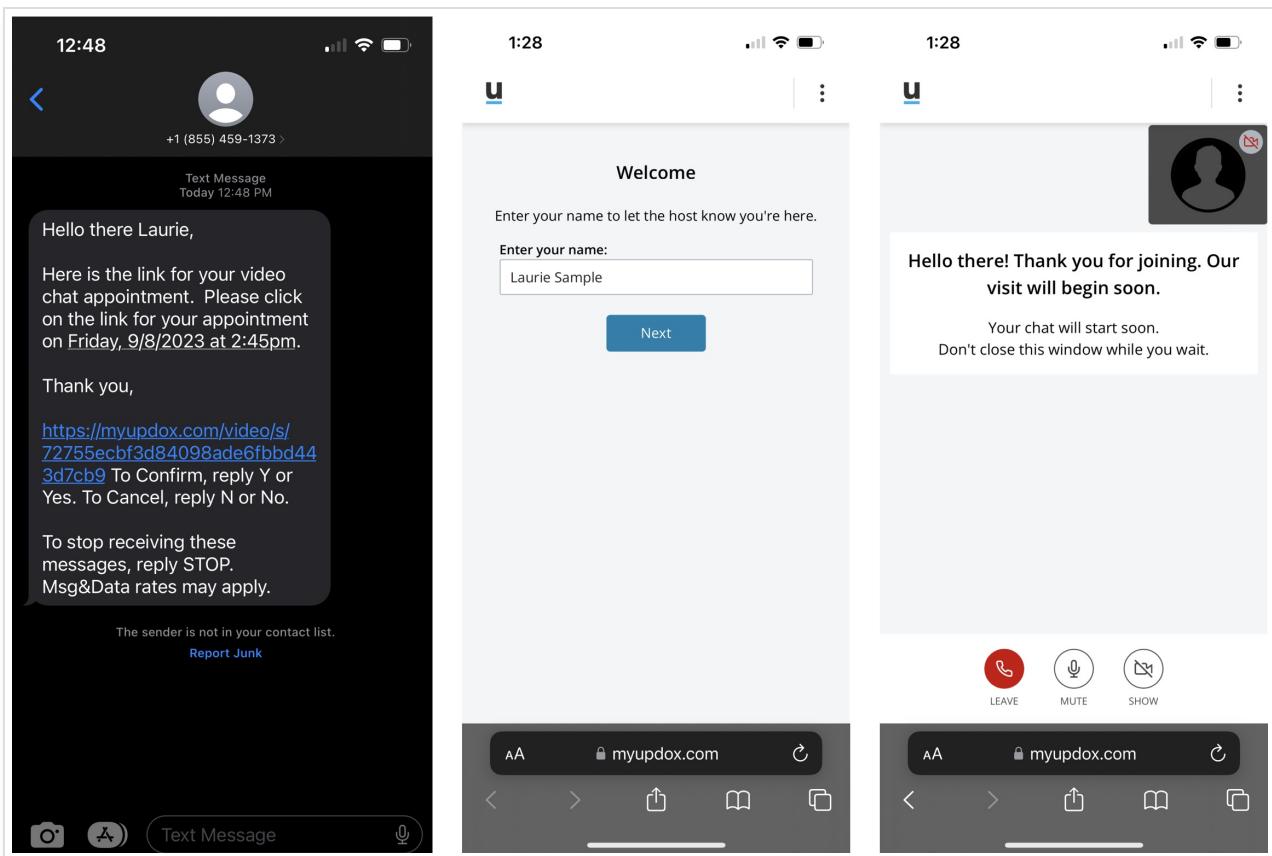
**Manage Script content and languages**  
When making changes to a script, update all language versions to maintain consistent messaging.

**⚠ Patient Reminders are not a HIPAA-compliant method of communication.**  
Refrain from entering any PHI in the message contents.

**Variables**

- [firstname]\*  
The patient's first name
- [date]\*  
The date of the appointment
- [time]  
The time of the appointment
- [type]  
The type of the appointment
- [location]  
The location of the appointment
- [address]  
The address of the location or practice
- [with]  
The calendar the appointment appears on
- [practicename]  
The practice name
- [practicephone]  
The practice phone number

When the reminder is delivered, it includes the public waiting room link. The patient selects the link to get started. After entering their name and turning on video and microphone access, they are ready to join the visit.



For more information on our **Video Chat**, check out our knowledge base resources [here](#).