# Video Chat Waiting Room: Tips and Tricks

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The Waiting Room in Updox's Video Chat makes managing your telehealth visits an easy and intuitive process. You can send invites to patients right from your waiting room management view.

But, did you know you could also set up a public waiting room link that patients can use to join at any time?

In this article, we will look at setting up the public waiting room and a couple of examples of how to use it.

#### Set Up

1. Go to Video Chat from the Home menu.

<u>u</u>	pdo	X
🖨 Home	€ Tools	🅸 Admin
Inbox		Q
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Reminder Dashl	board	Ą
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Forms		ß
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Release of Infor	mation	*
ů	Refer & Sha	re
Profile	e 🕩	Sign out
Updox	v2022.1 • © 2025 (	Updox

2. Next, go to the **Settings** menu.

≡ Menu <b>up</b>	dox $\hat{\Box}$ $\hat{\Box}$
Video Chat	MY DEVICE $\!$
Good mornir	ng, Sample Doctor
WAITING ROOMS	My Room OPEN Y
All Rooms James Smith's Wai	There is currently no one waiting
My Room	Send Invitations

3. Check the box for **Set My Room to Public**.

deo Chat		
	SETTINGS ON THIS PAGE: Chat Preferences Virtual Backgrounds	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
	Display Name	Waiting Room
	Public Room Status	Display Name This name will be displayed for practice users to whom you have granted access to your room. Your default display name is your Updox user's first and last name followed by room.
	Waiting Room Display Name	James Smith's Walting Room 26/100 characters Examples of room names:
	Greeting Grant Access	<ul> <li>Virtual Urgent Care</li> <li>Dr. Alexander's Care Team</li> <li>Wellness Virtual Clinic</li> </ul>

4. Once the waiting room is public, you will have access to the URL link to copy.



## Opening and Closing the Waiting Room

When the Wating Room is **open**, patients can access the link and Waiting Room wherever you have included it. At any time you can **close** the room so that it cannot be accessed with the link.

You can change the status of the room on the Settings page

SETTINGS ON THIS PAGE:	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
Chat	Charles -
Preferences	Status When open, participants will be able to to access your Public Room URL to be placed into your waiting
Virtual Backgrounds	You can also change this setting at the top of your waiting room.
Profile	Your Public Room Is: OPEN Close room
Display Name	
Public 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.
Status	
URL	Copy room link myupaox.com/viaeo/s/72/55ecbt3d84098ade6fbbd443d7 2 Edit room link

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

Video Chat			
Good afterno	oon, Sample Doctor		
WAITING ROOMS All Rooms	My Room CLOSED A OPEN Starva	Recipient	Room
James Smith's Wai My Room		Laure Sample 🖉	My Room $  imes $
	Last seen 25 minutes ago	Laurie Sample 🥖	My Room $  imes $
	Last seen 1 minute ago	Sample Patient 🖉	My Room $  imes $

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

updox			
Video Chat		MY DEVICE $$	HELP $\vee$
	This waiting room is currently closed.		

#### Using the Public Waiting Room on a Website

Now that you have set up your public waiting room, you can use the link on your website. That way patients will always have access to the link and you don't have to worry about sending or resending the link to them.

Below is an example of the link embedded into a sample website.

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санко учи се и весите плевоиде анхике тотят тог илу чисостото, агучитесь, от вирроте потат очт велно г тискее липальниция.	
External Link(opens in new window)	
Post a Secure Message Form	
This form is received securely in our private team inbox within the demo practice	
	7
Connect to Our Secure Video Chat Room	
Links you directly to a video chat waiting room hosted by our demo practice. No software or app is needed, and you can join now from any devic	3
External Link(opens in new window)	
Video Chat in Our Demo Practice Team Room	
If you reach the waiting room and nobody is present, but you are expecting to meet, there is a text number to notify the host	
· /	
Register with Us to Test Drive the Tools and Workflows	
	low efficiency tools. We have a working demo
COR HEALTHCARE PROFESSIONALS CONSIDERING UPDOX-We offer a special service to help healthcare professionals experience the Updox work	10W ETHCETICY LOUIS. WE HAVE A WOLKITE GETTO
FOR HEALTHCARE PROFESSIONALS CONSIDERING UPDOX-We offer a special service to help healthcare professionals experience the Updox work	low enciency tools. We have a working demo

The patient simply clicks the link and is directed to the waiting room where they can enter their name and get started with the visit.

updox		
Video Chat		MY DEVICE $ ightarrow$ HeLP $$
	Welcome	
	Enter your name to let the host know you're here.	
	Enter your name: Laure Sample	
	Next Next	

You will be able to manage the visit from the Video Chat dashboard.

				ur 🛛 💭 🕒 🐨
			MY DEVICE ዿ 🗸	settings help $\vee$
g, Sample Doctor			K Add phone call V	
My Room 🕕 👓 My Room				
Status	Recipient	Room		
Waiting a few seconds	Laurie Sample 🖉	My Room $ \smallsetminus $	□4 Start	000
	R, Sample Doctor My Room O DPEN ~ Status Waiting a few seconds	By Room	g, Sample Doctor         My Room ● OPEN ~         Status       Recipient         Waiting a few seconds       Laurie Sample ∠	Lock Constrained Sample has entered you a few seconds ago MY DEVICE ♀ ~ MY DEVICE ♀ ~ MY Room ● □PEN ~ Status Recipient Room Waiting a few seconds Laurie Sample ∠ My Room ~ □S Start

### Using the Public Waiting Room Link with Reminders

Another useful example of the Public Waiting room is with reminders. You can set the link in your reminders so that the link will always be available to patients in their reminders.

Below is an example of a text reminder script that includes the link to the Public Waiting room.

Text Script	×
Script Name Video Chat	<ul> <li>Active</li> <li>Default text script</li> </ul>
Manage Script content and languages When making changes to a script, update all language versions to maintain consistent messaging.	Personalize your message Use the variables below to personalize your message. Variables will always appear in English * = required
Patient Reminders are not a HIPAA-compliant method of communication. Refrain from entering any PHI in the message contents.	• [firstname]* The patient's first name • [date]*
English Message	The date of the appointment  [time] The time of the appointment
Hello there [firstname], Here is the link for your video chat appointment. Please click on the link for your appointment on [date] at [time].	<ul> <li>[type]</li> <li>The type of the appointment</li> <li>[location]</li> <li>The location of the appointment</li> </ul>
Thank you,	<ul> <li>[address]</li> <li>The address of the location or practice</li> <li>[with]</li> </ul>
https://myupdox.com/video/s/72755ecbf3d84098ade6fbbd443d7cb9         + Add Spanish version       Q       Preview	The calendar the appointment appears on • [practicename] The practice name • [practicephone] The practice phone number
	Discard Save

When the reminder is delivered, it will include the link to the Public Waiting Room. The patient clicks on the link to get started. After entering their name and enabling video and microphone access, they are ready to join the visit.

12:48		1:28	.ul S		1:28	? E	),
< <u> </u>		<u>u</u>		:	<u>u</u>		:
+1 (855) 459-1373 >							
Text Message Today 12:48 PM		We	lcome				
Hello there Laurie,		Enter your name to let	the host know you're	here.			
Here is the link for your video chat appointment. Please clic	k	Enter your name: Laurie Sample			Hello there! Th visit v	ank you for joining. Ou vill begin soon.	ur
on the link for your appointment on Friday, 9/8/2023 at 2:45pm	nt I.		Next		Your ch Don't close thi	nat will start soon. s window while you wait.	
Thank you,							
https://myupdox.com/video/s/ 72755ecbf3d84098ade6fbbd 3d7cb9 To Confirm, reply Y or Yes. To Cancel, reply N or No.	<u>44</u>						
To stop receiving these messages, reply STOP. Msg&Data rates may apply.							
The sender is not in your conta	act list.						
Report Junk					LEAVE	MUTE SHOW	
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And that's all there is to setting up and using the Public Waiting Room for Video Chat.

For more information on our Video Chat, check out our support page here.