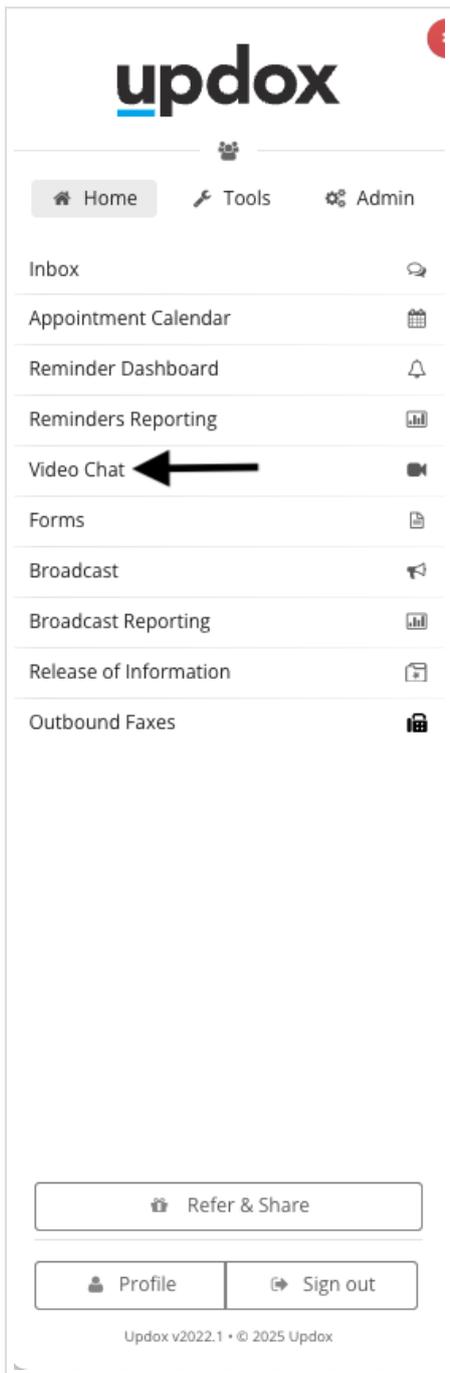# Adding a Waiting Room Link to Your Reminders

Last Modified on 04/08/2025 4:13 pm EDT

Adding a Public Waiting Room link to your reminders is a great way to streamline your Video Chat workflow. It is easy to set up. Just follow the steps below to get started.
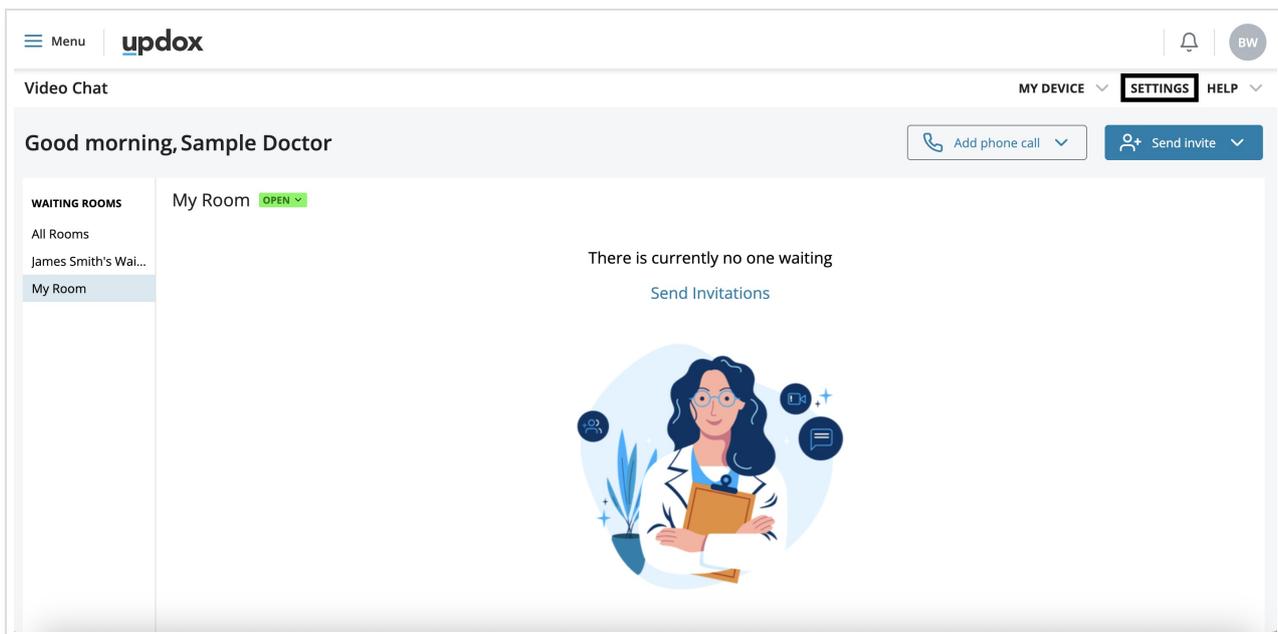
NOTE: You must have Admin access to configure the settings for this process.

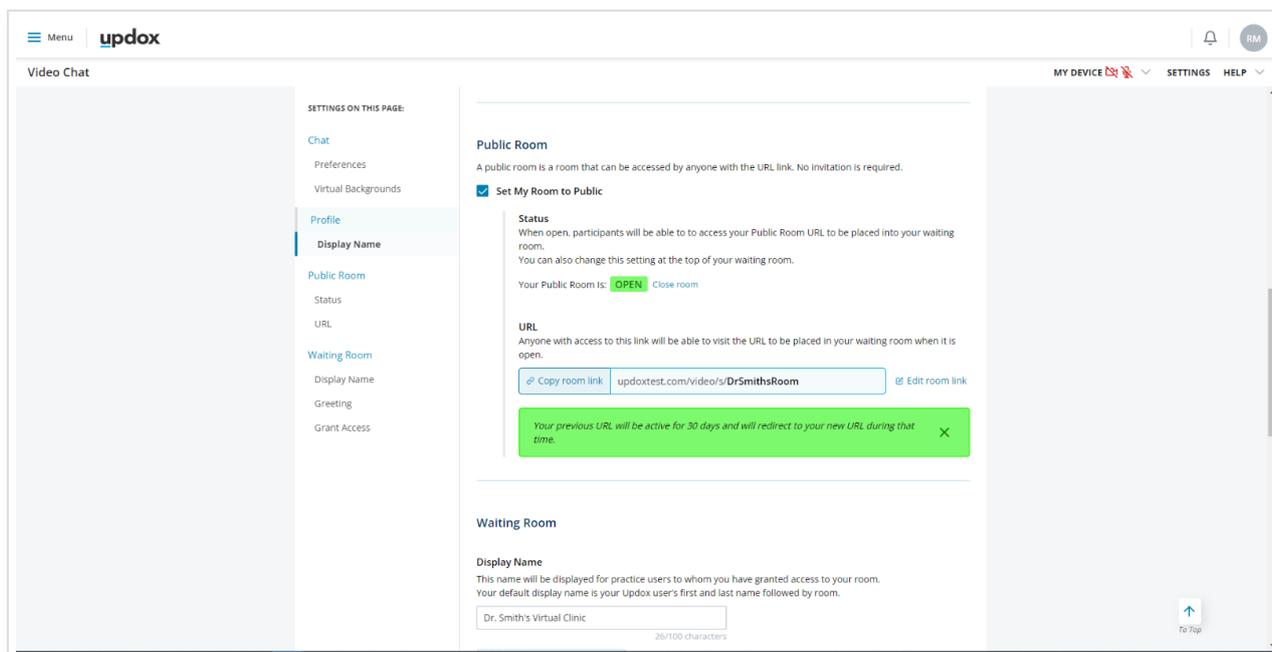First, you need to set up a Public Waiting Room.

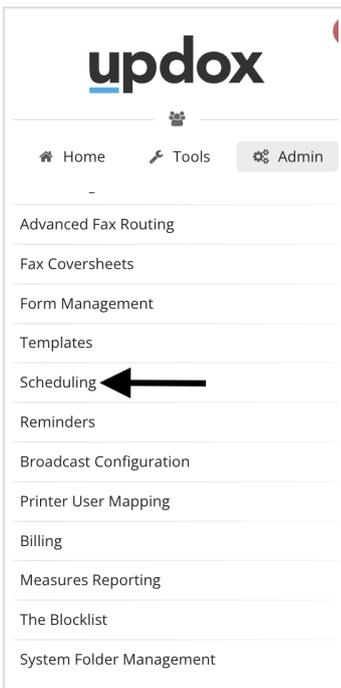1. Go to **Video Chat** from the **Home** menu.

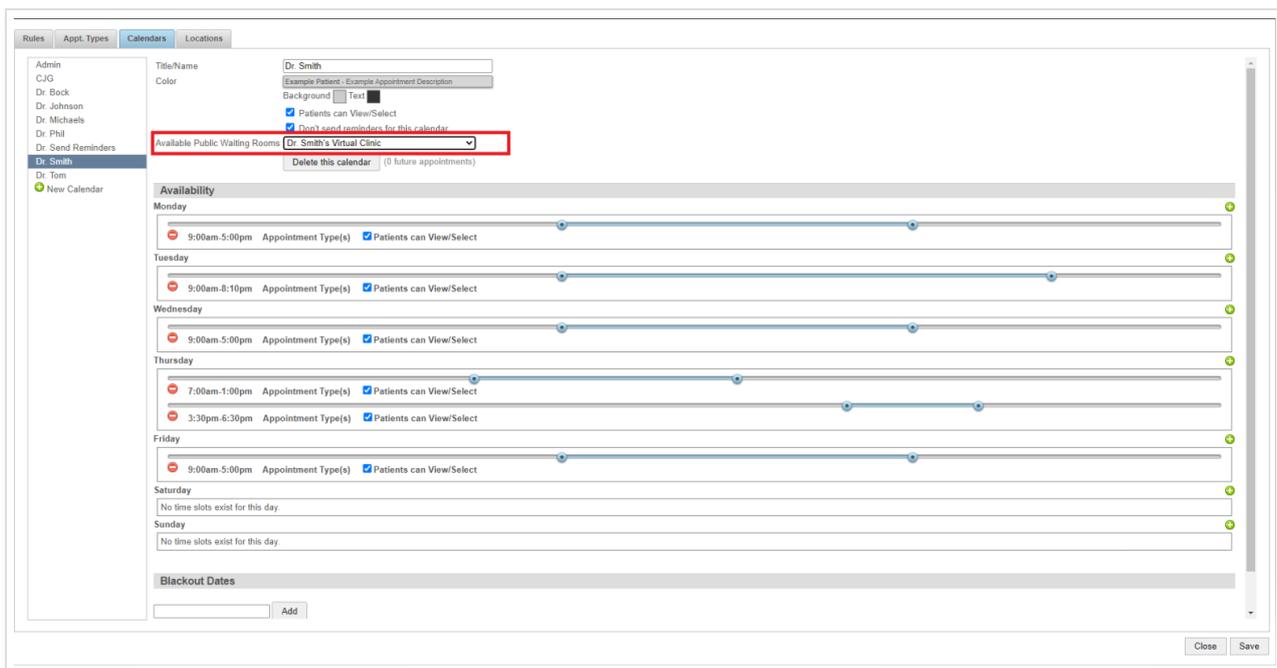2. Next, go to the **Settings** menu.

3. You will need to make the waiting rooms you want to use for reminders public. Check the box for **Set My Room to Public** and make sure the URL is what you would like to use.

4. After setting up the Public Waiting Room, go to **Admin** and select **Scheduling**.
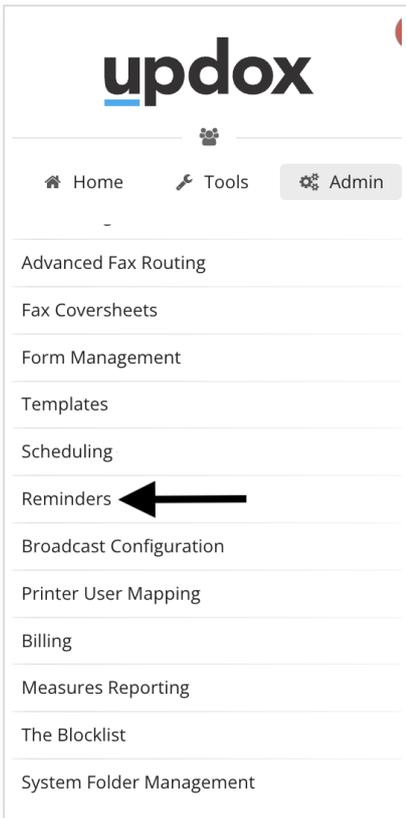
5. Click on the **Calendars** tab and select the calendar to set up with the Public Waiting Room link. Next, under the **Available Public Waiting Rooms** dropdown, pick the waiting room you want to associate with the selected calendar and **Save**.
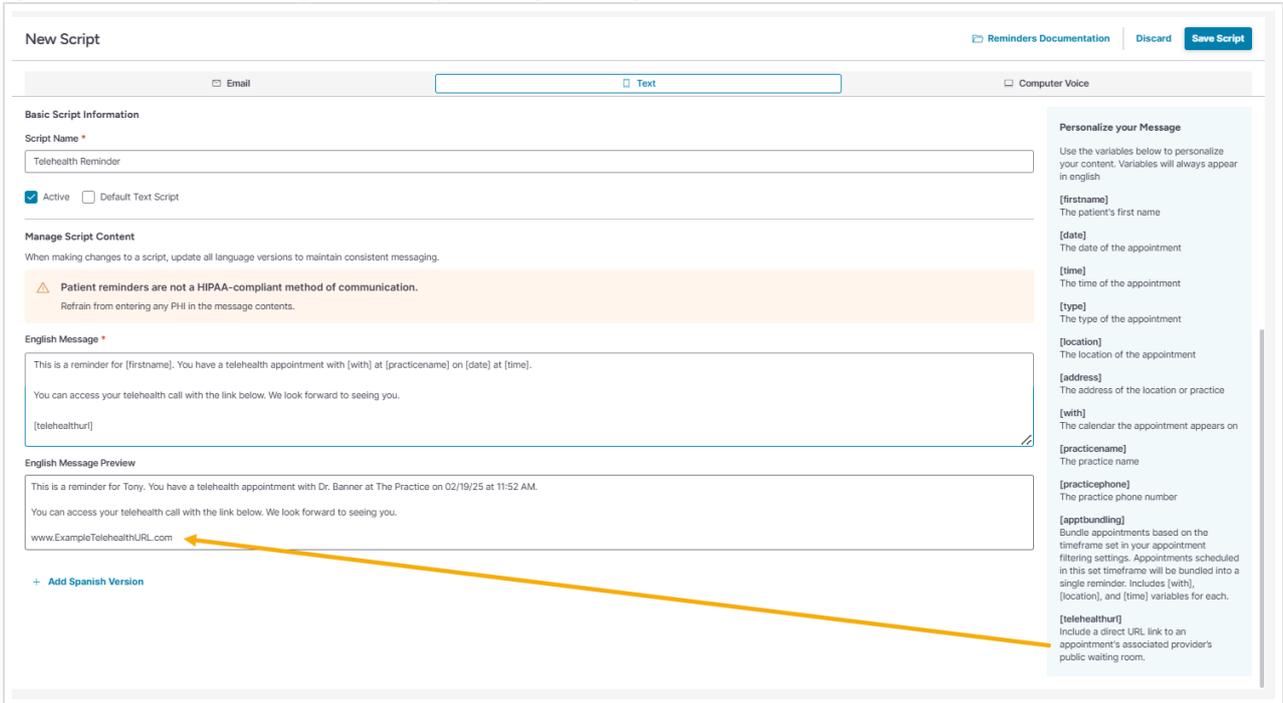

Now that we have set up the Public Waiting Room link and associated it with a calendar, we can now set up the reminders.

You can add the link to an existing script or create a new Reminder Script that includes the Public Waiting Room linked to the calendar.

Go to **Admin** and click on **Reminders.**

You can add the [telehealthurl] variable to the reminder script to pull the link from the waiting room that was set up for a calendar from the previous steps. **Save** your script when finished.

Below is an example of a reminder we set up. The recipient just needs to click the link to get started.

Upcoming Appointment Reminder 11/27/2023 2:54pm

YH Your Healthcare Provider <dnr@updoxtest.com>
To
Reply | Reply All | Forward
Mon 11/27/2023 12:58 PM

This sender dnr@updoxtest.com is from outside your organization.

If there are problems with how this message is displayed, click here to view it in a web browser.

Your Healthcare Provider
123 Main St
Dublin, OH 43017
This is a reminder for Ryan. You have a telehealth appointment with Dr. Smith at Your Healthcare Provider on Monday, 11/27/2023 at 2:54pm. You can access your telehealth call with the link below. We look forward to seeing you.

https://updoxtest.com/video/s/DrSmithsRoom   Add to my calendar

This email is automatically generated, please do not reply.

https://updoxtest.com/video/s/DrSmithsRoom