Video Chat Participant Guide

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Last Modified on 12/20/2023 1:46 pm EST

Your medical provider uses Updox Video Chat to communicate with patients. Video Chat is a safe and easy way to talk to your provider, often saving you a trip to the office.

Follow these step-by-step instructions to use Video Chat.

- Join from Your Phone
- Join from Computer

You can join the Video Chat from your mobile device or through your computer. The invitation will come via text or email. If you are joining from a mobile device, you can use the link from a text message or email.

Joining from Your Mobile Device

An invitation to Video Chat will arrive on your device via text message or email. Click the link to be taken to the Secure Video Chat environment. The link is valid for 72 hours.

10:15 . 1	?		10:51		•	? (•
< Q +1 (844) 914-3150 >		<		• • •	Ŷ	Ŵ	-
Today 9:53 AM			Your L	Jpcoming Virtual	Visit		
Hello Laurie, join your secure virtual visit <u>https://myupdox.com/</u> <u>video/p/</u> <u>260788c87a444d27962f-</u> <u>f6e6b9090f86</u> from Family Practice at your appointment time.			Hello Sample, You have a secure virtua Click the following but United States of the following but United States of the following but Or visit: https://myupdox.com/vid This email is automatically g If you have questions, pleas Family Practice	al visit invite from Far ton at your appoint Join Virtual Visit leo/p/b8/33859bb954 enerated. Please do not e contact:	nily Praction ment time: fcb98cf462 reply.	ce.	ίΩ
			Getting sta	arted with Updox Vie	deo Chat		
		 Please address these steps prior to your virtual visit to ensure best possible experience: Check your device for compatibility: <u>Run a device test</u> <u>Review the device & browser compatibility guide</u> Review the steps needed to join your session: <u>Read the quick start guide</u> 				the	
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		*	\sim Reply to All				
+ Text Message			Mail Calen	dar Fee	P ed	Ap	ps

Video Chat will use the browser on your phone. For iPhone we recommend Safari. For Android we recommend Chrome.

After accessing the link for your Video Chat, your device may ask for permission to use your camera and microphone. Tap **Next** and allow access to your microphone and camera.



Tap **Join Call** to continue to the Video Chat.



Your provider will join the Video Chat and proceed with your appointment.

Video Chat runs through your internet browser. For best results, please use Safari on iOS and Chrome or the Samsung Internet Browser on Android as your default browser. The microphone and camera buttons will pause the audio and video you are sending. The red "phone" button will disconnect the chat.



You will see a Video Chat summary when the call ends.

10:17 ◄ Messages	I ? ())				
<u>u</u>					
Your chat has ended					
Chat Sumi	mary				
chat date Mon 12/18/23					
INITIATED BY Sample Doctor					
start time 10:16 AM					
end time 10:17 AM					
total duration 54 seconds					
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Joining from Your Computer

Joining a Video Chat from your computer is similar to joining from your mobile device. We recommend you use Chrome as your browser for Video Chat.

You will receive an email invitation to Video Chat. Click the link to be taken to the Secure Video Chat environment. The link is valid for 72 hours.



After accessing the link for your Video Chat, your device may ask for permission to use your camera and microphone. Tap **Next** and allow access to your microphone and camera.



If you are using Chrome as your browser for the visit, you can add a background from the options available.

updox	
Video Chat	MY DEVICE \sim HELP $$
✓ Vídeo On Di	Hide
FaceTime HD Camera (B6DF:451A)	•
Choose Virtual Background None Blur Blur	
✓ Microphone On ∯	Mute
Default - MacBook Pro Microphone (Built-in)	•

Your provider will join the Video Chat and proceed with your appointment. The microphone and camera buttons will pause the audio and video you are sending. The red "phone" button will disconnect the chat.



You will see a Video Chat summary when the call ends.

	Your chat has ended	
	Chat Summary	
CHAT E Mor	^{T DATE} Dn 12/18/23	
initia Sam	ATED BY mple Doctor	
START	RT TIME END TIME	
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