

# Video Chat Participant Guide



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.

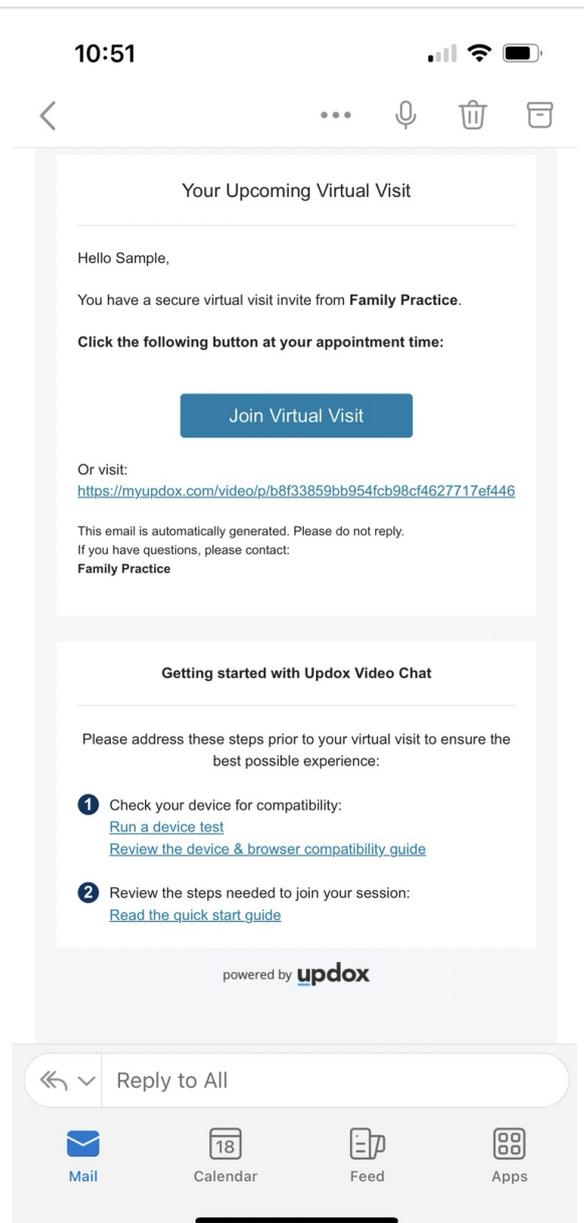
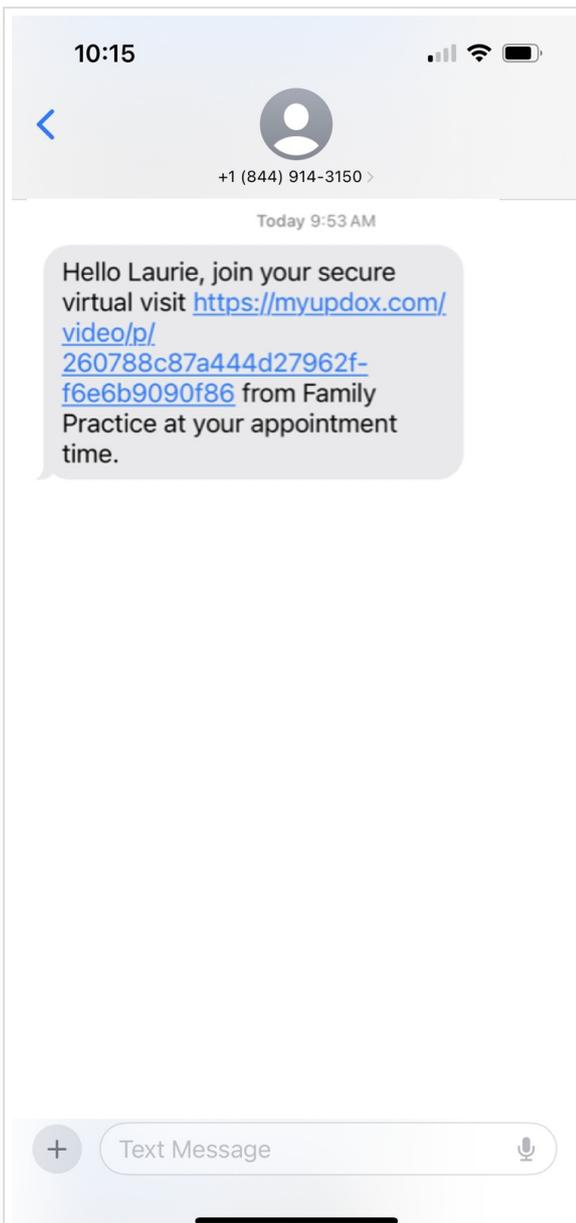
- [Join from Your Phone](#)
- [Join from Computer](#)

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

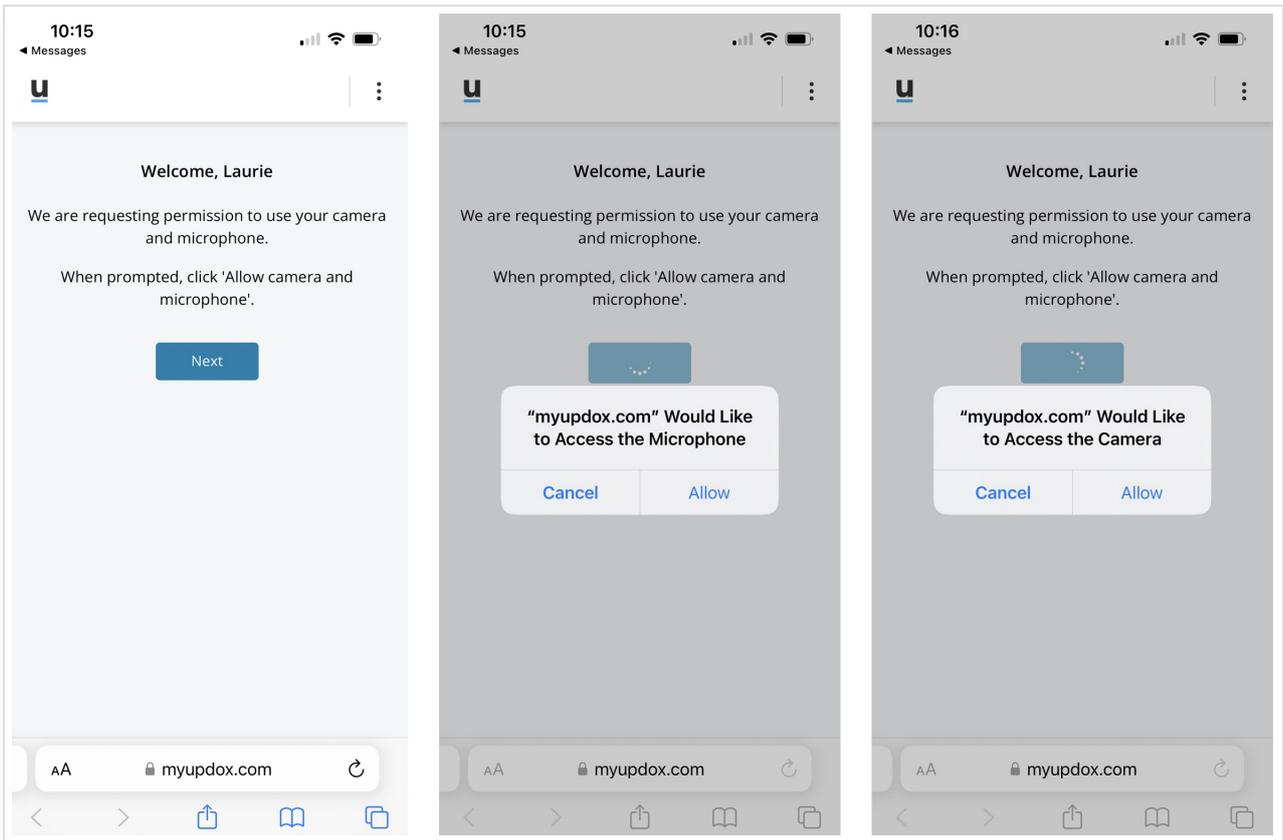
An invitation to Video Chat will arrive on your device via text message or email. Click the link to be taken to the Secure Video Chat environment. The link is valid for 72 hours.

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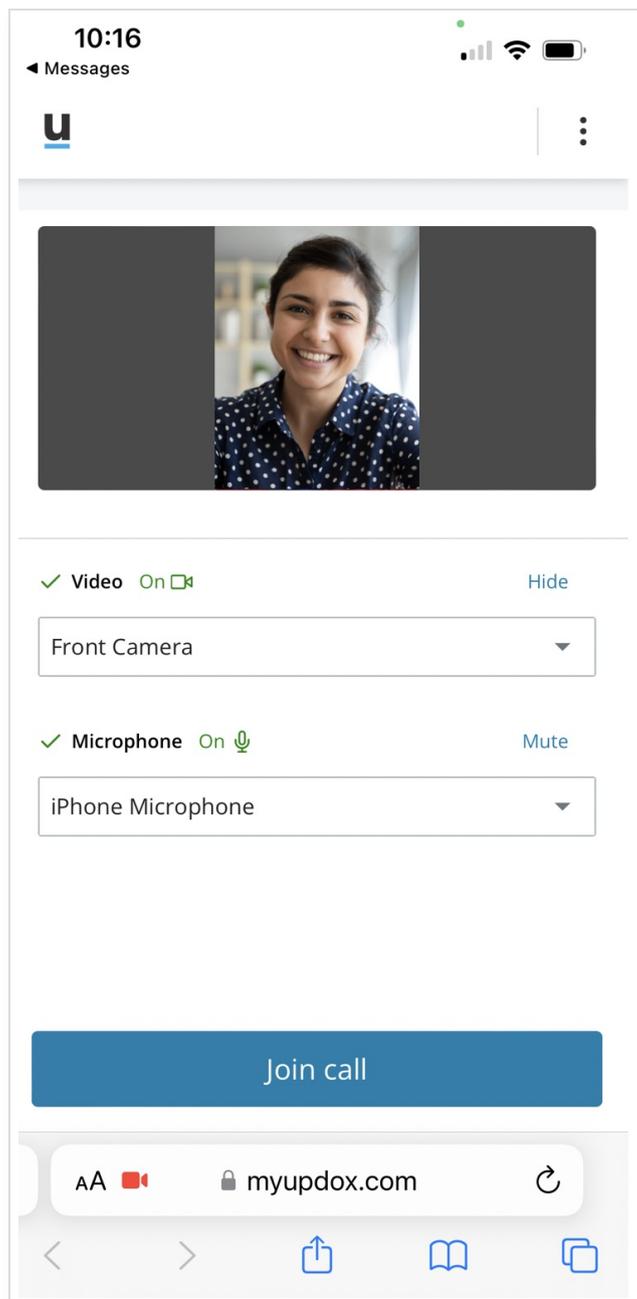


Video Chat will use the browser on your phone. For iPhone we recommend Safari. For Android we recommend Chrome.

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.

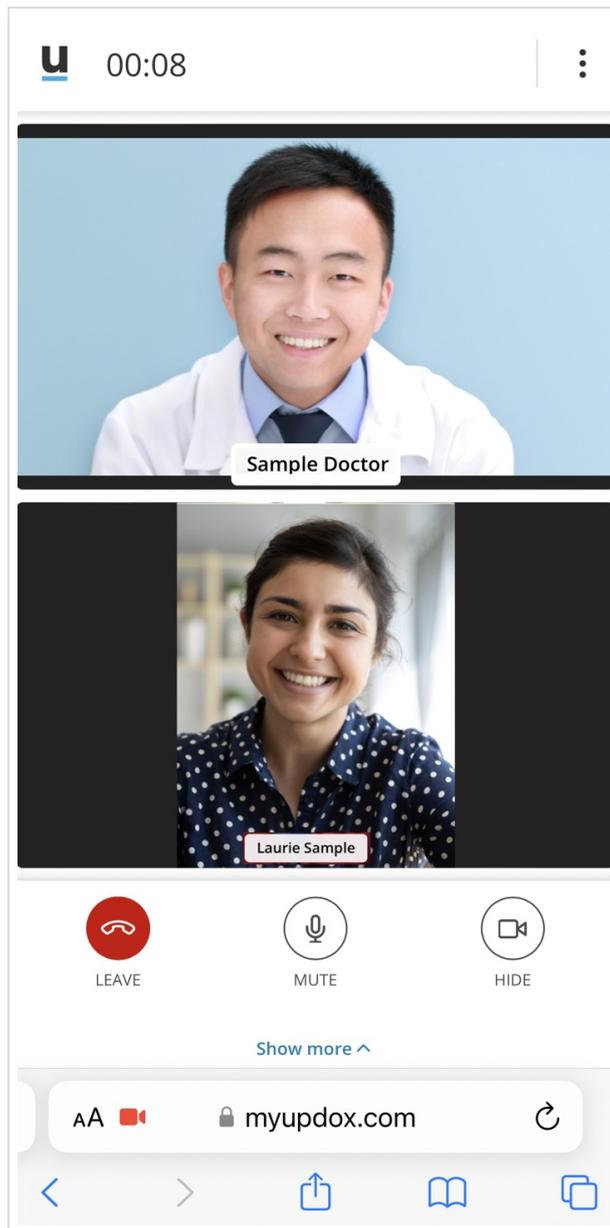


Tap **Join Call** to continue to the Video Chat.

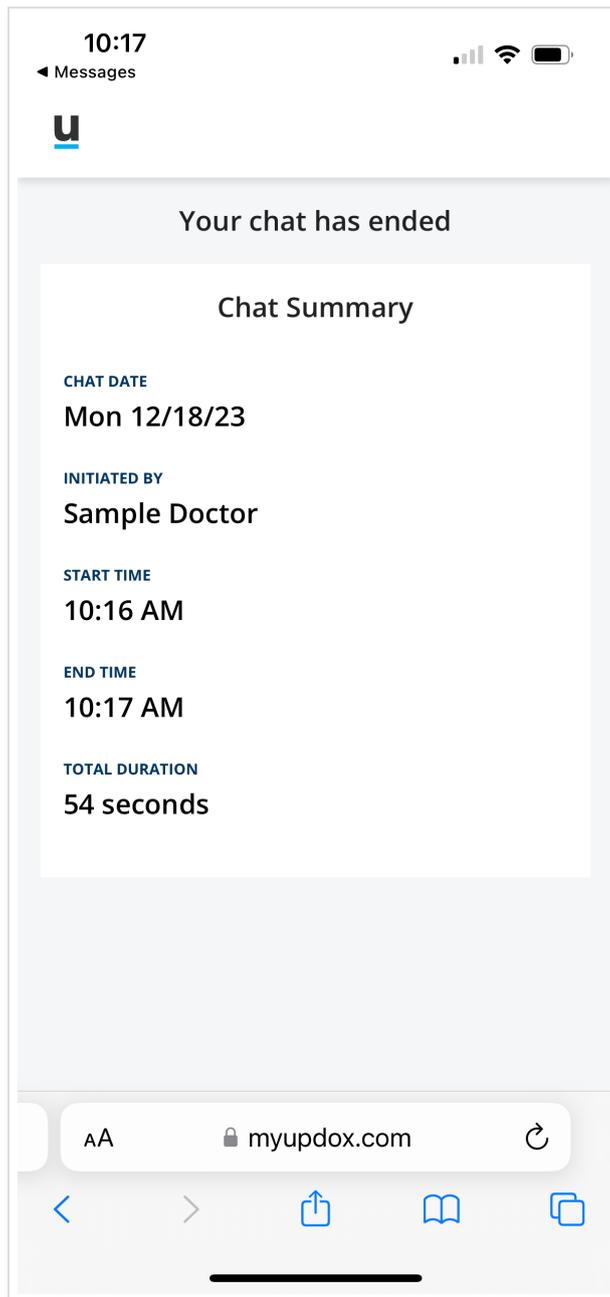


Your provider will join the Video Chat and proceed with your appointment.

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.



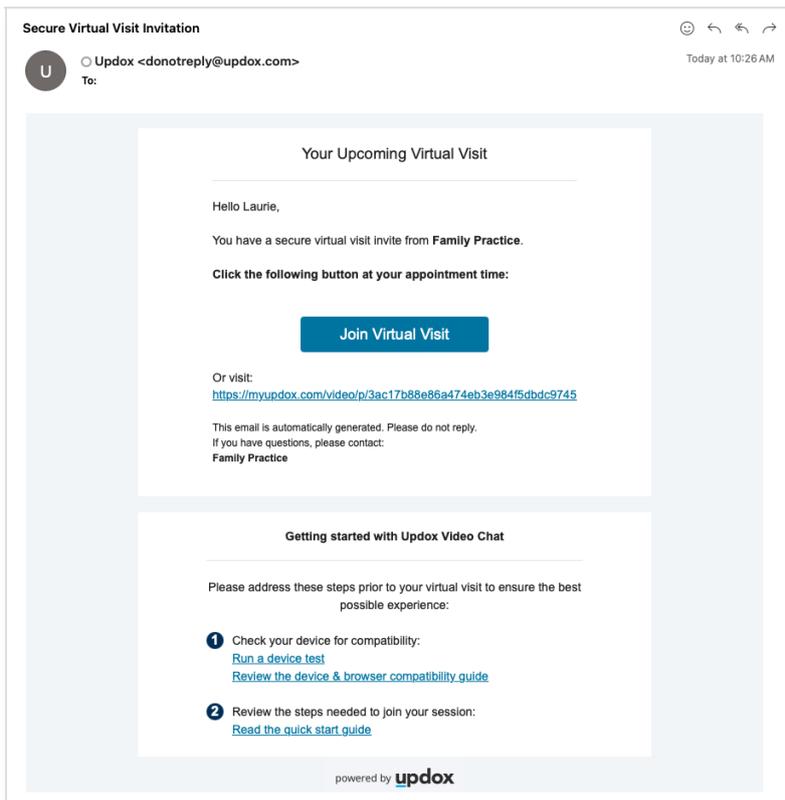
You will see a Video Chat summary when the call ends.



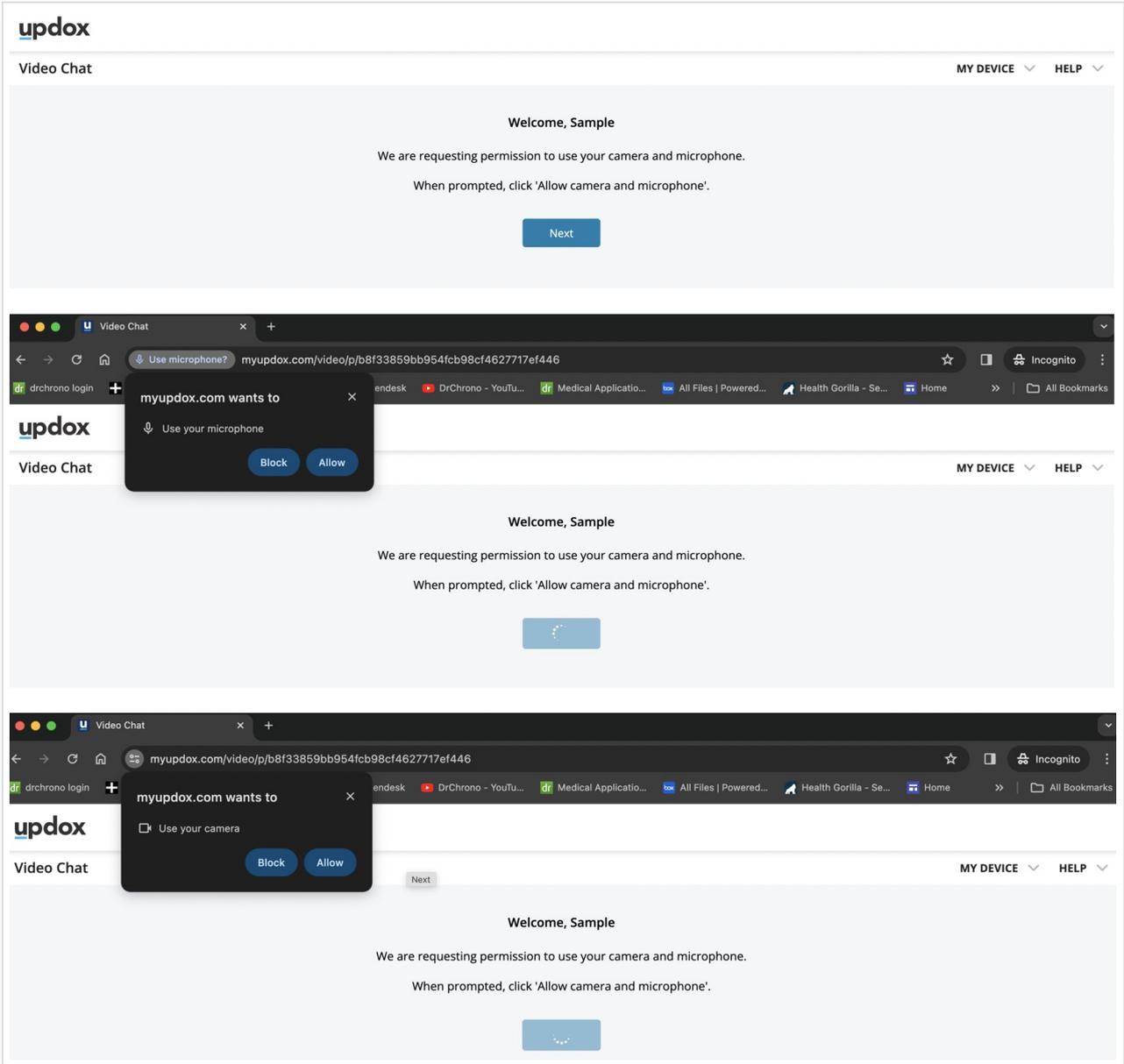
## Joining from Your Computer

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.

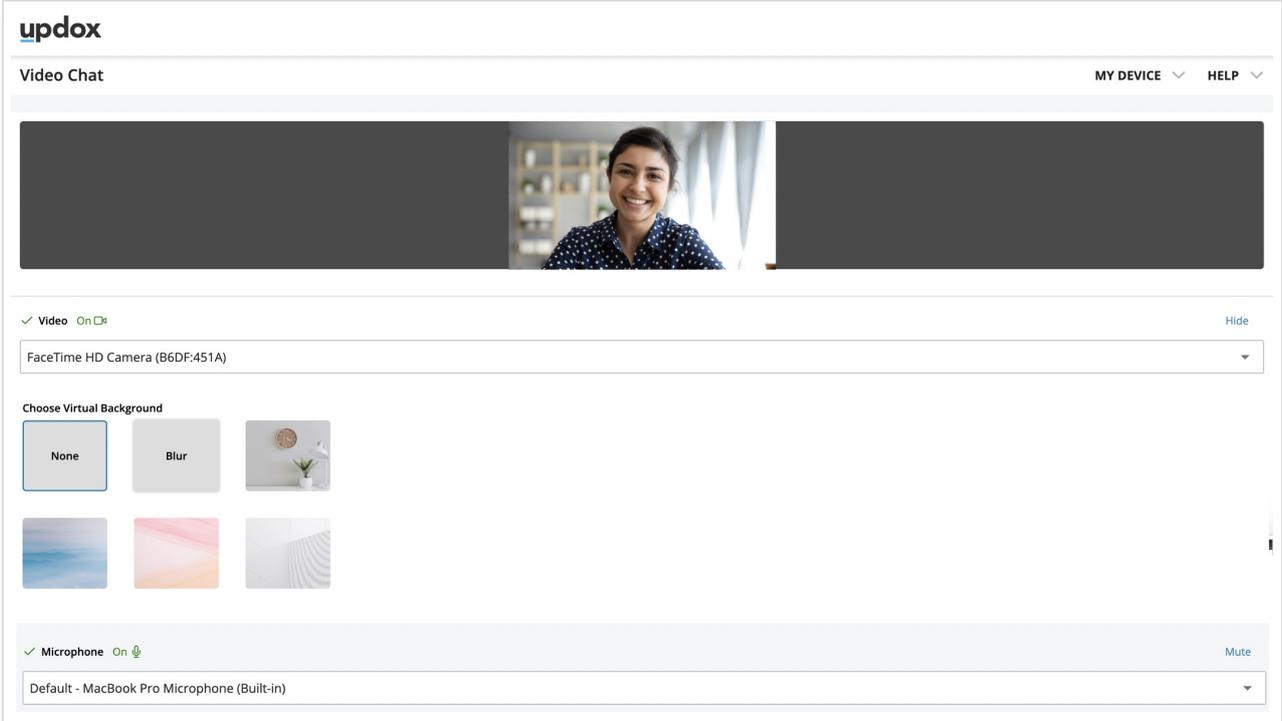
You will receive an email invitation to Video Chat. Click the link to be taken to the Secure Video Chat environment. The link is valid for 72 hours.



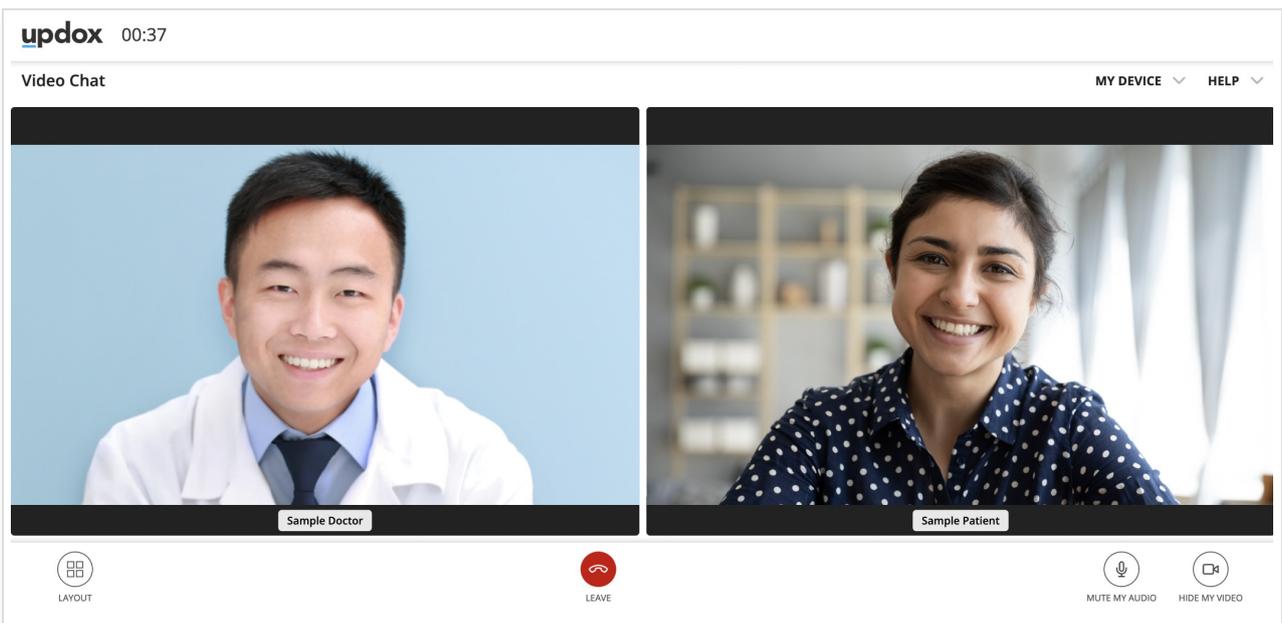
After accessing the link for your Video Chat, your device may ask for permission to use your camera and microphone. Tap **Next** and allow access to your microphone and camera.



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



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 DATE  
**Mon 12/18/23**

INITIATED BY  
**Sample Doctor**

START TIME  
**10:33 AM**

END TIME  
**10:35 AM**

TOTAL DURATION  
**1 minute, 53 seconds**