

April 2025

Last Modified on 04/29/2025 4:19 pm EDT

New features | Enhancements | Coming soon

Highlights

New Features

New Broadcast Interface
Interpreter Services

Coming Soon

Updated Inbox View
Submit Forms in Assignments Individually

New features

New Broadcast Interface

We recently released a new interface for Updox Broadcast Messaging! The application now features a modernized look and feel while bringing all your Broadcast configuration areas (list, templates, etc.) together into an easy-to-use platform. You'll also find a new **Sent** tab which allows you to track who sent a message, who it was sent to, when it was sent, and if it was successful.

Broadcast Dashboard Lists Templates Reporting

Dashboard

[Create](#) [Recurring](#)

☒ Text Message ☐ Email ☐ Telephone Call ☐ Portal Message

Send a message to your patients via text message Clear Send

Respect patients' communication method * • Send to * Set to repeat

☐ Filter by Appointment

Messages sent using this broadcast feature will be sent to patients with a cell phone number in the Address Book. See [knowledge base](#) for more info.

Message * Templates •

Personalize your message
Use variables below to personalize your content. Variables will always appear in English.
* Indicates Required Field
• **[practicename]**
The practice name
• **[practicephone]**
The practice phone number

[Knowledge base article](#)

New Reminders Interface

We have launched our new Reminders interface which features a modernized look and feel while bringing all your Reminders configuration areas (settings, scripts, etc.) together into an easy-to-use platform.

Menu

SR

Reminders

Dashboard Reporting Scripts Settings

Settings

On This Page

Settings

Scheduling

Restricted Timeframes

Appointment Contact Telephone Number

Multiple Reminders

Appointment Bundling

Human Voice

Related Settings

Settings

Scheduling

Updox can send up to 3 reminders for each appointment. Email and phone reminders must use scripts to format the message sent to the patient. Create custom scripts on the "Scripts" tab.

Practice Timezone

Eastern

☐ Send reminders after confirmation is received

☒ Allow patients to cancel an appointment from the reminder

1st Reminder

Inactive

2nd Reminder

Inactive

3rd Reminder

Inactive

Edit Schedule

Email

1 Week

Telephone - Home

48 Hours

Text Message

24 Hours

Restricted Timeframes

Choose a timeframe when you **do not want** reminders delivered to your patients.

Daily Delivery restricted start time

8:00pm

Daily Delivery restricted end time

8:00am

[Knowledge Base Article](#)

Inbox Sound Notifications

We've created the ability for sound notifications to play when a new item lands in your Inbox! This feature offers five sound options, and the one you select will play when a new Inbox item arrives. Now, you won't miss a thing while you're up and about at your office!

Enable New Inbox Item Sounds

Play a sound when a new Inbox message comes in.

☒ ON

☒ Beep Up - Default

☐ Brisk

☐ Clicks

☐ Hint

☐ Light

[Knowledge Base Article](#)

Interpreter Services

Interpreter Services allows you to seamlessly add an interpreter to a Video Conferencing session before and/or after the chat begins. And the best part? It doesn't cost anything to add Interpreter Services to your account—simply pay for it when you use it at a rate of \$0.90 per interpreter minute rounded up to the next minute. You can now request to add Interpreter Services from your Video Chat settings.

SETTINGS ON THIS PAGE

Chat

Preferences

Virtual Backgrounds

Interpreter Services

Profile

Display Name

Public Room

Status

Interpreter Services

Get on-demand language interpreter services for Updox Video Chat. Interpreter Services enable providers to more effectively communicate with patients who speak a different language.

Once added, Interpreter Services is billed based on actual usage at a rate of \$0.90 per Interpreter Minute. An "Interpreter Minute" is defined as a one-minute interval where an interpreter is present on a video chat. Partial Interpreter Minutes are rounded up. There is no base fee for Interpreter Services. Any applicable Interpreter Services charges are added to your monthly invoice.

For more information on adding Interpreter Services to your account, please [click here to contact our Customer Success team.](#)

Knowledge Base Article

Enhancements

Assignment Removal

Users can now remove form assignments from the Form Dashboard. Simply select the assignments you would like to clear out of the dashboard, click remove, and you're all set!

Forms

DashboardManagementSettings

Dashboard

Send Forms

Recipient

Status

Appointment

Search by name, email, or cell phone

Select an option

All

3 items selected

Send Reminders

Remove

Cancel

	Recipient Name	Form Name	Status	Next Appointment	Action
✓	Sample Patient Email: sample@updox.com	Form Group 3 Send Date: 4/07/2025 at 1:57 p.m.	Send		Send Reminder
✓	Sample Dude Email: sample@sample.com	Form Group 2 Send Date: 4/07/2025 at 1:57 p.m.	Send		Send Reminder
✓	Test Patient Email: email@updox.com	Form Group 2 Send Date: 4/07/2025 at 1:57 p.m.	Send		Send Reminder

1 - 3 of 3 items

Knowledge Base Article

Adjusting How Long a Form Assignment is Visible on the Dashboard

We have introduced a new setting which allows you to adjust how long form assignments display on the Form Dashboard. Form assignments are automatically removed after 30 days. But you can now have them automatically removed sooner with our new setting.


Forms
Dashboard
Management
Settings

Settings
Changes auto-saved at 11:26:27 AM
Saved

Form Settings

Custom Logo

☒ Display practice logo



6
7
8
9
10
11

Remove Assignments

Automatically remove assignments from the dashboard after 30 days.

Knowledge Base Article

Coming soon

Updated Inbox View and Improved Navigation Experience

Updox is hard at work improving the interface of our beloved Inbox to enhance the overall experience for our users. In addition to the Inbox improvements, we are building a new Product Navigation menu that allows you to move seamlessly between our different products and discover other Updox tools that may be beneficial to your practice. Stay tuned for information on Inbox and Product Navigation updates!

Collapse Menu
Appointments
Broadcast
Fax
Forms
Inbox
ROI
Reminders
Video Chat
Additional Products
Payments
Edit Mode
Shiela Rao-Lasota

updox
Inbox
Dashboard
Admin
Tools
Documentation

Inbox
Sent
Archive
Spam
Trash
System

Search by...
Showing 1-50 of 379 records

>	Wed 03/19/25 12:57 PM	5 fax pages from (614) 953-3145	O'Malley Health
>	Thu 02/27/25 10:36 AM	5 fax pages from (614) 953-3145	O'Malley Health
>	Fri 01/31/25 11:52 AM	1 fax page from (614) 953-3145	O'Malley Health
>	Thu 01/16/25 9:58 AM	Sending a test	Shiela Rao-Lasota
>	Tue 12/03/24 12:34 PM	SMS Response	SMS (844) 688-1886
>	Fri 05/10/24 9:41 AM	Request Document Test.pdf	Shiela Rao-Lasota
>	Fri 05/10/24 9:39 AM	Medical Records Release	System Process
>	Mon 05/06/24 9:45 AM	Reassign: re:re:Test WAPPMMAINT#2	Shiela Rao-Lasota
>	Mon 05/06/24 9:40 AM	Reassign: re:re:Test WAPPMMAINT	Shiela Rao-Lasota
>	Thu 03/21/24 11:20 AM	New Form	System Process
>	Tue 10/25/22 7:49 PM	AccountData - STEVE HUDSON	Hauter Family Practice
>	Tue 10/25/22 7:38 PM	AccountData - DAISY HESTER	Hauter Family Practice
>	Tue 10/25/22 6:38 PM	AccountData - MARCUS JOHNSON (1)	Hauter Family Practice

Account ID: 23124
Hauter Family Practice
Updox Terms of Service
Updox Privacy Policy

Need Help?

Submit Forms in Assignments Individually

We are developing a setting and process for you to have the option to have forms in an assignment you have sent to a patient be returned as the forms are completed individually instead of with the final form in the assignment.