

May 2025

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New features | Enhancements

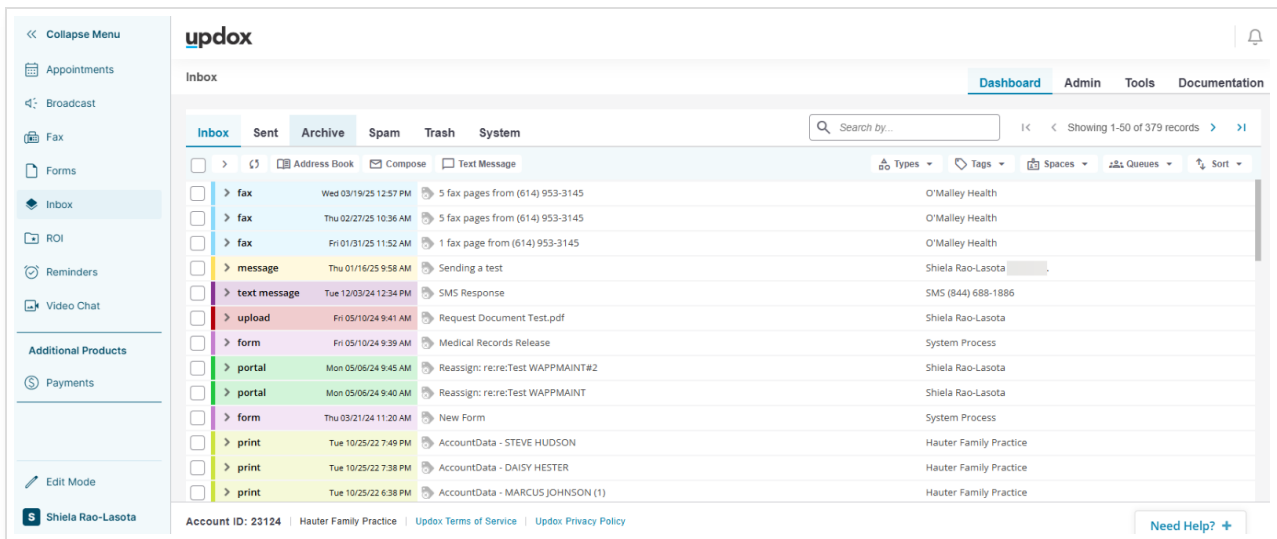
Highlights

New Features

Improvements to Updox Navigation
New Reminders

New features

Improvements to Updox Navigation



Updox is currently rolling out changes that improve the interface of our beloved Inbox to enhance the overall experience for users. In addition to the Inbox improvements, we're building a new Product Navigation menu that allows you to move seamlessly between different products and discover other Updox tools that may be beneficial to your practice.

What to Expect:

- **Improved Navigation:** A more intuitive and user-friendly navigation system to help you find what you need quickly is rolling out over the upcoming weeks.
- **Interactive Product Pages:** Detailed information and demos of all our Updox solutions, all within the app. Stay tuned for more information!

Visit the link below to engage with our interactive videos walking you through these updates.

[View our interactive demo](#)

New Reminders Interface

The screenshot shows the 'Reminders' settings page in the Updox application. The top navigation bar includes 'Menu', 'updox', and a user profile icon 'SR'. The main header has 'Reminders' and a sub-header 'Settings'. A sidebar on the left lists 'On This Page' options: Settings, Scheduling, Restricted Timeframes, Appointment Contact Telephone Number, Multiple Reminders, Appointment Bundling, Human Voice, and Related Settings. The main content area is titled 'Settings' and includes a 'Scheduling' section with a description, a 'Practice Timezone' dropdown set to 'Eastern', and checkboxes for 'Send reminders after confirmation is received' (unchecked) and 'Allow patients to cancel an appointment from the reminder' (checked). Below this is a table of reminders: 1st Reminder (Email, 1 Week, Inactive), 2nd Reminder (Telephone - Home, 48 Hours, Inactive), and 3rd Reminder (Text Message, 24 Hours, Inactive). An 'Edit Schedule' button is next to the table. The 'Restricted Timeframes' section includes a description and two dropdowns for 'Daily Delivery restricted start time' (set to 8:00pm) and 'Daily Delivery restricted end time' (set to 8:00am).

We recently released a 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.

[Knowledge Base Article](#)

Restrict Address Book Modifications

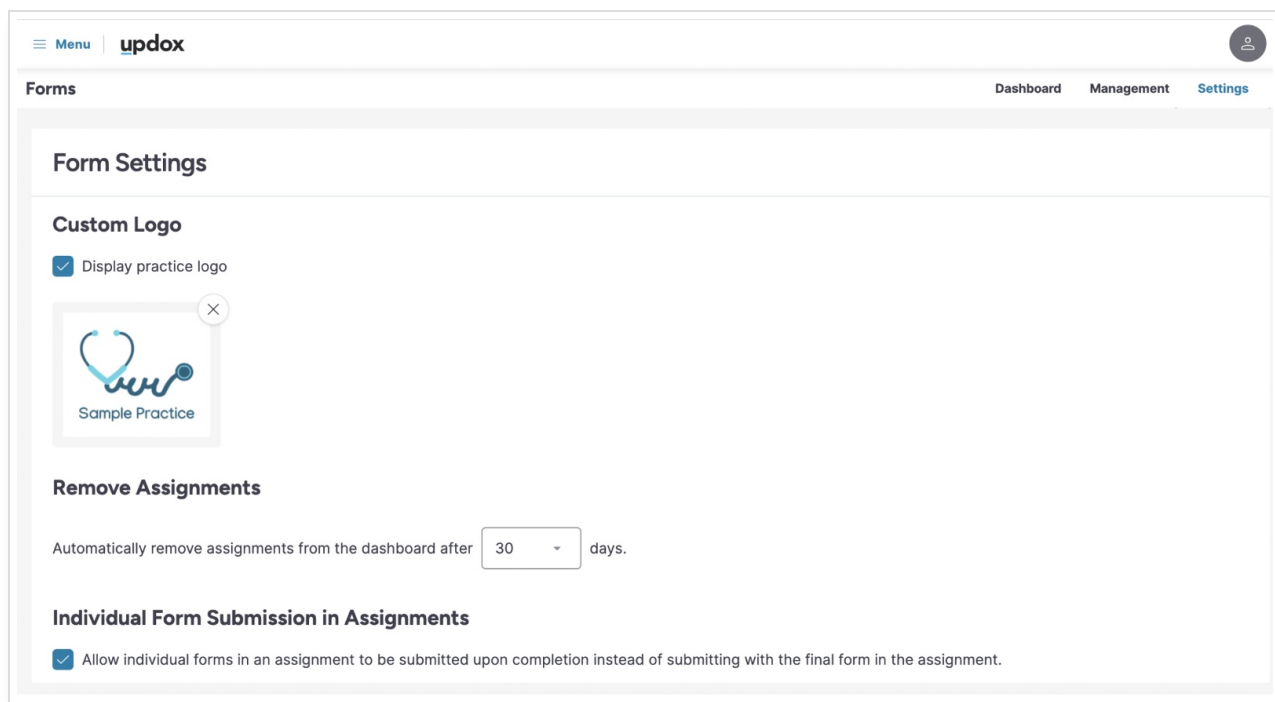
The screenshot shows the 'Settings' tab in a user profile configuration window. The top navigation bar includes 'User Information', 'Settings' (active), and 'Notifications'. Below the navigation bar is a section 'Assign to CoolLoCation'. The main content area has two dropdowns: 'Time Zone' (set to 'Universal') and 'Items to show on one page' (set to '15'). Below these are two more dropdowns: 'EHR User ID' (set to '-- None --') and 'Default provider' (set to '-- None --'). A list of permissions follows, each with a checkbox: 'Can bill patient's credit cards' (unchecked), 'Can view billing reports' (unchecked), 'Can view Practice items' (checked), 'Can delete items' (checked), 'Can edit documents' (checked), 'Can send Text and Secure Text messages' (checked), 'Can send "Broadcast" messages' (checked), 'Can Video Chat' (checked), and 'Can modify Address Book' (checked). The 'Can modify Address Book' checkbox is highlighted with a red border.

Our team has developed a new setting that allows admins to control who can modify the Address Book.

[Knowledge Base Article](#)

Enhancements

Submit Forms in Assignments Individually



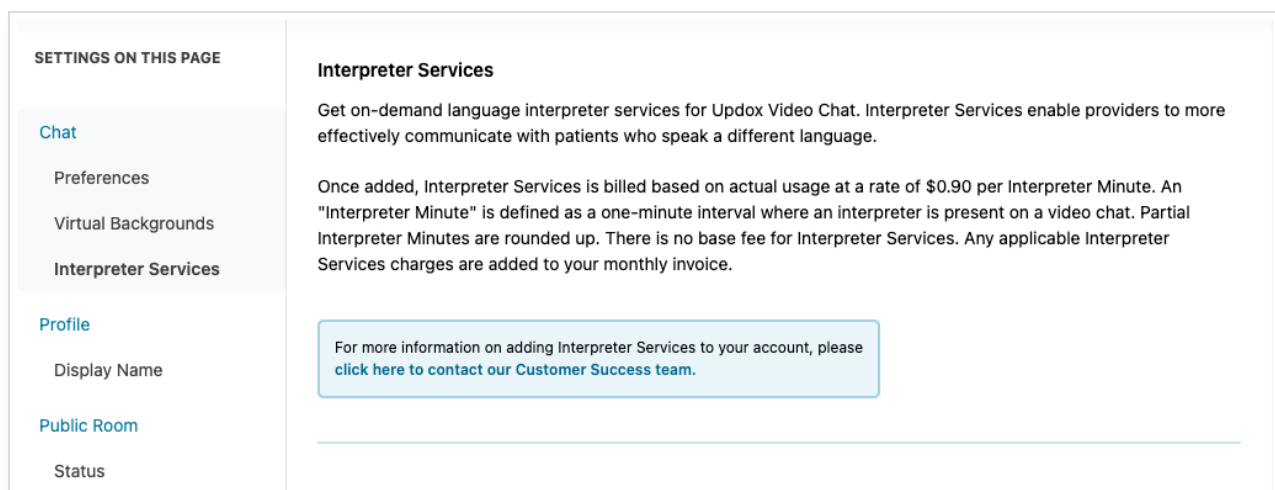
The screenshot shows the 'Forms' settings page in the Updox interface. The page has a header with a 'Menu' icon, the 'updox' logo, and a user profile icon. Below the header, there are tabs for 'Forms', 'Dashboard', 'Management', and 'Settings'. The 'Form Settings' section is active and contains three main settings:

- Custom Logo:** A checkbox labeled 'Display practice logo' is checked. Below it is a placeholder image for a logo with the text 'Sample Practice' and a close button (X).
- Remove Assignments:** A text field indicates 'Automatically remove assignments from the dashboard after' followed by a dropdown menu set to '30' and the word 'days'.
- Individual Form Submission in Assignments:** A checkbox is checked, with the label 'Allow individual forms in an assignment to be submitted upon completion instead of submitting with the final form in the assignment.'

We've introduced a new setting that allows completed forms from assignments to return to the Inbox individually as they're completed, rather than all at once with the final form

[Knowledge base article](#)

Adding Interpreter Services to Your Account



The screenshot shows the 'Interpreter Services' settings page in the Updox interface. The page is divided into two main sections:

- SETTINGS ON THIS PAGE:** A sidebar on the left contains a list of settings categories: 'Chat', 'Preferences', 'Virtual Backgrounds', 'Interpreter Services' (which is highlighted), 'Profile', 'Display Name', 'Public Room', and 'Status'.
- Interpreter Services:** The main content area contains the following text:
 - 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.

At the bottom of the main content area, there is a blue call-to-action box that reads: 'For more information on adding Interpreter Services to your account, please [click here to contact our Customer Success team.](#)'

You can now request to add Interpreter Services to your account. Simply go to your Video Chat settings and click the link to add Interpreter Services. It doesn't cost anything to add Interpreter Services to your account, only pay for it when you use it at a rate of \$0.90 per interpreter minute rounded up to the next minute.

[Knowledge Base Article](#)
