

Update the telehealth **Webex** invitation

Enable administrative staff to schedule telehealth appointments on behalf of clinicians and the care team.

To give your patients the best experience with telehealth on Webex, IT Admins can update the automated invite Webex email template. Ensure the patients receive a welcoming invitation to their appointment.

Here's guidance how:

1. From the customer view in <https://admin.webex.com>, go to Services, and under Meeting, select Sites.
2. Choose the Webex site to change the settings for and click Configure Site.
3. Under Common Settings, select Email Template.
4. From the “Existing Email Templates for” drop-down list, select “Webex Meetings”, and then choose the “Meeting Invitation” template to change.
5. Update the “Subject:” and the “HTML email body:” sections

To simplify your effort editing the template, [click here](#) to download a HTML template with suggested copy for a telehealth appointment.

Overview of editing email templates:

Email template variables

Supported HTML