Scheduling request is not displayed in HIS inbox/waitlist

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Scheduled from Novari to HIS

The scheduling request is not displayed in the HIS inbox/waitlist.

1. Go to the *Administrator Module*

2. Click *Search/Resubmit an Already Sent Message* (please select the scheduling interface)

Is the message showing in Novari Admin module?

- If you see the message listed, this means Novari sent the message, and we received an acknowledgement from the HIS
  - Try resubmitting the message
  - Contact your IT Interface lead to find out what the issue is
    - If this is a mapping issue, view the metadata and the correct mapping
    - Resubmit the message

Is the message not showing in the Novari Admin module?

- If you do not see any messages listed, please check the following.

  - Please confirm that you are you receiving messages for other cases
  - Please ensure the block has been submitted to the OR