

Scheduling request is not displayed in HIS inbox/waitlist

Antonia Mo - 2023-03-17 - [Integration Troubleshooting](#)

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 receiving messages for other cases
 - Please ensure the block has been submitted to the OR