

How do I reject a fax?

Rachel Carmickle - 2024-07-12 - [Fax Troubleshooting](#)

- Open the fax in the Inbox
- Click **Reject/Dismiss**
- Complete the Reason for Rejection for the drop down

Select the action you would like to take on this request:



Reason for Rejection: *

- Please Select -

Fax Number *

(555) 555-5555 Please note that this Fax Number defaulted to the number the requisition was sent from, this number is not prepopulated from the Administrator.

From *

To *

Subject *

Notes for requesting office (Optional):

Reject Request

- Attach a template if applicable
- Ensure fax number is correct
 - The Fax Numbers are not repopulated from the Administrator Module.
 - The user must verify the correct number.
- Click **Reject Request**

The fax will then go back to the referring provider, letting them know why you've rejected it.

For faxes received that are considered Junk or not required to be sent back, you have the option to remove them from the fax queue by selecting the **Junk Request** as the Reason for Rejection. This will provide an optional notes text box that the user can choose to use or leave blank.

Reason for Rejection: *

Junk Request

This request will be dismissed as junk and no response will be sent.

Notes (Optional):

Dismiss Request

All rejected faxes can be viewed if needed by selecting the drop down within the inbox list view:

Active

Search

Active
Cleared
Dismissed
Rejected

Origin

Download