



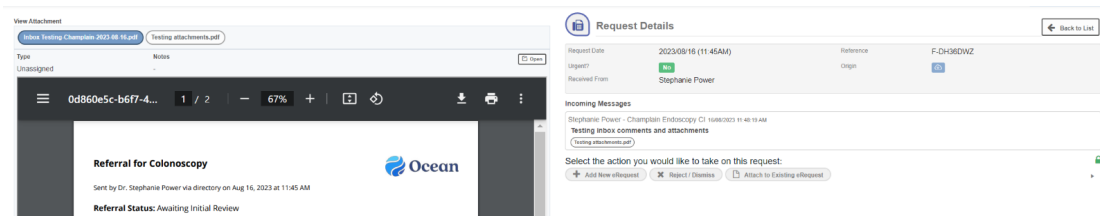
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## Ocean messages and attachments sent to Novari inbox

Leah Quenneville - 2023-10-05 - [Ocean Integration](#)

### Messages/attachments received from the referring provider in the Novari inbox

- Messages from referring provider in Ocean will be displayed in read mode on records in the inbox. If processed, they will then be copied to the requisition.
- Attachments from referring provider in Ocean sent in will also show up as additional attachments on the record.



### Troubleshooting

If the users notices a message has failed, we suggest the following steps:

1. If a message fails to send, the user should delete the existing note.
2. After deleting the note, the user should create a new note.
3. Creating a new note will trigger the sending process for the message.

If the messages continues to fail, reach out to your Novari Admin.