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How to: Use Fax Back

What is Fax Back?

The fax back feature allows users to use Updox's editing tools to make a note or add a signature to an incoming document, and quickly return to the original sender.

Fax back can be used to send documents back to referral sources; for quick response to prescription verification and refill requests; and to facilitate insurance authorization requests.
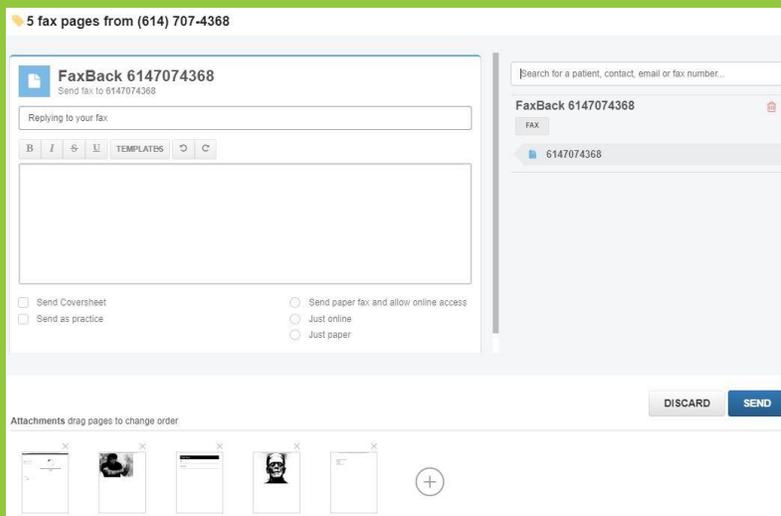
How do I use fax back?

Follow these step-by-step instructions:

### Click the Fax Back Button on Inbound Faxes
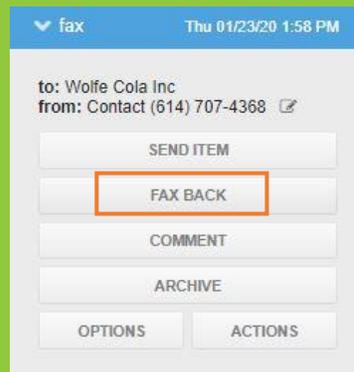
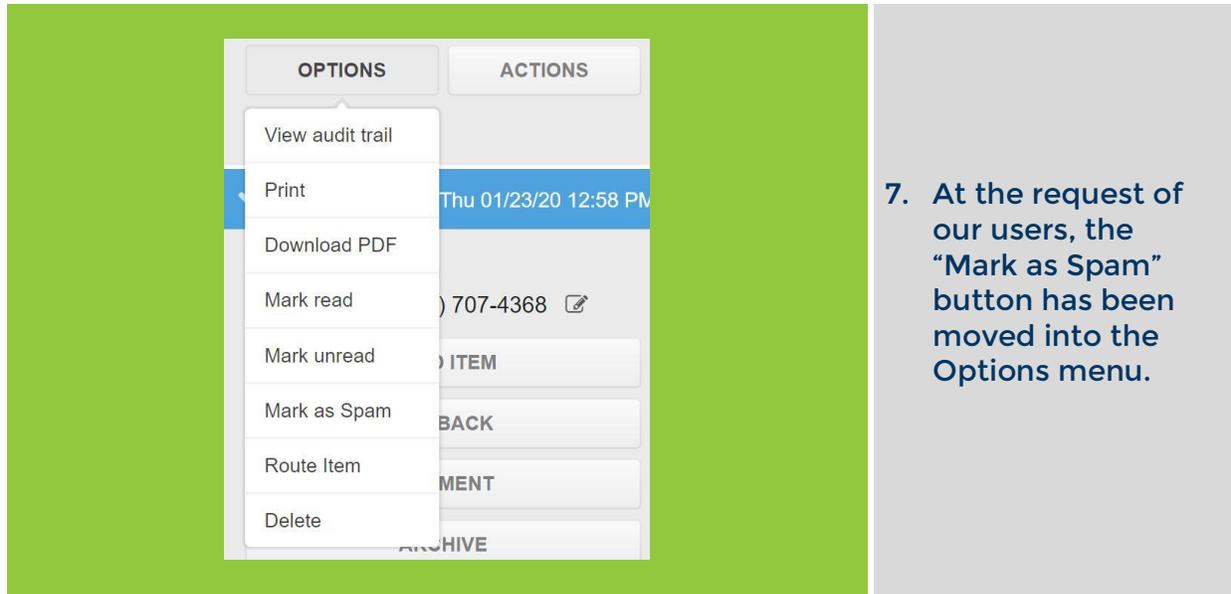1. All inbound faxes dated 01-24-2020 and after will include the "Fax Back" button.

2. Clicking the Fax Back button on an item will open the Compose Window with the original sender already in place as the recipient.
3. The Subject line will read "Replying to your fax". This subject is editable if you choose to change it.
4. Simply click "Send" to send the fax.
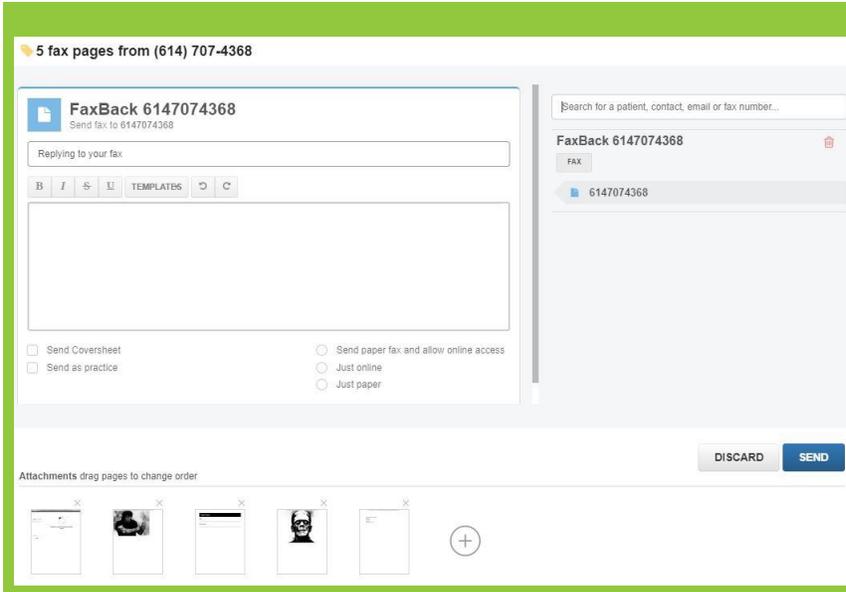
5. If desired, you can also remove pages and rearrange them, add a coversheet, add additional recipients, add attachments, or make other edits before sending.
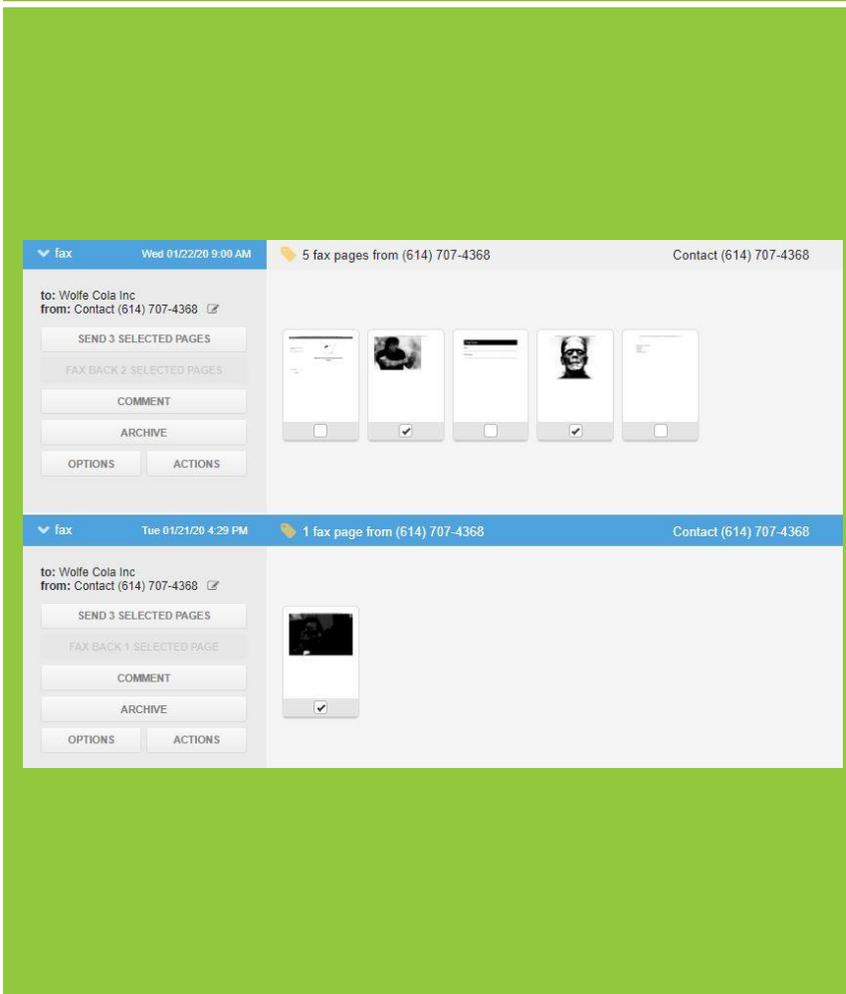
6. You can also select individual pages from an item to fax back. However, you cannot select individual pages from multiple items. Doing so will cause the Fax Back buttons to be grayed out. This is because individual items may have come from separate senders, so the system does not know how choose which to "fax back" to. For more complicated sending scenarios like this, it is probably best to follow the standard compose flow.

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7. At the request of our users, the "Mark as Spam" button has been moved into the Options menu.

Frequently Asked Questions

Q: If I Fax Back, will a fax confirmation page be generated?
A: Using the Fax Back button will still generate a fax confirmation page.

Q: I used Fax Back on an incoming Fax, and now I can't find it.
A: Your fax has moved to the Sent folder, just as if you had sent out a new item.

Q: I Can I Fax Back from the Sent folder?
A: The faxes in the Sent Folder have already been sent by your organization once. This makes your fax number the original sender, so if you Faxed Back, you would faxing to yourself. It is better to follow the original sending workflow in this scenario.

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