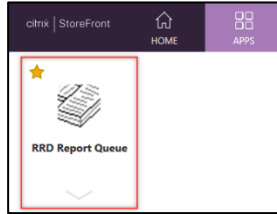


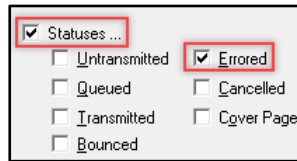
Monitoring Failed Faxes Using RRD

Follow the steps below to monitor and correct failed faxes using RRD Report Queue.

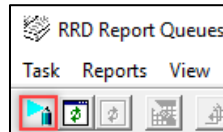
1. From the Citrix StoreFront:
 - a. Open **RRD Report Queue**.



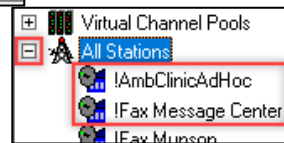
2. Check the box next to **Statuses...**
 - a. Check the box next to **Errored**.



3. Click **Refresh** to apply the selected filters.



4. Click on the + next to All Stations to expand the list.
 - a. Select the appropriate fax station.



For ambulatory, use one of the following:

- **!FxClinicName** (Ex: !FxBayAreaUrology) to view failed faxes that originated from Medical Record Request or Report Request.
- **!Fax Message Center** to view failed faxes that originated from Patient Letter.
- **FxRadSchd_ClinicName** (Ex: FxRadSchd_BayAreaUro) to view failed faxes to Radiology.

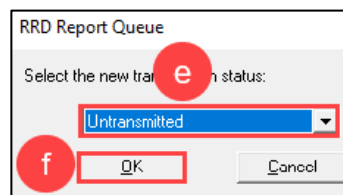
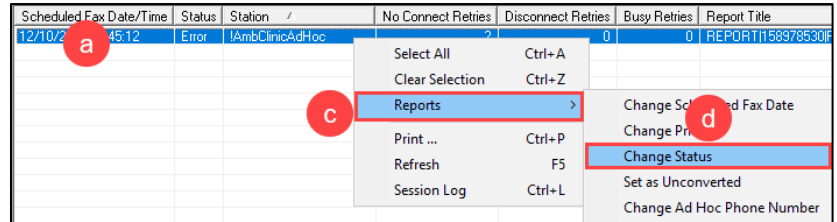
NOTE: Some staff may still be using the **!AmbClinicAdHoc** station to send fax jobs. This is a generic station that is being phased out. Please make sure that the correct clinic fax station is being utilized.

5. Fax failure reasons:
 - a. **No Connect Retries:** No fax number answered, potentially due to an incorrect fax number. Check the number and try again.
 - b. **Disconnect Retries:** The fax failed on a page in the job, potentially due to line disruption, and was reattempted.
 - c. **Busy Retries:** The receiving fax line is busy. It will continue to try to resend up to four times.

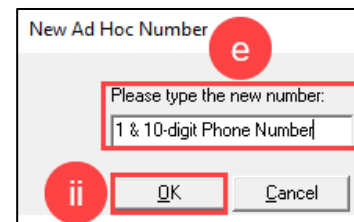
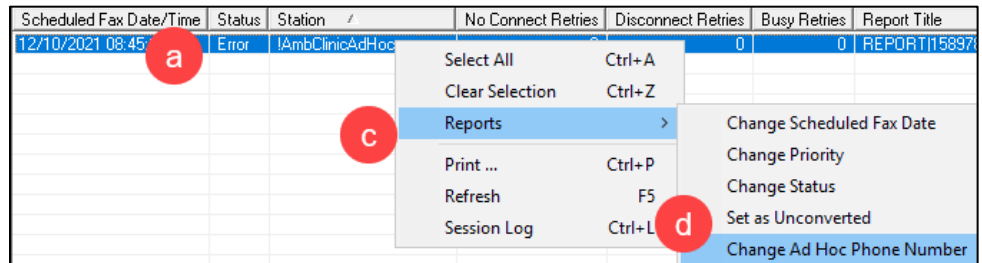
Status	Station	No Connect Retries	Disconnect Retries	Busy Retries
Error	!Fax Message Center	3	0	0

Resending Failed Items

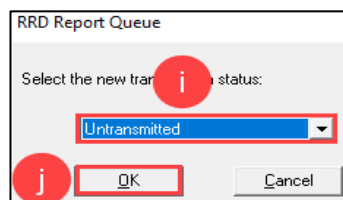
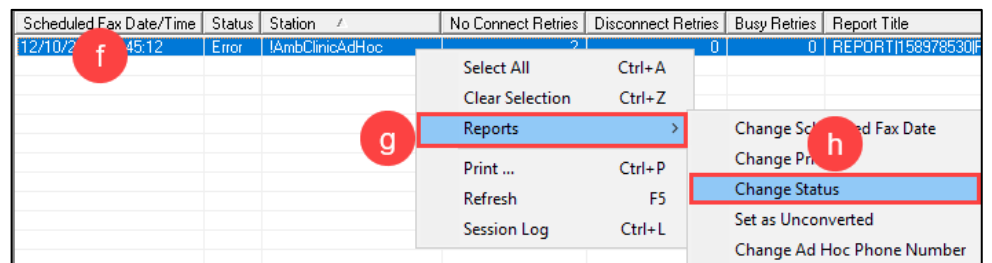
1. Confirm the fax number is correct.
2. To resend **WITHOUT** changing the fax number:
 - a. Click the failed item to highlight.
 - b. **Right click** to open the menu.
 - c. Select **Reports**.
 - d. Select **Change Status**.
 - e. Update status to **Untransmitted**.
 - f. Click **OK**.



3. To resend **WITH** changing the fax number:
 - a. Click the failed item to highlight.
 - b. **Right click** to open the menu.
 - c. Select **Reports**.
 - d. Select **Change Ad Hoc Phone Number**.
 - e. Enter the correct number.
 - i. Use 1 and the 10-digit phone number (1-xxx-xxx-xxxx).
 - ii. Click **OK**.



- f. **Right click** on the failed fax.
- g. Select **Reports**.
- h. Select **Change Status**.



- i. Update status to **Untransmitted**.
- j. Click **OK**.