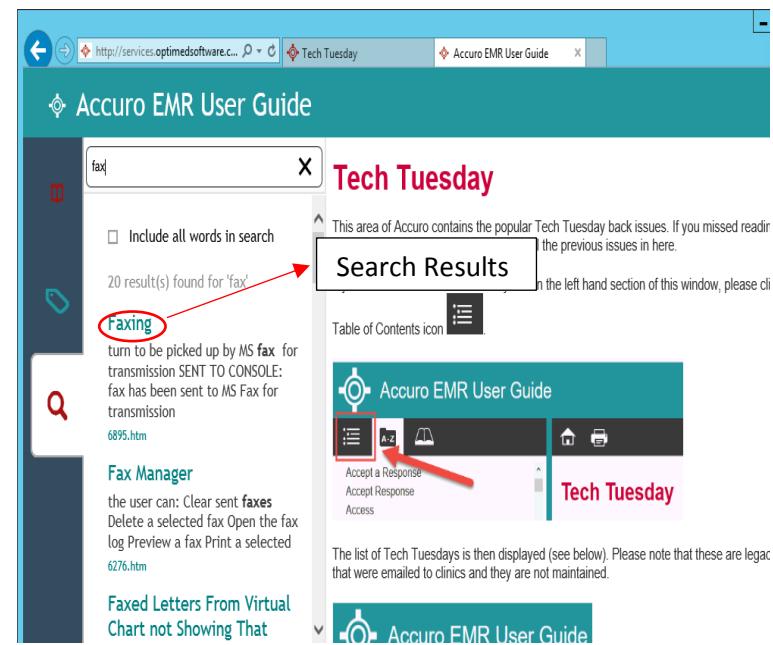
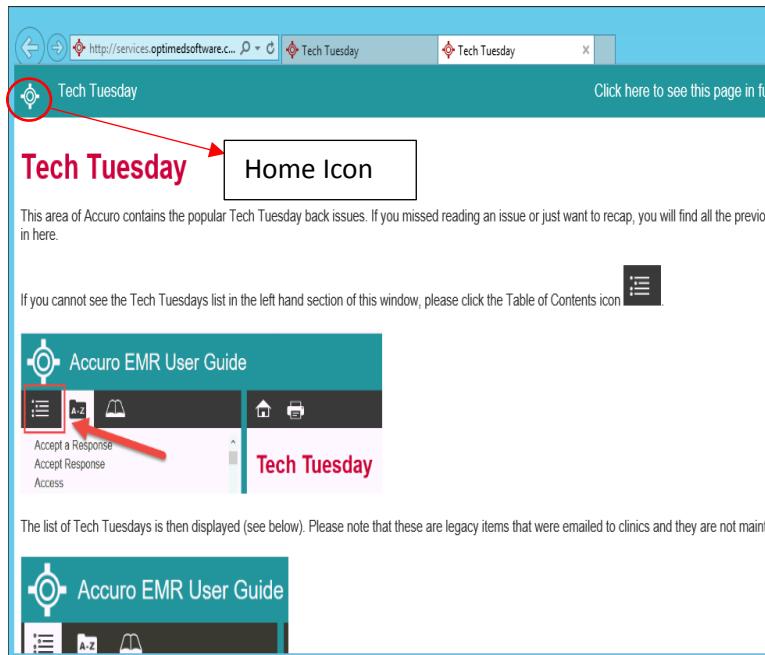




# Fax How to - Accuro

## Information Path

**Accuro User Guide Icon (to the right of “Logout”) > Go to the Home Icon (Accuro Symbol) > In the Search Field type in “Fax” > Press “Enter” on your keyboard > Click on “Faxing” in the search results**



If you require further assistance and support please contact the Accuro Support Desk (1.866.729.8889)

http://services.optimedsoftware.com/Manual/2017/index.htm#t=6895.htm&rhsearch=fax

Accuro EMR User Guide

Accuro EMR User Guide

fax

**Faxing**

Include all words in search

20 result(s) found for 'fax'

**Faxing**

turn to be picked up by MS fax for transmission  
SENT TO CONSOLE: fax has been sent to MS Fax for transmission  
[6895.htm](#)

**Fax Manager**

the user can: Clear sent faxes Delete a selected Fax Open the fax log Preview a fax Print a selected  
[6276.htm](#)

**Faxed Letters From Virtual Chart not Showing That They are Faxed**

Question: I am printing and faxing directly from the Virtual Chart why can I not see any indication in the  
[6460.htm](#)

**Fax a Letter**

fax a Letter Click here to see this page in full  
[6295.htm](#)

**Sending Faxes With Patient Information Attached**

select the items you want to fax . Right-click on one of the selected items and select Fax . Add the  
[5662.htm](#)

**Increase the Font Size in a Fax Note**

the size of the font for the fax note, follow this procedure: Press the Alt button, click  
[5641.htm](#)

**Faxes, Forms and Letters FAQ**

**fax**, Forms and Letters FAQ Click here to see this  
[6395.htm](#)

**Unable to See Copy of Faxed Letter in Virtual Chart**

Accuro sends faxes through Microsoft Fax Console, which is located on your fax computer. There are two main stages that a fax goes through. First it must be sent from this Fax Queue window. Then from here it goes over your network to your selected fax computer where it relies on Microsoft Fax to accept and then send the fax. Accuro can see what is happening to the faxes in Microsoft Fax and displays that status in the MS Fax Status column. This same information can be seen directly in the Microsoft Fax Console providing you are logging on to your fax computer with the correct user.

**Fax Status Definitions:**

*Main Fax Status definitions*  
WAITING: fax is waiting to be sent by user  
QUEUED: fax has been sent by user, waiting its turn to be picked up by MS Fax for transmission  
SENT TO CONSOLE: fax has been sent to MS Fax for transmission

*Main MS Fax Status definitions*  
PENDING: fax is waiting its turn to be transmitted  
IN PROGRESS: fax is transmitting  
COMPLETE: fax has been successfully sent

Once the fax is sent to MS fax the status is set to "Sent to Console" and the MS fax status is set to "Pending". When the fax has left the fax queue, the status remains "Sent to Console" but the MS Fax Status is changed to "Complete".

The fax console sends back some statuses and those are placed into the Status field.

The full list is:  
PENDING, IN PROGRESS, FAILED, PAUSED, NO LINE, RETRYING, RETRIES EXCEEDED, COMPLETED, CANCELED, CANCELING, ROUTING

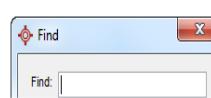
Routing, canceling and the 2 retrying statuses are not very common to see because they only show up for a few seconds before another status is shown like failed or in progress.

**Filter the Fax Manager View**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.
2. Click the  to the right of **Provider** and select the appropriate provider or select all.
3. Click the  to the right of **Status** and select the status of the faxes you are interested in, the default is All.
4. Click the  to the right of **Sent Faxes Age** and select the age of the faxes you are interested in, the default is less than 2 weeks old.

**Find an Item in the Fax Queue**

1. Click the **Faxes** link located at the bottom-left of the Accuro window.
2. Press Ctrl+F to find an item in the fax queue.



http://services.optimedsoftware.com/Manual/2017/index.htm#t=6895.htm&ihsearch=f fax Accuro EMR User Guide Accuro EMR User Guide X

## Accuro EMR User Guide

fax

**Find an Item in the Fax Queue**

fax

Include all words in search

20 result(s) found for 'fax'

**Faxing**  
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[6395.htm](#)

**Unable to See Copy of Faxed Letter in Virtual Chart**

**Find**

Find:   
 Case sensitive  
 Wrap Search  
 Backward  
 Find  Close

3. Type in the item being searched for and select checkboxes, as appropriate.  
4. Click the **Find** button.

**Delete a Selected Fax**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the  to the right of **Provider** and select the appropriate provider or select all.  
3. Click the  to the right of **Show** and select the status of the faxes you are interested in.  
4. Click the checkbox to the left of the fax being deleted.  
5. Click **Delete Selected**. A confirmation message is displayed.  
6. Click **Yes** to delete the selected fax.

**Open the Fax Log**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the **Open Fax Log** button. The Fax Log window is now displayed.  
3. Click **Close** when you have finished viewing the information.

**Preview a Fax**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the  to the right of **Provider** and select the appropriate provider or select all.  
3. Click the  to the right of **Show** and select the status of the faxes you are interested in.  
4. Click the checkbox to the left of the fax being previewed.  
5. Click **Preview Fax**. From the preview you can scroll through the pages of the fax or print a copy of the fax.  
6. Click the  in the top-right corner of the preview window to close the fax preview.

The screenshot shows a web browser window with the URL <http://services.optimedsoftware.com/Manual/2017/index.htm#t=6895.htm&rhsearch=f>. The title bar says "Accuro EMR User Guide". The search bar at the top right contains the word "fax". The main content area displays search results for "fax".

**Preview a Fax**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the  to the right of **Provider** and select the appropriate provider or select all.  
3. Click the  to the right of **Show** and select the status of the faxes you are interested in.  
4. Click the checkbox to the left of the fax being previewed.  
5. Click **Preview Fax**. From the preview you can scroll through the pages of the fax or print a copy of the fax.  
6. Click the  in the top-right corner of the preview window to close the fax preview.

**Print Selected Fax**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the  to the right of **Provider** and select the appropriate provider or select all.  
3. Click the  to the right of **Show** and select the status of the faxes you are interested in.  
4. Click the checkbox to the left of the fax being printed.  
5. Click **Preview Selected**.  
**Note:** You can select more than one fax to print at a time, if required.  
6. Select the appropriate printer and click **Print**.

**Send Selected Fax**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the  to the right of **Provider** and select the appropriate provider or select all.  
3. Click the  to the right of **Show** and select the status of the faxes you are interested in.  
4. Click the checkbox to the left of the fax being sent.  
5. Click **Preview Selected**.  
**Note:** You can select more than one fax to send at a time, if required.  
6. Click **Send Selected**.

**Send All Faxes**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the  to the right of **Provider** and select the appropriate provider or select all.  
3. Click the  to the right of **Show** and select the status of the faxes you are interested in.  
4. Click **Send All**.

**Clear Sent Faxes**

1. Click the **Faxes** link at the bottom-left of the Accuro window to open the Fax Manager.  
2. Click the **Clear Sent** button. A Clear Sent message is displayed.  
3. Click **Clear All** or **Clear Selected** depending upon whether you want to clear all your sent faxes or only selected ones.

The screenshot shows a web browser window with the URL <http://services.optimedsoftware.com/Manual/2017/index.htm#t=6295.htm&rhsearch=f>. The title bar says "Accuro EMR User Guide". The search bar at the top right contains the word "fax". The main content area is titled "Fax a Letter" and contains the following text:

1. Click the Letters link at the bottom-left of the Accuro window to open the Letter Queue.  
2. Click the ▾ at the top-left of the window and select the **Provider** and select the appropriate provider(s) or select all.  
3. Click the ▾ to the top-right of the window to filter by **Priority**.  
4. Click to select the appropriate letter.  
5. Click the **Fax** button.

On the left side, there is a sidebar with a search bar containing "fax", a checkbox for "Include all words in search", and a result count of "20 result(s) found for 'fax'". Below this are several sections with links:

- Faxing**: "turn to be picked up by MS fax for transmission  
SENT TO CONSOLE: fax has been sent to MS Fax for transmission  
[6895.htm](#)
- Fax Manager**: "the user can: Clear sent faxes Delete a selected Fax Open the fax log Preview a fax Print a selected  
[6276.htm](#)
- Faxed Letters From Virtual Chart not Showing That They are Faxed**: "Question: I am printing and faxing directly from the Virtual Chart why can I not see any indication in the  
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- Increase the Font Size in a Fax Note**: "the size of the font for the fax note, follow this procedure: Press the Alt button, click  
[5641.htm](#)
- Faxes, Forms and Letters FAQ**: "faxes , Forms and Letters FAQ Click here to see this  
[6395.htm](#)
- Unable to See Copy of Faxed Letter in Virtual Chart**: "v

**Unite Client User Guide**

## INTRODUCTION

Accuro users are now able to use Unite Internet Fax within Accuro. This service replaces Microsoft Fax and the associated fax line, providing both inbound and outbound faxes. Users can sign up for both inbound and outbound or only one part of the service and use Microsoft Fax for the other direction. The cost of Unite Internet Fax is based on the number of pages transmitted (inbound and outbound) and is based on tiers of 1,000 pages per month. Please visit [www.unite.ca](http://www.unite.ca) for more information on our Internet Fax provider, Unite.

### Setup

Unite Internet fax requires a fax line subscription with Unite. Please contact QHR Technologies Inc. to get started.

### HOW IT WORKS

#### Outbound

Accuro will send faxes through Unite Internet Fax. There are two main stages that the fax goes through. First, it is sent from Accuro to Unite where it then relies on Unite Fax to accept and then send the fax.

Accuro can see what is happening to the faxes in Unite and display that status in the External Status column of the Accuro Fax Manager.

#### Fax Status Definitions

##### Status

WAITING Fax is waiting to be sent by a user.

QUEUED Fax has been sent by user, waiting to be picked up by Unite Fax.

SENT TO EXTERNAL FAX Fax has been sent to Unite Fax for transmission

##### External Status

PENDING Fax is waiting to be transmitted

IN PROGRESS Fax is transmitting

COMPLETE Fax has been successfully sent.

An email address can be added to the background configuration to subscribe a user to Success and or Delivery notification emails. Upon successful or failed fax transmissions, the individual will receive an email containing the details of the fax.

http://services.optimedsoftware.com/Manual/2017/index.htm#t=Unite\_Client\_User\_Guide

# Accuro EMR User Guide

## HOW IT WORKS

### Outbound

Accuro will send faxes through Unite Internet Fax. There are two main stages that the fax goes through. First, it is sent from Accuro to Unite where it then relies on Unite Fax to accept and then send the fax.

Accuro can see what is happening to the faxes in Unite and display that status in the External Status column of the Accuro Fax Manager.

#### Fax Status Definitions

##### Status

WAITING Fax is waiting to be sent by a user.

QUEUED Fax has been sent by user, waiting to be picked up by Unite Fax.

SENT TO EXTERNAL FAX Fax has been sent to Unite Fax for transmission

##### External Status

PENDING Fax is waiting to be transmitted

IN PROGRESS Fax is transmitting

COMPLETE Fax has been successfully sent.

An email address can be added to the background configuration to subscribe a user to Success and or Delivery notification emails. Upon successful or failed fax transmissions, the individual will receive an email containing the details of the fax.

### Inbound

Accuro can retrieve faxes that were received through Unite Internet Fax. There are two stages that an inbound fax goes through. First, it is received by Unite through the internet fax line, and then Accuro users can retrieve them into their working Fax directory in Accuro.

1. Go to the Documents section by clicking the Documents button (or Ctrl+4).
2. Click the Download Faxes button along the bottom.

10 / 275 Files Left: 275 Download Unite Faxes

3. The Unite Login window will display allowing the user to select which Unite account they are retrieving faxes for, and where the faxes should be downloaded to. The options are:
  - a. Current Directory – The folder that is currently selected in the Documents Section of Accuro.
  - b.

Virtual Chart Reminder

medication and select Print/fax Summary from the list displayed. The Fax Log window is displayed. A summary