

What do I do if my fax isn't working?

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If you're having trouble with your DrChrono fax, you will need to contact our customer success team by [submitting a ticket](#).

When sending your email, submitting the answers to the following questions will speed up the troubleshooting process.

1. Are you able to receive faxes?
2. Are you able to send out faxes?
3. Are all of your fax lines being affected or is it just one DrChrono fax line? If it's only one please list the number that's being affected.

