

Why can't I fax this document?

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Documents must be in one of the following file formats to be faxed from the DrChrono system:

- PDF
- JPEG
- PNG

Once you upload your file in one of these formats, the **Fax** option to the right of the document will appear. Files that are unable to be faxed from the system (like MP4 or CSV) will not have the **Fax** button. However, you can still upload these file types to the patient's documents.

The screenshot illustrates the document management interface. At the top, a list of uploaded documents is shown: Sample CCDA.pdf, Sample Photo.png, Sonogram Ultrasound Baby.jpg, Sonogram Ultrasound Fetus Dark Image.jpg, and Sonogram Ultrasound Baby.jpg. Below this is a table titled 'Uploaded Documents' with columns for Date, Description, Additional URL, Document Tags, Uploaded on, and Actions. The table lists six documents, including a 'Video Ultrasound Fetus Scan.mp4' which lacks a 'Fax' button. To the right, a detailed view of the 'Actions' column shows buttons for 'Fax', '+ Task', edit, and delete. Arrows indicate that the 'Fax' button is present for PDF and JPEG files but absent for the MP4 file.

Date	Description	Additional URL	Document Tags	Uploaded on	Actions
06/29/2021	Sample CCDA.pdf			06/29/2021	Fax + Task edit delete
06/29/2021	Sample Photo.png			06/29/2021	Fax + Task edit delete
05/03/2017	Sonogram Ultrasound Baby.jpg		ultrasound sonogram	06/08/2021	Fax + Task edit delete
04/25/2017	Sonogram Ultrasound Fetus Dark Image.jpg		ultrasound sonogram	06/08/2021	Fax + Task edit delete
04/12/2017	Sonogram Ultrasound Baby.jpg		ultrasound sonogram	06/08/2021	Fax + Task edit delete
03/30/2017	Video Ultrasound Fetus Scan.mp4		ultrasound sonogram	06/08/2021	+ Task edit delete

If you need help setting up a fax line or porting an existing line, please contact our [support team](#), your account manager, or your implementation specialist.