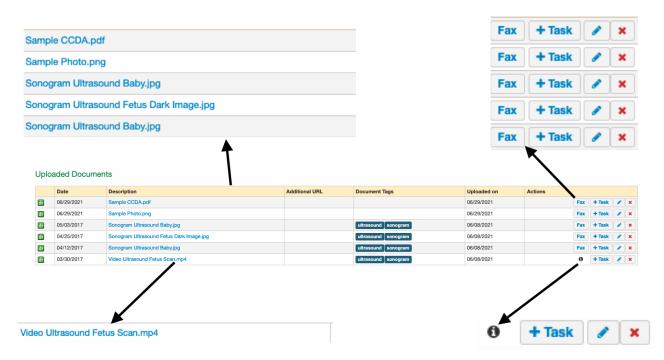
## Why can't I fax this document?

07/08/2024 7:36 pm EDT

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.



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.