

# 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.

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 documents with 'Fax' buttons are eligible for faxing, while those without are not.

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.