

Fax Blocklist Overview

Last Modified on 08/28/2024 2:40 pm EDT

If you receive spam faxes to your Updox Inbox, you can block a number from interrupting your daily workflows by adding it to the Fax Blocklist. When a fax number is added to the Fax Blocklist, all future faxes from the number will automatically be moved to the spam folder.

You can block a number in two different places - from the fax in your Inbox or within the Fax Blocklist . The Fax Blocklist displays who blocked the number, when the number was blocked, and the reason why.

Fax Number	Blocked By	Date Blocked	Reason	Action
(111) 222-3333	Shiela Rao-Lasota	05/29/24	Annoying Junk	
(987) 654-3210	Shiela Rao-Lasota	05/29/24	Suspicious	

The Blocklist can be accessed by going to **Menu > Admin > The Blocklist** (for Admins only) or by going to **Home > Outbound Faxes** and clicking on the **Blocklist** tab.

Admins and non-admins with the **Allow non-admins to block incoming fax numbers** setting checked in **Menu > Admin > Practice Settings** can add numbers to the Blocklist.

Practice Settings
Manage your practice settings.

Practice Timezone: Eastern

Show inactive patients/contacts when searching

Forward incoming faxes to one or more email addresses

Keep forwarded faxes in Updox

Automatically retrieve confirmation pages for sent faxes

Allow sending outbound faxes from queues

Allow non-admins to block incoming fax numbers

Enable Relate to Patient work flow

Automatically save incoming faxes to disk (Updox Central)

Autosave as a PDF

Manually download messages and items as: PDF

Do not add last page of metadata on PDFs or imported documents

Send email replies to a non-Updox email address

Back Save

To add a fax number to the Blocklist, click **+ Add Blocklist Number** and provide the fax number and reason.

Add a Number To Your Blocked List ✕

Fax Number: *

Reason: *

16 / 255

Cancel
Save

Fax numbers can also be added to the Blocklist from the fax item in the Inbox. Within the fax item, click **Mark as Spam**, select the checkbox, and add a reason. Once confirmed, the number will be added to the Blocklist.

▼ fax Tue 04/30/24 10:49 AM

to: Amigos Queue
from: Contact (614) 707-4368 ✉

- Send Item
- Delete
- Mark as Spam
- Fax Back
- Request Ownership
- Create ROI Request
- More

Mark as Spam ✕

Do you want to send Contact (614) 707-4368 to the spam folder?

I also want to block Contact (614) 707-4368

Blocking a number means that all future faxes from this number will automatically be moved to the spam folder.

Reason

Cancel
Mark As Spam And Block

Only admins can delete numbers from the blocklist.

To delete a number, simply click the **red trash can** at the end of the row and confirm the pop up.

Fax Number	Blocked By	Date Blocked	Reason	Action
(111) 111-1111	Shiela Rao-Lasota	05/15/24	Spam number	

Are you sure? ✕

Do you want to delete this number from your blocklist?

Cancel
Delete