



Making Address Corrections

When you receive address correction notifications, eSync makes it easy to accept or reject each correction.

eSync automatically notifies you in real-time when you receive address corrections from the National Change of Address Service. eSync notifications appear above the system tray. Each notification remains visible until the notification is closed or the notification link is clicked.

If you receive additional corrections while a notification is displayed, the notification updates to reflect the additional correction.

Pre-requisites

Before you can use eSync to make address corrections, you must complete the following:

- Setup the Address Correction feature

Note: See the eSync User's Guide for details about setting up eSync features.

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To accept or reject a correction:

- 1 Click the address correction notification to open the Address Corrections screen and close the notification.

Note: The Address Corrections screen can be opened at any time by selecting Tools and then Address Corrections.



- 2 Check one or more patients.

- 3 Click one of the following resolution options:

- Individual: Updates only the patient's information.
- Family: Updates the patient's information, along with any associated family members.
- Reject: Removes the patient from the eSync Address Corrections screen without updating the patient's information.

