MX Notify Frequently Asked Questions (FAQs)

1. **How far back will notifications be available in the new user interface once launched?**
   Notifications generated on or after October 25, 2024, will be available in the new MX Notify.

2. **Am I able to access notifications received prior to October 25, 2024?**
   Yes, should you need to view notifications you received prior to October 25th, you can request a historical notification report by sending an email to our MX Support team at support@manifestmedex.org. Please include the start date for the notifications.

3. **Will I see duplicate notifications if I am assigned multiple panels, and the patient is on more than one panel?**
   No, duplicate notifications will not be displayed if the patient is on more than one panel assigned to you. One notification will be displayed, with all associated panels listed under the "Organization Panels" section of the notification.

4. **How long are notifications displayed in MX Notify?**
   Notifications are displayed for 12 months, based on the notification event date and time. After 12 months, the notification(s) will automatically be removed from all notification lists.

5. ***Can I create folders in the new MX Notify?***
   No. We have improved this feature by allowing users to mark the status directly on the notification to save time.

6. **Can I delete notifications from my list?**
   Yes, notifications can be removed from your list by clicking on the trash icon. When deleting a notification, it is removed at only the individual user level. This means that other team members within your organization will not see that you have removed the notification; it will still appear for them. Once a notification is removed from your list, you will no longer be able to view the notification or see any changes made to the notification by other team members.

7. **Can I select more than one notification and perform an action such as update statuses or remove notifications?**
   Yes, you can select more than one notification and update their statuses, mark them as read or unread, or remove them from your list.

8. **Is there a maximum number of notifications that can be exported at one time?**
Yes, there is a limit of 2,000 notifications that can be exported at once. If you have more than 2,000 notifications, please apply filters to limit the results to 2,000 or less.

9. **Can I filter by patient name?**
Yes, to search for a patient, enter their first and last name in the search box.

10. **If I filter for specific notifications and then I export notifications, will the export only include notifications related to my filter(s)?**
Yes, the filters are applied to the notification exports.

11. **I am trying to save a filter, but when I click on "Save Filter" and I am brought to the "Saved Filters" tab, it does not give me the option to save the filter. Why?**
Your organization can save a total of 25 filters, and once this limit is reached you will no longer be able to save additional filters.

12. **In my Saved Filters, I see an option to "Set as default filter." What does this mean?**
Set as default filter allows you to select a saved filter and have it applied at all times, including when you log in. To remove the default filter, go to your Saved Filters and click on "Remove default filter."

13. **I used to receive an email every time a new notification was received in the MX Portal, but now I only receive notifications once every 15 minutes. Why is that?**
The system is set to send out batch email every 15 minutes to provide users with a summary of the number of notifications received in the last 15 minutes.

14. **Can I access the updated MX Notify on a mobile device?**
Yes, the new MX Notify is compatible with mobile devices, and we have improved its mobile functionality. To access MX Notify, log into the MX portal on your mobile device, and click on the MX Notify icon.