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| |  |  | | --- | --- | | |  | | --- | |  | |      |  |  | | --- | --- | | |  | | --- | | ENGAGE **IT** | |  |  | | --- | | **ACTION REQUIRED: Fax Transition**  **To:**ROC,*ISC, HSC, HCHQ, DSC, OMs, RMs, Medical Offices, Service Desk*  Hello,  We have some exciting news to share! We will be transitioning our current fax messaging platform from OpenText to Retarus as of today. This migration is set to bring several significant benefits to our system, including enhanced performance, improved reliability, and faster support response times.  We strongly believe that moving to Retarus will greatly contribute to the efficiency and effectiveness of our operations. Your previous fax number will remain the same, however there has been a change in the email address.  **Action Items:**  **To ensure a smooth transition, there are only a few simple steps to follow, which are outlined in the attached Quick Reference Guide (QRG).**    If you experience any issues following this upgrade, please submit an IT Service Desk ticket via your Okta dashboard or call 714-845-8895.  Thank you, |  |  | | --- | | **EngageIT**  **General Questions?** Visit the [Service Desk Portal](https://pacden.force.com/pdsportal/s/), or contact IT Service Desk at 714-845-8895. | |

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