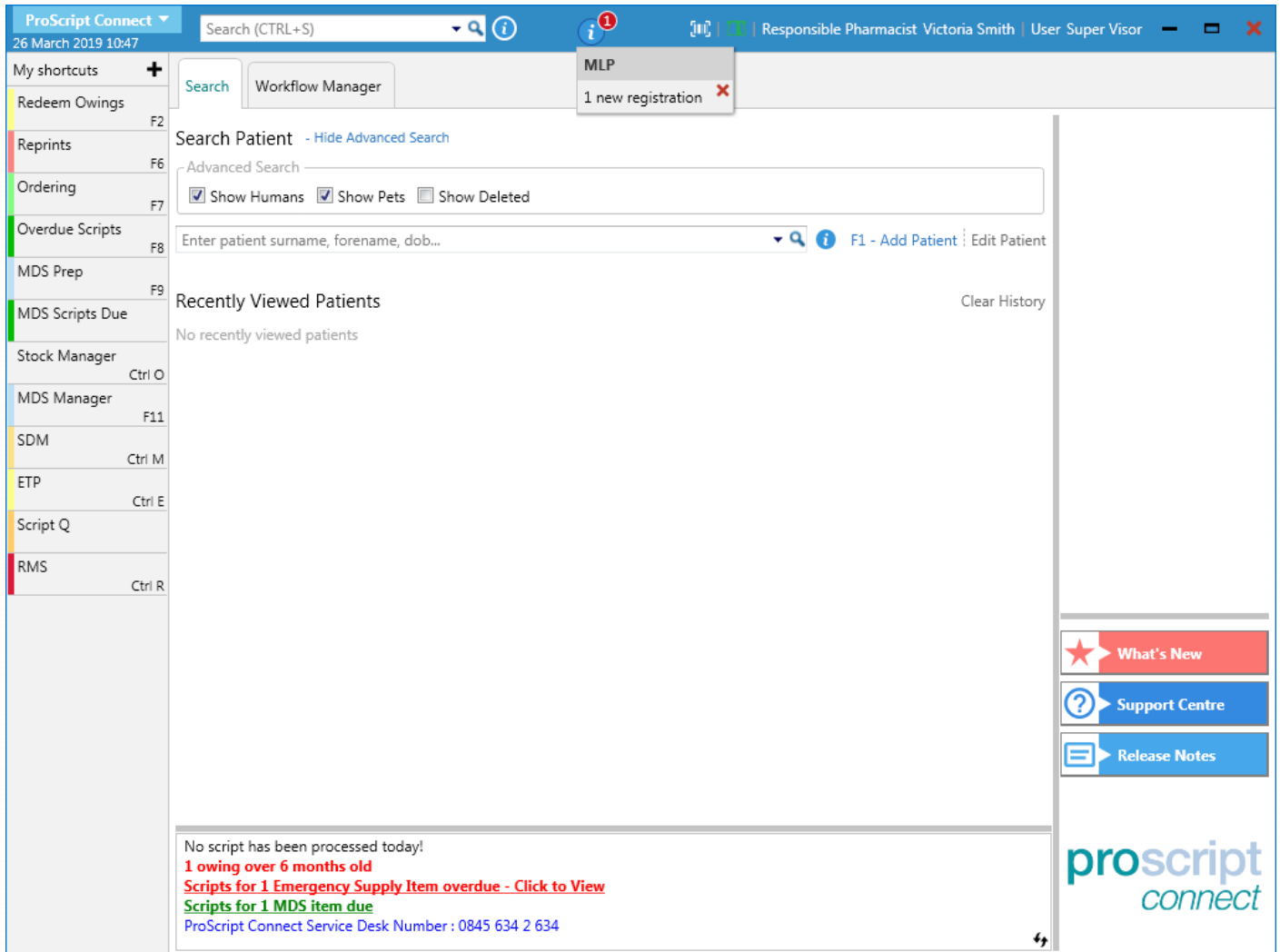# Rejecting an MLP Patient Registration

ProScript Connect will display various notifications within the information notification icon when messages are received, including when a new MLP registration has been submitted to your pharmacy. The number of notifications is displayed within the red circle, and upon clicking the icon, a pop-out box will display providing the details of the notifications received.

By clicking on the notification within the pop-out box, the relevant module will open. In this case, clicking on the *1 new registration* menu item will open the *Registration Requests* tab within the MLP Manager.

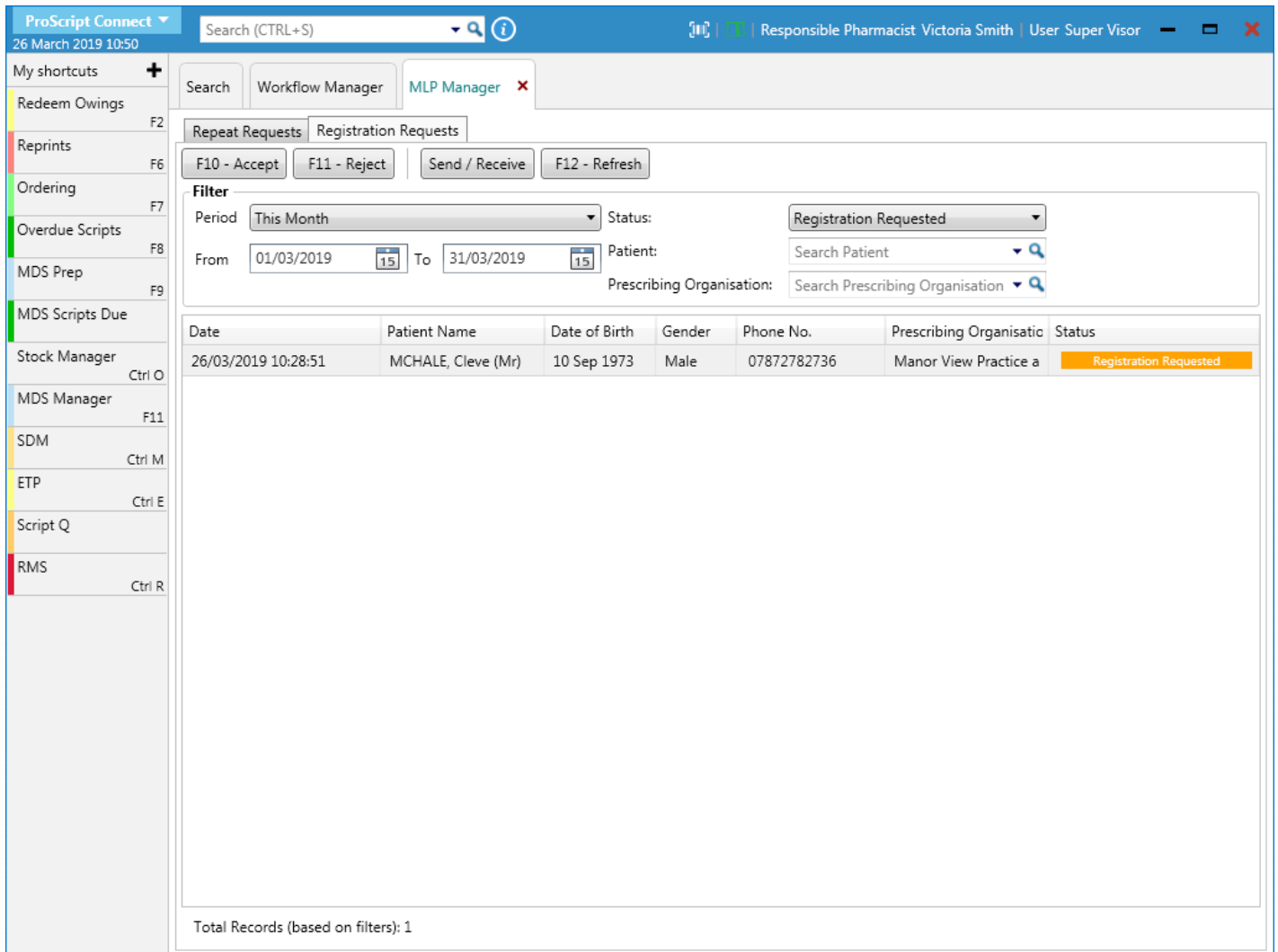## Rejecting the Registration Request

Rejecting a patient's registration request will send a push notification to the patient's device if they have push notifications enabled.

1. From the *Registration Requests* tab within the MLP Manager, you will see any outstanding patient registration request(s) displayed as Registration Requested.

💡 If the registration request you are looking for does not display in the grid, you can press **[Send/Receive]** to download new messages and **[F12 – Refresh]** to update the grid.

2. Highlight a patient registration request in the grid and press **[F11 – Reject]**.
3. A pop-up window displays, asking whether you want to change the selected patient registration request to declined.
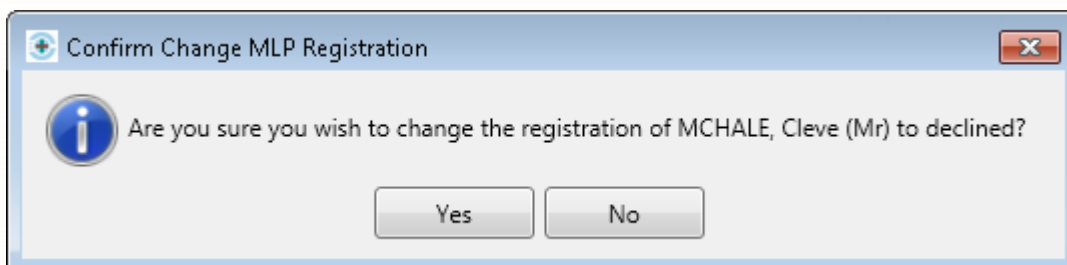
4. Click **[Yes]**.
5. The patient registration request is now marked as Patient Rejected.

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	15 August 2019		Joanne Hibbert-Gorst

Contact us

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