

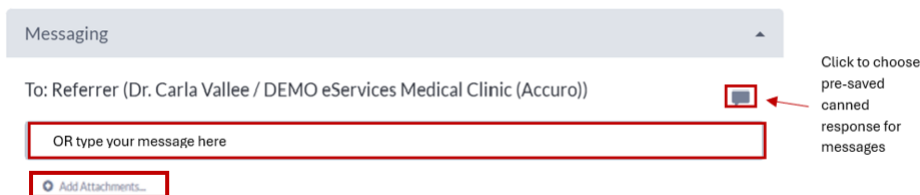
Ocean offers extensive flexibility to make updates to the eReferral and receive notifications throughout the eReferral lifecycle. Messaging and adding attachments within the eReferral allow the sender and receiver to communicate about the eReferral.

In certain types of Ocean integrations (e.g., API integrations), these functionalities can introduce complexities and cause downstream errors within the receiver's system. As a sender this may result in certain functionalities, such as messaging and adding attachments to the eReferral record, not being available.

Ocean by default disables the messaging pane and hides the attachment functionality for referrals sent to a listing setup with an API integration that does not support these features.

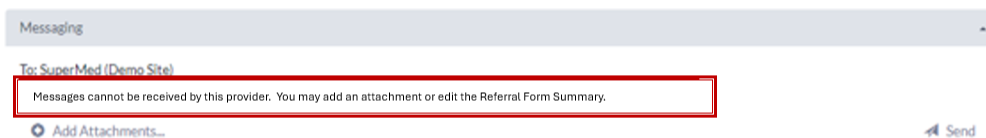
If updates need to be made to the referral, or additional attachments included, these will need to be sent to the eReferral receiver outside of Ocean eReferral (e.g., fax, phone etc.).

- When messaging and adding attachments are **enabled**, you will see an option to add canned responses, type in a message and add attachments:



\*To set up canned responses see setup guide [here](#)

- When messaging is **disabled**; you will be notified in the messaging pane:



- When adding attachments is **disabled**, the add attachment feature is hidden

